

TouchDrive 3.3.1

- Release Date: July, 2025.



Important: Please review the **End User Software License Agreement** before installing or using this software.



Important: If your TouchDrive is connected to an Ultrix Acuity frame you must switch it to Carbonite mode, perform the upgrade, and then switch it back to Acuity® mode.

Note: You must upgrade DashBoard on the control panel separately. Once you have upgraded the panel to 3.3.0, then upgrade DashBoard running on the panel to 9.14.0.

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Feature Enhancements

A number of features have been added, or updated, to this version of software. This section provides a brief introduction to these features, and how to use them.

v3.3.1 Features

Modular Memory Panel (MMP) Support

Support has been added for the new TouchDrive control panels with an independent Memory module. This separate Memory module can now be placed on either side of the Transition modules to allow for a more flexible user control experience.

Bugs Addressed

The following bugs were addressed in this version of software:

HWRev02 (Qseven®)

- CR-6258 — Fixed an issue where the remote upgrade of DashBoard on the panel would fail.

- CR-6415 — Added enhanced logging for memory and CPU usage.
- Fixed a performance issue.
- Security updates to the OS.

HWRev03 / 4882AR Series (AMD Ryzen™)

- CR-6563 — Fixed an issue where a remote upgrade would fail.
- CR-6415 — Added enhanced logging for memory and CPU usage.
- Fixed a performance issue.
- Security updates to the OS.

Known Issues and Limitations

Keep these notes in mind when upgrading your system to this version of software. Contact Ross Video Technical Support if you have any questions about performing a software upgrade.

Operational Notes

The following issues have been identified when working with the control panel:

- **DashBoard Auto Detect** — The TouchDrive control panel, hardware revision 03, will not be auto detected by DashBoard.
- **DashBoard Downgrade** — When you upgrade to version 2.1.1 the version of DashBoard on the control panel will be changed to 9.5.3. You must manually upgrade DashBoard after upgrading the panel software.

Software Upgrade

Before starting the upgrade, ensure that you have the following upgrade files, depending on the revision of your hardware:

- **Panel Upgrade (HW Rev 01-02)(Qseven®)** — touchdrive-HWRev02-V3.3.1.644.tgz
- **Panel Upgrade (HW Rev 03)(AMD Ryzen™)** — touchdrive-HWRev03-V3.3.1.644.tgz
- **Panel Upgrade (4882AR Series)(AMD Ryzen™)** — touchdrive-HWRev03-V3.3.1.644.tgz

- **Panel Upgrade (4882AR Series HW Rev 02)(AMD Ryzen™, MMP)** — touchdrive-HWRev03-V3.3.1.644.tgz
- **DashBoard Upgrade** — DB9.14.0_linux.gtk.x86_64.tar.gz

Note: If your TouchDrive is connected to an Ultrix Acuity frame you must switch it to Carbonite mode, perform the upgrade, and then switch it back to Acuity® mode.

Hardware/Software Compatibility

Before starting the upgrade, ensure that you have the correct files for your revision of hardware.

Table 1: Hardware Revisions and Software Compatibility

Item		Hardware Revision		
	01-02 (Qseven®)	03 (AMD Ryzen™)	4882AR (AMD™ Ryzen™)	4882AR 02 (AMD™ Ryzen™)
TD Recovery (OS)	HWRev02- V3.3.1.644 or higher	HWRev03-V3.3.1.644 or higher		
TouchDrive Software	HWRev02- V3.3.1.644 or higher	HWRev03-V3.3.1.644 or higher		
Ultrix Acuity Software	14.0i or higher			
Ultra Software	9.1.10 or higher			
Ultrix Carbonite Software	9.1.10 or higher			
Ultra 60 Software	9.1.10 or higher			
Carbonite Black Software	--			
Carbonite Software	--			
Graphite Software	6.5.2 or higher			
Graphite CPC Software	--			
Carbonite Code Software	1.2.2 or higher			

Note: The **TD OS Recovery Kit** is available for download from the Ross Video website.

Note: The TD3 and TD4 panels require TD software and OS version 3.0.0, or higher.

Note: The TDx3 and TDx4 panels require TD software and OS version 3.1.0, or higher.

To Upgrade the Panel (Carbonite Mode Only)

Upgrade the software on the TouchDrive control panel when it is in Carbonite mode.



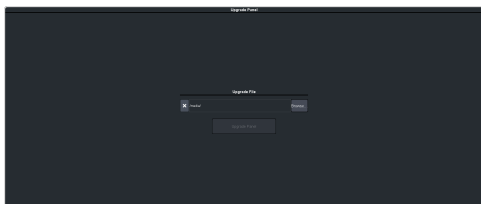
Important: Before starting the upgrade, check the revision of TouchDrive hardware you have. The revision of the hardware is shown on a label affixed to the bottom of the control panel. The part number (PN:) contains the series as the first four numbers and revision as the last two numbers in the sequence. So 4880AR-212-03 indicates the **4880AR** series and revision **03** hardware.



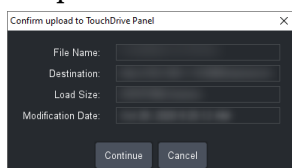
Important: Do NOT turn the control panel power off during the upgrade. Doing so may corrupt the software or damage the control panel components.

Tip: The control panel can be upgraded from a remote DashBoard computer or from the panel itself. If you are upgrading from the panel, you must put the upgrade file onto a USB and insert that USB into a USB port on the control panel.

1. Download the software for your revision of hardware:
 - **4880AR Series, HW Rev 01-02 (Qseven®)** — touchdrive-HWRev02-V3.3.1.644.tgz
 - **4880AR Series, HW Rev 03 (AMD Ryzen™)** — touchdrive-HWRev03-V3.3.1.644.tgz
 - **4882AR Series (AMD Ryzen™)** — touchdrive-HWRev03-V3.3.1.644.tgz
 - **4882AR Series, HW Rev 02 (AMD Ryzen™, MMP)** — touchdrive-HWRev03-V3.3.1.644.tgz
2. From the tree view for the control panel, double-click **Configuration > Upgrade Panel**.



3. Click **Browse...** and navigate to the control panel upgrade file.
4. Select the panel upgrade file and click **Open**.
5. Click **Upgrade Panel**.
6. Click **Yes**.
7. Click **Continue** to upload the upgrade file to the control panel and start the upgrade.



8. Wait for the DashBoard pages to come back up. This may take a few minutes.

To Upgrade DashBoard on the Control Panel (Carbonite Mode Only)

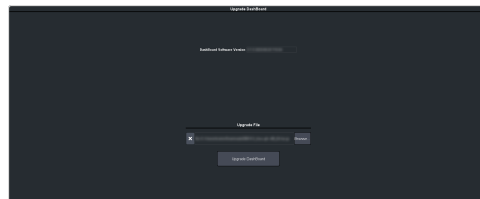
Upgrade the DashBoard control system software on the TouchDrive control panel when it is in Carbonite mode.



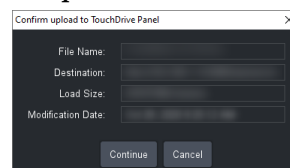
Important: Do NOT turn the control panel power off during the upgrade. Doing so may corrupt the software or damage the control panel components.

Tip: The control panel can be upgraded from a remote DashBoard computer or from the panel itself. If you are upgrading from the panel, you must put the upgrade file onto a USB and insert that USB into a USB port on the control panel.

1. Download the DB9.14.0_linux.gtk.x86_64.tar.gz (the Linux® version) DashBoard software.
2. From the tree view for the control panel, double-click **Configuration > Upgrade DashBoard**.



3. Click **Browse...** and navigate to the DashBoard upgrade file.
4. Select the DashBoard upgrade file and click **Open**.
5. Click **Upgrade DashBoard**.
6. Click **Yes**.
7. Click **Continue** to upload the upgrade file to the control panel and start the upgrade.



8. Wait for the DashBoard pages to come back up. This may take a few minutes.

TouchDrive Panel Boot Mode

The TouchDrive control panel can control either an Acuity® or Carbonite based switcher by booting in either Acuity® or Carbonite mode.

If you want to connect the TouchDrive panel to an Acuity® or Carbonite switcher, you must switch the panel to boot in that mode. If the panel is in Carbonite mode and you want to connect to an Acuity® frame, you must boot up the panel, navigate to the menu and switch it to Acuity® mode.

Note: To switch between Acuity® and Carbonite modes, you must be running Acuity® v12.1a, or higher, and TouchDrive 2.1, or higher.

Note: Once you have booted the panel in the proper mode, refer to the documentation for your switcher for connecting a control panel to your frame.

To Switch TouchDrive to Acuity®



Important: The Acuity® frame must be running software version **12.1a**, or higher, to connect to the TouchDrive control panel.

1. Power on the control panel and wait for DashBoard to load on the touchscreen display.
2. From the tree view for the control panel, double-click **Configuration > Switch to Acuity mode**
3. Click **Switch & Reboot**.

Note: This function is only available on the DashBoard menus running on the control panel. It is not available on remote DashBoard connections.

The control panel will reboot into Acuity® mode.

To Switch TouchDrive to Carbonite



Important: The Carbonite frame must be running the minimum software, or higher, to connect to the TouchDrive control panel that is configured as Dual Boot. Refer to [TouchDrive OS Recovery](#) for compatibility information.

1. Power on the control panel and wait for Acuity® menu to load on the touchscreen display.
2. Press the **Home** button three (3) times to put the panel into setup mode.
3. Press **HOME > More > System Shutdown > More > Switch to Carbonite**.

The control panel will reboot into Carbonite mode.