SideShot-NG 2.2.1

Welcome to the SideShot-NG Release Notes. Please read this document to find important information on areas of SideShot-NG that may not be covered in the user documentation.

v2.2.1 (September 2025)

What's New

- CR-6755 — Added a user configurable debounce time for button presses.

Bugs Addressed

- CR-5807 — Adjust field size on status page so DashBoard Version is not truncated.
- CR-6444 — Fix **Custom Panel** mode screen saver to not impact Classic Mode.
- CR-6449 — Fixed issue with saving the date in the Configuration page.
- CR-6467 — Add a completion message to the end of a recovery upgrade.
- CR-6855 — Updated DashBoard version to v9.14.0.

v2.2 (April 2025)

What's New

- No new features were added for this version of software.

Bugs Addressed

- CR-6257 — Fixed an issue where long latency network connections to the SideShot-NG would cause it to become unresponsive. Now allowing for longer network delays.
- CR-5822 — Updated some security vulnerabilities.
- CR-4428 — Fixed an issue where a status indicator was erroneously indicating a fault.

v2.1 (August 2024)

What's New

- No new features were added for this version of software.

Bugs Addressed

- CR-5628 — Fixed the issue where NG Shotbox colors displayed incorrectly due to overflow in both Acuity and Carbonite modes.
- CR-5461 — Fixed the issue where the ShotBox Status page showed DashBoard version as N/A.
- Updated DashBoard version to v9.10.2.
- Security upgrades and various bug fixes.

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v2.0 (May 2023)

What's New

- **Custom Panel Mode (BETA)** — In addition to the standard Acuity® Mode of operation, the SideShot-NG can now operate in a Custom mode using DashBoard custom panels. DashBoard custom panels can now be used to map Carbonite switcher functions directly to buttons on the enclosure.

  Note: *This feature is still in development and may not be fully supported.*

Bugs Addressed

- CR-4971 — Setting multiple enclosures to DHCP on the same network could cause them to all get the same IP address.
- CR-4461 — Enclosure would disconnect unexpectedly.
- CR-4460 — Enclosure could become unresponsive after a button press.
- CR-3940 — Enclosure would revert to Acuity® mode and default brightness after a reboot.
- CR-3757 — Pressing multiple buttons on the enclosure at the same time can cause unexpected behaviour.
- ACT-3240 — Log spam.

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**

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