

cforce plus SUP 2.0

Software Update Package cforce_plus-2.0.0.0.cmf

RELEASE NOTES

Date: August 2023



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A. Introduction

We hereby announce the release of Software Update Package (SUP) 2.0 for the cforce plus motor. SUP 2.0 is a major update for the cforce plus motor. It dramatically improves the time it takes for the motor to respond to inputs from the user, making the lens motors twice as responsive. A Tech Talk about this update is available on our YouTube channel: https://youtu.be/woaY_JS8a-M

We highly recommend updating all cforce plus motors to firmware 2.0. Please take your time to go through this document before using the motor. For more information about this and previous releases, please visit: <https://www.arri.com/en/technical-service/firmware/software-updates-ecs/cforce-plus-firmware-update>

B. Update Instructions

How to get a Software Update Package

You can find the Software Update Package (SUP) in the cforce plus download section on our website: <https://www.arri.com/en/technical-service/firmware/software-updates-ecs/cforce-plus-firmware-update>

Update Procedure

The cforce plus can be updated as LBUS device via Hi-5 (USB or ECS Sync App), WCU-4, UMC-4, ALEXA plus, ALEXA plus LF and ALEXA 35 cameras.

Update with Hi-5 via USB

The 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.

Precautions

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.

Preparing the USB Stick

Copy the Software Update Package onto an USB memory stick in folder ARRI/ECS/

Performing the Update:

- (1) Connect the cforce plus to the Hi-5 via LBUS.
- (2) Connect the cforce plus to a power source (e.g. with K2.0006758 Cable LBUS to D-Tap).
- (3) Turn the Hi-5 on.
- (4) Insert the USB stick in the corresponding USB slot of the Hi-5
- (5) Go to MENU > System > Update > LBUS Device Update.
- (6) Select the cforce plus motor you wish to update. The serial number is printed on the side of the motor.
- (7) Choose the desired Software Update Package and then press select to start the update.
- (8) Wait until the update process is finished.
- (9) Power cycle the cforce plus motor by disconnecting it from the power source.

Caution: The update process takes several seconds. Don't remove the USB Stick and do not turn off the Hi-5 during the update!

Update with Hi-5 via ECS Sync App

The ECS Sync App connects to the Hi-5 via Bluetooth and the Bluetooth dongle must be connected to the lower USB-A port of the Hi-5.

Performing the Update:

- (1) Connect the cforce plus to the Hi-5 via LBUS.
- (2) Connect cforce plus to a power source (e.g. with K2.0006758 Cable LBUS to D-Tap).
- (3) Ensure that Bluetooth is enabled on the Hi-5 via MENU > System > Bluetooth.
- (4) 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).
- (5) Open the ECS Sync App. The app is now connected to your Hi-5 hand unit.
- (6) Go to ARRI DEVICE > cforce plus xxxxx > Update to the latest SUP. The serial number is printed on the side of the motor.
- (7) Select Download and proceed the software update
- (8) Wait until the update process is finished.
- (9) Power cycle the cforce plus motor by disconnecting it from the power source.

Caution: Do not leave the app during the update!

Update with WCU-4

Preparing the SD Card

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

Performing the Update

- (1) Connect the cforce plus via LCS to LBUS cable (K2.0007318 or K2.0013044).
- (2) Connect the cforce plus to a 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 cforce plus you wish to update. The serial number is printed on the side of the motor.
- (7) Choose the desired Software Update Package and then press the two UPDATE soft buttons simultaneously to start the update.
- (8) Wait until the update process is finished.
- (9) Power cycle the cforce plus motor by disconnecting it from the power source.

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

Update with ALEXA plus, ALEXA plus LF and ALEXA 35

Precautions

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

Preparing the USB Stick

Copy the cforce plus Software Update Package onto a USB memory stick in folder ARRI/ECS/

Performing the Update

- (1) Connect the cforce plus motor to the camera's LBUS connector.
- (2) Connect camera to a stable power source (e.g. AC power supply and on-board battery).
- (3) Connect the USB stick to the camera.
- (4) In the camera menu, go to MENU > System > Update > LBUS.
- (5) Select the cforce plus that you wish to update 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) Wait until the update process is finished.
- (8) Power cycle the cforce plus motor by disconnecting it from the power source.

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

C. New Features

cforce plus motor is Twice as Responsive

SUP 2.0 dramatically improves the time it takes for cforce motors to respond to inputs from the user, making the lens motors twice as responsive. All cforce plus lens motors in the market benefit from this update and this performance increase is not affected by the choice of hand unit.