

# AJA Ki Pro Ultra 12G Release Notes – v2.7

## Firmware for Ki Pro Ultra 12G

### Introduction

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Ki Pro Ultra 12G v2.7 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 v2.7

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- If the system is in multi-channel mode, and the Video SG Format is enabled and set to any HD format, then the FP display would only show a single “quadrant” SG as the source, and several alarms would be shown. This issue has been corrected.
- With no inputs connected to the Ki Pro Ultra 12G at all, it was not possible to record the Video SG if it was turned on. This issue has been corrected.
- ProRes files created in AJA Control Room with 8 stereo audio pairs would, when played back on Ki Pro Ultra 12G, result in garbled audio. This issue has been corrected.

### Firmware Update Consideration

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- 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

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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](mailto: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