PRODUCT RELEASE NOTES

Welcome to the Release Notes for Monogram Configuration Files v1.0a. Please read this document to find important information on areas of the configuration that may not be covered in the *Setup Guide for Monogram Creative Console (5100DR-093-1.0A)*.

CONTENTS

VERSION HISTORY

VERSION 1.0A – MAY 2022

WHAT'S NEW

- **PTZ CONTROL USING DASHBOARD AND THE MONOGRAM CREATIVE CONSOLE**
This is the first release of configuration files for DashBoard and the Monogram Creative Console. These configuration files will assist you in configuring DashBoard and your Monogram Creative Console so that you can use the Monogram to control PTZ Cameras and Robotic PT Heads connected through DashBoard. Configuration files have been provided for:

  - **PTZ Starter – PTZ Camera Control**

    Configure your PTZ Starter kit for control of up to three PTZ Cameras

  - **PTZ Pro – PTZ Camera Control**

    Configure your PTZ Pro for control of up to six PTZ Cameras

  - **PTZ Pro – PT Head Control**

    Configure your PTZ Pro for control of up to six Robotic PT Heads

- **CONFIGURE AND PERSONALIZE**

  These default configurations can be tailored to your specific equipment and preferences using the editing tools in the Monogram Creator application and DashBoard. See the ***Setup Guide for Monogram Creative Console (5100DR-093-1.0A)*** for more details.

KNOWN ISSUES

Known issues include the following:

- Monogram Joystick not recognized by DashBoard when running on Mac OS – use of the Monogram Creative Console with DashBoard is currently only supported on Windows (CI-569)

GETTING HELP

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.

- During business hours (Eastern Standard Time), technical support personnel are available by telephone.

- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.

  - **Technical Support: (+1) 613-652-4886**
  - **After Hours Emergency: (+1) 613-349-0006**