

# AJA HELO v1.0 Release Notes

## HELO Firmware v1.0

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- Your HELO device will ship with firmware pre-loaded.
- AJA's eMini-Setup application allows for quick configuration and firmware updates using an included USB cable.
- AJA recommends using the most current firmware available on the AJA support site.
- For support information, manuals, firmware and eMini-Setup please visit [www.aja.com/products/helo#support](http://www.aja.com/products/helo#support)

## Known Issues and Limitations for HELO v1.0

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- The HDMI output is a monitor/proxy output related to the encoders output, and may not be suitable for rebroadcast.
- The SDI output is a loop of the SDI input, and not an output from the Encoder.
- The HDMI input cannot be viewed on the SDI output.
- Interlaced video input is de-interlaced to progressive before encoding.
- RTMP Streaming to Facebook Live and DaCast CDNs does not work. A network failure is reported.
- NTFS is not supported on USB or SD card media.
- PsF sources may not appear as valid inputs (SDI input only).
- .mp4 and .mov recorded files may exhibit a 2 frame A/V offset.
- The maximum duration of recorded files is 60 minutes. Longer recordings are segmented over multiple files, each with a maximum duration of 60 minutes.
- While recording .mp4 or .mov, files to media, when changing to a new file segment, there is a small chance for a dropped frame at the beginning of the next file segment. This problem is not exhibited while recording .ts files.
- In the above situation, multiple frame drops may be observed when recording to network CIFS shares. This is not exhibited while recording to NFS shared folders or while recording .ts files.
- When streaming to Wowza while also using Wowza's record feature, once the Wowza recording drive is full, Wowza sometimes crashes. When this happens, stopping the stream from HELO may require a power cycle.

- When streaming via RTMP if a failure should occur, sometimes, the streaming LED indicator on the front panel and the HELO web UI may report an incorrect state for up to 3 minutes.
- A maximum of 3 clients is supported when RTSP streaming is in use.

## Technical Support

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AJA Technical Support is free and available to help you answer questions or resolve issues with any of your AJA products.

AJA Technical Support can be contacted in several ways:

Email: [support@aja.com](mailto:support@aja.com)

Phone: +1-530-271-3190

Fax: +1-530-274-9442

Web: [www.aja.com/support](http://www.aja.com/support)

Shipping: 180 Litton Dr. Grass Valley, CA 95945 USA