

Hi-5 Hotfix SUP 1.0.7

Software Update Package HFX-Hi-5-1.0.7_20211207.swu

RELEASE NOTES

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Table of Contents

A. Introduction	3
B. Update Instructions	3
How to get a Software Update Package	3
Hi-5 Update Procedure via USB.....	3
Hi-5 Update Procedure via ECS Sync App	4
C. Bug Fixes	4
Vibration isn't always triggered.....	4
D. WCU-4 related Bug Fixes	4
Motor jump and strong offset between premarked ring and Hi-5 LDD	4
D. Known Issues	5
A new lens limit will be set, while clearing existing lens limits and moving the control element at the same time	5
SDI status information cannot be set to "safe"	5
Camera settings and playback cannot be controlled via cforce mini RF, if connected to the camera LBUS port.....	5
Very rarely, the camera does not send zoom scales properly.....	5
A calibration process is briefly indicated, when skipping calibration	5
USB-A doesn't always work	5
Blinking iris motor trail and Depth of Field bar	5
Limits aren't shown properly in rare cases.....	5
Serial number not always shown in lens editing menu	5
New smart battery capacity indication wrong when using it for the first time.....	5
Unhandled error at update.....	5
After factory reset LDD displays LDS-data only in numbers, no scales.....	6
Calibration while Lens file programming does not change to the next page	6
UMC-4 Tally issue	6
Hi-5 can't connect to camera with detected EMIP radio module	6
Power via USB-C - Hi-5 reboots endlessly.....	6
Calibration request cannot be skipped, when switching between LDA and LDS	6

A. Introduction

We hereby announce the release of the Hotfix Software Update Package (SUP) 1.0.7 for the ARRI Hi-5 hand unit. This is a maintenance release that fixes a bug of the vibration motor.

We strongly recommend to update your Hi-5 hand unit to this Software Update Package as soon as possible.

Below is a brief overview of bug fixes in Hi-5 SUP 1.0.7.

Bug Fixes with SUP 1.0.7

- Vibration isn't always triggered

Please take your time to go through this document before you start 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

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.

You can also perform the software update via the ARRI ECS Sync App:

<https://apps.apple.com/au/app/arri-ecs/id1555674483?l=de>

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!

Hi-5 Update Procedure via ECS Sync App

The ECS Sync App connects to Hi-5 via Bluetooth. To add your Hi-5 to the list of Bluetooth devices on your iOS device, do the following:

- Go to MENU > System > Bluetooth.
- Activate Bluetooth on your iOS device and add the Hi-5 to your device list (Hi-5 is shown as hi-5-xxxxx, with xxxxx being the serial number).
- Open the ECS Sync App. The app is now connected to your Hi-5 hand unit.
- Go to ARRI DEVICE > Hi-5 xxxxx > Update to the latest SUP
- Select *Download* and proceed the software update

Please note: Do not leave the app during the update!

C. Bug Fixes

This particular SUP 1.0.7 Software Update Package consists of the following bug fix only:

Vibration isn't always triggered

Fixes a bug where the user doesn't receive haptic feedback of the vibration motor every 16th time. For example, when pressing one of the user buttons or REC button for recording start/stop.

D. WCU-4 related Bug Fixes

Motor jump and strong offset between premarked ring and Hi-5 LDD

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) on the Hi-5 hand unit. This issue occurs when the WCU-4 and the Hi-5 are operating in the same network. We highly recommend updating the WCU-4 to Software Update Package (SUP) 3.3.20 to avoid this issue affecting the Hi-5.

D. Known Issues

This is a list of known issues for this particular SUP 1.0.7 Software Update Package.

A new lens limit will be set, while clearing existing lens limits and moving the control element at the same time

Please ensure to not move the control axis while clearing existing lens limits. If a small lens limit has been set accidentally, please clear again without moving the control element.

SDI status information cannot be set to “safe”

For ARRI Alexa PLUS, SDI 'safe' does not exist.

For ARRI Alexa Mini / Mini LF, SDI 'safe' does not get set on the camera.

Camera settings and playback cannot be controlled via cforce mini RF, if connected to the camera LBUS port

For Camera Control and Playback via cforce mini RF, please use CAM to EXT connection from the motor to the camera.

Very rarely, the camera does not send zoom scales properly

Please reload the corresponding lens file.

A calibration process is briefly indicated, when skipping calibration

Does not affect operation.

USB-A doesn't always work

Occasionally it happens that a USB-A stick is not recognized by the Hi-5 hand unit (USB indication missing on the LDD screen).

Blinking iris motor trail and Depth of Field bar

Sporadically it happens that the iris motor trail bar is blinking, and the focus depth bar is showing a very wide depth of field.

Note: An extremely wide depth of field can be resolved by turning the focus wheel.

Limits aren't shown properly in rare cases

In rare cases, knob or slider position aren't matching the motor limits. The motor trail is in the correct position, but knob/slider position is wrong. The motor changing state is visible, but no limits are received.

Serial number not always shown in lens editing menu

When entering lens editing and reach the “enter serial number”-step it sometimes happens that the serial number is not shown.

New smart battery capacity indication wrong when using it for the first time

When using a brand-new smart battery for Hi-5 (Li-Ion Battery Pack LBP-3500) fully charged before operation, the battery capacity status indicates wrong percentage on the Hi-5 display when using it for the first time.

Note: This is a normal behavior. The true capacity of the connected battery pack must first be learned in order to be able to calculate the correctly.

Unhandled error at update

Sometimes an unhandled error message is shown when start updating a LBUS device connected via LBUS cable to the Hi-5 hand unit.

After factory reset LDD displays LDS-data only in numbers, no scales

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

Note: Disconnect the Hi-5 from the camera, reconnect all lens motors and restart the Hi-5 hand unit.

Calibration while Lens file programming does not change to the next page

Occasionally it can happen that the calibration starts but the page on the Hi-5 doesn't change when pressing CAL within the lens programming process.

UMC-4 Tally issue

When connecting the Hi-5 via EMIP radio module to the UMC-4 there is no tally indication shown on Hi-5. The Hi-5 is not notified of the camera status.

Hi-5 can't connect to camera with detected 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.

Note: Unplug the radio module and reconnect it to the Hi-5 to get a connection to the camera.

Power via USB-C - Hi-5 reboots endlessly

In very rare cases the Hi-5 screen and blue status LED start flickering and reboots endlessly when powering the Hi-5 by USB-C from USB-HUB cable.

Note: After unplugging and plugging the USB-C cable the Hi-5 should boot normally.

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