

Master Grips SUP 2.0

Software Update Package 2.0.0:315

RELEASE NOTES

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A. Introduction

We are proud to announce the release of Software Update Package (SUP) 2.0 for the Master Grips.

We highly recommend updating the Master Grips to this Software Update Package. Please take your time to go through this document before you start using the Master Grips. For more information, please visit <https://www.arri.com/en/technical-service/firmware/software-updates-ecs/software-update-for-master-grips>

New features & overview of changes introduced with SUP 2.0

- Support of the WCU-4 override function
- Additional user button functions
- SRH-3 support
- Minor user interface improvements and bug fixes

B. Update Instructions

How to get a Software Update Package

Go to the ARRI website <https://www.arri.com/en/technical-service/firmware/software-updates-ecs/software-update-for-master-grips> and download the latest Software Update Package (SUP) from the Downloads section of any of the Master Grip models.

Master Grip Update Procedure

The current software update can be applied to the Master Grips via WCU-4, UMC-4 or ALEXA Mini camera.

Update with WCU-4

Precautions

During the update, supply Master Grip with >12V Voltage, e.g. by using an LBUS to D-Tap cable (e.g. K2.0006758 Cable LBUS to D-Tap) connected to a battery with D-Tap interface.

Preparing the SD Card

Have a FAT16 or FAT32 formatted SD/SDHC card up to 32GB for updating. Copy the Master Grip Software Update Package into the root folder of the SD/SDHC card.

Performing the Update

- (1) Connect WCU-4 and Master Grip via LCS to LBUS cable (K2.0007318 or K2.0013044).
- (2) Connect Master Grip to 12V power source (e.g. with K2.0006758 Cable LBUS to D-Tap)
- (3) Turn the WCU-4 on.
- (4) Insert the SD card into the SD card slot of the WCU-4.
- (5) Go to MENU > FIRMWARE > LBUS Update.
- (6) Select the Master Grip as LBUS device.
- (7) Choose the desired Software Update Package and then press the two UPDATE soft buttons simultaneously to start the update.
- (8) A progress bar on the Master Grip indicated the update process.

Caution: Do not remove the SD card during the update!

The update process takes several seconds. The Master Grip will re-start, and the update process is completed.

Update with UMC-4

Precautions

Have the UMC-4 running with a stable power source during the update.

Preparing the SD Card

Have a FAT16 or FAT32 formatted SD/SDHC card up to 32GB for updating. Copy the Master Grip Software Update Package into the root folder of the SD/SDHC card.

Performing the Update

- (1) Connect UMC-4 and Master Grip via LCS to LBUS cable (K2.0007318 or K2.0013044).
- (2) Turn the UMC-4 on.
- (3) Insert the SD card into the SD card slot of the UMC-4.
- (4) Go to MENU > System > LBUS Device Update.
- (5) Select the Master Grip as LBUS device.
- (6) Choose the desired Software Update Package and then press the two UPDATE soft buttons simultaneously to start the update.
- (7) A progress bar on the Master Grip indicated the update process.

Caution: Do not remove the SD card during the update!

The update process takes several seconds. The Master Grip will re-start, and the update process is completed.

Update with ALEXA Mini (PL Lens Mount with LBUS Connector)

Precautions

Have the ALEXA Mini running with a stable power source during the update.

Preparing the USB Stick

Copy the Master Grip Software Update Package onto a USB memory stick in folder ARRI/ECS/

Performing the Update

- (1) Connect ALEXA Mini (LBUS connector on PL lens mount) and one Master Grip via LBUS cable.
- (2) Connect ALEXA Mini to a stable power source (e.g. AC power supply and on-board battery).
- (3) Connect the USB stick to ALEXA Mini.
- (4) In the ALEXA Mini menu, go to MENU > System > Update > LBUS.
- (5) Select the Master Grip as LBUS device and press the jog wheel. A confirmation screen is displayed. Press CONFIRM to start the update.
- (6) Choose the desired Software Update Package and then press the two UPDATE soft buttons simultaneously to start the update.
- (7) A progress bar on the Master Grip indicated the update process.

Caution: Do not remove the USB stick during the update!

The update process takes several seconds. The Master Grip will re-start, and the update process is completed.

C. New Features

Override

Master Grips now support the override function, which enables operators to override and return focus, iris, or zoom control from WCU-4 at the touch of a button.

Additional User Button Functions

Master Grip now offer additional user button functions: OVR (Override), “Set to F”, “Set to I”, “Set to Z”, FIZ Toggle.

SRH-3 Compatibility

Master Grips are now compatible with ARRI’s Stabilized Remote Head SRH-3 Control Panel. They can now control cforce lens motors connected to the SRH-3 head or any axis of the SRH-3 head.

D. Bug Fixes

This is a list of bug fixes for this particular SUP 2.0 software update package.

Closed Iris Is Default for EF Lenses

Fixes a bug where iris on an EF lens would be closed after boot-up (on AMIRA/ALEXA Mini cameras with Master Grips).

E. Known Issues

This is a list of known issues for this particular SUP 2.0 Software Update Package.

Water Interferes with the Touch Function

Due to the mechanical construction, it’s possible that some water remains in the corner of the display and interferes with the touchscreen function. Cleaning and storing the Grips in a dry, warm, environment solves the issue in most cases.

Motor Limits Not Supported with ALEXA SXT

Motor limits set on a Master Grip are not supported with ALEXA SXT.

EF Iris Limits Not Synchronized with ALEXA Mini Camera

Iris limits for an EF lens set on a Master Grip will not apply to the slider of a WCU-4 hand unit (with Master Grips and WCU-4 connected to ALEXA Mini camera).

Toggling Override Can Cause Slow Lens Motor Movement

Switching the override mode on and off sequentially without using the WCU-4 in between can cause the respective lens motor to start moving slowly (ramp).

Motor Limits Not Supported with ALEXA SXT

Motor limits set on a Master Grip are not supported with ALEXA SXT.

Update on Daisy-Chain Can Cause Error

Updating a Master Grip though a daisy-chain of LBUS-devices can cause a CRC update error. To prevent this issue, connect the Master Grip directly to the updating device.

Limiting Range Re-scales Input Range

When setting a limit, the motor will jump to the new, re-scaled position. When clearing a limit, the motor will jump to the next end stop.

Multiple Camera Interfaces in Parallel

Using multiple control devices such as Master Grips on ALEXA Mini's EXT and LBUS interfaces in parallel may result in not gaining control with one or more of those devices. Connect Master Grips to either EXT or LBUS interface.

Inverted Scale Movement

The motor position indicator on the Master Grip screen may move to the opposite direction of the rocker/wheel, depending on the motor mounting side. The issue can be solved by inverting the direction of the input device