AJA HELO Release Notes - v4.3

Firmware for HELO

Introduction

HELO v4.3 firmware is a maintenance release. It is highly recommended that you update firmware to avoid any potential issues.

Be sure to consult the Installation and Operation Guide (user manual) for detailed information about features and configuration guidelines. The most current documentation can always be found on the HELO Support Page.

Fixes, Changes and Improvements in v4.3

- Occasionally, on startup, the HELO system could communicate over IP using the same IP address as its default gateway, rather than its pre-defined static address. This issue has been resolved.
- When streaming to an external platform, a long-term disconnection to the platform could occasionally cause the HELO WebUI to become non-responsive. This issue has been resolved.
- If a DHCP license renewal were to occur during a recording to a network storage device, that recording would be terminated. This issue has been resolved.
- Streaming of some video input content could result in a repetitive quality degradation in the encoded video. This repetitive degradation has been resolved.

Known Issues and Limitations

- Audio channel count in WebUI can show incorrectly.
- FAT32 is not supported in the long Segment record mode.
- 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 encoder's 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).
- Constant bit rate encoding is not supported.

Technical Support

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

To contact AJA Technical Support:

Email: support@aja.com
Phone: +1-530-271-3190
Fax: +1-530-274-9442
Web: https://www.aja.com/support/contact
Shipping: 180 Litton Dr. Grass Valley, CA 95945 USA