Hi-5 Hotfix SUP 1.1.3

Software Update Package SUP-Hi-5-1.1.3_20220621.swu

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A. Introduction

We hereby announce the release of the Software Update Package (SUP) 1.1.3 for the ARRI Hi-5 hand unit. This is a maintenance release which ensures compatibility of the Hi-5 with the ALEXA 35 camera. In addition, the issue with LDS-1 iris scale values is fixed.

We highly recommend updating your Hi-5 hand unit to this Software Update Package. This update is mandatory, if the Hi-5 is used with an ALEXA 35 camera.

Changes with SUP 1.1.3:

- Compatibility with ALEXA 35
- LDS-1 iris scale values displayed correctly

Please take your time to go through this document before using the Hi-5. For more information about this and previous releases, 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 for iOS: https://apps.apple.com/au/app/arri-ecs/id1555674483?l=d

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.

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- 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 Fix

This Software Update Package consists of the following bug fixes:

LDS-1 iris scale values are not displayed correctly

Fixed a bug where LDS-1 iris scales only showed the first numeric value. The scales themselves had not been compromised and were displayed correctly.

D. 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 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.

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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. This can't be fixed on the Hi-5, as some cameras handle 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 cameras: pre-record doesn't work from Hi-5

When using a cforce mini RF with the Hi-5, the pre-record function of RED cameras is not supported by the Hi-5.
Workaround: Activate pre-recording via camera or assign a user button on the RED camera to Start/Stop.

No codec information with legacy cameras

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There is no codec information with ARRI legacy cameras. This issue can't be fixed and was apparent also with the WCU-4, as 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.

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