ALEXA 265 Software Update Package 5.2.2

ALEXA 265 | ALEXA 265 Live

RELEASE NOTE

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Legal Notes

Original version.

Software Update Package 5.2.2

Overview

ALEXA 265 SUP 5.2.2 is a reliability update.

This SUP will only work on ALEXA 265 cameras and is not compatible with ALEXA 35, ALEXA Xtreme or ALEXA 35 Live cameras.

Feature Overview

This SUP is built upon the previous A265 SUP (5.2.0) and inherits its features:

- Live Production System LPS-1 Support
- Wi-Fi 5 GHz Client Mode
- Improved defect pixel correction
- Color Space Signaling through SDI
- Support for Live Production Monitor LPM-1
- Expanded sensor fps presets list

General

Peripheral Updates

The following peripheral software and firmware versions are included with SUP 5.2.2.

Versions that have changed compared to the previous release are shown in **bold**:

• LPL Mount (LBUS)	1.62
• PL Mount (LBUS)	1.100
• PL Mount (Hirose)	1.100
• EF Mount (LBUS)	1.14
• Multi Viewfinder MVF-2	3.62
• Camera Access Protocol	1.16.0
• MXF Library	4.4.9

Software Compatibility

To ensure full compatibility with SUP 5.2.2, the following software versions shall be used:

ARRI Reference Tool	1.8.1
Camera Control Monitor CCM-1	5.5.2
Audio Extension Module AEM-1	V1.1G
Live Production System LPS-1	1.2.0
LPS-1 Fiber Base Station	1.1.1
CODEX Device Manager	7.6.2
DaVinci Resolve Studio	20.2

New Features

Live Production System LPS-1 Support

This is a feature new for the ALEXA 265 that is already present in ALEXA 35 Xtreme (with the Multicam license), ALEXA 35 (with the Multicam license) and ALEXA 35 Live.

SUP 5.2.0 introduces compatibility between the ALEXA 265 and the Live Production System LPS-1, allowing operation in live Multicam environments. No license is required as the Multicam features become available when LPS-1 is attached to the camera.

Wi-Fi 5 GHz Client Mode

This is a feature new for the ALEXA 265 that is already present in ALEXA 35 Xtreme but not possible for ALEXA 35 and ALEXA 35 Live.

SUP 5.2.0 and above adds support of wireless connections to 5 GHz Wi-Fi networks (IEEE 802.11a/n/ac) in client mode, offering higher bandwidth, lower latency, and greater reliability in congested RF environments. Please note that the 5 GHz client mode requires the longer antennas with the white and blue bands, which will also improve transmission for 2.4 GHz.

Improved defect pixel correction

SUP 5.2.0 and above brings an improved in-camera dynamic defect pixel detection and correction algorithm to the camera.

Color Space Signaling through SDI

This update enables signaling of the Color Space and Transfer Characteristics (e.g., BT.709, BT.2020, PQ, HLG) over SDI, according to SMPTE ST 352 (VPID) and SMPTE 291M standards.

Support for Live Production Monitor LPM-1

Addition of general support for the Live Production Monitor LPM-1 and is required to operate the LPM-1.

Expanded Sensor FPS Presets List

The list of user-definable frame rate presets has been expanded to accommodate 32 entries, doubling the previous limit of 16.

Update Procedure

The camera is updated through a USB-C medium. You can initiate the process through the MVF-2 viewfinder menu or the camera Web Remote. When the MVF-2 viewfinder and the lens mount are connected to the camera, they will automatically update during the camera update. If they were not connected at that time, they can be updated individually through the camera later. If you are using the camera Web Remote to perform the update, it is recommended to use a 'private' or 'incognito' browser window to avoid potential issues or unexpected behavior.

1. After downloading the update file from the Software Update Packages for Cameras webpage, double-click the downloaded .zip file to unpack it, or unpack it manually. This will extract two update files to your computer (*.SWU and *.lic).
2. If not done beforehand, prepare the USB-C medium for use with the ARRI ALEXA 265 by connecting it to the camera. Then, go to *MENU > Media > Prepare USB Medium...* on the MVF-2 viewfinder menu or the Web Remote and push *CONFIRM*. This will create the required folder structure on the USB-C medium.
3. Connect the USB-C medium to your computer.
   Place the downloaded *.swu file in the *ARRI/ALEXA265/SUP* folder.
   Place the downloaded *.lic file in the *ARRI/ALEXA265/LICENSES* folder.
4. The camera Software Update Package includes updates not only for the camera body but also for the MVF-2 viewfinder and the lens mount. Therefore, ensure that the MVF-2 viewfinder and the lens mount are connected to the camera during the update process.
5. Ensure the camera is connected to a power supply or powered by a fully charged battery to prevent power loss during the update.
6. Perform a factory reset on the camera with the menu item *MENU > Setup > Factory Reset...*
7. Connect the USB-C medium to the camera and navigate to the menu item *MENU > System > Update > Update Camera...*
8. Select the SUP file from the list and start the installation.
   The MVF-2 as well as the camera side display will show a screen displaying the update progress. Please note, that the update can take up to 20 minutes.
   The MVF-2 viewfinder may turn off during the update process and will not provide continuous visual feedback, refer to the camera side display for the update status in this case.
   Do not power off or unplug the camera until it has rebooted.
   After the update process has finished, a success message is displayed.
9. Ensure that the correct time zone is set in *MENU > System > System Time & Date*.
10. If the MVF-2 viewfinder or lens mount were not connected during the update, the camera will still store the updated software for these devices. The next time they are connected and have an older software version than the one stored in the camera, the camera will prompt you to update them.

In the rare event of an interrupted or failed update the camera may enter a state where the MVF-2 is unresponsive. In this situation, use the side display to enable Wi-Fi, connect to the camera, and reinstall the update using the Web Remote.

Update of Accessories

The camera update does not update the following devices, which must be updated separately. Update files for these devices must be downloaded individually from the ARRI Software Packages webpage.

Camera Control Monitor (CCM-1):

Download the update file and copy it to a USB-C medium. Connect the USB-C medium to the CCM-1. Disconnect the CCM-1 from the camera. Navigate to *Menu>Firmware>Update* on the CCM-1 and select the file to start the update.

Audio Extension Module (AEM-1):

Download the update, copy it to a USB-C medium (root folder). Connect the USB-C medium to the AEM-1. On the AEM-1, start the update through *MENU>SETUP>UPDATE* and confirm with *YES*.

LBUS Devices (e.g., Lens Motors):

Download the corresponding update file and copy it to the ARRI/ECS/ folder on a USB-C medium. Insert the USB-C medium into the camera. Connect the LBUS device through the LBUS connector. Start the update through *MENU>System>Update>Update LBUS Devices*.

To Downdate the Camera

It is possible to downdate an ALEXA 265 to a previous software release.

NOTICE

Please note that ALEXA 265 is not compatible with any software version earlier than SUP 3.0.3. To downdate an ALEXA 265 to SUP 3.0.3,

- you shall first downdate to SUP 3.0.4 and
- then from SUP 3.0.4 to SUP 3.0.3. All SUPs and licenses shall be on the USB-C medium used for downdating.

Known Issues in SUP 5.2.2

User Pixel Mask Export Does Not Complete When File already exists

When exporting a User Pixel Mask (UPM) from the camera to a USB-C medium that already contains a UPM file with the same name, the camera GUI becomes unresponsive. The screen remains stuck on the message *“Exporting user pixel mask, please wait...”* and the process does not complete. Reboot the camera to resume operation. Delete or rename the existing UPM file on the USB-C medium before exporting.

Hi-5 "Lens File Transfer Cal" - Motors Stop After First End-Stop During Calibration

When the Hi-5 *“Lens File Transfer Cal”* function is active, the Hi-5 sends a lens table to the connected camera, which then triggers automatic motor calibration. However, the motor(s) might begin to calibrate but stop after reaching the first end-stop, failing to complete the full calibration sequence. Resending the Lens File a second time completes the calibration successfully.

Temporary SDI Signal Loss During Certain Setting Changes

When certain settings are changed — such as switching sensor modes or entering and exiting playback — the SDI outputs may briefly re-synchronize, leading to a momentary loss of signal. This can affect connected devices such as wireless video transmitters. The behavior is currently under review.

Delayed Ready-to-Record State After Reboot with Many User Setups on Connected

Storage: When user storage is connected and contains many user setups, the camera may take longer to become ready to record after a reboot. This behavior is currently under investigation.

Hand Unit Nudge only functional through built-in radio

The Hand Unit Nudge function does not work if the hand unit is connected to the camera in any way other than through the camera's built-in white radio.

Incorrect EOTF Signaling in SMPTE 352 VPID Metadata When Outputting 12G-SDI

When 12G-SDI is used for video output, the EOTF (Electro-Optical Transfer Function) is not correctly signaled in the SMPTE 352 VPID metadata stream.

ALEXA 265 Operation with CCM-1

To ensure that the Camera Control Monitor CCM-1 functions properly with the A265, open the menu and activate *MENU* > *System* > *Camera Access Protocol* > *Emulate ALEXA 35*.

Incorrect Scaling of Frame Lines with Lens Squeeze Factor applied

When using frame line files containing three frame lines, incorrect scaling of individual frame lines may occur if the Lens Squeeze Factor is set to a value other than 1.0x.

RCP Iris Control may not function correctly with custom LDA Lens Tables

When using custom LDA Lens Tables to provide lens data, it may occur that the iris cannot be properly controlled or adjusted through a Skaarhoj RCP.

CCM-1 Timecode Options

The timecode menu of the camera has been updated; however, these updates have not yet been implemented in the CCM-1. As a result, it is not possible to set the LPS-1 System as the timecode source through the CCM-1.

Prerecording Requires a User Button

Prerecording can only be toggled on or off using a User Button. If the device with the assigned User Button is unavailable and prerecording remains active, start a regular recording and then remove the drive from the camera. This will cause the recording to fail, deactivating prerecording in the process.

Temporary Unresponsiveness After Playback or 'Check Last Clip'

After exiting playback, whether initiated through the PLAY button, 'Check Last Clip,' or the 'Playback' User Button, the camera may momentarily become unresponsive to inputs. This issue typically resolves within a maximum of four seconds, and the camera will return to its normal state.

Limited Clip Availability through Camera Access Protocol (CAP)

When playback is controlled through CAP, only the first 270 clips on the card can be selected. To access additional clips, use the MVF-2, the camera's side display, or the Web Remote.

Radio Interface Adapter RIA-1 Update through CAM Connector Fails

When updating the RIA-1 by connecting its CAM port to the ALEXA 35 and running the update from the camera, the process may occasionally fail. In such cases, the update can instead be performed through an LBUS connection.

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.

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*.

Cut-off Playback Image when using Magnification

When using magnification with surround view activated, the playback image may display a cropped version of the original capture. This means that the playback view may show less than what was recorded and visible on the outputs during recording or standby.

Frame Lines Displayed in Surround View with Master Magnification

When using master magnification in conjunction with surround view, frame lines may appear in the surround area at certain magnifications, even though they should not be visible.

Missing or Incorrect Lens Scales with Certain /i Lenses

Some lenses using the Cooke /i protocol may fail to transmit lens data or lens data is shown inaccurately. To resolve this issue, de-activate the lens mount and use lens tables instead.

Lower Headphone Output in Playback

When playing back a clip with audio, the headphone output on the MVF-2 is 3dB lower than during live recording.

Camera displays a #200 alert code

In rare cases, the camera may reboot and display a #200 alert. This can occur when the system enters a vulnerable state due to certain external conditions. One possible cause is creating a loop by connecting both LBUS ports (camera body and lens mount) in a daisy chain configuration. Another potential trigger is removing recording media while it is still being accessed.

To reduce the likelihood of this occurring, ensure that LBUS devices are not connected in a loop between the body and lens mount ports and recording media is only removed when the media activity indicator is off or green, indicating that the media is no longer being accessed.


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