

AJA BRIDGE NDI 3G v1.10 Release Notes

Firmware/Software Update for BRIDGE NDI 3G

Introduction

BRIDGE NDI 3G is a 1RU turnkey gateway offering high density conversion to and from 3G-SDI / NDI for both HD and 4K/UltraHD.

BRIDGE NDI 3G v1.10 is a maintenance release.

Be sure to consult the Installation and Operation Guide (user manual) for detailed information about features and configuration guidelines. More information can be found on the [BRIDGE NDI 3G Support Page](#).

Documentation

For initial System Setup see the **BRIDGE NDI 3G Quick Start Guide** that shipped in the box with BRIDGE NDI 3G:

- **Do not discard!** The Quick Start Guide is **unique** to each BRIDGE NDI 3G system since it contains the unique admin password necessary to gain access to the system for the first time, or following a Factory Reset.

The BRIDGE NDI 3G Manual is available via the AJA website:

- <https://www.aja.com/products/bridge-ndi-3g#support>
 - Under the Manuals heading, the BRIDGE NDI 3G manual can be selected for viewing and/or download.

The BRIDGE NDI 3G Tech Specs are available via the AJA website:

- <https://www.aja.com/products/bridge-ndi-3g#techspecs>

Improvements

- Support for hardware updates in new production versions of BRIDGE NDI 3G.

Downloading and Applying Software Updates from AJA.com

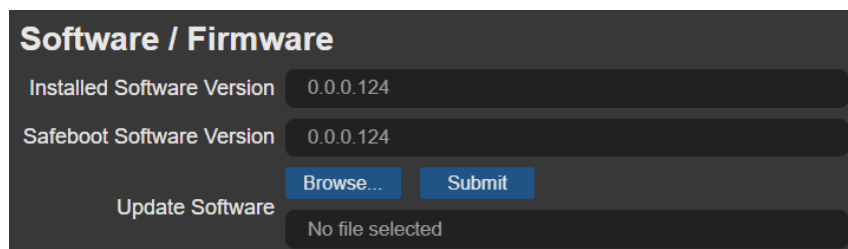
Although BRIDGE NDI 3G comes from the factory pre-installed with the latest software at the time of manufacture, it may be desirable or necessary to update BRIDGE NDI 3G with the latest software update package that has been posted on the AJA website. The steps required to upgrade AJA BRIDGE NDI 3G software are as follows:

Download the Latest BRIDGE NDI 3G Update

- The update can be obtained with a separate macOS, Windows or Linux-based host-system with a network interface and access to the internet. If you wish to apply the update from the same system you are using to download the update package, it will need to be connected to the same network as BRIDGE NDI 3G.
- Use a web-browser to reach:
 - <https://www.aja.com/products/bridge-ndi-3g#support>
- Under the Software heading, the BRIDGE NDI 3G package can be selected for download.
- Current and previous releases of BRIDGE NDI 3G will be available on AJA's website.
- Download the package you require to the separate host-system, connected to the same network as BRIDGE NDI 3G.

Unpack BRIDGE NDI 3G Update

- The update downloaded from AJA.com is a "ZIP" file, which can be opened with OS tools or third-party applications.
- Extract the contents of the ZIP file (unzip). This will present a folder containing the BRIDGE NDI 3G Product Manual, Release Notes, and the appropriate Software update package.



Follow this procedure to update BRIDGE NDI 3G from a remote system

1. In BRIDGE NDI 3G (via Web Browser Interface) go to System Settings Screen > Software Update and click Browse.
2. Navigate to the unzipped Software update (*.ajas), select and click open.
3. Choose Submit.
4. Following reboot or restart, a login will be required.

Note: Depending on your connection speed to the remote BRIDGE NDI 3G unit, it may take some time before the update begins after choosing "Submit".

Follow this procedure to update BRIDGE NDI 3G locally using a USB connected storage device

1. Copy the downloaded and unzipped update file to a USB drive.
2. Plug USB drive into the BRIDGE NDI 3G USB port.
3. In BRIDGE NDI 3G (via Kiosk Interface) go to System Settings Screen > Software Update and click Browse.
4. From the left-hand OS navigation menu go to Run > Media > sda1.
5. Navigate to the unzipped Software update (*.ajas), select and click open.
6. Choose Submit.
7. Following reboot or restart, a login will be required.

NOTE: While updating software, do not remove power.

Technical Support

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

Items helpful to Technical Support

- Issue description (as extensive as possible).
- Error messages.
- Details of the devices and software that are being used to receive from or send to BRIDGE NDI 3G's.
- Basic Network verification (e.g. do other devices and software see each other on the network).
- Network configuration.
- Screen shots, screen captures/videos.
- Provide a Support Log to AJA: System Settings > System Details > Support Log > Download
 - Download the support log using a remote system accessing BRIDGE NDI 3G via Browser Application, and this can be emailed to your support representative along with the other information described above.
 - Note there is no facility to download a support log locally via the Kiosk Interface; this must be done via a remotely connected host system.]

