TECHNICAL BULLETIN 09

DATE: 11 October 2023
PRODUCTS:
- BLUEROV2 (BR-100415, BR-100196)
- BlueROV2 Electronics Enclosure (BR-100656-001, BR-100656-002)
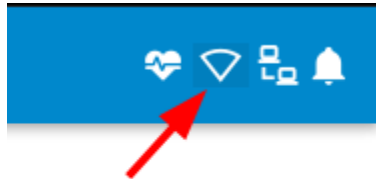- Low-Light HD USB Camera (BR-100126)

SUBJECT: BlueROV2 Camera Failure

SUMMARY: We have discovered that outdated Raspberry Pi4 firmware may be affecting the Low-Light HD USB Camera and causing camera failures. To ensure proper camera functionality, the Raspberry Pi's bootloader MUST be updated BEFORE a replacement camera is installed.

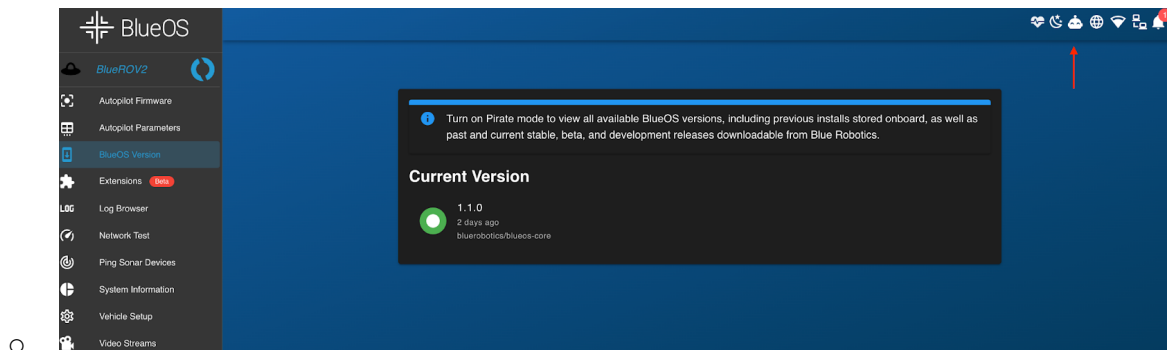**IDENTIFICATION:** Camera issues or nonfunctional camera during initial setup.

CUSTOMER ACTION: Update the Raspberry Pi bootloader through BlueOS as follows:

- Access BlueOS at 192.168.2.2
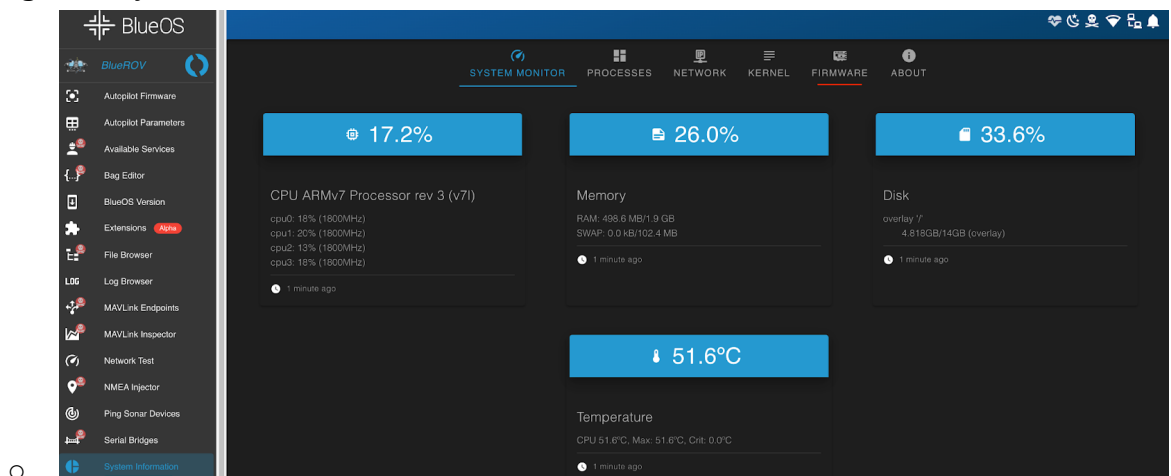- Ensure the ROV is connected to a solid Wi-Fi network in BlueOS.

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- Navigate to the Version Chooser menu and update BlueOS to version **1.1.1.** Once the update is complete, refresh BlueOS; you should see 1.1.1 "Running."

- Turn on pirate mode by clicking on the friendly robot on the top-right side:

- Navigate to System information menu and select the Firmware

- If the bootloader is updated, it will show as "up to date," and no further action is required. However, if there is an update button, please proceed.

BLUE ROBOTICS ACTION: We are actively investigating the issue and exploring solutions, including alternative cameras. In the interim, we are shipping BlueROV2 kits and electronics enclosures with an extra camera in the event of a failure.

Please do not hesitate to contact us at support@bluerobotics.com if you have any questions.