ALEXA 35
ALEXA 35 Xtreme
ALEXA 35 Live

Software Update Package SUP 6.0.2

RELEASE NOTES

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Overview

SUP 6.0.2 addresses a SUP 6.0.0 bug that occurs when the camera side display is used to change the sensitivity. Once recording is started, the camera will revert to the previous EI setting made from the MVF-2, the Camera Companion App or the Web Remote.

Because sensitivity is baked into Apple ProRes recordings, an unexpected change can negatively affect image quality—especially when a significant EI shift results in underexposure and increased noise during color correction.
While less critical for ARRIRAW or ARRICORE, where the incorrect value only affects monitoring and metadata, the issue may still cause confusion when automated dailies are generated using an incorrect EI setting.

This issue can only be observed on the ALEXA 35, ALEXA 35 Xtreme, and ALEXA Live. It does not affect the ALEXA 265. SUP 6.0.2 therefore should be considered a mandatory update for: ALEXA 35, ALEXA 35 Xtreme, and ALEXA Live.

It is strongly recommended that all users update their cameras to this new version to ensure optimal performance and reliability.

Peripheral Updates

The following peripheral software and firmware versions are included with SUP 6.0.2.
Versions that have changed compared to the previous release are shown in **bold**:

LPL Mount (LBUS)	1.62	Multi Viewfinder MVF-2	3.62
PL Mount (LBUS)	1.115	MXF Library	4.4.9
PL Mount (Hirose)	1.115	Camera Access Protocol	1.17.0
EF Mount (LBUS)	1.14		

Software Compatibility

To ensure full compatibility with SUP 6.0.2, the following software versions must be used:

Audio Extension Module AEM-1	V1.1G	ARRI Reference Tool	1.8.1
Camera Control Monitor CCM-1	5.5.2	CODEX Device Manager	7.6.2
Live Production System LPS-1	1.3.0	DaVinci Resolve Studio	20.2

A comprehensive list of third-party software tools and their compatibility with the ALEXA 35 family of cameras is available at the top of the ALEXA 35 Workflow webpage. Always ensure you are using the latest version of any third-party software.

Registration

If you haven't registered your camera yet, please ensure you do so through our online customer registration. Registering your camera guarantees you'll receive notifications about future software updates as soon as they're released. Additionally, if you register your new camera within one month of purchase, you'll receive a complimentary one-year extended warranty. To register, visit the Product Registration webpage.

Sample Footage

Sample footage shot with the ALEXA 35 Xtreme or ALEXA 35 camera can be downloaded from the ALEXA 35 Sample Footage webpage.

Update Procedure

The camera is updated via a USB-C memory stick, and the process can be initiated either through the MVF-2 viewfinder menu or the camera's 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 could 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 memory stick for use. Connect it to the camera, go to *MENU* > *Media* > *Prepare USB Medium...* on the MVF-2 viewfinder menu or the Web Remote and press *CONFIRM*. This will create the required folder structure on the USB-C memory stick.
3. Connect the USB-C stick to your computer.

   ALEXA 35/Live/Xtreme:
   Place the downloaded *.swu file in the *ARRI/ALEXA35/SUP* folder
   Place the downloaded *.lic file in the *ARRI/ALEXA35/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 stick 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. Check 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, copy it to a USB-C stick (root folder), and connect the stick to the CCM-1. Disconnect the CCM-1 from the camera, then 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 stick (root folder), and connect the stick to the AEM-1. On the AEM-1, initiate the update via *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 stick. Insert the stick into the camera, connect the LBUS device via the LBUS connector, and initiate the update through *MENU>System>Update>Update LBUS Devices*.

Live Production System LPS-1

The LPS-1 system can be updated via a computer connected through an Ethernet cable to one of the RJ45 management ports of the LPS-1 system. Please refer to the latest Live Production System LPS-1 release notes for detailed update instructions.

Downdating the Camera

While it is possible to downgrade an ALEXA 35 to a previous software release, this update has been carefully designed and thoroughly tested to address only the issue mentioned above, without affecting other functionality.

Please note that ALEXA 35 Live is not compatible with any software version earlier than SUP 2.0.0.

Known Issues in SUP 6.0.2

Camera Resynchronization on User Setup Load via RCP
Loading a e.g. Scene File User Setup via the RCP triggers an automatic camera resynchronization. This unintended resync leads to a reinitialization of the Genlock synchronization and the SDI outputs.

Artifacts When Changing Shutter During Recording
Changing the shutter during recording may result in visible artifacts in the recorded footage. The likelihood of such artifacts increases with higher frame rates and larger shutter increments.

User Pixel Mask Export Does Not Complete When File already exists
When exporting a User Pixel Mask (UPM) from the camera to a USB memory stick 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 stick 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 enabled, 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.

Larger Surround View Area on ALEXA 35 Xtreme
The ALEXA 35 Xtreme offers an expanded surround view area in certain sensor modes compared to the ALEXA 35 / Live.

Video Output Failure When Switching Sensor Modes at High Frame Rates
When the camera is running at high frame rates and the sensor mode is switched without a reboot (e.g., from 4K 16:9 to 3.8K 16:9), the video outputs may fail. If this occurs, a reboot is required to restore normal operation, as subsequent recordings may also be affected (ALEXA 35 / Live).

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.

Sensor Overdrive: Colored Edges Near Clipping Point in Highlights
When Sensor Overdrive is on, just before reaching the clipping point, some image areas may show colored fringes or a colored "corona" instead of a neutral white highlight roll-off. This can affect individual color channels and is most noticeable in extreme highlight regions.

Sensor Overdrive and High Frame Rate Settings Unavailable on CCM-1 Monitor
When using the CCM-1 monitor, it is currently not possible to enable Sensor Overdrive, nor to set frame rates above 120 fps (ALEXA 35 Xtreme).

Delayed Ready-to-Record State After Reboot with Many User Setups on Connected
Storage When user storage is connected and contains a large number of user setups, the camera may take longer to become ready to record after a reboot. This behavior is currently under investigation.

ENG Zoom Lens Control via ARRI Master Grips may not work with some lenses
The camera can control the three axes of an ENG zoom lens connected via the Hirose mount using ARRI Master Grips. However, in some instances, control may not function with certain lenses. To resolve this, please check the software or firmware version of the lens and, if necessary, update it to the latest version.

Hand Unit Nudge only functional via 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 enable *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 via 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 via 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 via 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 via Camera Access Protocol (CAP)
When playback is controlled via 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 via 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 via 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 enabled, 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 displayed inaccurately. To resolve this issue, deactivate 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.