

# **cforce mini RF Hotfix SUP 2.0.3**

Software Update Package cforce-miniRF-2.0.3\_r14001.cmf

RELEASE NOTES

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## A. Introduction

We hereby announce the release of the Software Update Package (SUP) 2.0.3 for the cforce mini RF.

This is a hotfix release fixing a bug where the cforce mini RF motor wouldn't fully function when connected to a camera via CAM interface.

We highly recommend updating the cforce mini RF unit to this Software Update Package.

Please take your time to go through this document before using the cforce mini RF. For more information, please visit <https://www.arri.com/en/technical-service/firmware/software-updates-ecs/software-update-for-cforce-mini-rf>

## B. Update Instructions

### How to get a Software Update Package

You can find the Software Update Package (SUP) in the cforce mini RF download section on:

<https://www.arri.com/en/technical-service/firmware/software-updates-ecs/software-update-for-cforce-mini-rf>

Download the latest Software Update Package to your computer.

### cforce mini RF Update Procedure

The cforce mini RF can be updated as LBUS device via Hi-5 (USB or ECS Sync App), WCU-4, UMC-4, ALEXA Mini and ALEXA 35 cameras. The following section provides details about updating the cforce mini RF via Hi-5 and WCU-4. Please refer to the owner's manual of the other devices for more details.

**Caution: Update via CAM interface might not work for cforce mini RF motors with a Serial Number 2500 or lower! We therefore recommend updating via LBUS interface.**

### Update with Hi-5 via USB

The software can be updated using a USB-A or USB-C drive.

The USB-A slot is located below the display on the bottom of the Hi-5, covered by a plastic cap. Press the release pin to open the cover.

The USB-C slot is located above the display on the top side of the Hi-5, covered by a rubber cap. Lift and turn the rubber cap gently to access the USB-C slot.

#### Precautions

Supply the cforce mini RF with >12V Voltage, e.g. by using an CAM (7p) to D-Tap cable connected to a fully charged battery with D-Tap interface.

#### Preparing the USB Stick

Copy the Software Update Package onto an USB memory stick in folder ARRI/ECS/

#### Performing the Update

- (1) Connect the cforce mini RF to the Hi-5 via LBUS interface.
- (2) Connect cforce mini RF to a power source via CAM interface.
- (3) Turn the Hi-5 on.
- (4) Insert the USB stick in the corresponding USB slot of the Hi-5
- (5) Go to MENU > System > Update > LBUS Device Update.
- (6) Select the cforce mini RF as LBUS device.
- (7) Choose the desired Software Update Package and then press select to start the update.

**Caution: The update process takes several seconds. Do not remove the USB Stick and do not turn off the Hi-5 during the update!**

## Update with Hi-5 via ECS Sync App

### Precautions

Supply the cforce mini RF with >12V Voltage, e.g. by using an CAM (7p) to D-Tap cable connected to a fully charged battery with D-Tap interface.

### Performing the Update

The ECS Sync App connects to Hi-5 via Bluetooth. To add your Hi-5 to the list of Bluetooth devices on your iOS device, do the following:

- (1) Connect the cforce mini RF to the Hi-5 via LBUS interface.
- (2) Connect cforce mini RF to a power source via CAM interface.
- (3) Ensure that Bluetooth is enabled on the Hi-5 via MENU > System > Bluetooth.
- (4) Activate Bluetooth on your iOS device and add the Hi-5 to your device list (Hi-5 is shown as hi-5-xxxxx, with xxxxx being the serial number).
- (5) Open the ECS Sync App. The app is now connected to your Hi-5 hand unit.
- (6) Go to ARRI DEVICE > cforce mini RF xxxxx > Update to the latest SUP
- (7) Select Download and proceed the software update

**Caution: Do not leave the app during the update!**

## Update with WCU-4

### Precautions

Supply the cforce mini RF with >12V Voltage, e.g. by using an CAM (7p) to D-Tap cable connected to a fully charged battery with D-Tap interface.

### Preparing the SD Card

Have a FAT16 or FAT32 formatted SD/SDHC card up to 32GB for updating. Copy the cforce mini RF Software Update Package into the root folder of the SD/SDHC card.

### Performing the Update

- (1) Connect WCU-4 and cforce mini RF via LCS to LBUS cable.
- (2) Connect cforce mini RF to power source via CAM interface.
- (3) Turn the WCU-4 on.
- (4) Insert the SD card into the SD card slot of the WCU-4.
- (5) Go to MENU > FIRMWARE > LBUS Update.
- (6) Select the cforce mini RF as a LBUS device.
- (7) Choose the desired Software Update Package and then press the two UPDATE soft buttons simultaneously to start the update.

**Caution: The update takes several seconds. Do not remove the SD card during the update!**

## C. Bug Fix

This Software Update Package provides the following bug fix:

### Issues with CAM interface

Fixes an issue where radio and LBUS interfaces wouldn't work after powering up the motor with a camera connected via CAM interface. This issue occurred predominantly with ALEXA Mini cameras.

## D. Known Issues

This is a list of known issues for this Software Update Package.

### Lens Source Switch—No Scale Present on WCU-4

Switching the lens data source from LDA (cforce mini RF) to LDS (camera) on cameras not providing lens data via CAM connector (RED, SONY) leads to lens data artefacts (numeric iris values) or no lens data at all.

**Workaround:** Reboot of the WCU-4 solves the issues.

### Offset Issue with ALEXA EV

Applying a focus offset on WCU-4 may not work correctly with the cforce mini RF connected to ALEXA EV's EXT port and an LDS lens.

### ALEXA EV Unavailable ND Filter Is Displayed

When connecting a cforce mini RF motor to the EXT connector on an ALEXA EV camera (11.1.1) and checking EI in the camera setup, the middle-top user button displays the assignment ND ON/OFF even if there is no ND filter in the camera.

### Double Assignment

Connecting two hand units on the same radio channel to cforce mini RF and assigning them to the same axis can very rarely lead to severe motor jitter.

**Workaround:** Please make sure to not assign two hand units to the same axis, e.g. by disabling iris on WCU-4 if iris is controlled from an SXU-1.

### Temperature Shutdown

Continuously operating the motor at high friction for a several minutes will cause a temperature shutdown, manifesting in reduced motor speed. Cooling down the motor will solve the issue.

### No camera control via cforce mini RF connected to the camera LBUS

The cforce mini RF currently doesn't support camera control and playback features over LBUS.

**Workaround:** Use CAM to EXT connection from the motor to the camera.

### RED RAPTOR pre-record doesn't work from Hi-5

When using the cforce mini RF with the Hi-5 on a RED RAPTOR camera, the pre-record function of the raptor is not supported by the Hi-5.

### RED HELIUM Playback control issues

When using the cforce mini RF with a Hi-5 on a RED HELIUM camera, the playback control might not work properly or the camera might stay in playback mode.

**Workaround:** Exit Playback via camera.

#### **CUB-1: Distance value wrong**

When using the cforce mini RF in combination with a CUB-1 and a distance measure device, in some cases the measured value is wrong and multiplied massively

**Workaround:** Repower the CUB-1 and/or power cycle the cforce mini RF.

#### **Manual calibration with active cal request**

When using the cforce mini RF in combination with a Hi-5 and using the manual calibration feature for motors, it might happen that after the manual calibration the scales get greyed out with a RED cross above the scale, while having full control of the motor.

**Workaround:** Perform another manual calibration.

#### **Hardwired no AUX axis control via cforce mini RF (in active radio mode)**

The cforce mini RF currently doesn't support AUX control when Hi-5 is connected via cable.

**Workaround:** Put cforce RF in client mode, or control AUX axis wirelessly.

#### **Clip count in excess of 100 clips per card can lead to power cycle**

The cforce mini RF currently may not support a clip count in excess of 100 clips per card.

**Workaround:** Change card in time.