

AJA HELO v1.0.2 Release Notes

HELO Firmware

- 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

Improvements and Enhancements

- Fixed network performance issues
- Fixed field ordering of interlaced video input

Known Issues and Limitations

- 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 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

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

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Fax: +1-530-274-9442

Web: www.aja.com/support

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