Wireless Compact Unit WCU-4 Hotfix SUP 3.3.20

Software Update Package wcu4_pkg_030320_355.upd

RELEASE NOTES

Date: December 14th, 2021

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Release Notes   All data subject to change without further notice.

A. Introduction

We hereby announce the release of the Hotfix Software Update Package (SUP) 3.3.20 for the Wireless Compact Unit WCU-4. This is a maintenance release that fixes a bug within the WCU-4 which causes a motor jump and an offset between premarked ring and LDD occurring in the Hi-5 hand unit.

We highly recommend updating the WCU-4 to this Software Update Package as soon as possible. Below is a brief overview of bug fixes in WCU SUP 3.3.20.

Bug Fixes with SUP 3.3.20

- WCU-4 deactivates lens mapping leading to Hi-5 motor jump and strong offset

Please take your time to go through this document before you start using the WCU-4. For more information, please visit https://www.arri.com/en/technical-service/firmware/software-updates-ecs/software-update-for-wcu-4

B. Update Instructions

How to Get a Software Update Package

You can find the Software Update Package (SUP) in the WCU-4 downloads section on https://www.arri.com/en/technical-service/firmware/software-updates-ecs/software-update-for-wcu-4 or on https://www.arri.com/en/camera-systems/electronic-control-system/wcu-4

Download the latest Software Update Package to your computer.

WCU-4 Update Procedure

The WCU-4 software is updated with a SD or SDHC memory card with a capacity up to 32GB.

- Make sure the power supply of the WCU-4 is stable. The best way to achieve this is by using a fully charged battery.
- Have the SD or SDHC memory card formatted to FAT16 or FAT32.
- Prepare the SD or SDHC memory card with the following the WCU-4 folder structure: /ARRI/WCU4/Firmware
- Copy the Software Update Package file into the 'Firmware' folder on the SD card.
- Turn the WCU-4 on.
- Insert the SD or SDHC memory card into the SD card slot of the WCU-4. The slot is located below the display on the bottom of the WCU-4, covered by a rubber cap.
- Go to MENU > FIRMWARE.
- Go to 'Select Update File'.
- Choose the desired Software Update Package and then press the two UPDATE soft buttons simultaneously to start the update. The update process takes about 5 seconds. The WCU-4 will re-boot, and the update process is completed.

Please note: Do not remove the SD card while updating the WCU-4!

B. Bug Fixes

This is a list of bug fixes for this particular SUP 3.3.20 software package.

WCU-4 deactivates lens mapping leading to Hi-5 motor jump and strong offset

Fixes a bug on WCU-4 where lens mapping is deactivated which leads to a jump of the motor and strong offset between premarked focus ring and the Lens Data Display (LDD). This issue occurs when the WCU-4 and the Hi-5 are operating in the same network.

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C. Known Issues

This is a list of known issues for this particular SUP 3.3.20 Software Update Package.

Codec Occasionally Not Displayed from ALEXA 65

Occasionally, the currently set ALEXA 65 camera codec is not displayed on the CAM screen.

Some User Button Functions Not Executable

WCU-4 currently does not support any function on ALEXA user buttons 4-6 that requires further confirmative action.

WCU-4 Serial Number not Displayed in SYSTEM INFO

No WCU-4 serial number will be displayed in the system info screen up to WCU-4 serial number 5070. Please contact your local ARRI Service Center to correct this issue.

Lens Data Uncorrected when Using LDS Extender

When using an LDS lens with an ALURA extender, the lens data will not be corrected with the extender factor.

Region Settings Containing Only 3 Regions

In rare cases, the radio region-setting menu contains three regions only after performing this software update. Please perform the software update again to obtain all five regions. Note that region setting is only available for devices including the EMIP300 radio module.

Incomplete Camera Information

In rare occasions, camera status information may be displayed incompletely.