

VERSION 1.0c

30 January 2025

# Product release notes

## PTZ-12G+

**ROSS**

PRODUCT RELEASE NOTES

Welcome to the PTZ-12G+ Release Notes. Use this document to find important information on areas that may not be covered in the Technical Manual and Quick Start Guide.

CONTENTS

PRODUCT RELEASE NOTES ..... 1

VERSION HISTORY ..... 2

    VERSION 1.0c – FEBRUARY 2025..... 2

    VERSION 1.0b – NOVEMBER 2024 ..... 2

    VERSION 1.0a – JULY 2024 ..... 3

KNOWN ISSUES ..... 5

GETTING HELP ..... 6

## VERSION HISTORY

### VERSION 1.0c – FEBRUARY 2025

#### WHAT'S NEW

This is a general release of the firmware for the PTZ-12G+ with no new features.

#### LOAD LINEUP

- **PTZ-12G+: VCBX020**
  - VMG100\_VMF101\_VUB012\_VUC019\_VML133k\_VMK107\_VWE104a\_VWD105\_VWF112q

This release requires an upgrade to both the camera firmware and FPGA firmware. For upgrade instructions, refer to the **Firmware Upgrade** section of the ***Technical Manual for PTZ-12G+ Cameras (5000DR-363-03)***.

#### BUGS FIXED IN THIS RELEASE

- Fixed an issue with the genlock function and reenabled the Genlock Horizontal and Vertical Phase functions in the On-Screen Display. Genlock is now working as documented in the technical manual with a Horizontal Phase adjustment range of -100 to 100 and a Vertical Phase adjustment range of -16 to 16. (CAM-463).
- Fixed an issue where High bandwidth NDI might not work in 1080i mode.
- Fixed an issue where a 30 second delay in SDI output would occur when the camera was powered on with no ethernet connection.

### VERSION 1.0b – NOVEMBER 2024

#### WHAT'S NEW

This is a limited release.

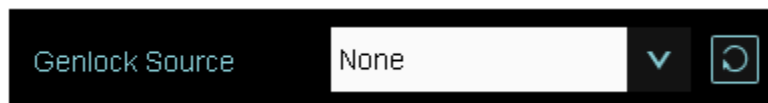
- Relocated the One Push Auto Focus button to the Live View control page for easier access.
- Modified the video tab layout to enhance workflow efficiency.
- Updated text and color for Digital Zoom in the Web UI.

#### LOAD LINEUP

- **PTZ-12G+: VCBX016**
  - VMG100\_VMF101\_VUB011\_VUC016\_VML133k\_VMK107\_VWE104a\_VWD105\_VWF111p

## BUGS FIXED IN THIS RELEASE

- Fixed an issue where auto focus was focusing on background objects with crisp intersecting lines instead of the subject. As part of this fix, the default AF sensitivity and iris limit values were changed to increase the depth of field and reduce chances of losing focus. For optimal performance when focusing on people, Smart Auto Focus should be turned on, and the Auto Focus parameters should be set to **AF Sensitivity = Low** and **AF Frame = Center**. (CAM-470)
- Fixed an issue where exposure was not increased/decreased when the backlight button was used. (CAM-450)
- Fixed an issue where the camera would zoom in when an unused preset slot was recalled. Camera now zooms out and goes to the home position. (CAM-455)
- Fixed an issue where the high bandwidth NDI signal would be disconnected for 5 seconds within 3 minutes of power-on.
- Fixed an issue where NDI group names did not support space characters.
- Fixed an issue where changes made to Iris setting could cause the system to freeze for 5 seconds.
- Removed support for TLSv1.0 and TLSv1.1. The web server now only supports TLS-v1.2.
- Disabled SDI genlock function and hid Genlock Horizontal and Vertical Phase in the On-Screen Display as these functions are not currently working (see CAM-463 in known issues). Connecting the camera to an external sync signal will have no impact on camera behavior.
- Fixed an issue where the automatic list update of the NDI genlock sources every 5 seconds could cause camera abnormalities in some network environments. Instead, there is now a button to manually trigger the update of the list of NDI genlock sources.



## VERSION 1.0a – JULY 2024

### WHAT'S NEW

This is the first release of firmware for the Ross PTZ-12G+ camera. For more information, see the Technical Manual for PTZ-12G Plus Cameras (5000DR-363-xx). The product webpage is: [PTZ \(rossvideo.com\)](https://rossvideo.com)



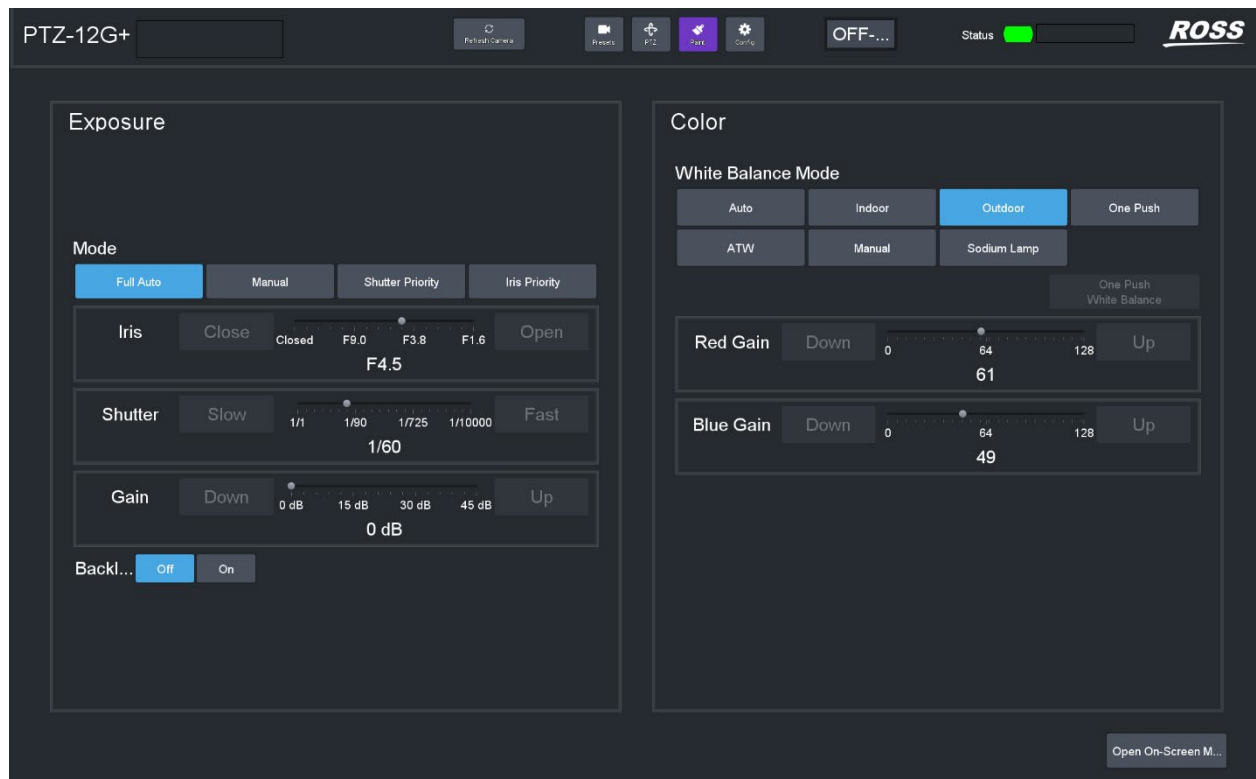
- **4K/60 PTZ Camera with 30x Optical Zoom**  
Perfect for live broadcasts in houses of worship, corporate board rooms, auditoriums, classrooms and TV studios, the Ross PTZ-12G+ delivers all the high-end features of a UHD pan-tilt-zoom (PTZ) camera within your production budget. The result is a high performance PTZ camera that is easier to deploy, integrate and operate than anything before in its class.
- **Simple installation and upgrade**  
The PTZ-12G+ supports IP control, streaming video, audio, and power-over-ethernet (PoE++) over a single Cat6 cable. Firmware can be easily upgraded over the Web UI with no physical access to the camera required.
- **Flexible outputs**  
The unit supports 720p, 1080p, 2160p resolutions at 25 / 29.97 / 50 / 59.94 fps. Video can be output over 12G-SDI, HDMI 2.0, Ethernet, or USB 3.0. The PTZ-12G+ supports streaming over RTSP / RTMP / RTMPS / MPEG-TS / SRT using H.265, HEVC or MJPEG compression, as well as FULL NDI, NDI|HX2 and NDI|HX3 streaming, (H.264 or HEVC compression).
- **Standard Genlock Support**  
For multi-camera productions using SDI, a genlock consisting of TLS or VBS can be used to time the cameras to a production switcher. This provides frame-accurate switching without the need for frame-syncs or other external timing devices.
- **Quick Shot Recalls**  
Up to 256 user-defined shot preset memories are stored on the camera, allowing the quick and easy recall of Pan, Tilt, Zoom, Focus, and paint settings. Presets stored on the camera are available for recall by any control system connected to the camera, including Dashboard, video switchers, or third-party controllers.
- **Focus Persistence**  
Autofocus keeps the subject in focus even as they move around within the frame. Settings allow adjustment of the sensitivity and the region of the frame that is used for focusing.
- **Perfect Exposure**  
Choose from four exposure modes, from fully manual to fully automatic, with iris priority and shutter priority in between. In addition, Wide Dynamic Range (WDR) provides superior images when lighting conditions vary widely across the frame.
- **Comprehensive Video Shading**  
A complete suite of color and picture controls allows precise video shading of the camera image, including seven white balance modes, manual red and blue settings, sharpness, 2D and 3D noise reduction, and hue, saturation and gamma settings.

- **Integrated Tally**

The PTZ includes an integrated tally light that can be illuminated red, green or yellow, as set by the Dashboard Tally services or external controller to reflect the operational tally states for the talent and production staff.

- **Flexible control options**

The PTZ-12G+ can be controlled from DashBoard via VISCA over IP. A Web UI interface is also available, as well as an on-screen display which can be controlled directly with a remote-control unit or from a DashBoard client. SmartShell control can be enabled using the Furio gateway, which forms part of the DashBoard controller.



## LOAD LINEUP

- **PTZ-12G+: VCBX012**

(VMG100\_VMF101\_VUB008\_VUC013\_VML133\_VMK107\_VWE103\_VWD105\_VWF111p)

## KNOWN ISSUES

No known issues

## GETTING HELP

- Technical services are available on the unit's WebUI MAINTENANCE page item "Click here to check the latest firmware" and on the ABOUT page under [www.rossvideo.com](http://www.rossvideo.com). Alternatively on the same page, you may scan the QR code:



- 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**