

ALEXA 35 SUP 1.1.0

Software Update Package (SUP) 1.1.0

RELEASE NOTES

July 11, 2023



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A. Introduction

Now that ALEXA 35 cameras are showing up all over the world, we have talked with many of you on set, in rental houses, during demos and at trade shows, and we have gathered a lot of feedback. Most of the new features in this update are based on direct customer requests, including the new ARRIRAW UHD recording format for lowest ARRIRAW data rate while fulfilling 4K mandates, playback control from the side display, four new handy user buttons (VF Check HDR, VF Processing, FPS Preset, Audio Solo), SDI clone mode, and many more. For an overview of the most exciting features, watch the Tech Talk video, and for a full list and detailed, illustrated descriptions, read these release notes. We have also updated our online tools like the Format and Data Rate Calculator and the Frame Line and Lens Illumination Tool. Updates to the Camera Simulator are in progress and should be completed soon.

This document describes changes from ALEXA 35 SUP 1.0.4 to ALEXA 35 SUP 1.1.0. 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.

For more information on the camera, please visit www.arri.com/alexa-35

Update Recommendation

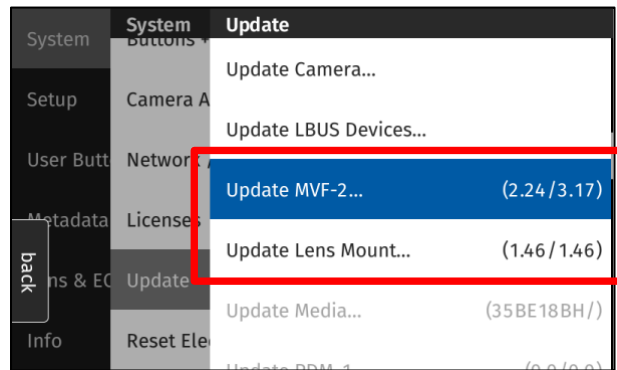
This release includes exciting and useful new features as well as important bugfixes and stability improvements to the camera. We unequivocally recommend updating to all customers.

Overview of New Features

- Wireless Video Optimized LogC4
- 3.8K UHD ARRIRAW
- Status Overlay Icon for ARRI Texture
- Playback on Side Display
- User Buttons 1: VF Check HDR
- User Buttons 2: VF Processing
- User Buttons 3: FPS Preset
- User Buttons 4: Audio Solo
- Automatic WiFi Host Channel selection
- SDI Clone Mode
- Lens Data Depth of Field Display
- New Default Framelines
- Sync Shift Improvements
- Warning Message: Default WiFi Password
- Info Pane 1: FPS Menu
- Info Pane 2: Playback
- Green Bubble when Camera is Level
- LAN Gateway Setting
- SUP Version on Side Display
- Keep SDI Frame Rate when changing Sensor Mode
- Software Update for MVF-2 with changed Hardware Component
- 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.
- 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 (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 1.1.0:

- MVF-2: 3.17
 - LPL Mount: 1.46
 - PL Mount LBus: 1.95
 - PL Mount Hirose: 1.95
 - EF Mount LBus: 1.13
- 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 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... .

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.

Codex Compact Drive 1TB Update

All existing Codex Compact Drive 1TB must be updated to continue to function with ALEXA 35. New 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.

Software Compatibility Notes and Sample Footage

- 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.
- To process files recorded with ALEXA 35 or create look files for ALEXA 35, please use the latest version of the [ARRI Reference Tool \(ART\)](#). ALEXA 35 SUP 1.1 has been tested with and works well with ARRI Reference Tool 1.1.0 and later. The ARRIRAW Converter will not be able to process ALEXA 35 files.
- ALEXA 35 SUP 1.1.0 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 1.1.0.
- ALEXA 35 SUP 1.1 supports Camera Access Protocol (CAP) version 1.9.
- Please note that macOS X version 10.15.7 or later is required to successfully transfer data from a Codex Compact Drive with the Codex USB-C Compact Drive Reader, or the SXR Capture Drive Dock with the Compact Drive Adapter. Using older versions of macOS will result in a copy error for files larger than 9.66 GB.
- Please note that macOS X version 10.15 with the Apple MXF plug-in installed (part of “Pro Video Formats 2.2.4”) or a later version of the macOS is required to play back downloaded MXF/Apple ProRes footage in Apple QuickTime Player.
- Sample footage shot with the ALEXA 35 camera can be downloaded on the [ALEXA 35 sample footage webpage](#).

Registration

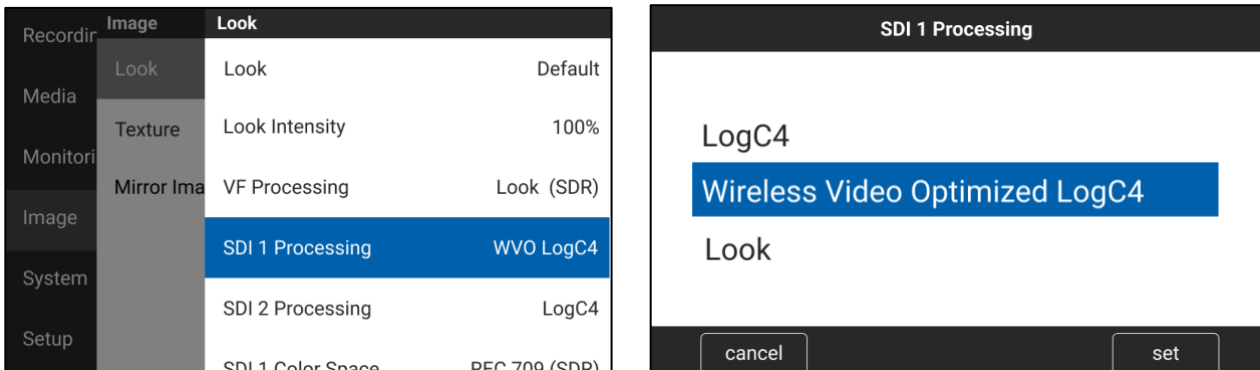
If you have not done so already, please make sure to register your camera using our online customer registration. Your registration ensures that you receive information about future software updates as soon as they are available. If you register your new camera within 1 month of purchase, you will get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

B. New Features

Wireless Video Optimized LogC4

MENU > Image > Look > SDI 1 Processing

MENU > Image > Look > SDI 2 Processing



Wireless Video Optimized LogC4 (WVO LogC4) is an intermediate encoding for ALEXA 35 SDI outputs that is designed to improve image quality when transmitting LogC4 over wireless video transmitters. The WVO encoding is an option built into the ALEXA 35 from Software Update Package SUP 1.1 on. A matching WVO decoding LUT must be used after signal reception to reconstitute regular LogC4.

WVO LogC4 can be helpful if you are sending the LogC4 signal from the camera wirelessly for color grading on set and are seeing banding artefacts in the image. In the following situations you should not use WVO LogC4:

- If you do not see any artefacts
- If you are simply looking at the SDI signal without color grading on set
- If you are using the “Look” SDI processing, which means that you are applying a look file in camera
- If you are viewing the SDI signal output from the ALEXA 35 via a direct BNC cable

When SDI Processing is set to “Wireless Video Optimized LogC4”, the indication in the SDI status overlays will show “WVO”, where normally “LOG” or “Look” are shown.

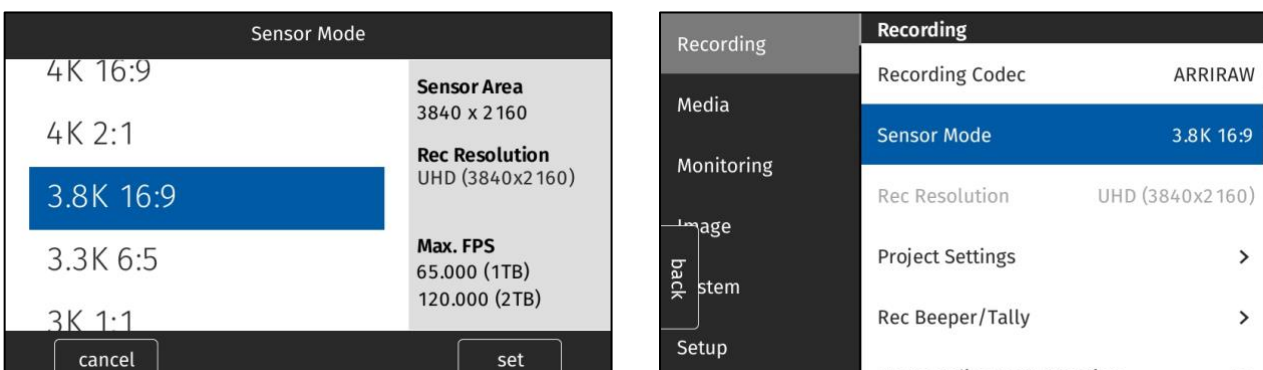
A technical note describing WVO LogC4 in detail can be downloaded here: www.arri.com/alexa35-wvotechnote

The WVO decoding LUTs can be downloaded here: www.arri.com/alexa35-wvoluts

3.8K UHD ARRIRAW

MENU > Recording > Recording Codec > ARRIRAW

MENU > Recording > Sensor Mode > 3.8K 16:9



ARRIRAW 3.8K 16:9 - UHD (3840 x 2160) is a new recording format that is useful when you are shooting with spherical lenses and you want to achieve the lowest possible data rate in uncompressed ARRIRAW while fulfilling 4K UHD mandates. This format has a smaller sensor area than sensor mode 4.6K 3:2 Open Gate or 4.6K 16:9, which ensures that the illumination circle of all Super 35 format lenses cover, including the popular Angenieux Optimo zooms. The maximum frame rate is 120 fps for Compact Drive 2TB and 65 fps for Compact Drive 1TB. The recording time at 24 fps is 1:38 for Compact Drive 2TB and 0:49 for Compact Drive 1TB. This new recording format can be processed with the

ARRI Reference Tool version 1.1.0 or later and is compatible with the ARRIRAW HDE Transcoder software 1.00 and later.

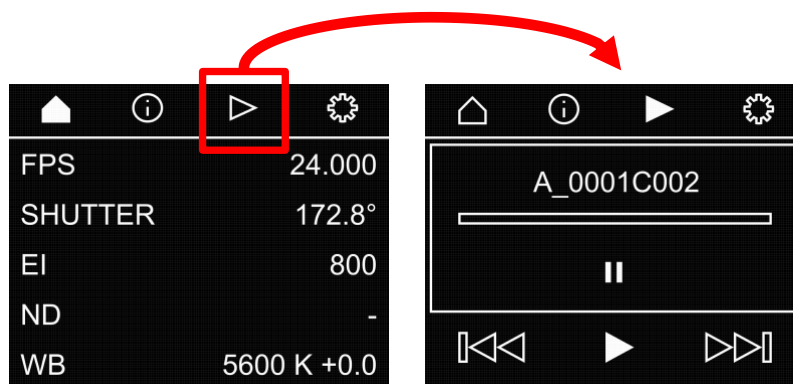
Status Overlay Icon for ARRI Texture

The four-digit code for the currently selected ARRI Texture is now also shown on the status overlays in the CAM section. The currently selected ARRI Texture will be shown in standby and recording.



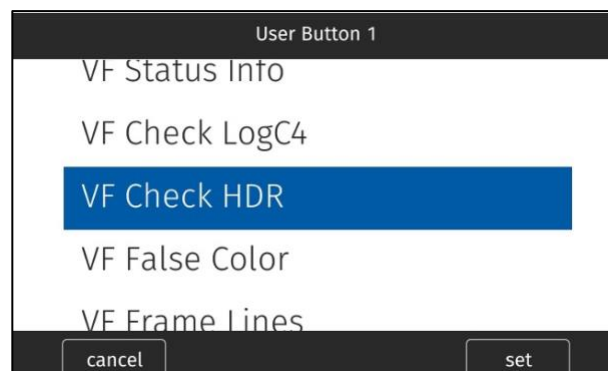
Playback on Side Display

The side display has gained a new screen: Playback. This is very handy when operating the camera without a viewfinder and you want to quickly review the last take. On the side display are options to control playback speed and for selecting clips. The side display does not have a clip list; for that, you must look at the menu of the MVF-2 viewfinder.



User Buttons 1: VF Check HDR

MENU > User Buttons



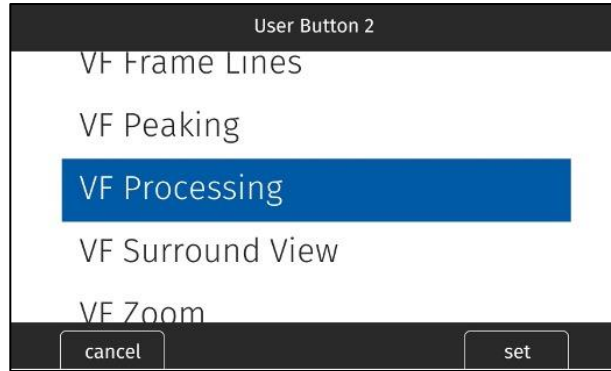
“VF Check HDR” is a new function that can be assigned to a user button. When the user button “VF Check HDR” is briefly pressed and released, the viewfinder processing (MENU > Image > Look > VF Processing) is switched to “Look (EVF: HDR, Mon: SDR)”. This means that the currently chosen look is shown in the viewfinder eyepiece in High Dynamic Range (EVF: HDR) and on the flip-out monitor in Standard Dynamic Range (Mon: SDR). Pressing and releasing the user button again will switch the viewfinder back to whatever VF Processing was set before.

Optionally, the user button “VF Check HDR” can be pressed and held down. In this case, VF Processing will be switched to “Look (EVF: HDR, Mon: SDR)” only as long as the button is held down. When the button is released, VF Processing will switch back to whatever VF Processing was set to before. This is an efficient and fast way to quickly check the appearance of the image in HDR and then get back to the normal VF Processing.

If you want to toggle between LogC4, SDR and HDR in the viewfinder, you can use the new user button function “VF Processing”.

User Buttons 2: VF Processing

MENU > User Buttons



“VF Processing” is a new function that can be assigned to a user button. Each time the user button “VF Processing” is briefly pressed and released, the camera will toggle through the three options in MENU > Image > Look > VF Processing:

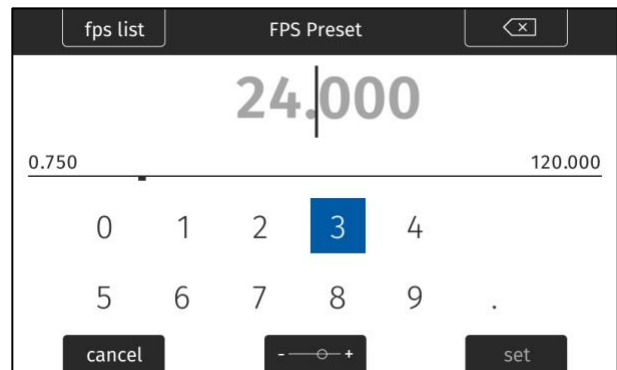
- LogC4
- Look (SDR)
- Look (EVF: HDR, Mon: SDR)

If you just want to quickly switch the viewfinder to HDR and then back to your previous VF Processing setting, you can use the new user button function “VF Check HDR”.

User Buttons 3: FPS Preset

MENU > User Buttons

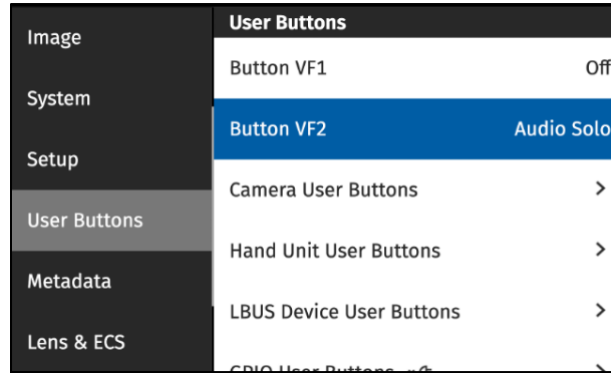
Setup	User Butt	Camera User Buttons
	Button VF	Button 1 FPS Preset (25.000)
	Button VF	Button 2 FPS Preset (27.000)
Metadata	Camera U	Button 3 Off
Lens & EC	Hand Uni	Button 4 Off
Info	LBUS Dev	Button 5 Off
Alerts		



“FPS Preset” is a new function that can be assigned to a user button, where a specific fps value is assigned to that user button. When the user button is briefly pressed and released, the camera will switch to the assigned frame rate. Pressing and releasing the user button again will switch the camera back to the previously set frame rate. Different user buttons can be assigned different frame rates.

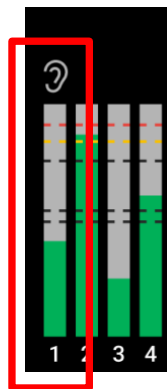
User Buttons 4: Audio Solo

MENU > User Buttons



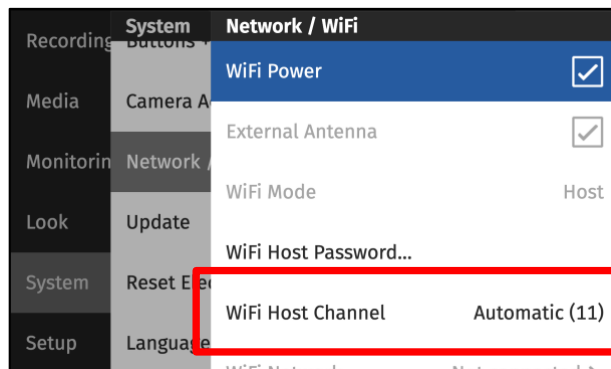
“Audio Solo” is a new function that can be assigned to a user button. When the “Audio Solo” user button is briefly pressed and released, the camera will output only one audio channel through the headphone connector. Each time the user button “Audio Solo” is pressed and released, the camera will toggle through which channel is being monitored: Off, Ch 1, Ch 2, Ch 3, Ch 4. Channels that are not assigned to an audio input are skipped. This user button also works in playback.

When Audio Solo is active, the selected channel is marked with an ear symbol in the audio bars status overlays of viewfinder and SDI outputs as well as on the HOME screen. Audio Solo only affects the headphone output, not the audio embedded in SDI.



Automatic WiFi Host Channel Selection

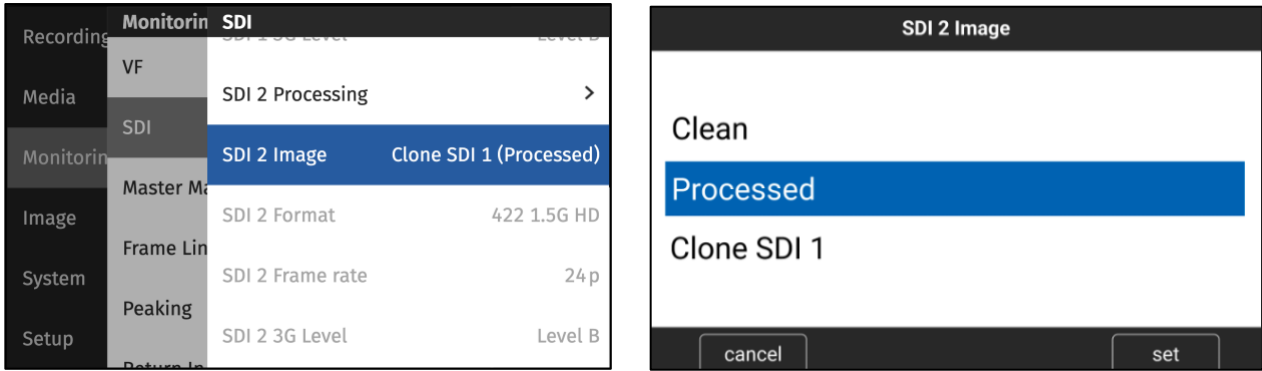
MENU > System > Network > WiFi Host Channel



The menu item “WiFi Host Channel” has now a new option: Automatic. When set to Automatic, each time the camera is booted or WiFi is turned on, the camera will look for the strongest WiFi channel while avoiding conflicting ARRI Electronic Control System (ECS) channels. The number in brackets after the word “Automatic” shows the channel chosen by the camera. The “Automatic” selection is the new factory default.

SDI Clone Mode

MENU > Monitoring > SDI > SDI 2 Image > Clone SDI 1



When “Clone SDI 1” is selected, the following SDI 1 settings will be copied to SDI 2: Format, Surround View, Overlays, Status Info, Hide Messages, Color Space, Frame Rate, Surround Mask, Frame Lines (on/off), Status Components, Outside Shading, 3G Level, Image (clean/processed), Magnification, Center Mark, Overlay Brightness, and Processing (LogC4/WVO LogC4/Look). Please note that this setting does not, as in previous cameras, output SDI 1 on both SDI outputs, but instead maintains two separate image paths, just with identical settings, allowing you more flexibility in usage.

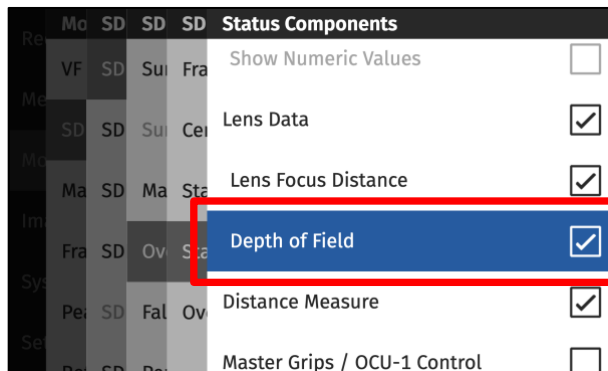
As long as “Clone SDI 1” remains selected, SDI 1 settings changes will automatically be applied to SDI 2. If then SDI 2 Image is set to something other than “Clone SDI 1”, the SDI 2 settings will remain what they are and will not be altered anymore when an SDI 1 setting is changed.

To quickly transfer all SDI 1 settings to SDI 2, switch SDI 2 Image to “Clone SDI 1” (which will copy all SDI 1 settings to SDI 2) and then switch back to your previous SDI 2 Image setting.

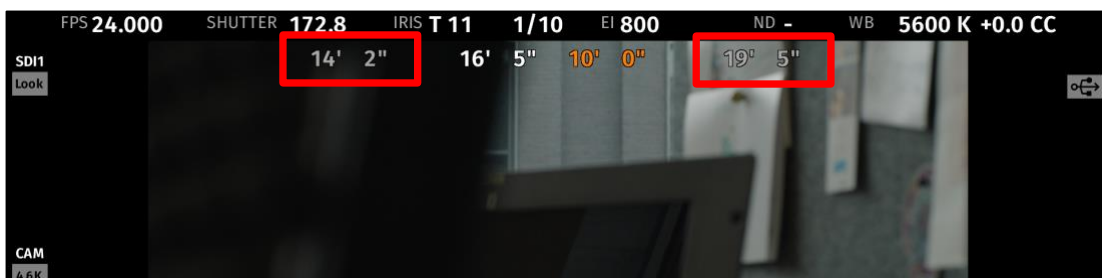
The text in brackets will helpfully show if SDI 1 is set to “clean” or “processed”. SDI 1 and SDI 2 user buttons remain functional for their respective outputs.

Lens Data Depth of Field Display

MENU > Monitoring > SDI > SDI Processing > Overlays > Status Components > Lens Data/Depth of Field



The current depth of field as calculated by the camera can now be displayed in the SDI status overlays to the left (near depth of field) and the right (far depth of field) of the lens focus distance. Additionally, if a distance measure device is attached and “Distance Measure” is turned on, the measured distance is displayed. The measured distance turns orange if it is outside of the depth of field. Please note that the calculated depth of field is dependent on the circle of confusion, which you can set in the new menu item MENU > Lens & ECS > Circle of Confusion.



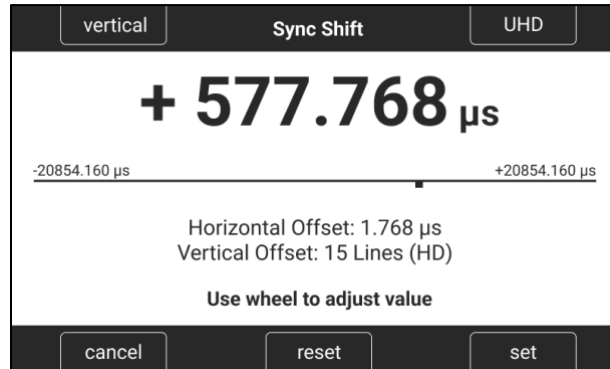
New Default Framelines

Default framelines are now available for all sensor modes. A new ARRI 0.56 (9:16) default frameline has been added to the 3K 1:1 sensor mode.

Sync Shift Improvements

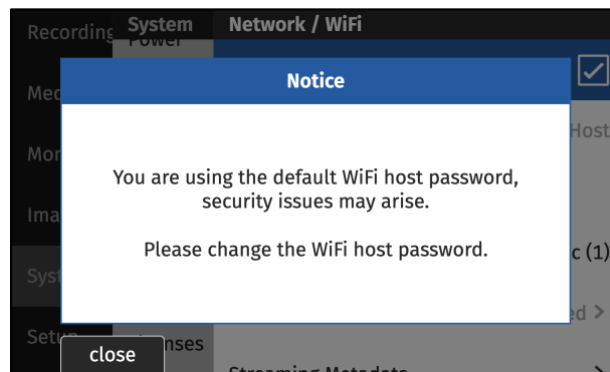
MENU > System > Sensor > Sync Shift

To easier match the SDI output to a reference signal in virtual production or multicam situations, the Sync Shift user interface has been greatly improved. It now supports adjustments vertically (lines) and horizontally (μ s). The lines are automatically calculated for the desired output format, which can be switched between UHD and HD.



Warning Message: Default WiFi Password

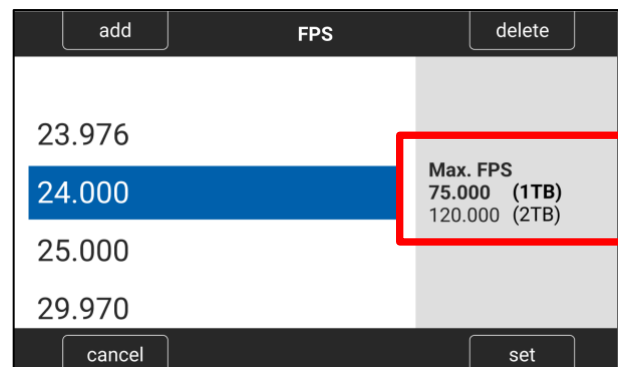
MENU > System > Network > WiFi Mode > Host



A warning message is displayed when activating WiFi host mode for the first time if the factory default password is still in use. For greater security, we recommend changing the factory password when using WiFi host mode.

Info Pane 1: FPS Menu

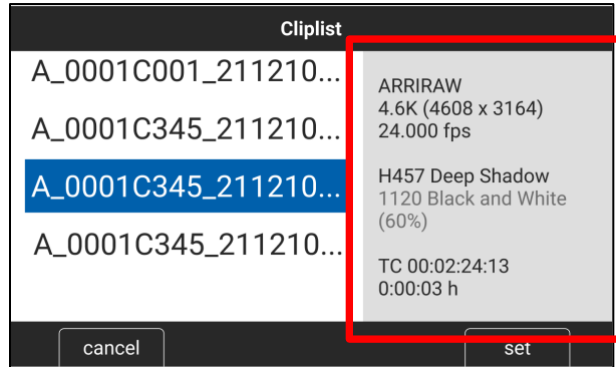
HOME > FPS



The FPS menu now has an info pane, showing the maximum fps for the current sensor mode and drive combination. The text in the line representing the currently inserted drive is bold.

Info Pane 2: Playback

VF PLAYBACK BUTTON > cliplist



The Playback clip list now has an info pane that displays additional information about the currently selected clip:

Recording Codec (ARRIRAW or Apple ProRes)

Recording Resolution

Recording frame rate

ARRI Texture

- Note: this will also be the Texture used for playback.

Name of Look and Look Intensity (Look Intensity in percent in brackets)

- Note: if the look currently set on the camera is not the look used for recording the clip, the look used for recording the clip will be shown, but in grey text. Caution: during playback the currently set look will be applied to the playback image, NOT the look in the clip's metadata.

Timecode at beginning of clip

Duration of clip in hours:minutes:seconds

Green Bubble when Camera is Level

MENU > Monitoring > VF > EVF Overlays > Status Components > Electronic Horizon

MENU > Monitoring > VF > Monitor Overlays > Electronic Horizon

MENU > Monitoring > SDI > SDI 1 Processing > Overlays > Status Components > Electronic Horizon

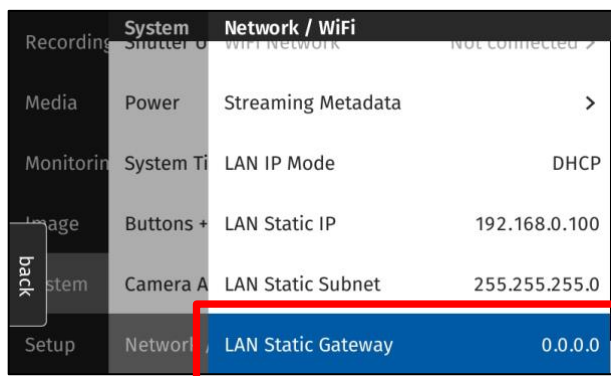
MENU > Monitoring > SDI > SDI 2 Processing > Overlays > Status Components > Electronic Horizon



When the electronic horizon overlay is turned on and the camera is level, the bubble will change its color to green.

LAN Gateway Setting

MENU > System > Network/WiFi > LAN Static Gateway



In certain setups, especially for virtual productions, there is a need to define a network static gateway. The default static gateway is a router that forwards network packets when no other route matches the destination of a packet. In a local network, the default gateway is typically the host that is one hop closer to the internet. The IPv4 address of the gateway typically is the first address in a subnet, e.g. 192.168.0.1. As a factory default the Gateway is set to 0.0.0.0.

SUP Version on Side Display

SIDE DISPLAY > SETTINGS (gear symbol) > VERSION INFO

CAMERA SUP	1.1.0
REVISION	6
MVF-2	3.17
LENS MOUNT	1.46
MEDIA	35C3A527

The firmware version of the camera and all attached devices (viewfinder, lens mount and inserted media) can now be seen in the VERSION INFO screen in the SETTINGS section of the side display. This is handy when operating the camera without the viewfinder.

Keep SDI Frame Rate when changing Sensor Mode

When changing sensor modes, the camera will not change the SDI frame rate. In the past, the camera tried to change the SDI frame rate by making an educated guess. This could lead to unsupported output formats for certain display devices.

Software Update for MVF-2 with changed Hardware Component

The software of MVF-2 viewfinders with a changed component (starting with MVF serial number 6850, see release notes to ALEXA 35 SUP 1.0.3 Revision 7) can now be updated by the camera.

C. Bugfixes and stability improvements

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

- Correct timecode offset when using Jam Sync and Enhanced Sensitivity
- Improvements in Codex drive recovery
- Improvements in Codex drive detection
- Stricter thresholds for warnings when timecode source does not match project frame rate
- ALE files do now contain fractional CC values
- Focus tracking on Hi-5 activates quicker
- SDI ZOOM remains active when recording is started
- Improvements on WiFi reconnection after connection loss
- 'Go To' shortcuts in outdated components warning is functional
- Look intensity for Default Look is functional
- Update screen no longer displays version 0.0.0 when update is started
- It is now possible to assign a function to GPIO User Button #8
- 'Turn lens ring' overlay appears when using LDS Lenses
- Improved WiFi electronics handling that reduces chances of Error #105
- More accurate Roll & Tilt metadata
- The MXF wrapper of ARRIRAW and Apple ProRes files has been updated to fix a bug in the Material Package UID value. This should have no effect on processing the images of SUP 1.1 or images generated by previous SUPs.

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.

USB stick may delay camera bootup

In rare cases a connected USB stick may substantially delay the camera bootup. Remove the USB stick before rebooting in that case. Take care that your USB Stick is using the exFAT file system, other file systems are known to cause issues.

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.

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.

Delayed motor response on EF lenses without data

On the EF Mount with LBs when a lens without data contacts is attached the motor response is delayed. Use a CForce RF motor connected to D-Tap power in this case.

Monitoring

MVF-2 shows only ARRI logo and color bars after reboot of the camera

In rare instances the MVF-2 flip-out monitor will continue to show the ARRI logo after the camera has finished booting. In this case the OLED in the eyepiece will show color bars. In some instances, the image may stay black. Reboot the camera to resolve the issue.

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.

Enhanced Sensitivity and Mirror Image lead to Audio delay

When using both Enhanced Sensitivity and Mirror Image the Audio is delayed by one frame against the Video.

User button function SDI/VF De-squeeze not available

There are currently no user buttons with any de-squeeze options. Those will be added in a later update.

Framelines with scaling and lens squeeze may be displayed wrong

While project settings are set to an anamorphic factor and a frame line with scaling is activated the scaling is not applied and shading is therefore not possible.

As a workaround create a frame line file containing frame line A and B, where A covers 100% sensor width with the intended aspect ratio and B which contains the desired scaling. In camera deactivate frame line A. Applied shading on frame line B will be displayed correct.

An example can be found at <https://arri.link/flt-ana-sample>

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.

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 after ALEXA 35 SUP 1.0.4.

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.

Postproduction

Dynamic Frame metadata displays exposure time and FPS as 0

Due to an error in the MXF Library exposure time and FPS display as 0 in ART and tools that read dynamic metadata. Values derived from those (like shutter angle) will also display incorrect.

Use static frame metadata in this case.

Remote Control

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.

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.

Side display can display rescue mode erroneously

In rare cases when up- and downdating the camera software, or when a software update fails, the side display can erroneously fall into a non-functioning rescue mode. The MVF-2 is still working in this case. Reboot the camera and start a new update.

E. Known Issues – Hardware

BNC connectors breaking

Some BNC connectors on the ALEXA 35 can break off when then 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.

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.

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.
- 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.