

AJA HELO v2.1.2 Release Notes

HELO Firmware v2.1.2

- 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

Maintenance Release v2.1.2

- Resolved a compatibility issue with Windows Media Player in v2.x
- Corrected a traffic shaping issue when using RTP/UDP transmission in v2.1

Improvements and Enhancements in v2.1

- Improved performance with firewall for RTSP by using RTSP over TCP
- Support added for up to 10 RTSP clients
- Video preview performance has been improved
- Fixed channel swap of analog audio output
- Resolved instances where HDMI audio was not passed for streaming & recording from certain sources
- Metadata required by certain CDNs for proper audio streaming has been added
- Aspect ratio selection now works as expected
- Corrected issue where a space in a share name could result in "Media Full" error
- Fixed issue where HELO would limit file size on some NAS storages to 2GB
- Improved input detection of HDMI & SDI sources
- Resolved issue with cut & paste in the Scheduler
- Enhanced streaming quality at lower bit rates
- Added the use of DNS resolution for RTP hostnames

Known Issues and Limitations

- Higher performance media is required for recording .MOV and .MP4 files of longer durations. Please refer to “HELO Media Recommendations” for guidelines on optimal media for recording.
- 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.
- PsF sources may not appear as valid inputs (SDI input only).

Technical Support

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:

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