

## *Release Notes*

# ProductionVIEW HD MV V01.00.20

---

**Released 10/19/15**

## **New Features/Enhancements**

- Improved linear zoom joystick speed assignments for Panasonic AW HE 130
- Increased video dropout time. Provides more stability for customers. In previous versions video dropouts would cause intermittent loss of program and preview output. The tolerance has been widened to avoid this. Video dropouts under 2 seconds will no longer initiate a “Rescan Video” command, causing Program and Preview outputs to intermittently drop signals.

## **Fixed Issues**

- In previous versions Vaddio ClearVIEW HD-19 cameras could go into an endless focus calibration routine when rescanning cameras. This has been fixed.
- Controllers could get out of sync when recalling tri-sync presets with CCU settings on RoboSHOT cameras. This has been improved.
- Controller could timeout in response to RoboSHOT Manual Iris command. This has been corrected.
- In various versions when the Preview and Multiview output of the controller were set to different resolutions the Multiview output would continue to output when the device was placed into standby. This has been resolved.

## Vaddio ProductionVIEW HD MV Firmware Update Instructions For Version V01.00.20

### Requirements:

- PC with serial connection or USB to Serial Adapter
- Latest version of Vaddio Loader program from [Vaddio Support](http://support.vaddio.com) website  
[http://support.vaddio.com/resources#cat\\_3](http://support.vaddio.com/resources#cat_3) (Scroll down to Vaddio Loader at bottom of page)

### Step-By-Step Process:

1: **Download and save software from here:** [http://support.vaddio.com/resources#cat\\_3](http://support.vaddio.com/resources#cat_3) (Scroll down to Software Updates – choose appropriate software file for the update needed.

File name: ProductionVIEW HD MV Update V01.00.20

**NOTE: \*\*If files are in a zipped folder, unzip the files to show available updates – please be aware that both files may not be needed, only install the (.flash) file if instructed by Vaddio Support personnel.**

2: Download and install latest Vaddio loader software *here:* [http://support.vaddio.com/resources#cat\\_3](http://support.vaddio.com/resources#cat_3) - (Scroll down to Vaddio Loader at bottom of page) NOTE: If you have a previous version of Vaddio Loader installed, go to Control Panel and un-install previous version.

#### Vaddio Loader

Vaddio Loader Instructions (PDF) 2.02mb

Vaddio Loader V1.0.4.1 430k

 [Back to Top](#)

3: Make sure you know which PC COM port is used with your serial connection and open Vaddio Loader. Select the proper COM port if prompted. COM port will be listed in windows device manager.

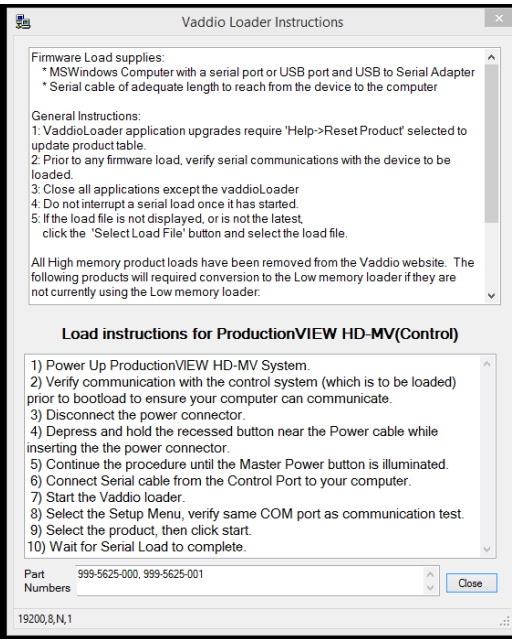
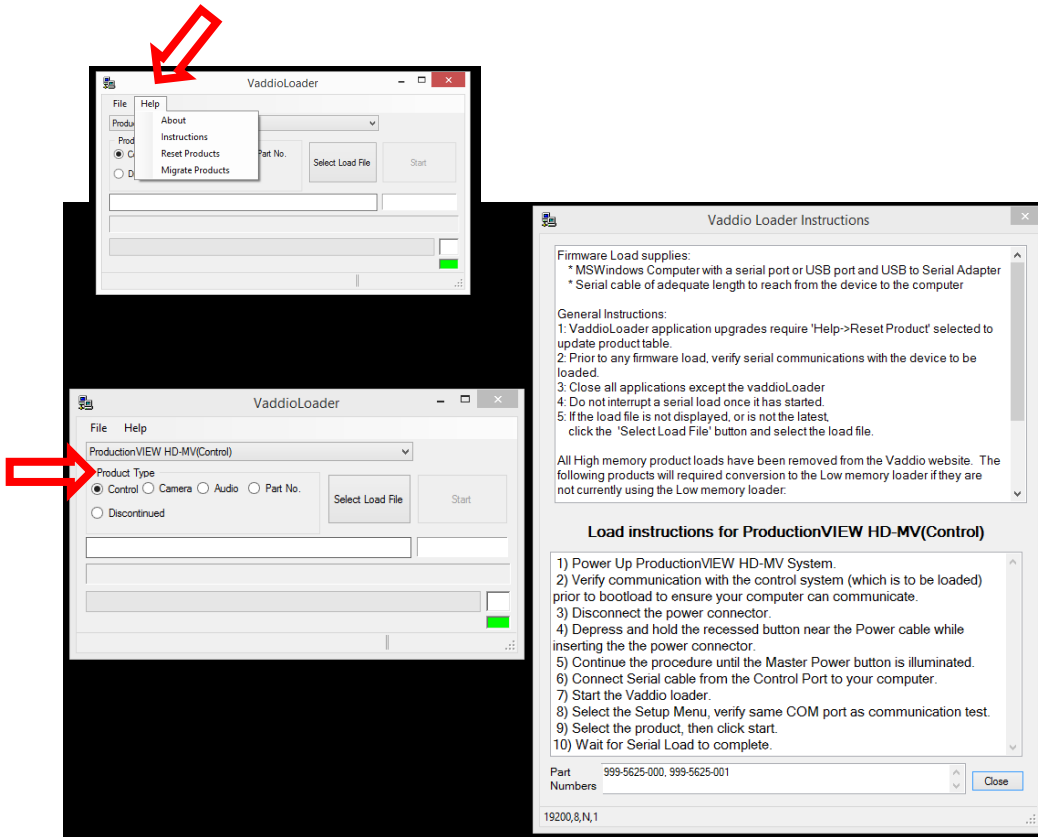
4: Put the controller in firmware-update mode by disconnecting the power connector, then depress and hold the recessed white button near the power connector while inserting the power connector. Release after the Master Power button lights. The LCD screen will also light up but will not display any text.

5: Connect the USB to serial cable between the PC and the RS-232 port on the controller.

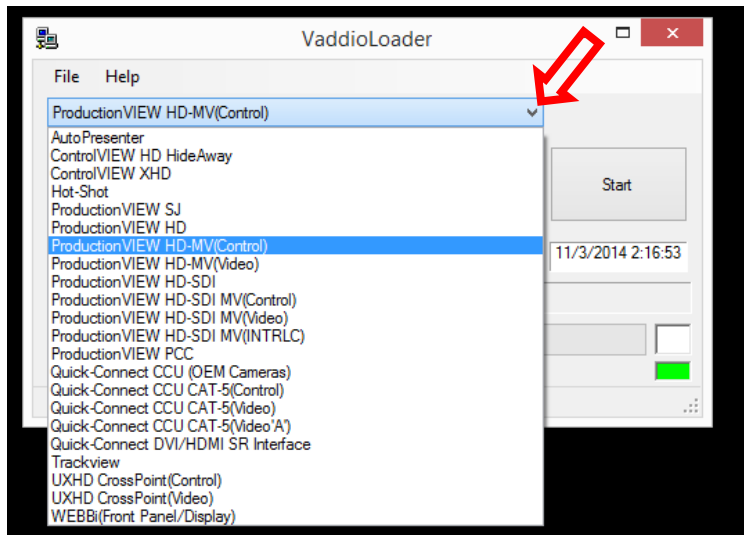
6: Open the Vaddio Loader and choose the COM port you have connected to the controller.

7: Under Product Type: choose Control.

\*Instructions are found under the Help tab at the top of the Vaddio Loader program.



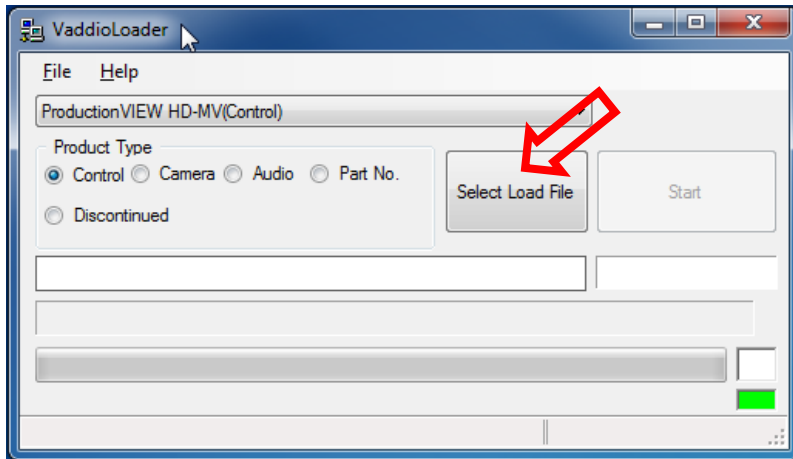
8: From the dropdown menu select ProductionVIEW HD-MV(Control).



9: Click Select Load File and browse to location where camera .hex file was saved on local computer.

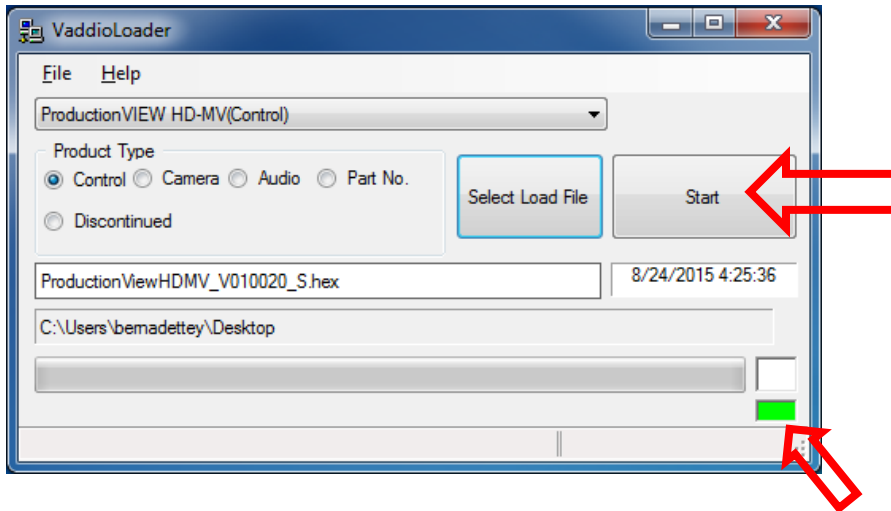
NOTE: If the download was in a zipped folder, unzip the folder to show both updates.

In this step select the .hex file.

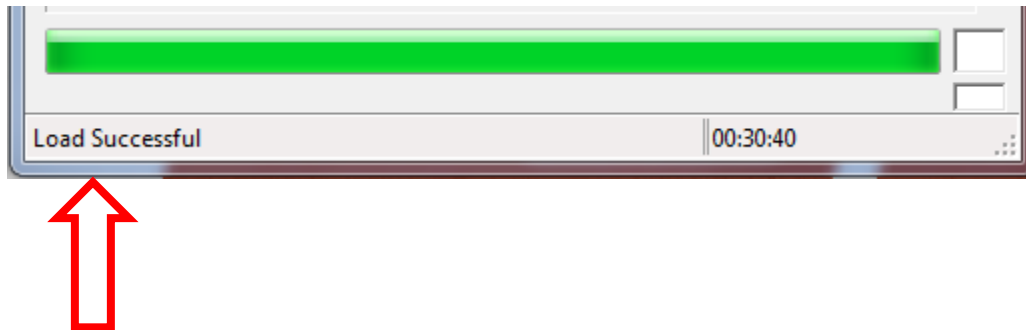


10: Select Start, the firmware update will take 40-60 minutes, do not disconnect the controller or stop the upload while it is loading.

NOTE: The controller will negotiate the update and the bottom right corner will blink green and top one will blink red at a rapid speed. This will last during the entire file upload. Once it's finished, the blinking will stop and both will go back to white and the bar will be green all the way across, see step 11.



11: The file will continue to download, once the progress has reached 100%, you will get a “Load Successful” message and your device is ready to use.



12: Reboot the machine; by unplugging the power connector and plugging it back in. Let the system cycle through until the menu appears.

**Continue to Step 13 if this update gave you both a (.hex) file and (.flash) file\*\*:**

**NOTE: please be aware that both files may not be needed, only install the (.flash) file if instructed by Vaddio Support personnel.**

13: Load secondary firmware (.flash) with the controller powered up. Depress and hold the recessed white button near the power connector until the bottom of the display reads “Video Passthrough”.

14: In Vaddio Loader select the ProductionVIEW HD-MV(Video) from drop down menu.

15: Click Select Load File and browse to location where the (.flash) file was saved on local computer.  
(In zipped folder, unzip to reveal this file.)

16: Select Start, the firmware update will take 40-60 minutes, do not disconnect the controller or stop the upload while it is loading.

NOTE: The controller will negotiate the update and the bottom right corner will blink green and top one will blink red at a rapid speed. This will last during the entire file upload. Once it's finished, the blinking will stop and both will go back to white and the bar will be green all the way across, see step 11.

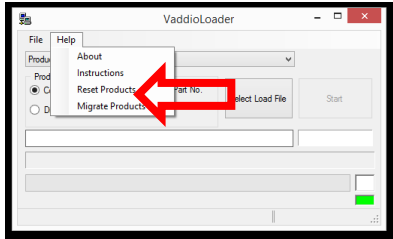
17: After load is complete, power cycle the controller.

18: Once the system is ready – Navigate into the System Menu, select “Clear Memory”

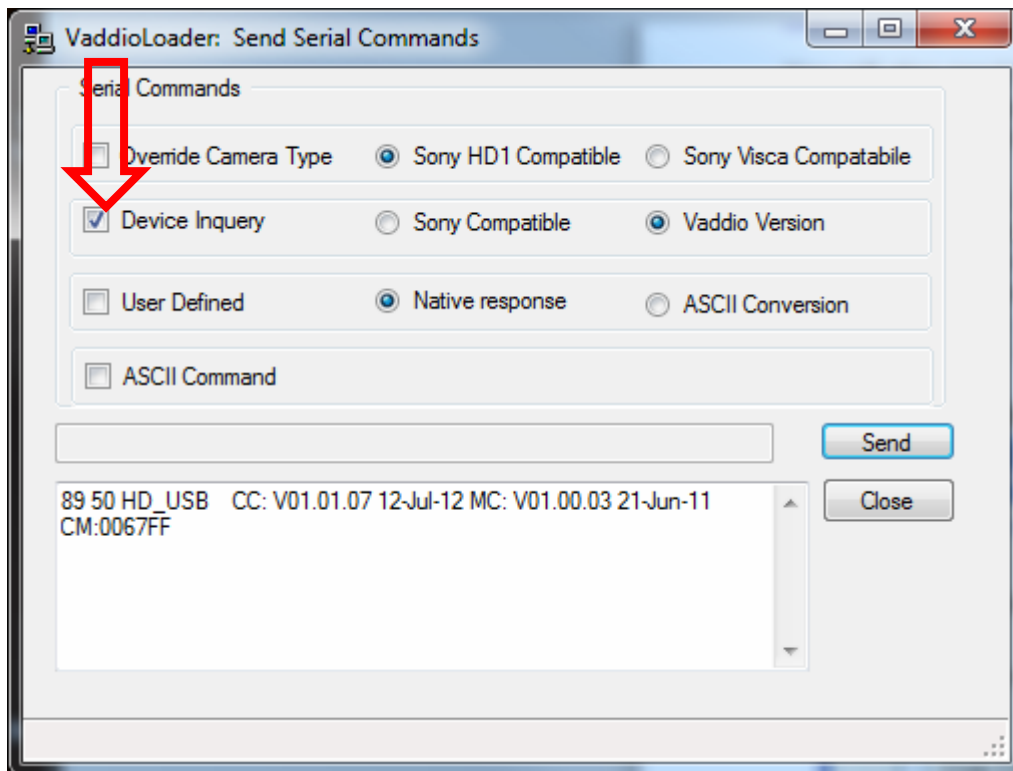
**\*\*NOTE: Any presets or configurations will be lost\***

## Troubleshooting:

- If HEX on website opens instead of downloading, right click on file and select 'Save Target As'.
- If your product is not listed in the Vaddio Loader drop down menu, verify you have Reset Products in the Help Menu.



- To verify Vaddio Loader communications with the camera, connect to the RS232 port and click on File and select Serial Commands in Vaddio Loader. Select Device Inquiry and Vaddio Version and hit send. A valid response is an example below. This is a USB camera response from the lower RS232 port.



**If you have any questions call Tech Support at Vaddio. 763.971.4428 or 1-800-572-2011.**

**If the update procedure is interrupted for any reason the product may need to be returned to Vaddio for updating. If the update does not seem to run DO NOT TURN OFF THE PRODUCT OR UNPLUG IT. CALL TECH SUPPORT IMMEDIATELY.**



**OLDER VERSION  
Release Notes**

# ProductionVIEW HD MV Release Notes

**OLDER VERSION Release: V01.00.19**

| Component | Version   |
|-----------|-----------|
| Database  | V01.00.19 |

## New Features and Functions

- **Visca Camera Changes** – This will minimize focus issues with Vaddio HD-22 and Vaddio HD-30 camera presets.
- **Support for Tally Commands** – Camera Tally ON command will be sent to the camera on the same port as the selected Program video port.
- **Added Preset Execution Failure Message**
- **Added Support For:**
  - Vaddio ClearVIEW HD-20SE camera
  - Vaddio RoboSHOT 12X and 30X cameras
  - Sony SRG-120DH & SRG-300 cameras
  - Panasonic AW-HE40 & AW-HE130 cameras
  - Canon VC-50i camera
- **Preset Speed Changes** – An option to save preset speeds when a preset has been implemented.
  - **Tri-Sync** mode state for local presets and true Tri-Sync mode for in-camera presets. “Tri-Sync Mode” is an option found in the System Menu display. The “TS” option toggles Tri-Sync movement ON/OFF. The CCU option toggles whether or not camera control information (Iris mode settings, White Balance mode settings) in addition to Pan/Tilt/Zoom/Focus is saved with a preset. When TS is set to OFF and CCU set to ON, preset processing is the same as described for a Sony Camera. When Tri-Sync mode is set to ON for local presets, the pseudo Tri-Sync PTZ direct command is issued when a preset is recalled. Pan/Tilt and Zoom motion all start at the same time.
- **Rotary Encoder Processing** – Improves focus and other rotary dial control response for all cameras.
- **Auto Mode Processing** – Has been changed to execute a video transition instead of a cut for any triggered preset recall.





**OLDER VERSION  
Release Notes**

# ProductionVIEW HD MV Release Notes

## OLDER VERSION Release: V01.00.17

| Component | Version   |
|-----------|-----------|
| Database  | V01.00.17 |

## New Features and Functions

- **Visca Camera Changes** – This will minimize focus issues with Vaddio HD-22 and Vaddio HD-30 camera presets.
- **Support for Tally Commands** – Camera Tally ON command will be sent to the camera on the same port as the selected Program video port.
- **Added Preset Execution Failure Message**
- **Added Support For:**
  - Vaddio ClearVIEW HD-20SE camera
  - Vaddio RoboSHOT 12X and 30X cameras
  - Sony SRG-120DH camera
  - Canon VC-50i camera
- **Preset Speed Changes** – An option to save preset speeds when a preset has been implemented.
  - **Tri-Sync** mode state for local presets and true Tri-Sync mode for in-camera presets. “Tri-Sync Mode” is an option found in the System Menu display. The “TS” option toggles Tri-Sync movement ON/OFF. The CCU option toggles whether or not camera control information (Iris mode settings, White Balance mode settings) in addition to Pan/Tilt/Zoom/Focus is saved with a preset. When TS is set to OFF and CCU set to ON, preset processing is the same as described for a Sony Camera. When Tri-Sync mode is set to ON for local presets, the pseudo Tri-Sync PTZ direct command is issued when a preset is recalled. Pan/Tilt and Zoom motion all start at the same time.
- **Rotary Encoder Processing** – Improves focus and other rotary dial control response for all cameras.
- **Auto Mode Processing** – Has been changed to execute a video transition instead of a cut for any triggered preset recall.