SRH-360 / SRH-3 SUP 3.0

RELEASE NOTE

Software Update Package:
SRH-3 SRH-360 Firmware Update V3-2.zip

Date: June 2021

Table of Contents

A. Introduction

We are proud to announce the release of Software Update Package **SUP 3.0**
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 3.0

• **Unified Firmware for SRH-3 and SRH-360**
SUP 3.0 supports both the SRH-3 and the SRH-360 systems.

• **Improved restore to the Factory Presets**
During the restoring of the factory presets for the Remote Control, the currently present controls
(e.g. STJ-1, MFJ-1, BCJ-1, …) are being checked so that after the restore the currently present
controls are assigned to the pan, tilt and roll axes automatically.

• **MCPU Status Read Out**
To simplify online service support, the MCPU status is now displayed in the status menu.
Some error conditions can be detected and solved on base of the provided information.

New changes introduced with SUP 3.0

• **Changed display of the angle information of the pan position**.
SRH-360
The angle of the Pan axis of the SRH-360 is shown as follows: **0 … 359°**
SRH-3
The angle of the Pan axis of the SRH-3 is shown as follows: -**270° / 0° / + 270°**
NOTE
In the Underslung, the **0° position** is on the side where the connections of the pan axis are.
In Overslung, the **0° position** is on the opposite side where the connections of the pan axis are.

• **Shortcuts from the Dynamic Status to the Settings Menu**
The "L. Dyn", "Std. Dyn" or "H. Dyn" information within the home screen can be pressed now in
order to be forwarded to the "Settings" menu for the head automatically.

• **Adding of the ° to displayed Angles**
The ° sign has been added as unit to the angles which are being displayed within the home
screen and the "End Stops" menu.

• **Modified PID Presets**
Some PID preset values have been improved.
Therefore better preset values and improved drop performance for top shots.

• **Switching of the Iris Axis between Speed and Position**
The mode of the iris axis can be switched between speed and position from now on.

• **The End Stops can not be turned on outside the allowed Range anymore**
It is not possible anymore to turn on the end stops in case an affected axis is outside its
allowed range at the moment.

Bug Fixes

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

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

NOTE
The **SUP 3.0** can only be done securely with a PC, or a Mac with Parallels with Windows 10.

You can find the Software Update Package **SUP 3.0** in the SRH downloads section:

https://www.arri.com/en/camera-systems/camera-stabilizer-systems/stabilized-remote-heads

NOTE
You will find all downloads at the bottom of the page.
Download the latest **SRH-3 SRH-360 Firmware Update V 3.0.zip**

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/resource/blob/163632/17ce21949aad88a04c0eb4e61b4e0c09/msr-st-virtual-com-port-driver-v-1-4-0-data.zip

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

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

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

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

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

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

C. SUP 3.0 Update Procedure

NOTE

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

NOTE

The Remote Control Panel as well as the Remote Head need to be independently powered during the update process.
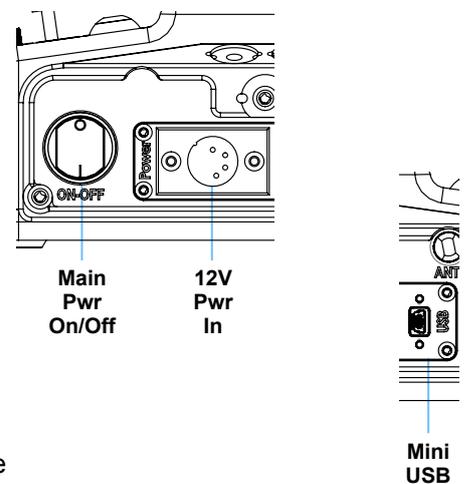
Warning

After the update has been started, it must not be interrupted.
Any interruption of the update (e.g. power loss, cable break, killing of the update application, …) can leave the device with a broken/partial firmware and it won't be usable anymore until it is reinstalled by an authorized service centre again.
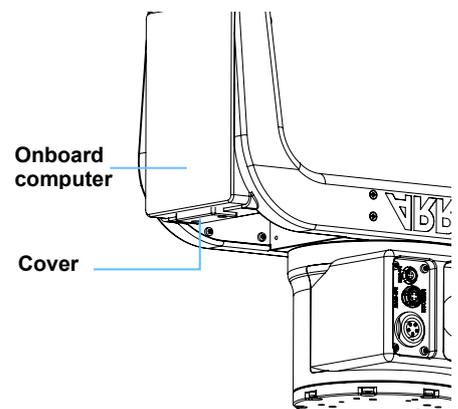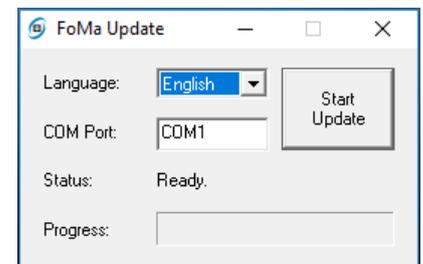
1. Updating the Remote Control

- Download the zip file
- Copy zip file into a new folder named **SRH SUP 3.0**
- 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 can not be found, place the cursor in the COM Port field and manually **change** it to **COM** 3 for example
- 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 can not be found, place the cursor in the COM Port field and manually **change** it to **COM 3** for example
- 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 3.0 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 03.00.22**	**CCPU**	**V 03.00.22**
KCPU	**V 03.00.20**	**KCPU**	**V 03.00.20**
LCPU	**V 02.03.02**	**LCPU**	**V 02.03.02**
		MCPU	**V 01.00.42**
RCPU	**N/A**	**RCPU**	**N/A**
WCPU	**V 01.14.00**	**WCPU**	**V 01.14.00**