# SRH-360 / SRH-3  SUP 3.1.2

## RELEASE NOTE

Software Update Package:
**SRH-3 SRH-360 Firmware Update V 3.1.2.zip**

**Date: Dec 2023**

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## A. Introduction

We are proud to announce the release of Software Update Package **SUP 3.1.2**
for the SRH-360 and SRH-3 stabilized remote head and the remote control panel.
**NOTE**
We highly recommend updating the SRH-360 and SRH-3 stabilized remote head,
as also the remote control panel to this new **S**oftware **U**pdate **P**ackage:

# New features introduced with SUP 3.1.2

- **Unified Firmware for SRH-3 and SRH-360**
  SUP 3.1.2 supports both the SRH-3 and the SRH-360 systems.

- Full support of c-force mini motors running the 2.0 software

# New changes introduced with SUP 3.1.2

- **Higher Rate of current Values from the Head to the Remote Control**
  The transmission rate of the current values (e.g. the position of the pan, tilt, roll, focus, iris and
  zoom axes) from the Head to the Remote Control has been increased.

# Bug Fixes

- **Extensive BUG fixes** and general improvements in overall system performance.

**B**. **How to get a Software Update Package**

**NOTE**
The **SUP 3.1.2** can only be done securely with a PC, or a Mac with Parallels with Windows 10.

You can find the Software Update Package **SUP 3.1.2** in the SRH downloads section:

https://www.arri.com/en/technical-service/firmware/software-updates-css/software-update-srh


**NOTE**
If this your first update, you need to download the Driver
**MSR ST Virtual COM Port driver V 1.4.0.**
Uncompress both zip files into a newly created folder.

https://www.arri.com/en/technical-service/firmware/software-updates-css/software-update-srh

**NOTE**
You may need to install the **MSR ST Virtual COM Port driver V 1.4.0** as an administrator before you can use the updater.

**NOTE**
**Restart** the PC after the MSR ST Virtual COM Port driver V 1.4.0 has been installed.

**NOTE**
If this is your first update, you may have to install a **USB driver**.

https://www.arri.com/resource/blob/66952/c86ab183c33bdaa9fa51e24bf11b25b3/usb-driver-foma-data.zip

**NOTE**
You may have to install the **USB driver** as **Administrator** before you can use the updater.

**NOTE**
**Restart** the PC after the USB driver has been installed.

**C. SUP 3.1.2 Update Procedure**

**NOTE**
The Remote Control Panel must not be connected to the Remote Head during the update. (SRH-360 / SRH-3).

**NOTE**
Both the remote control panel and the remote head must be supplied with power independently of each other during the update process.
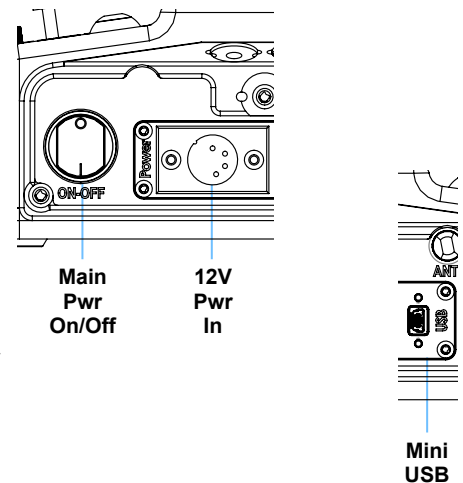
**Warning**
Once the update has started, it must not be interrupted.

Any interruption of the update (e.g. power failure, cable break, termination of the update application, ...) can result in the device being left with incomplete and defective firmware and the remote head or the remote control panel no longer being usable until it is reinstalled by an authorised ARRI service center.
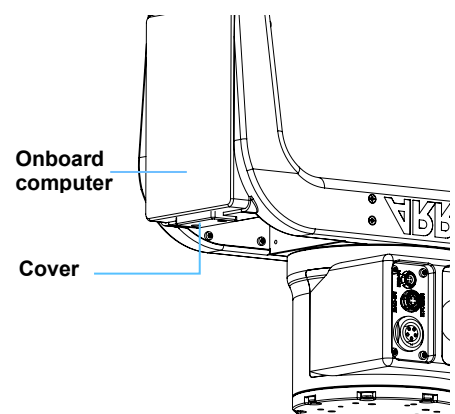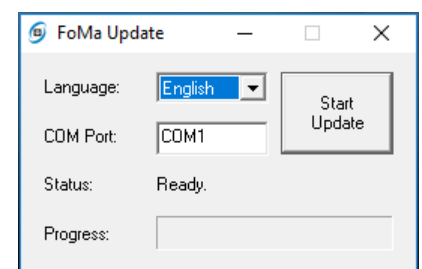
**1.  Updating the Remote Control**

- Download the zip file
- Copy zip file into a new folder named **SRH SUP 3.1.2**
- Unpack the zip file
- Start **FoMa Update.exe**
- Supply the Remote Control Panel via 4pin XLR with 12V power
- Switch on the Remote Control Panel
- Connect a mini USB cable with the USB socket at the back of the Remote Control Panel and with the USB port of the computer
- The update program starts with COM1.
- If the remote control panel cannot be found, place the cursor in the **COM Port field** and change it **manually**, e.g. to COM 3
- Start the update
- After the update has been completed, disconnect the USB cable
- Switch OFF the Remote Control Panel

**Main Pwr On/Off**     **12V Pwr In**

**Mini USB**

**2. Updating the Remote Head (SRH-360 / SRH-3)**

- Remove any camera setup from the Remote Head
- Remove the cover plate at the bottom of the onboard computer
- Disengage the tilt axis lock, if it is in the locked position
- Ensure that the emergency knob is not activated
- Connect the remote head with an adequate 24V power supply
- Connect a mini USB cable with the USB socket at the remote head and with the USB port of the computer.
- Start **FoMa Update.exe**
- The update program starts with COM1.
- If the remote control panel cannot be found, place the cursor in the **COM Port field** and change it **manually**, e.g. to COM 3
- Start the update
- After the update has been completed, disconnect the USB cable
- Disconnect the remote head from the power supply

**Onboard computer**

**Cover**

**C. SUP 3.1.2 Update Procedure**

**3. Status after the update**

After the update the **Remote Control**
will show following status:

After the update the **Remote Head**
will show following status:

| | | | | |
|-------|------------|-------|------------|
| **CCPU** | **V 03.01.31** | **CCPU** | **V 03.01.31** |
| **KCPU** | **V 03.01.07** | **KCPU** | **V 03.01.07** |
| **LCPU** | **V 03.00.10** | **LCPU** | **V 03.00.10** |
| | | **MCPU** | **V 01.00.42** |
| **RCPU** | **03.00.00** | **RCPU** | **03.00.00** |