

# AJA HELO v3.0 Release Notes

## HELO Firmware v3.0

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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)

## New Features

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- RTMPE and RTMPS support
- HTTPS Support for HELO's WebUI
- Regionalized WebUI for Chinese (simplified)

## Improvements and Enhancements

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- Resolved a timezone issue that could cause the web interface to disconnect.
- Audio distortion that could occur with some streaming services has been removed.
- An issue whereby a reset from a CDN server could inhibit streaming from auto-restarting has been resolved.
- Compatibility of .mov or .mp4 files with Android devices has been improved.
- Compatibility of .mov or .mp4 files for Windows 10 "Movies & TV" application has been improved.
- Fixed an issue that could cause the video preview in the WebUI to stop updating.

## Known Issues and Limitations

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- 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

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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