TouchDrive OS Recovery Upgrade

The OS upgrade can be used to upgrade or recover the operating system of your TouchDrive control panel.

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 revision as the last two numbers in the sequence. So 4880AR-212-**03** indicates revision **03** hardware.*

Note: *You will need a blank USB drive of at least 8GB (Less than 32GB is recommended).*

Hardware/Software Compatibility

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

Table 1: Hardware Revisions and Minimum Software Compatibility

Item	Hardware Revision		
	01-02 (Qseven®)	03 (AMD Ryzen™)	4882AR (AMD Ryzen™)
TD Recovery (OS)	HWRev02-V3.0-395 or higher	HWRev03-V3.0.1-48af772 or higher	
TouchDrive Software	HWRev02-V3.0.440 or higher	HWRev03-V3.0.1.447 or higher	
Ultrix Acuity Software	13.0a or higher		
Ultra Software	--		
Ultrix Carbonite Software	--		
Ultra 60 Software	8.2 or higher		
Carbonite Black Software	--		

Item	Hardware Revision		
	01-02 (Qseven®)	03 (AMD Ryzen™)	4882AR (AMD Ryzen™)
Carbonite Software	--		
Graphite Software	--		
Graphite CPC Software	--		

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, or higher.*

To Create a Bootable USB Drive (Windows® 10)

The bootable USB is required for the panel to boot from a temporary OS while the OS on the panel 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**.

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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= "TD-Install" quick override` and press **enter**.

Note: *If your USB is larger than 32GB, you cannot use the* `quick` *format or the process will fail. You can drop the* `quick` *from the command, but the format will take longer.*

16. Type `assign` and press **enter**.

17. Type `exit` and press **enter**.

To Copy the Installer to the USB

Once you have created the bootable USB, you can extract the files to the USB.

1. Locate the correct TD-Recovery file on your computer.

   - **td-recovery-HWRev02-V#-###.zip** — TD panels with a hardware revision of **01** or **02** using an Intel® Celeron® processor.
   - **td-recovery-HWRev03-V#-######.zip** — TD panels with a hardware revision of **03** using an AMD AMD Ryzen™ processor or the 4882AR Series of panels.

2. Extract the archive to the TD-Install USB.

Note: *Ensure that you extract the files to the uppermost (root) directory of the 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

Boot the control panel from the USB to upgrade to Dual Boot.

Important: *You must have a keyboard connected to your control panel to be able to enter the boot menu.*

1. Insert the TD-Install USB drive into a USB port on your control panel.

2. Shutdown and power your control panel back on.

3. Press one of the F keys to access the boot menu. The button depends on the revision of hardware you have.

   - **HW Rev 01-02** — press **F10** on your keyboard repeatedly until the boot menu appears.
   - **HW Rev 03 / 4882AR Series** — press **F7** on your keyboard repeatedly until the boot menu appears.

4. Select the connected USB drive as the boot device. It will be listed as `UEFI:` and the vendor description of the USB.

5. Press **enter**.

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

Note: *The upgrade will take several minutes to complete.*

The panel will boot into the Carbonite partition and DashBoard will load.

Note: *You must manually configure the network settings for both the Carbonite and Acuity® modes to the network setting you want to use. Configure the network settings in Carbonite, boot into Acuity® mode, and configure the network settings in Acuity®.*

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 1.5, 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 to connect to the TouchDrive control panel that is configured as Dual Boot.*

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.