

# ALEXA 35 SUP 1.2.1

Software Update Package (SUP) 1.2.1

## RELEASE NOTES

January 24, 2024



# Table of Contents

<b>A. Introduction</b> .....	<b>3</b>
Update Recommendation.....	3
Overview of New Features .....	3
Updating Camera, Viewfinder and Lens Mount .....	4
Updating LBUS Accessories.....	4
Updating Codex Compact Drive 1TB.....	4
Downdating the Camera .....	5
Software Compatibility .....	5
Sample Footage .....	5
Registration.....	5
<b>B. New Features</b> .....	<b>6</b>
CCM-1 and MVF-2 parallel use .....	6
CCM-1 Zoom using sensor zoom .....	6
Custom Color Management.....	6
EI change during recording.....	9
Hi-5 AUX Axis Support.....	9
WiFi Power User Button .....	9
Side Display Error Codes .....	9
<b>C. Bugfixes and stability improvements</b> .....	<b>10</b>
<b>D. Known Issues – Software</b> .....	<b>11</b>
Accessories.....	11
Lenses.....	11
Monitoring .....	11
Playback .....	12
Remote Control.....	12
Usability .....	12
<b>E. Known Issues – Hardware</b> .....	<b>13</b>
<b>F. Update Procedure</b> .....	<b>14</b>
Where to download the new Software Update Package (SUP) .....	14
How often should I Install Updates?.....	14
Camera Update Procedure .....	14

## A. Introduction

This document describes changes from ALEXA 35 SUP 1.2.0 to ALEXA 35 SUP 1.2.1. As always, the new features are based on direct feedback and requests from customers. We are introducing new features for the Camera Control Monitor CCM-1, including the simultaneous use of CCM-1 and MVF-2 and an improved zoom function. For those with a thorough understanding of color management and the need for a custom color management pipeline in the camera we are delivering custom color management. Other features, including the ability to change EI while recording, support for an AUX axis on the Hi-5, a user button for turning WiFi on and off, bugfixes and stability improvements complete this release.

We highly recommend that you take your time to go through these release notes, the known issues section of this document and the user manual before operating the camera. Please look in the “Software Compatibility” section below, as a new version of the CCM-1 and the ARRI Reference Tool are needed to enable all new features of this SUP. For more information on the camera, please visit [www.arri.com/alexa-35](http://www.arri.com/alexa-35)

### Update Recommendation

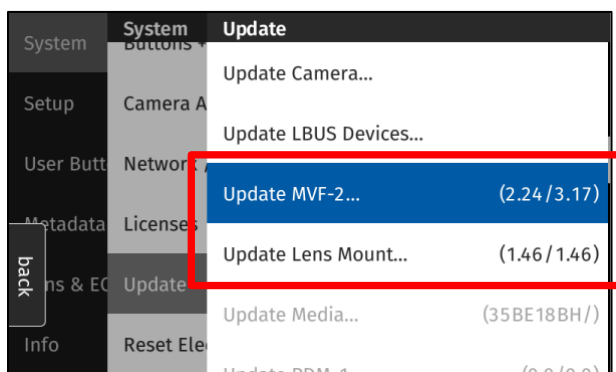
This release includes exciting and useful new features as well as important bugfixes and stability improvements to the camera. We unequivocally recommend updating to all customers.

### Overview of New Features

- **CCM-1 and MVF-2 parallel use**
- **CCM-1 Zoom using sensor zoom**
- **Custom Color Management**
- **EI change during recording**
- **WiFi Power User Button**
- **Hi-5 AUX Axis Support**
- **Side Display Error Codes**
- **Bugfixes and stability improvements**

## Updating Camera, Viewfinder and Lens Mount

- This SUP can be installed on all previously shipped ALEXA 35 cameras.
- We do not recommend updating in the middle of a production.
- When connected to the camera, the MVF-2 viewfinder and the lens mount will also be updated automatically.
- The Camera Control Monitor CCM-1 will not be updated automatically when connected to the camera during a camera SUP update, since the CCM-1 has its own Software Update Package. Please update the CCM-1 separately before updating the camera.
- When you encounter a camera in rental or on set where MVF-2 or lens mount have older software installed, the camera will make you aware of this. We recommend to then perform a component update of the MVF-2 or lens mount (CAMERA MENU > System > Update). The first version number in brackets is the version of the component, the second the version of the component's software included in the camera's SUP. In the example below, the MVF-2 has an older software installed (2.24) than the MVF-2 software that is part of the camera's SUP (3.17). After the component update, both numbers should be the same, as is the case in the example below for the lens mount.



The following versions are included with ALEXA 35 SUP 1.2.1:

- Multi Viewfinder MVF-2: 3.23
  - LPL Mount: 1.52
  - PL Mount (LBUS): 1.96
  - PL Mount (Hirose): 1.96
  - EF Mount (LBUS): 1.14
  - Camera Access Protocol (CAP): 1.11
  - mxf Library: 4.1.7
- Please note that the viewfinder might switch off during the update process and does not give visual feedback of the update all the time. Refer to the side display in that case.
  - Make sure not to power off the camera during an update. Make sure not to unplug the viewfinder during an update. Detailed instructions for the update process can be found at the end of this document.
  - Always use a 'private' or 'incognito' browser window when using the Web Remote to perform a SUP update (or when remotely controlling the camera with the Web Remote) . This prevents possible erroneous behavior.

## Updating LBUS Accessories

- The camera SUP does not contain any LBUS accessory software. LBUS accessories (like RIA-1, ZMU-4, cforce mini motors, cforce plus motors, ARRI Master Grips, ARRI Operator Control Unit OCU-1 or ARRI LCUBE) connected to the camera during a camera SUP update will therefore not be updated.
- To update LBUS accessories, download the LBUS device update file from the ARRI website, copy it onto a camera USB stick in the folder ARRI/ECS/, place the USB stick into the camera, connect the LBUS device to the LBUS connector on the camera and then initiate the update from MENU > System > Update > Update LBUS Devices... .

## Updating Codex Compact Drive 1TB

Codex Compact Drive 1TB units with a serial number lower than 602##### need to be updated before they can be used in an ALEXA 35. Newer drives are shipped with updated firmware. If a drive that needs a firmware update is inserted into the camera, an update prompt will be displayed. After the drive has finished updating, the camera will remain in update mode so that multiple drives can be updated. To restore normal operation, reboot the camera.

Caution: All data on the drive will be irreversibly erased when updating the drive firmware. Please back up your data before the update!

Note: Updated Compact Drive 1TB and the new Compact Drive 2TB will also be supported by ALEXA Mini LF starting with ALEXA Mini LF SUP 7.1.1.

### Downdating the Camera

It is possible to downgrade from this SUP to an older SUP.

- However, MVF-2 viewfinders with serial numbers above 6849 and Compact Drive 2TB units with serial numbers starting with '273xxxxx' require ALEXA 35 SUP 1.0.4 or newer.
- Since ALEXA 35 SUP 1.x requires a different sensor calibration from any of the field test SUPs (0.8.x), please do not downgrade the camera from SUP 1.x to any of the field test SUPs.

### Software Compatibility

- Please note that the Camera Control Monitor must be updated to CCM-1 SUP 5.5.2 to work with ALEXA 35 SUP 1.2.1. If you run CCM-1 SUP 5.5.1 or earlier, use of the CCM-1 is severely impeded or even impossible. CCM-1 SUP 5.5.2 is compatible with ALEXA 35 SUP 1.2.0 and later.
- To use custom color management, you need the ARRI Reference Tool version 1.4.0 or later, which can create ALF4c look files that enable custom color management.
- To process files recorded with ALEXA 35 or create look files for ALEXA 35 (ALF4 or ALF4c), please use the latest version of the [ARRI Reference Tool \(ART\)](#). ALEXA 35 SUP 1.2.1 has been tested with and works well with ARRI Reference Tool 1.4.0 or later. The old ARRIRAW Converter will not be able to process ALEXA 35 files.
- ALEXA 35 SUP 1.1.0 or newer is not compatible with Hi-5 SUP 1.3 or earlier and RIA-1 SUP 1.2.1 or earlier. Both Hi-5 and RIA-1 must be updated to SUP 2.0 or higher to work with ALEXA 35 SUP 1.2.0 or later.
- A listing of third-party software and their compatibility to ALEXA 35 can be found on the [ALEXA 35 Workflow webpage](#). Please make sure to always use the latest version of any third-party software.

### Sample Footage

Sample footage shot with the ALEXA 35 camera can be downloaded on the [ALEXA 35 sample footage webpage](#).

### Registration

If you have not done so already, please make sure to register your camera using our online customer registration. Your registration ensures that you receive information about future software updates as soon as they are available. If you register your new camera within 1 month of purchase, you will get a one-year extended warranty for free. You can find the registration at [www.arri.com/productregistration](http://www.arri.com/productregistration).

## B. New Features

### CCM-1 and MVF-2 parallel use



With this update parallel use of MVF-2 and CCM-1 is enabled. Both devices can be connected to the camera simultaneously. Since the CCM-1 is using the image stream of the MVF-2 flip-out monitor in this configuration, only the CCM-1 and the MVF-2 eyepiece will display live video. MVF-2 flip-out monitor will display the home screen or the menu.

Only one of the connected devices can control the menu at a time. Using the options MENU or HOME on the MVF-2 will display the menu there, a press on the 'M'-Button on the CCM-1 will hand it over to the monitor.

Playback is displayed on the eyepiece of the viewfinder and the CCM-1, not on flip-out monitor. Playback controls are available on both devices.

The use of two CCM-1 on one camera is also supported but the devices share the same user button configuration.

Please Note: when using CCM-1 and MVF-2 in parallel and the camera is in a 4.6K recording format, SDI 2 does not support 422 12G anymore.

For parallel use of the CCM-1 and MVF-2 the CCM-1 must run CCM-1 SUP 5.5.2 or later. Please update the CCM-1 before updating the camera. Operation of CCM-1 SUP 5.5.1 or earlier is not supported with ALEXA 35 SUP 1.2.1.

### CCM-1 Zoom using sensor zoom

When using a CCM-1 (via VF or SDI cable) it is now possible to use the sensor zoom of the camera instead of the zoom function included with the monitor. This provides a 1920 x 1080 image directly from the sensor without any upscaling done on the monitor and enables a more accurate judgement of focus or fine details.

To use the feature, double tap on the live image of the CCM-1 to enter sensor zoom and use the selector on the bottom right of the panel to adjust the selected segment of the frame. The position can also be modified via the 'Zoom Position' User Buttons or the MVF-2 wheel.

Tap to zoom is only available on the CCM-1, on the MVF-2 please continue to use the dedicated 'Zoom' Button.

The CCM-1 internal pinch-to-zoom feature is still available and works in parallel.

For Zoom using sensor zoom, the CCM-1 must run CCM-1 SUP 5.5.2 or later. Please update the CCM-1 before updating the camera. Operation of CCM-1 SUP 5.5.1 or earlier is not supported with ALEXA 35 SUP 1.2.1.

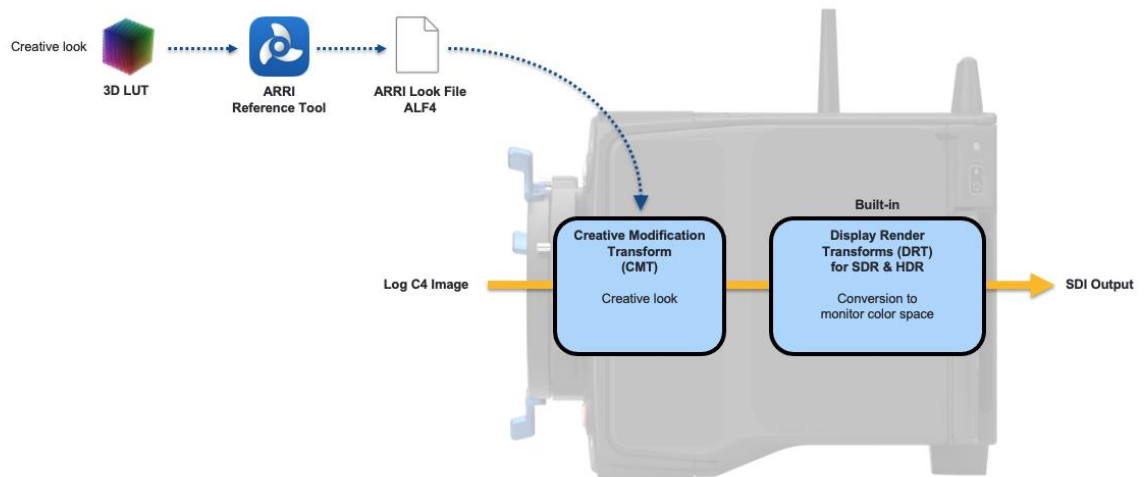
### Custom Color Management

#### Custom Color Management Introduction

Custom Color Management is a new feature for ALEXA 35 that allows those with a thorough understanding of color management to use their own Display Render Transforms (DRT) in-camera instead of the built-in DRTs. To use Custom Color Management in-camera, an ARRI Look File (ALF4c) must be created with the ARRI Reference Tool 1.4.0 or later. This is explained in the white paper "How to Create an ARRI Look File ALF4", which you can download from the [ALEXA 35 technical downloads](#) page. ALEXA 35 supports Custom Color Management starting with ALEXA 35 SUP 1.2.1. Please contact [digitalworkflow@arri.de](mailto:digitalworkflow@arri.de) if you encounter problems.

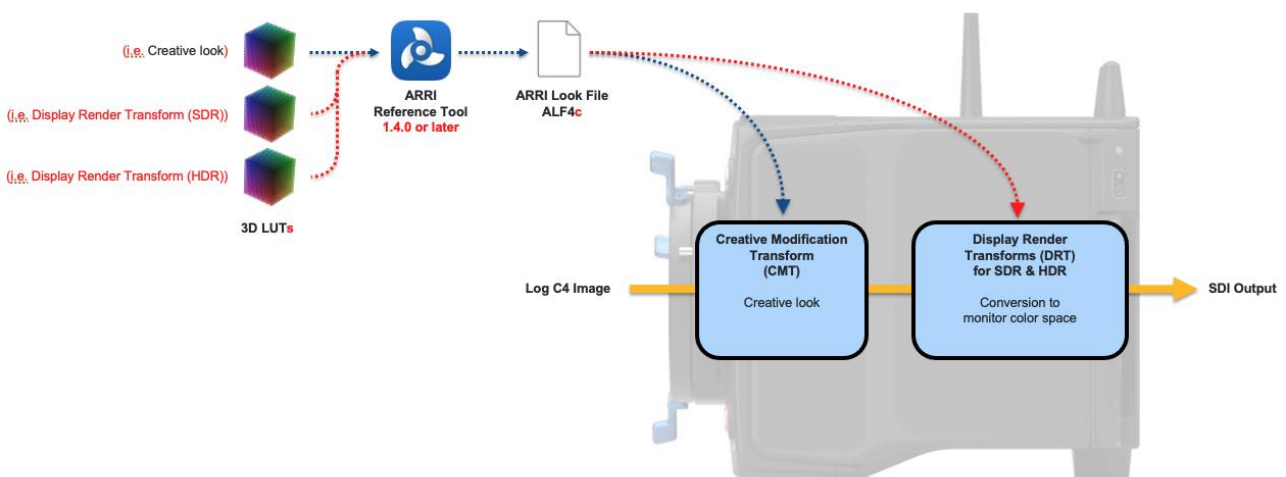
## ARRI Color Management Overview

ARRI Color Management, which was introduced with the ALEXA 35 and differs from the color management of previous digital ARRI cameras, contains two image processing steps. First is a Creative Modification Transform (CMT), which determines the creative look of the image. The CMT is based on a LUT that has LogC4 as its source and LogC4 as its target. This LUT can be imported into the ARRI Reference Tool and then exported as an ALF4 file, which can then be imported into the camera. Second, the LogC4 image output from the CMT is transformed into a display color space for SDI output. This second step is called the Display Render Transform (DRT), and conversions to the most common display color spaces (Rec 709, Rec 2020, Rec 2100 PQ, Rec 2100 HLG) are built into the camera. These DRTs are carefully crafted conversions that provide great looking cinematic images and are part of REVEAL Color Science. The advantage of this two-step process is that it is now possible to simultaneously output an SDR and an HDR image with the same creative look from the camera.



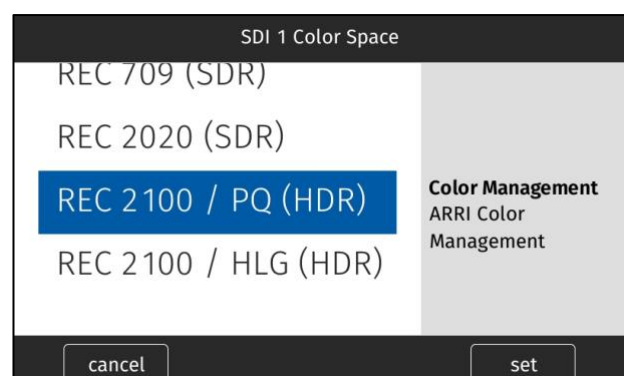
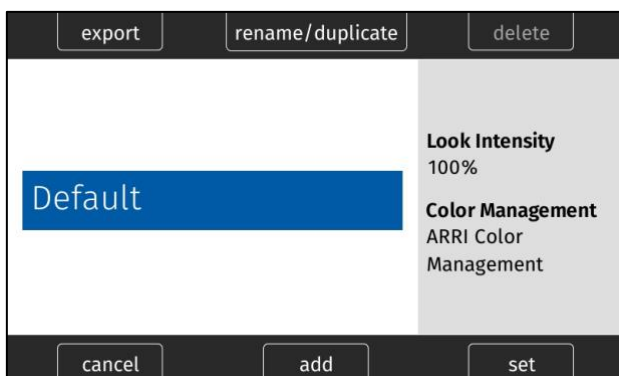
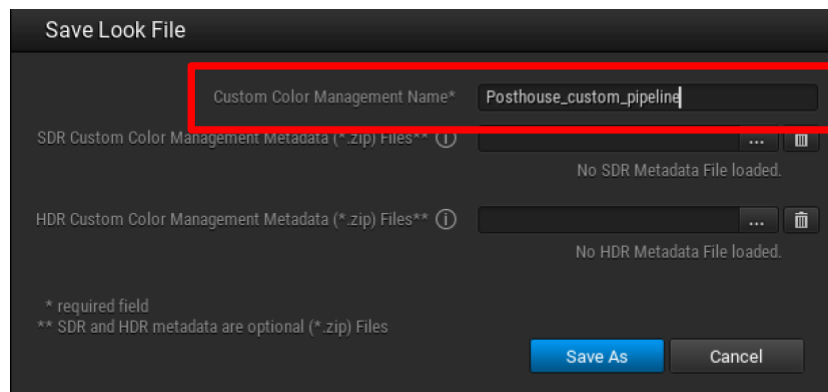
## Custom Color Management Overview

While ARRI Color Management is great for 90% of projects, some post houses want to control the entire color management in the camera, usually to work with Print Film Emulations (PFTs), ACES, or their very own color management. For those we have created Custom Color Management. Now it is possible to import three 3D LUTs into the ARRI Reference Tool, which can then be exported as an ALF4c ("c" for custom) file, which gets imported into the camera. When activated in the camera, these files in the ALF4c control both the CMT and the DRT image processing steps. Items marked in red in the graphic below show differences to the ARRI color management process.



## Custom Color Management Details

- Warning: When choosing “Custom Color Management”, you are fully responsible for color management of the images on set and in post, and it is much easier to royally mess things up than when using ARRI Color Management. Only use Custom Color Management when you know exactly what you are doing, have tested the entire imaging pipeline thoroughly and all departments involved are informed and have agreed!
- Custom Color Management determines the color space applied to the SDI outputs and color space metadata by combining a custom Creative Modification Transform (CMT) LUT from the ALF4c file with one of two custom Display Render Transform (DRT) LUTs from the ALF4c file (one for SDR and one for HDR). Special transforms inside the camera provide matching SDR or HDR images to the Multi Viewfinder MVF-2 and the Camera Control Monitor CCM-1.
- For both ARRI and Custom Color Management, the American Society of Cinematographers Color Decision List (ASC CDL) values, which are part of any ARRI Look File, are applied before the CMT and are applied in the LogC4/AWG4 color space.
- The CMT source color space must be LogC4/AWG4. The target color space can be freely chosen, even though we still recommend LogC4/AWG4.
- The DRT source color space must be the same as the target color space of the CMT.
- ALEXA 35 always records an ARRIRAW or Apple ProRes LogC4/AWG4 image; none of these transforms are baked into the recording.
- When recording, the CMT selected in-camera (except for the default look) is saved into clip metadata as a LogC4-to-LogC4 LUT.
- When recording, the two custom DRT LUT’s for HDR and SDR and the Custom Color Management name are saved in clip metadata.
- To quickly see which color management you are running we have added info panes in the Look and in the Color Space menus of the camera. The text under “Color Management” will show either “ARRI Color Management” or, if Custom Color Management has been set up for the ALF4c file in the ARRI Reference Tool (ART), it will show the name given in the “Custom Color Management Name” field of the ART’s “Save Look File” dialog.





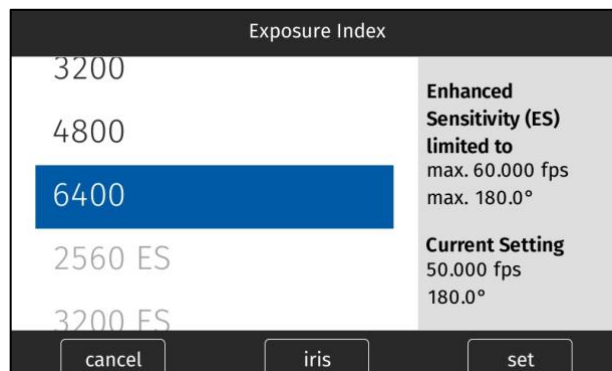
- Please note that Look Intensity cannot be changed when using custom color management.
- The upcoming release of Pomfort's Silverstack (XT/Lab) 8.7 will support ALEXA 35 clips with Custom Color Management. A beta version is already available for [download](#). Version 8.7 of Silverstack automatically extracts all LUTs from clips with Custom Color Management and applies the CMT and SDR DRT per default. The HDR DRT can be activated manually.
- Historical note:
  - ALF1 look files are used in ALEXA Classic and ALEXA XT.
  - ALF2 look files are used in AMIRA, ALEXA Mini, ALEXA SXT, ALEXA LF, ALEXA Mini LF and ALEXA 65.
  - ALF4 files are used with all ALEXA 35 cameras and ALF4c files can be used with ALEXA 35 cameras running SUP 1.2.1 and later.

### Exposure Index change during recording

During recording it is now possible to change Exposure Index (EI) values. It is, however, not possible to change between regular EI and EI with Enhanced Sensitivity (ES). Therefore, if regular EI was active when the recording started, all EI/ES values are inaccessible (greyed out, see screenshot below) and vice versa. User buttons for increasing/decreasing EI will work, but again, will increase/decrease only regular EI or EI/ES, whatever was on when the recording was started.

During in-camera ARRIRAW playback only the initially set EI value determines the sensitivity of the images played back, as the camera cannot dynamically track changes in metadata during playback. During playback of an ARRIRAW clip with Prerecording, the EI value that was set when Prerecording was enabled determines the sensitivity of the images played back. Note: when playing ARRIRAW clips back in the ARRI Reference Tool, the EI changes are displayed properly.

During ProRes playback you will see the sensitivity changes during the clip in the image, for normal recording and Prerecording.



### Hi-5 AUX Axis Support

A cforce mini RF motor in client mode that is set to AUX Axis can now be connected to the camera and be controlled via a Hi-5. The cforce mini RF in radio host mode will support the CAM (7p) - LBUS (4p) connection with the next firmware update of the cforce mini RF.

### WiFi Power User Button

Turning WiFi Power on or off with the Side Display or camera menu may not be practical when the camera is in a remote situation like on a crane. Now it is possible to assign any User Button to the WiFi Power functionality, so WiFi can be turned on and off from Hi-5, CCM-1, OCU-1, the GPIO box or even the lens return button on an ENG lens.

### Side Display Error Codes

In case of a severe error during the boot process the camera will display a four-digit error code on the side display. If you encounter one of these errors, please note the code for service. None of these errors are user fixable. The camera will reboot after 90 seconds and try to recover to a working state.

## C. Bugfixes and stability improvements

This release contains many bugfixes and stability improvements, including the following:

- A 'calibrate all' request sent from the camera will no longer calibrate a cforce mini RF motor set to AUX axis
- Depth of field overlay rounds correctly when displaying four-digit distances
- Prerecording stability increased when using maximum duration
- Duration to enter Standby in case of slow USB sticks improved
- Improved boot stability at -20° C
- Default Look selectable in Web Remote after loading Look Library Looks
- Defective lens data no longer breaks Web Remote
- LensModel and LensSerial from LDA file are available via the Camera Access Protocol (CAP)

## D. Known Issues – Software

### Accessories

#### FPS Preset cannot be used by Camera Control App

Currently, the Camera Control App cannot set frame rates for the “FPS Preset” user button.

#### Not possible to set Enhanced Sensitivity (ES) via Hi-5

Currently it is not possible to select Enhanced Sensitivity exposure indexes via the Hi-5. Those EI values must be selected via user button, Viewfinder or Web Remote.

#### Boot loop on WCU-4 with certain /i Lenses

Attaching certain Lenses that use the Cooke /i Protocol may send the WCU-4 into a boot loop. Please deactivate the Lens Mount and use LDA Tables in that case.

#### RIA-1 Update via CAM Fails

Updating RIA-1 by connecting the RIA-1 CAM port to the ALEXA 35 and then running the update from the camera sometimes fails. Use a LBus connection in this case.

### Lenses

#### Some /i lenses show missing or incorrect lens scales

For a few lenses using the Cooke /i protocol lens scales are either missing or not displayed correctly. Use LDA tables for these lenses instead.

### Monitoring

#### Return In displaying no or faulty images

On some cameras activating Return in can display faulty or no images. If your workflow requires Return in please downgrade to SUP 1.2.0.

After having ‘Return In’ enabled once Lens Squeeze will not work anymore.

#### Color Bars have wrong levels

On some cameras activating SDI Color Bars can lead to an image with incorrect levels.

#### ProRes 3K 1:1 format does not support 422 3G HD output

The ProRes 3K 1:1 recording format does not support 422 3G HD SDI output. Please use 422 1.5G or 444 3G.

#### Frame lines may be displayed in the surround view when using master magnification

When using surround view in conjunction with master magnification the frame line may be displayed in the surround area for certain magnifications while it should not be visible.

#### Overlays in 6G disappear

When status info is set to OFF and SDI format is switched from 1.5G to 6G the SDI Overlays disappear. Switch SDI Image to clean and then back to processed to display them again.

#### External LUTs desaturate camera overlays

A LUT applied to an external monitoring device may desaturate the camera overlays in a way that makes STBY and REC indications hard to distinguish. Reducing the SDI overlay brightness mitigates this issue. The setting is found in: MENU > MONITORING > SDI > SDI 1 PROCESSING > OVERLAYS > OVERLAY BRIGHTNESS

#### MVF-2 OLED may show magenta tint

In rare circumstances the MVF-2 OLED can show a magenta tint that is not observable on SDI. The recorded images are not affected.

#### EI may show a delayed response

When changing EI using the Wheel on the MVF-2 the response by the camera may be not instant. Change values carefully to avoid overcorrections.

## Playback

### Small playback image

When using Magnification and Surround view the playback image may show less than monitored during recording and standby.

### No recording possible if HI-5 or ZMU-4 are connected and playback is exited by recording start

When a Hi-5 or ZMU-4 are connected (with any Hi-5 SUP) to the camera and playback mode is exited by starting a recording (regardless of the device used to start recording), the camera can enter a state where recording is not possible. Reboot the camera in this case.

The error does not occur if playback is exited by either long pressing the Playback button on the MVF-2 or by pressing 'back' on the Hi-5. This is a bug that will be fixed in the next ALEXA 35 SUP.

### Lower Audio levels in Playback

When playing back a clip with Audio the headphone output on MVF-2 is 3dB less than in Live/Recording.

### Limited clips available via CAP

When Playback is controlled via CAP only the first 270 clips on the card are available. To access later clips use the side display.

### After leaving playback or check last clip, camera momentarily doesn't respond to inputs

After leaving any playback mode, whether started via 'Check last clip' or 'Playback' User Button the camera may occasionally not react to inputs for a few moments. The camera will return to normal state after a maximum of four seconds.

## Remote Control

### Webremote connection unstable over WiFi

When connecting to the webremote using non-Windows machines the connection can experience issues. Use the IP Address instead of connecting via 'alexa35-xxxx.local'

### Sync slips by one frame if recording is started while in playback

MENU > System > Sensor > Genlock Sync > SYNC IN

MENU > System > Sensor > Genlock Sync > TC IN

When several cameras are synchronized via TC IN or SYNC IN, and recording is started while one camera is in playback, that camera will be out of sync by one frame. There is an obvious, easy workaround: make sure all cameras are in standby, before starting to record.

### Possible to change Texture during recording via CAP

Using the Camera Access Protocol (CAP), it is possible to change the Texture during an ARRIRAW recording. This will result in a corrupt clip.

### Prerecording can only be turned off with a User Button

Prerecording can only be deactivated with a User Button assigned to that function. If you happen to lose access to the device that has the user button assigned start a recording and pull the drive from the camera. The recording will fail, and prerecording will be deactivated.

### OCU-1 wired to camera via ZMU-4 cannot exit override

Override is not always possible if an OCU-1 or Master Grip are used in combination with a ZMU-4:

- Override is not supported for wireless control units. It is therefore not possible to use the override function of an OCU-1 or Master Grip if they are connected to a ZMU-4 in client mode.
- It is currently not possible to use the override function when the ZMU-4 is connected remotely to an ALEXA Mini or ALEXA Mini LF camera and a cabled MG-1 or OCU-1 at the camera.

Workaround: Connect the ZMU-4 to the camera only via CAM to EXT or set up the system that the corresponding axis is only controlled via the OCU-1 (disable that lens axis in the Hi-5 Menu > Control Setup).

## Usability

### Side Display backlight stays on after display has been deactivated

When sending the side display to sleep by pushing the jog wheel for a long time or by setting the display mode to 'sleep', the backlight stays on for some time.

## E. Known Issues – Hardware

### BNC connectors breaking

Some BNC connectors on the ALEXA 35 can break off when the cable is pulled out at too much of an angle. Please make sure to pull out cables straight to avoid this. Please note: Only cameras with serial numbers between 62000 and 62400 are affected by this issue.

Broken connectors can be replaced by the customer/rental/dealer or by ARRI service. To be prepared, replacement connectors can be ordered from ARRI service free of charge. This video shows how to replace connectors:

<https://arri.academy/SE-replacing-bnc-connectors-alexa35>

## F. Update Procedure

### Where to download the new Software Update Package (SUP)

You can find the Software Update Package in the [Software Update Packages download section](#). A SUP can be installed on the camera by using a USB stick as described in detail below.

### Install SUP 1.2.1 Twice

Due to an updated internal component, it is necessary to install SUP 1.2.1 twice.

### Camera Update Procedure

The ALEXA 35 software is updated from a USB memory stick. The Software Update package (SUP) will update the ALEXA 35 camera along with the Viewfinder (MVF-2) and the lens mount – provided they are connected to the camera.

If you are also updating the Camera Control Monitor CCM-1 (it has its own Software Update Packages that are installed separately from the camera), please update the CCM-1 before updating the camera.

The update can be started through the menu of the MVF-2 viewfinder or through the Web Remote. The Web Remote requires a connection to the camera via WiFi or Ethernet (with ALEXA Ethernet/RJ-45 Cable KC-153-S, K2.72021.0). Open a web browser and enter the URL: <http://alexa35-xxxxx.local> (replace xxxxx with your camera's 5-digit serial number). For further information on the Web Remote, please refer to the User Manual.

- After the download, please double click the downloaded file (\*.zip) to unpack it or unpack it manually. This will place two update files (\*.SWU and \*.lic) onto your computer.
- Format your USB Stick using the exFAT file system.
- If not done beforehand, prepare the USB memory stick for use with ALEXA 35 by connecting it to the camera. Then choose *MENU > Media > Prepare USB Medium...* in the camera's menu on the MVF-2 flip-out monitor and press CONFIRM. This will create the required folder structure on the USB stick.
- Connect the USB stick to your computer and place the downloaded \*.SUP file in the folder ARRI/ALEXA35/SUP on the USB stick. Then place the downloaded \*.lic file in the folder ARRI/ALEXA35/LICENSES on the USB stick.
- SUPs contain not only updates for the camera body but also for the MVF-2 viewfinder and the lens mounts. Therefore, the MVF-2 viewfinder and the lens mount should be attached to the camera when performing an update.
- Make sure the camera is connected to a power supply (best) or is powered with a full battery to avoid power loss during the update process.
- Perform a factory reset on the camera with the menu item *Menu > Setup > Factory Reset...*
- Connect the USB stick to the camera and navigate to the menu item *Menu > System > Update > Update Camera...*
- Select the SUP file from the list and click the item.
- In the following message, press INSTALL to start the installation.
- Press CONFIRM to start the installation.
- The camera will present a screen presenting the update progress. Please do not shutdown the camera or unplug power until the camera reboots.
- After the update process has finished, a success message is displayed. Please note, that the update can take up to 20 minutes.
- **Please execute the update process a second time.**
- Make sure you set the correct time zone in *Menu > System > System Time & Date*.
- If the MVF-2 viewfinder or LPL lens mount were not connected to the camera during the update process, the camera will still store the new software for those devices. The next time those devices are connected and have an older software than the one stored in the camera, the camera will offer to update those devices.