UltrA60 Recovery Upgrade

OS Recovery Upgrade

The OS upgrade or recovery is performed in two parts. First you create a bootable USB drive and copy the OS upgrade files to the USB. Second, you will boot the frame from the USB and perform the OS upgrade.

Before starting the operating system upgrade, ensure that you have the following:

- a blank USB of at least 3GB, but less than 32GB.
- `Ultra60-Installer-########.zip`

Important: *The FAT32 file system is compatible with partition sizes of 32GB, or less. If your USB drive is larger than 32GB you must partition it to a 32GB primary partition.*

Important: *The OS upgrade will erase all data stored on the switcher. Ensure to backup all switcher sets, media-items, and software license keys before upgrading the OS.*

To Create a Bootable USB (Windows® 10)

The bootable USB is required for the frame to boot from a temporary OS while the OS on the frame is being replaced.

1. Insert the USB into a USB port on your computer.
2. Right-click on the **Start** button and click **Windows PowerShell (Admin)**.

   Tip: *If there is a security dialog, click **Yes** to continue.*

3. At the `C:\windows\system32\` prompt, type `diskpart` and press **enter** on the keyboard.

   Wait for the `DISKPART>` prompt to appear.

4. Type `list volume` and press **enter**.

   This will return a list of all the drives connected to the system. Find the volume number for the USB drive you want to use for the OS. The **Type** will be `Removable`.

5. Type `select volume #` where # is the volume number of your USB drive and press **enter**.
6. Type `clean` and press **enter**.

   Tip: *If you receive a `system cannot find the file specified` message, continue with the next step.*

7. Type `list volume` and confirm the volume number of the USB.
8. Type `select volume #` where # is the volume number of your USB drive and press **enter**.
9. Type `convert gpt` and press **enter**.
10. Type `list volume` and confirm the volume number of the USB.
11. Type `select volume #` where # is the volume number of your USB drive and press **enter**.
12. Create the primary partition on the USB Drive using one of the following commands, depending on the size of your USB drive:
    - 32GB or smaller — `create partition primary` and press **enter**.
    - larger than 32GB — `create partition primary size=32000` and press **enter**.
13. Type `list volume` and confirm the volume number of the USB after creating the primary partition.
14. Type `select volume #`, where # is the volume number of your USB drive and press **enter**.
15. Type `format fs=FAT32 label="OS-Recover" quick override` and press **enter**.
16. Type `assign` and press **enter**.
17. Type `exit` and press **enter**.

To Copy the OS to the USB

Once you have created the bootable USB, you can extract the switcher OS file to the USB.

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1. Locate the `Ultra60-Installer-########.zip` file on your computer.
2. Extract the `Ultra60-Installer-########.zip` file to the root directory of the bootable USB.

   Tip: *Depending on the archive tool you are using, it might be easiest to copy the zip file to the USB and right-click on the file and select extract/extract here.*

3. Eject and remove the USB drive from your computer.

To Upgrade the OS

Insert the USB into the port on the back of the frame and boot the switcher from the USB.

You will need the following to perform the upgrade:

- USB Keyboard.
- Standard 16:9 1080p Monitor with a DisplayPort™ connection and cable.
- The OS-Recover USB drive.

1. Power off the system.
2. Connect the keyboard and monitor to the frame.
3. Insert the OS-Recover USB drive into one of the two USB ports on the *back* of your frame.
4. Power the system on.
5. At the BIOS splash screen press `F7` on your keyboard repeatedly until the boot order menu appears.
6. Select the connected USB drive as the boot device. It will be listed as `UEFI:` and the vendor description of the USB.

   Important: *Do NOT power off the frame or remove the USB during the upgrade.*

   Wait for the upgrade installation to complete. When completed it will countdown to a reboot.

7. Remove the USB drive.

The frame will boot up with the new OS in the factory default state. You can re-configure the IP address from the front panel display and re-establish the DashBoard connection.