

ALEXA 35 ALEXA 35 Live

Software Update Package SUP 4.0.0

RELEASE NOTES

February 3, 2025



Overview

We are pleased to announce the release of ALEXA 35 Software Update Package SUP 4.0.0. SUP 4.0.0 follows version 2.2.0, skipping 3.0.0, as this was an ARRI internal release for the ALEXA 265. This update is compatible with all ALEXA 35 cameras (ALEXA 35 and ALEXA 35 Live) and can be downloaded from the [Software Update Packages for Cameras](#) webpage.

The update introduces support for the new [ALEXA 35 with Base License](#), feature licensing and the new CODEX Compact Drive Express 1TB. It will come pre-installed on all new ALEXA 35 cameras from now on. Since there are no new camera features and only a few bug fixes in this update, only those who want to use the new Compact Drive Express 1TB (Apple ProRes only) need to update existing ALEXA 35 or ALEXA 35 Live cameras.

Please review these release notes carefully, including the known issues section, and consult the updated ALEXA 35 User Manual for SUP 4.0.0 to ensure optimal camera operation.

New Features in Software Update Package SUP 4.0.0

- Support of ALEXA 35 with Base License
- Feature Licensing
- Support of Codex Compact Drive Express 1TB

Peripheral Updates

The following peripheral software and firmware versions are included with SUP 4.0.0. Versions that have changed compared to the previous release are highlighted in bold.

- Multi Viewfinder MVF-2 **3.62**
- LPL Mount (LBUS) **1.60**
- PL Mount (LBUS) 1.99
- PL Mount (Hirose) 1.99
- EF Mount (LBUS) 1.14
- Camera Access Protocol 1.13
- MXF Library 4.3.5

Software Compatibility

The following software versions for tools and accessories must be used to ensure full compatibility with SUP 4.0.0:

- ARRI Reference Tool: 1.7.0
- Camera Control Monitor CCM-1: 5.5.2
- Audio Extension Module AEM-1: V1.1G
- LPS-1 Fiber Camera Adapter: 1.0.0
- LPS-1 Fiber Base Station: 1.0.0
- Skaarhoj RCP Pro: ARRI Core 1.0.3-pre2 / Reactor 2.1.2-pre6

A comprehensive list of third-party software and their compatibility with the ALEXA 35 is available on the [ALEXA 35 Workflow](#) webpage. Always ensure you are using the latest version of any third-party software.

Sample Footage

Sample footage shot with the ALEXA 35 camera can be downloaded from the [ALEXA 35 Sample Footage](#) webpage.

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.

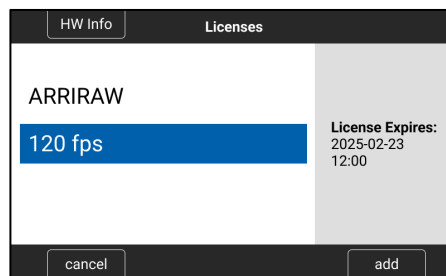
New Features

Feature Licensing

The existing ALEXA 35 model, which includes all software-based features, will now be designated as the ALEXA 35 Premium. In addition, the new ALEXA 35 Base model is introduced, providing a core feature set that can be expanded through temporary or permanent licenses. This allows users to tailor their setup to specific needs and, if required, gradually extend the functionality toward the full feature set of the ALEXA 35 Premium. Permanent licenses, once installed, remain on the camera indefinitely, while temporary licenses are available for 7 days, 30 days, or one year, depending on project requirements. For details on individual licenses, please refer to the ALEXA 35 User Manual or the [ALEXA 35 product website](#).

All ALEXA 35 cameras purchased before 2025 were delivered with a Cine License pre-installed. With the installation of SUP 4.0.0, this license will automatically be converted to a Premium License. This change is purely in name and does not affect functionality or user experience.

You can check the installed licenses on any ALEXA 35 camera in the camera menu. Temporary licenses display their expiration date in the grey info pane on the right.



Codex Compact Drive Express 1TB

SUP 4.0 introduces support for the new Codex Compact Drive Express 1TB recording media (CX.0001090). This drive offers the same FPS range as the Compact Drive 1TB but costs approximately 40% less. It's an ideal choice for the ALEXA 35 with the Base License, which initially includes ProRes only.

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 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 memory stick for use with the ALEXA 35 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 press *CONFIRM*. This will create the required folder structure on the USB-C stick.
3. Connect the USB-C stick to your computer.
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, 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, 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*.

Downdating the Camera

It is possible to downgrade an ALEXA 35 to a previous software release.

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

Known Issues in SUP 4.0.0

FPS Preset cannot be used by Camera Companion App

The Camera Companion App does not support to specify the frame rate for the “FPS Preset” user button.

Boot Loop on WCU-4 with Certain /i Lenses

Connecting certain lenses using the Cooke /i protocol may cause the WCU-4 to enter a boot loop.

To resolve this issue, deactivate the lens mount and use lens tables instead.

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.

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.

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 Diopter Compensation When Enabled on Both Hi-5 and ALEXA 35

When using a Hi-5 hand unit with an ALEXA 35, enabling diopter compensation on both the Hi-5 and the camera simultaneously will result in incorrect calculations. To avoid this, activate diopter compensation only on the ALEXA 35. The camera will calculate the corrected values and transmit them directly to the hand unit.

SDI Format Limitation with ProRes 3K 1:1

The ProRes 3K 1:1 sensor mode does not support SDI output in 422 3G HD. Instead, please use 422 1.5G or 444 3G as alternative output formats.

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.

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*.

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.

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.

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.

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.

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.

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.

Exposure Index with ES cannot be set via Hi-5

Selecting an Exposure Index with Enhanced Sensitivity (ES) on the Hi-5 is not possible. To adjust these settings, please use a user button, the MVF-2 menu, or the Webremote.

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.

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.

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.

LPS-1 Camera Channel Number Resets to Camera Index After Reboot

In an LPS-1 environment, rebooting the camera/fiber camera adapter, or Fiber Base Station causes the camera channel number to reset and display the camera index instead. To restore the correct camera channel number, reassign it via the Fiber Base Station menu or the LPS-1 Web Interface.

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.

BNC Connectors Breaking

Some BNC connectors on the ALEXA 35 may break off if the cable is removed at too steep of an angle.

To prevent this, ensure cables are pulled out straight.

Please note: This issue affects cameras with serial numbers between 62000 and 62400.

If a connector breaks, it can be replaced by the customer, rental company, dealer, or ARRI service.

Replacement connectors can be ordered free of charge from ARRI service.

For guidance on replacing connectors, please refer to this video:

<https://arri.academy/SE-replacing-bnc-connectors-alexa35>