

AJA HELO v3.1 Release Notes

HELO Firmware v3.1

- 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

Features released in v3.0

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

Improvements and Enhancements in v3.1

- Resolved an issue where a non-alphanumeric character at the end of RTMP credentials could cause a failure to stream which would result in a restart being required.
- A condition was corrected that could allow a bad video signal to be interpreted as valid with recording appearing to commence but no file being recorded.

Known Issues and Limitations

- Changing the webUI language whilst HELO is recording or streaming will cause both to fail and a reboot will be necessary. It is recommended to only change the webUI language when HELO is not in recording/streaming mode.
- HTTPS functionality currently prevents network media download from HELO, this restriction will be removed in a future update.
- 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: