

# AJA HELO – Release Notes v4.2

## Firmware HELO

### Introduction

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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 in v4.2

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- NEW Long Segment record mode

### Fixes, Changes and Improvements in v4.2

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- Minor corrections in Japanese Localization
- Improved intermittent recording issue with failed recording starts
- Fixed am/pm timestamp error
- Improved Chinese, Japanese, and Korean character-based localization
- Added media-related events to logging console
- Added open source licensing information to Web UI
- Added real-time clock display to web UI
- Enhanced stability, performance and CDN compatibility

## Known Issues and Limitations

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- Audio channel count in WebUI can show incorrectly.
- FAT32 is not supported in the new long Segment record 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 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).

## 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.

### **To contact AJA Technical Support:**

Email: [support@aja.com](mailto:support@aja.com)

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