

# AJA HELO Plus v2.1.5 - Release Notes

## HELO Plus v2.1.5 Firmware

### Introduction

---

HELO Plus v2.1.5 is a maintenance release. It is highly recommended that you update your firmware to avoid any potential issues.

Be sure to consult the Installation and Operation Guide (User Manual) for detailed information about features and configuration guidelines. The most current documentation, along with editable sample graphics projects (in the Adobe Photoshop format) can always be found on the [HELO Plus Support Page](#).

### Updates and Improvements in v2.1.5

---

- RTMP streams from HELO Plus could occasionally exhibit audio discontinuities. This issue has been corrected.
- A loss of input event could result in audio discontinuities being present in both streams and recordings until the system was rebooted. This issue has been corrected.
- Some users reported lip sync errors while streaming, particularly after changes in the input signal format. This has been corrected.
- The TTL value for multicast streams was reported as too low for some customers. The value has been increased.
- Google calendars would no longer sync with HELO Plus. This issue has been corrected.
- PEM handling errors were reported by some customers. This issue has been corrected.

### Known Issues and Limitations

---

- If a streaming session is started when the selected DNS service is not available, the system will report “Network Name not found” will be displayed even though the system will start to stream its output. The workaround is to always ensure that the DNS service is active before starting a streaming session.
- Customers should not use a USB hub to connect a HELO Plus to USB media. Use of a hub may cause operational issues and prevent the USB drive from being discovered by the HELO Plus.

- Enabling segmented recording while using B-frames is not recommended. While the system accurately encodes all incoming frames, available “off-the-shelf” players will sometimes skip a frame at the end or start of a segment if B-frames are enabled. The workaround is to set the number of B-frames on an encoder to zero if the encoder is being used as the source of segmented recordings.
- Recording from an encoder that has Frame Rate set as anything other than “Full” is not recommended. Recordings made with the Frame Rate set to “Half” or “Quarter” may not be playable by HELO Plus and may not show up in a clip list (since they’re not playable), while others might. For example, a 1080p5994 signal, when set to half frame rate will record as 1080p2997, which is playable by HELO Plus and therefore shows up in the clip listing. If, however, the frame rate parameter for that encoder is set to “Quarter”, any recording will be made at 1080p14.985. External players may be able to play that clip back, but as it is not a broadcast standard, HELO Plus cannot play the clip, nor will it show up in any clip listing.
- When recording using the “Long Single Segment” mode, if the recording duration reaches 12 hours (the maximum value for this mode), the recording will terminate with a “Recording Failed” alarm. This does not mean that the recording is unplayable - it simply means that, since the recording was still in process when the maximum duration was reached. The user's intention to record longer than 12 hours has resulted in an internally terminated recording - so the system alarms that fact. The segment, in its entirety, is fully playable. Subject to available storage capacity, longer recordings can be made using the segmented recording feature.
- HELO Plus records to local media formatted as FAT or exFAT (exFAT is preferred). USB or SD drives which are formatted as NTFS will be reported as unmountable. If a drive is formatted as APFS in a Mac, HELO Plus will ignore that APFS partition. However, while formatting drives as APFS, Mac computers also install a small (200MB) vFAT partition. If a USB or SD drive which has been formatted as APFS in a Mac is inserted into HELO Plus, the system will mount the vFat partition. This is too small for almost all recording activities. Therefore, users should not attempt to insert a drive which has been formatted as APFS in a Mac.
- HELO Plus has the ability to make longer recordings as a series of smaller files (“Segments”) rather than a single large file. This allows users to only download the segments of a long recording that are relevant to their final product, rather than having to download a much larger file. Each segment contains all of the essence that makes up the segment. HELO Plus records the audio portion of the segment as AAC essence. NLEs and DAWs vary dramatically in the way they handle AAC decoding, which may result in audio “clicks” when those systems stitch the segments into a continuous longer segment. Should this be an issue, the workaround is to increase the length of the segments prior to recording.
- When using PlayToStream in the absence of a locked video signal, the VSG format must be compatible with the PlayToStream clip format. If this is not done (or if the VSG format is set to Auto and an incompatible signal was most recently applied) PlayToStream will fail.

## 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