

AJA Ki Pro Ultra 12G Release Notes – v2.5r2

Firmware for Ki Pro Ultra 12G

Introduction

Ki Pro Ultra 12G v2.5r2 firmware is a maintenance release. It is highly recommended that you update 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 can always be found on [Ki Pro Ultra 12G Support Page](#).

Fixes, Changes and Improvements in v2.5r2

- Under certain circumstances, the timecode reported on a recorded clip would be offset from the actual timecode of the source material. This has been corrected.
- When the video input source was a UHD signal, and “In-convert” was set to convert 4K/UHD to 2K/HD, the system would report alarm conditions. This has been corrected.
- Some ProRes files generated by external processors/transcoders would exhibit black frames when played back on a Ki Pro Ultra 12G. This has been corrected.

Firmware Update Consideration

- AJA recommends you do not use Chrome in Windows for this system update. Issue is resolved in future firmware updates.
- AJA recommends a Factory Reset under the CONFIG menu prior to updating firmware.
- After a firmware update, the web browser (Safari, Firefox, etc.) may lose its connection. A refresh of the web browser will reconnect the web UI.
- Do not attempt firmware updates while recording is in progress. Be sure the device is in the stopped state before performing a firmware update.

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

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