Hi-5 Hotfix SUP 1.1.0

Software Update Package SUP-Hi-5-1.1.0_20220324.swu

RELEASE NOTES

Date: May 25th, 2022

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A. Introduction

We hereby announce the release of the Software Update Package (SUP) 1.1.0 for the Hi-5 hand unit. This is an important maintenance release that provides new features, enhancements, and bug fixes.
We highly recommend updating the Hi-5 hand unit to this software update package.

Below is a brief overview of new features and bug fixes in Hi-5 SUP 1.1.0:

New features with SUP 1.1.0

- Extended premarked ring list for WCU-4 rings
- Support of the following licenses:
  Note: Licenses will be available with the release of the Radio Interface Adapter RIA-1 via the ARRI License Shop https://alshop.arri.de/

    - Focusbug License
    - SONY Camera Control License
    - RED Camera Control License

- Support of RF-2400 Radio Module 2400 MHz FHSS
  Note: The new radio module will be available with the release of the Radio Interface Adapter RIA-1

Bug fixes with SUP 1.1.0

- Improved clip list handling
- Occasional contradicting camera settings between camera and Hi-5 are fixed
- Improved LDA transfer and editing
- Improved usability of focus rings
- Several improvements to white balance and custom white balance / tint values
- Tail-Slate bug fixed
- ND filter bug fixed
- Several bug fixes for using the Hi-5 with other ECS devices (especially UMC-4 and OCU-1)

Please take your time to go through this document before using the Hi-5.
For more information, please visit https://www.arri.com/en/technical-service/firmware/software-updates-ecs/hi-5-software-update

B. Update Instructions

Please install this update directly on the Hi-5 via USB. Due to the large file size, an update via the ECS Sync App is not supported.

How to get a Software Update Package

You can find the Software Update Package (SUP) in the Hi-5 download section on:

https://www.arri.com/en/technical-service/firmware/software-updates-ecs/hi-5-software-update or on https://www.arri.com/en/camera- systems/electronic-control-system/hi-5

Download the latest Software Update Package to your computer.

Hi-5 update procedure via USB

The Hi-5 software can be updated using a USB-A or USB-C drive.

The USB-A slot is located below the display on the bottom of the Hi-5, covered by a plastic cap. Press the release pin to open the cover.

The USB-C slot is located above the display on the top side of the Hi-5, covered by a rubber cap. Lift and turn the rubber cap gently to access the USB-C slot.

- Make sure the power supply of the Hi-5 is stable, e.g. by using a fully charged battery. Please note that power over USB is not recommended.
- Turn the Hi-5 on.
- Insert the USB drive into the corresponding USB slot.
- Prepare the USB drive by entering the settings menu and selecting System/Update/Prepare USB medium.
- Unplug the USB drive from the Hi-5 and connect it to your computer.
- Copy the Software Update Package file into the folder *ARRI/Hi-5/SUP*, created on the USB drive.
- Eject the USB drive from your computer and insert it into the corresponding USB slot of the Hi-5.
- Enter the settings menu and go to *System/Update/Firmware Update* and select the update file.
- Confirm your selection by pressing "*select*".
- Wait for the update file to be validated, then confirm by pressing *"update"* and follow the update procedure.
- The update process takes about 90 seconds. The Hi-5 will re-boot two times during the update process. Then the update is completed.
- Please double check the software version under System/System Info.

Please note: Do not remove the USB drive while updating the Hi-5!

C. New Features

This software update package consists of the following new features:

Extended pre-marked ring list

All existing pre-marked Focus Rings for WCU-4 are now compatible with Hi-5. They can be selected in the pre-marked ring list in the Hi-5 menu function.

Focusbug license

(Available with the release of the RIA-1)
Unlocks bi-directional communication between Hi-5 hand unit with Radio Interface Adapter RIA-1 and the Cine RT Ultrasonic Rangefinder System. Enables Cine RT setup from the Hi-5 hand unit and real-time distance marks on the Hi-5 lens data display.

Sony camera control license

(Available with the release of the RIA-1)
Remote control of frame rate, shutter angle, ISO, white balance, ND filters, playback, and camera user buttons.
Supported features depend on camera model and camera settings.

RED camera control license

(Available with the release of the RIA-1)
Remote control of frame rate, shutter angle, ISO, white balance, playback, and camera user buttons.
Supported features depend on camera model and camera settings.

RF-2400 Radio Module 2400 MHz FHSS support

(RF-2400 radio modules will be available with the release of the RIA-1)
With this SUP, the Hi-5 already supports the 2400 MHz frequency hopping radio modules.

D. Bug Fixes

This Software Update Package fixes the following bugs.

Clip list handling

Several bugs were fixed related to clip list handling.
E.g.:
New clips overwrite existing ones: Fixed a bug where new clips replaced existing ones in the clip list instead of adding new clips to the list when recording a new clip after viewing the clip list.

Contradiction of camera settings between camera and Hi-5

Several bugs were fixed related to camera settings handling.
E.g.:
Changing camera settings on Hi-5 didn't apply on camera: Fixed a bug where settings didn't change on the camera when they were changed on the Hi-5.

LDA transfer and editing

Several bugs were fixed related to LDA transfer and editing.

Focus ring handling

Several bugs were fixed related to focus ring handling.
E.g.:
Ring values don't line up to scale, numerical value, and lens: Fixed a bug where the marking on a focus ring was slightly off, compared to a Hi-5 without a focus ring.

White balance and custom white balance/tint values

Fixed several bugs related to white balance and tint values.
E.g.:
Custom white balance not settable every time: Fixed a bug where it wasn't possible to set a custom white balance value every time.
Custom white balance tint showed pre-filled value: Fixed a bug where custom white balance tint showed pre-filled value of 0.0 instead of showing nothing.
Negative white balance tint values failure: Fixed a bug where negative custom white balance tint values weren't showing correctly (e.g., -1 was indicated as 255).

UMC-4 related bug fixes

Fixed multiple bugs when using Hi-5 connected to the UMC-4.
E.g.:
UMC-4 in wired mode caused several issues: Fixed a bug where several issues occurred when using the Hi-5 connected wired to the UMC-4 with an ALEXA Mini LF camera:

- Camera settings (fps, shutter/exposure time, EI, ND Filter, WB) weren't working
- No scale positions were available while controlling cforce motors
- Sending LDA file was not possible
- Playback control didn't work

LDA transfer with Hi-5 to UMC-4 not possible: Fixed a bug where it wasn't possible to send a lens file wirelessly from the Hi-5 to the UMC-4.
UMC-4 tally issue: Fixed a bug where no tally indication was shown on Hi-5 when connecting the Hi-5 via EMIP radio module to the UMC-4.

OCU-1 related bug fixes

Multiple bugs where fixed when using Hi-5 connected to the OCU-1.
E.g.:
OCU-1 causing weird bounds: Fixed a bug where limits were not displayed properly, and the OCU-1 indication looped around twice in the wrong direction. This occurred when the OCU-1 was connected hardwired via LBUS to the Hi-5 for controlling the zoom axis from the OCU-1.
No scale indication on OCU-1: Fixed a bug where an OCU-1 connected directly to Hi-5 had no scale position indication. This occurred when the OCU-1 was connected hardwired via LBUS to Hi-5 for controlling the zoom axis from the OCU-1.
LDD screen on Hi-5 indicated camera connection although radio power was turned off: Fixed a bug where the LDD screen on the Hi-5 would show a camera connection even though the radio power was off. This occurred when the OCU-1 was connected hardwired to the Hi-5 via LBUS to control the zoom axis from the OCU-1.
OCU-1 cannot control zoom motor: Fixed a bug where it wasn't possible to control the zoom motor with the OCU-1. This occurred when the OCU-1 was connected hardwired via LBUS to the Hi-5.

Hi-5 Tail-Slate bug fixes

Fixed multiple bugs for the Hi-5 tail-slate mode:
E.g.:
REC start at Hi-5 not possible after tail-slate REC was started at the Hi-5 and stopped at the camera: Fixed a bug where it wasn't possible to start REC via the Hi-5 after REC was started at Tail-Slate mode but stopped via the camera instead of with the Hi-5.

Tail-slate mode without active REC status: Fixed a bug where tail slate mode was active in STBY camera status. Tail slate mode should only be active in REC camera status.
Stop tail-slate pop-up message glitch: Fixed a bug where the user message "Press REC for 1 sec to stop Tail-Slate" was not displayed correctly.

ND filter bug fixes

Fixed multiple bugs related to setting the ND-Filter.
E.g.:
ND Filter change enters playback mode: Fixed a bug where setting a ND filter caused the Hi-5 to enter playback mode.

Unhandled error at update

Fixed a bug where sometimes an unhandled error message was shown when updating a LBUS device via the Hi-5.

Hiding lens scale also hides markers

Fixed a bug where markers weren’t visible when the lens scale was hidden.

No scales on LDD screen

Fixed a bug where only the numerical focus and iris values were displayed on the LDD, but no focus and aperture scales after lens file transfer. This occurred when the Hi-5 was connected to an ALEXA Mini LF camera via RF-EMIP.

Limits aren't shown properly in rare cases

Fixed a bug where in rare cases, knob or slider positions weren’t matching the motor limits. The motor trail was in the correct position, but the knob / slider position was wrong. The motor changing state was visible, but no limits have been received.

Clip doesn’t start

Fixed a bug where sometimes it wasn’t possible to start a clip in playback mode with user button 3.

Hi-5 stuck in calibration window during lens file programming

Fixed a bug that the Hi-5 occasionally got stuck in the calibration window at the beginning of lens file programming.

E. Known Issues

This is a list of known issues for this software update package.

Unintentional setting of new lens limit while clearing lens limits

When clearing focus limits while moving the focus knob, a small new lens limit will be set.
Workaround: Ensure to not move the control axis while clearing existing lens limits. If a small lens limit has been set accidentally, clear it without moving the control element.

SDI status information cannot be set to “safe”

This is SDI setting is currently not settable via hand units as it is not transmitted by Alexa Mini/Mini LF. For ARRI Alexa models, SDI “safe” does not exist.
Workaround: Set the “safe” option via camera.

Very rarely, the camera does not send zoom scales properly

In very rare cases, the camera does not send zoom scales properly.
Workaround: Reload the corresponding lens file.

A calibration process is briefly indicated, when skipping calibration

Does not affect operation.

Blinking iris motor trail and depth of field bar

In some cases, it could happen that the iris motor trail bar is blinking sporadically, which results in a very wide depth of field bar.

Workaround: Turning the focus knob resets the depth of field bar to its actual depth.

Serial number not always shown in lens editing menu

When editing a lens file and reaching the “enter serial number” step, in some cases the serial number is not shown.

Workaround: Restart the lens editing or fill the serial number once more.

Wrong capacity indication of new battery pack

When using a brand-new smart battery for the first time (Li-Ion Battery Pack LBP-3500), the battery capacity status indicates a wrong percentage on the Hi-5 display.
Note: This is a normal behavior for a smart battery. The real capacity is determined during its first discharge cycle.

No scales for LDS-data in LDD display after factory reset

After factory reset, upon first connection, the Hi-5 displays the LDS-data only in numbers without any scales.

Workaround: Disconnect the Hi-5 from the camera or restart the hand unit.

Hi-5 can't connect to camera with EMIP radio module

It rarely happens that the Hi-5 can’t connect to a camera via the EMIP radio module. The Hi-5 shows the radio connection indication bars greyed out.

Workaround: Unplug the radio module and reconnect it to the Hi-5.

Calibration request cannot be skipped, when switching between LDA and LDS

In some cases, after calibrating an LDS lens, a subsequent switching to an LDA file results in a non-skippable calibration request. The can’t be fixed on the Hi-5, as some cameras handles this like a lens change and request a mandatory motor calibration.

No camera control via cforce mini RF connected to the camera LBUS

The cforce mini RF currently doesn’t support camera control and playback features over LBUS.
Workaround: Use CAM to EXT connection from the motor to the camera.

Pre-marked ring indication with cforce mini RF is always colored red

When using a cforce mini RF with the Hi-5, the pre-marked ring symbol is colored red instead of being shown in white color. This will be fixed with the next software update of the cforce mini RF.

RED RAPTOR pre-record doesn’t work from Hi-5

When using a cforce mini RF with the Hi-5, the pre-record function of the raptor is not supported by the Hi-5.

Workaround: Activate pre-recording via camera.

No codec information with ALEXA SXT Plus

There is no codec information with SXT series cameras. This issue can't be fixed and was apparent also with the WCU-4, as the ARRI legacy cameras don't transmit this information to hand units.

Truncated custom tint with legacy cameras

ARRI legacy cameras (e.g. ALEXA LF) do not support decimal values for custom tint. The custom tint will instead get truncated to the closest value.

Global Unit of camera is not synchronized with Hi-5 when using LDA

With some lens files the "Global unit" on the camera may differ from the unit shown at the Hi-5, as some LDA files don't contain both scales (meters and/or feet).
Switching the global unit in the camera menu, will only switch the camera's display unit, but this change will not be passed on to the Hi-5.
Workaround: Change the unit on the Hi-5 in the menu LENS > DISPLAY UNIT.

Hi-5 doesn't start (stuck on ARRI logo) when powered via USB-C

In very rare cases, powering the Hi-5 via USB may cause a corrupted file system on the Hi-5, which results in a stuck booting phase when unplugging.
Workaround: If possible, shut off the Hi-5 before unplugging the USB-C Cable. If the issue occurs, boot into recovery mode (center and right soft button), wait for the display to light up and then reboot. If this doesn't work, remove the battery, and wait for the Hi-5 to shut down.

USB-A doesn't always work

Occasionally it happens that a USB stick is not recognized by the Hi-5 hand unit (USB indication missing on the LDD screen).
Workaround: Remove and reconnect the USB device.

Hi-5 reboots endlessly when powered via USB-C

In very rare cases the Hi-5 screen and blue status LED starts flickering, and the Hi-5 tries to reboot without success. This can occur when the Hi-5 is supplied via USB-C from a device with insufficient power rating. (e.g. when connected to a PC USB-port.)
Workaround: Remove the USB-C cable and restart the Hi-5 with a battery inserted.

Power only via USB-C - Hi-5 vibration stops working

In some cases, the Hi-5 will not vibrate but beeps instead, when supplied only via the USB-C port.
Workaround: Power the Hi-5 with a battery.