

Updating **Ultimatte Smart Remote 4**



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Updating your Smart Remote 4

The first step to updating your Smart Remote 4 is to uninstall the SR4 software from your smart remote.

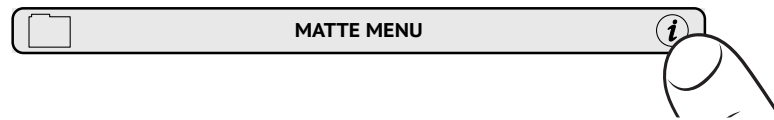
Tap on the 'info' icon in the Smart Remote 4 file control section of the control panel to find your current SR4 software version number. Follow the sections below based on whether you have SR-4 v1.0.5 or earlier or if you have SR-4 v1.1 or later.

Uninstalling Software

Before uninstalling the SR4 software, ensure the application is not running.

To quit the SR4 software:

- 1 Tap on the 'info' icon in the smart remote 4 file control section in the control panel.



- 2 In the 'options' tab, tap on the 'exit to desktop' button.
- 3 Now that the desktop is visible, tap on the 'up' arrow in the Windows tray.



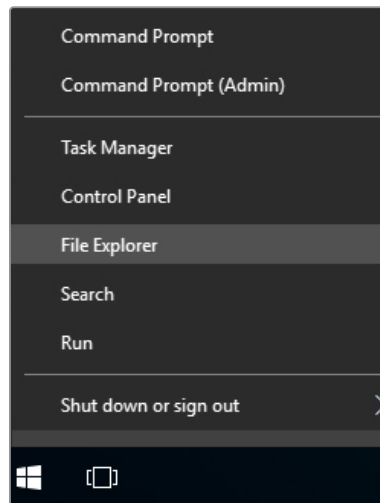
- 4 Tap and hold the Ultimatte SR4 icon for 2 seconds then release. The 'quit' icon will appear. Simply tap on the 'quit' icon to close the application.

To uninstall SR4 v1.1 or later:

- 1 Press the 'start' button in the task bar and select 'settings'.
- 2 In the settings window, select 'system' from the menu and choose the 'apps & features' option.
- 3 In the 'apps & features' window, scroll through the list of apps and locate the Ultimatte SR4 software.
- 4 Select the Ultimatte SR4 software from the list and choose 'uninstall'.
- 5 Follow the prompts to uninstall the software.

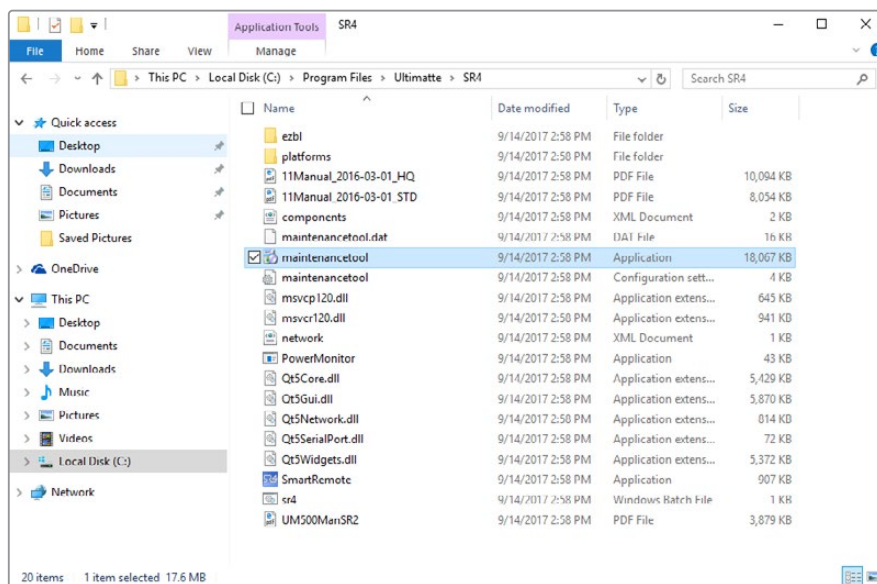
To uninstall SR4 v1.0.5 or earlier:

- 1 Tap and hold the Windows logo in the bottom left corner, then tap on 'file explorer'.



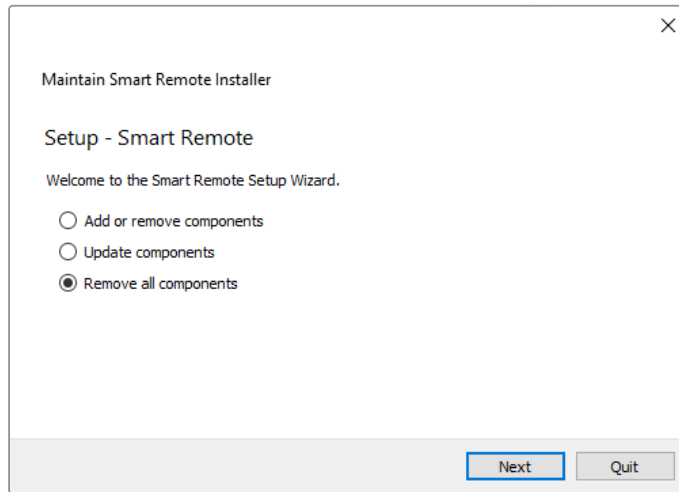
Tap and hold on the Windows logo, then tap file explorer

- 2 In file explorer, navigate to: C:\Program Files\Ultimatte\SR4, and double tap on the maintenance application labelled, 'maintenancetool.exe'



Browse 'local disk C:\' and double tap on the required folders to open their contents

- 3 On the maintenance application window, select 'remove all components' and tap 'next'.



Select 'remove all components' and tap 'next'

- 4 The maintenance application will now let you know it is ready to uninstall. Tap 'uninstall' and allow the application to make changes to your Smart Remote 4 by tapping 'yes'.
- 5 Tap 'finish' on the 'completing the smart remote wizard' window.

The Ultimatte Smart Remote 4 software has now been uninstalled.

Installing Ultimatte Smart Remote Setup

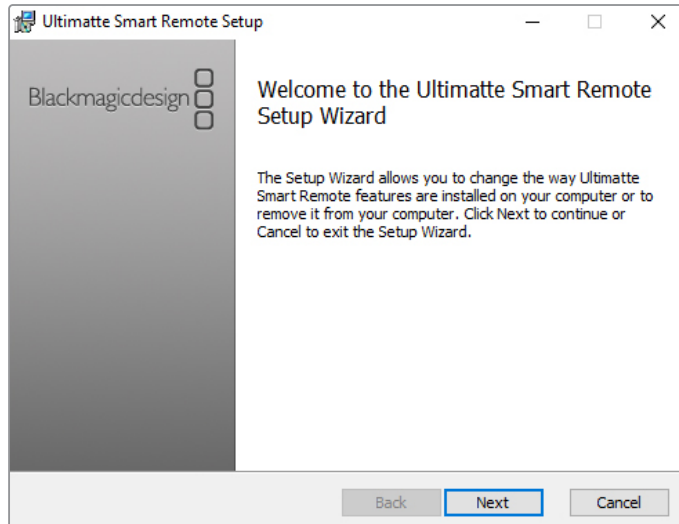
The first step is to download the latest Ultimatte Smart Remote 4 Setup software from the Blackmagic Design support center at www.blackmagicdesign.com/support. Copy and paste the Smart Remote .msi file onto a portable USB storage unit, for example a USB flash drive.

Plug the USB drive into the USB port on the front of your Smart Remote 4. Smart Remote 4 will automatically read the USB drive and open the file explorer.

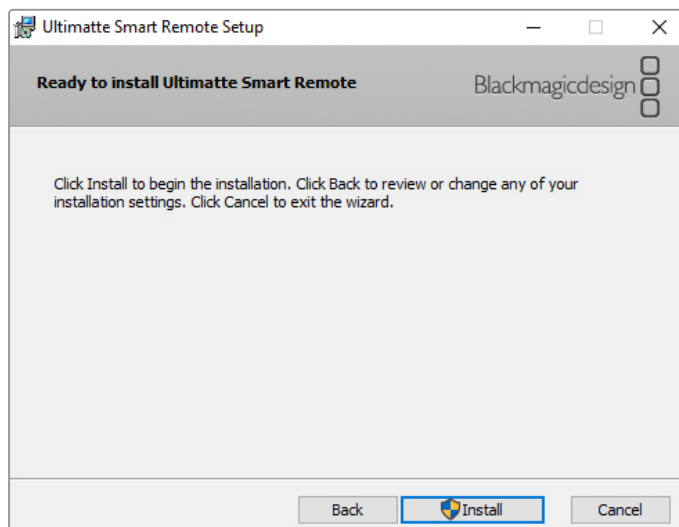
NOTE The portable storage drive used to install the software on your smart remote must be formatted as the master boot record using one single partition. Your Smart Remote 4 recognizes NTFS, exFAT and FAT32 formats.

To install the software:

- 1 Double tap on the smart remote installer icon in the storage drive.
- 2 Tap 'next' in the setup wizard and follow the prompts until you reach the 'install' option.

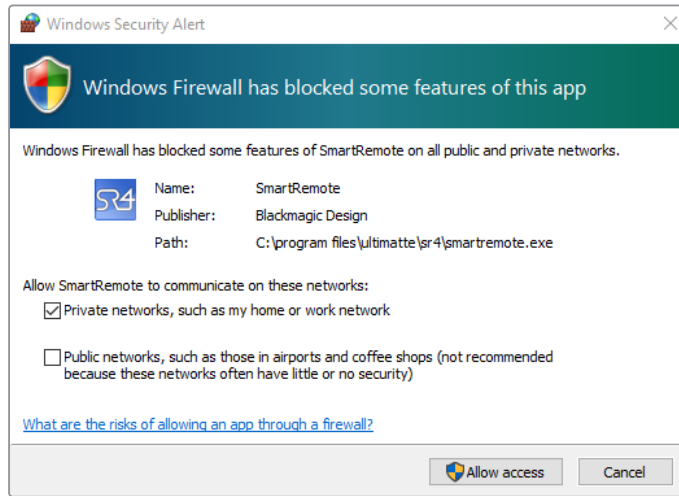


- 3 Tap 'install' and allow the installer to make changes to your Smart Remote 4 by tapping 'yes' when prompted.



- 4 Tap 'finish' to complete the installation and 'yes' to restart your Smart Remote 4. Your Smart Remote 4 will restart and automatically launch the latest version of the Ultimatte Smart Remote 4 control panel.

- 5 A Windows dialogue box will appear prompting you to allow Smart Remote to communicate over a network. Select 'private networks, such as my home or work network' and tap 'allow access'.



Help

Getting Help

The fastest way to obtain help is to go to the Blackmagic Design online support pages and check the latest support material available for your Blackmagic Ultimatte 12 or Smart Remote 4.

Blackmagic Design online support pages

The latest manual, software and support notes can be found at the Blackmagic Design support center at www.blackmagicdesign.com/support.

Contacting Blackmagic Design support

If you can't find the help you need in our support material, please use the "Send us an email" button on the support page to email a support request. Alternatively, click on the "Find your local support team" button on the support page and call your nearest Blackmagic Design support office.

Checking the version currently installed

To check which version of Blackmagic Ultimatte Setup software is installed on your computer, launch Blackmagic Ultimatte Setup and click on the 'about' tab. The software version number will be displayed in the 'software information' section.

You can also check the version of Smart Remote 4 software installed on the smart remote by tapping on the file icon in the files and information section of the touchscreen control panel. The 'about' tab will let you know which version you have installed on your smart remote.

How to get the latest updates

After checking the version of Blackmagic Ultimatte Setup software installed on your computer, please visit the Blackmagic Design support center at www.blackmagicdesign.com/support to check for the latest updates. While it is usually a good idea to run the latest updates, it is a wise practice to avoid updating any software if you are in the middle of an important project.

Regulatory Notices and Safety Information

Regulatory Notices

Disposal of waste of electrical and electronic equipment within the European union.



The symbol on the product indicates that this equipment must not be disposed of with other waste materials. In order to dispose of your waste equipment, it must be handed over to a designated collection point for recycling. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city recycling office or the dealer from whom you purchased the product.



This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this product in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at personal expense.

Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference.
- 2 This device must accept any interference received, including interference that may cause undesired operation.



MSIP-REM-BMD-201707003

Safety Information

This equipment must be connected to a mains socket outlet with a protective earth connection.

To reduce the risk of electric shock, do not expose this equipment to dripping or splashing.

This equipment is suitable for use in tropical locations with an ambient temperature of up to 40°C.

Ensure that adequate ventilation is provided around the product and is not restricted.

When rack mounting, ensure the ventilation is not restricted by adjacent equipment.

No operator serviceable parts inside. Refer servicing to your local Blackmagic Design service centre.

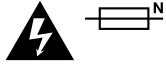


Use only at altitudes not more than 2000m above sea level.

Warnings for Authorized Service Personnel



Disconnect power from both power inlets before servicing!



Caution - Double Pole/ Neutral Fusing

The power supply contained in this equipment has a fuse in both line and neutral conductors and is suitable for connection to the IT power distribution system in Norway.

Warranty

12 Month Limited Warranty

Blackmagic Design warrants that this product will be free from defects in materials and workmanship for a period of 12 months from the date of purchase. If a product proves to be defective during this warranty period, Blackmagic Design, at its option, either will repair the defective product without charge for parts and labor, or will provide a replacement in exchange for the defective product.

In order to obtain service under this warranty, you the Customer, must notify Blackmagic Design of the defect before the expiration of the warranty period and make suitable arrangements for the performance of service. The Customer shall be responsible for packaging and shipping the defective product to a designated service center nominated by Blackmagic Design, with shipping charges pre paid. Customer shall be responsible for paying all shipping charges, insurance, duties, taxes, and any other charges for products returned to us for any reason.

This warranty shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Blackmagic Design shall not be obligated to furnish service under this warranty: a) to repair damage resulting from attempts by personnel other than Blackmagic Design representatives to install, repair or service the product, b) to repair damage resulting from improper use or connection to incompatible equipment, c) to repair any damage or malfunction caused by the use of non Blackmagic Design parts or supplies, or d) to service a product that has been modified or integrated with other products when the effect of such a modification or integration increases the time or difficulty of servicing the product. THIS WARRANTY IS GIVEN BY BLACKMAGIC DESIGN IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. BLACKMAGIC DESIGN AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BLACKMAGIC DESIGN'S RESPONSIBILITY TO REPAIR OR REPLACE DEFECTIVE PRODUCTS IS THE WHOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CUSTOMER FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IRRESPECTIVE OF WHETHER BLACKMAGIC DESIGN OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. BLACKMAGIC DESIGN IS NOT LIABLE FOR ANY ILLEGAL USE OF EQUIPMENT BY CUSTOMER. BLACKMAGIC IS NOT LIABLE FOR ANY DAMAGES RESULTING FROM USE OF THIS PRODUCT. USER OPERATES THIS PRODUCT AT OWN RISK.

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