

# AJA HELO v3.3 Release Notes

## HELO Firmware v3.3

---

- 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)

## Improvements and Enhancements in v3.3

---

- Resolved an issue where certain Chinese characters within a clip name caused unintentional over-writes of a previously recorded file.
- Fixed streaming to RTMP URLs that contain query string characters.

## 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).

## Features Released in v3.0

---

- RTMPE and RTMPS support
- HTTPS Support for the WebUI
- Regionalized WebUI for Chinese (simplified)

## 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](mailto: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