HPA4/LA4 Updater

Software Display Updater for *HPA4/LA4*

Update Requirements

- Windows Computer
  - For Windows 11 computers to allow third party PowerShell scripts to run open PowerShell and paste the following command in, followed by entering "y" to accept the changes.

    ```
    Set-ExecutionPolicy -ExecutionPolicy Unrestricted -Scope CurrentUser
    ```

- T15 Torx Security Bit or Tool as shown in Figure 1
- Micro-USB cable compatible with your computer as shown in Figure 2
- Firmware Version 1.0.2 or newer, for units made before 11/05/2018 a Firmware upgrade kit is available if your device does not meet this requirement.

Finding the firmware and software version

1. Enter the setting menu by selecting the gear icon in the bottom left of the main menu.
2. Navigate to the second page of the setting menu.
3. Select the about option, at the top of the screen both the Software and Firmware version can be seen as shown in the below image.

Quick Instructions

1. **Download** the Benchmark HPA4/LA4 Updater [(https://benchmarkmedia.com/pages/hpa4-la4-software-update)](https://benchmarkmedia.com/pages/hpa4-la4-software-update).
2. Extract the .zip file.
3. Run the "HPA4_LA4_updater.ps1", by right-clicking and selecting "**Run with PowerShell**".
   a. For Windows 11 computers to allow third party PowerShell scripts to run open PowerShell and paste the following command in, followed by entering "y" to accept the changes.

   ```
   Set-ExecutionPolicy –ExecutionPolicy Unrestricted –Scope CurrentUser
   ```

4. Follow the instructions as they appear on the screen. If the updater were to be interrupted simply rerun the updater and choose "continue" when prompted.
5. When shown the following screen the update successfully installed. _In the event of **power loss** during the process or the **device display appears to not work** after a successful update please refer to the Troubleshooting section for more information._

Detailed Instructions

1. Download the Benchmark HPA4/LA4 Updater [(https://benchmarkmedia.com/pages/hpa4-la4-software-update)](https://benchmarkmedia.com/pages/hpa4-la4-software-update).

2. Extract the downloaded zip file, "**Benchmark_HPA4_LA4_Updater.zip**".
   1. Right click the zip folder and select "**Extract All...**".

   2. Click "Extract" from the newly opened window, leaving all settings as their default option. Ensuring "Show extracted filese when complete" is selected.
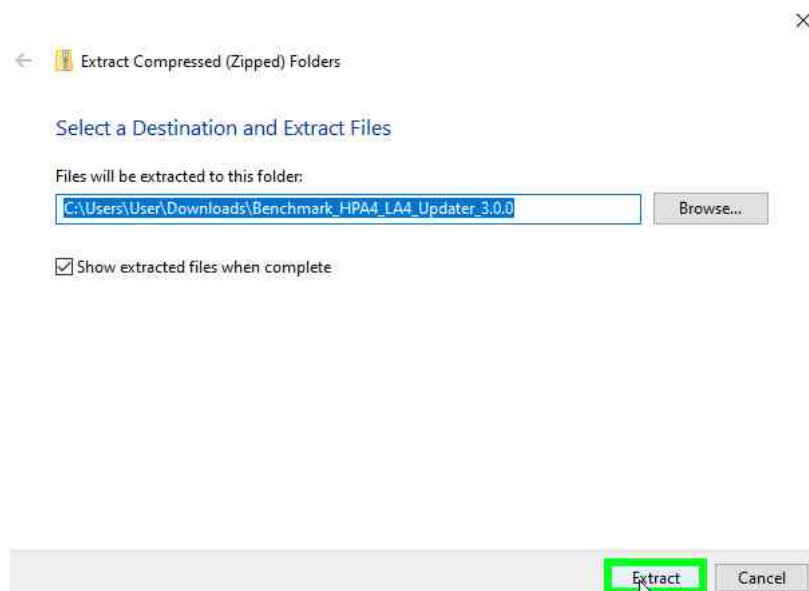
3. Open the extracted folder "Benchmark_HPA4_LA4_Updater_[Version Number]".

4. <u>For *Windows 11* computers only</u> in order to allow third party PowerShell scripts to run open PowerShell and paste the following command in, followed by entering "y" to accept the changes.

   ```
   Set-ExecutionPolicy –ExecutionPolicy Unrestricted –Scope CurrentUser
   ```

5. Run the Updater by right clicking the **"HPA4_LA4_updater.ps1"** PowerShell Script and select "**Run with PowerShell**". *For **international customers** the display might show different characters than what is expected just continue the update as normal.*

6. Initially the following message might be displayed if so enter "Y" to continue.

7. The remainder of the instructions will also be provided by the updater, the following instructions are used to supplement those given by the updater.

8. Initially the updater will install Windows Drivers needed to update the display via USB. When prompted by "User Account Control" to allow the app to make changes to your device click "Yes".

9. The driver installation will then run. Click next, read and accept the user agreement, then click next, when finished the window will display a green checkmark next to the driver's name and status as "Ready to use". Select finish when prompted.
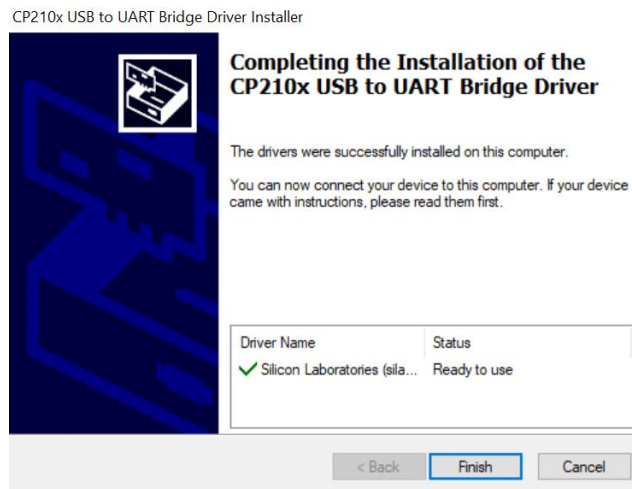
10. After the driver is installed, unplug your HPA4/LA4.

11. Open the top of your HPA4/LA4 using a T15 Torx Security bit or tool by removing the six screws holding the top on. _When removing the top make sure the device is turned off_. _Ensure no screws fall inside the device as this can cause damage to internal components_.

12. Once the top is off do not touch any internal components. They are susceptible to damage from static electricity.

13. While holding onto the chassis (Red Boxes) of the HPA4/LA4. Carefully plug the Micro-USB into the port labeled J5. Make sure to avoid touching other components while plugging the Micro-USB in.

14. Insert the other end of the USB cable into the computer the updater is running on.

15. Plug the power cord into the HPA4/LA4 and turn the unit on using the power button.

16. Continue to walk through the on-screen prompts. Till the following screen is seen, once you hit enter the update will start. This process can take 22 to 30 minutes. *In the event of an error re-attempt the update ensuring you select "continue" when prompted.*

17. Once the update is complete the following screen will be displayed. _If you have multiple HPA4s or LA4s you would like to update re-run the updater but select reinstall when prompted._ If the device loses power at any point during the update continue following the instructions listed below.

```
Update Successfully Installed
 ___         _            _                           _
|   _\      | |          | |                         | |
|  |D) |    ___  _ __    ___| |__   _ __ ___   __ _ _ __| | __
|  |D) |   / _ \| '_ \  / __| '_ \ | '_ ` _ \ / _` | '__| |/ /
|___/\___|\___||_| |_|\__|_| |_||_| |_| |_| \__,_|_| |_|\_\

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Press Enter to continue...:
```

18. Try restoring system settings using the "**restore_device_settings.ps1**" PowerShell script by running it the same way as the updater script. Once complete if the display continues to not work continue to the next step.

19. If both processes showed the success screen and the display continues to not work. Use the "**factory_reset.ps1**" PowerShell script. _Keep in mind that this process will remove all past settings that were set before the update process._

Troubleshooting

What if I lost power during the update?

If power was lost during the update restart the "**HPA4_LA4_updater.ps1**" PowerShell script by right-clicking and selecting "**Run with PowerShell**". Once completed and the success screen is displayed, then run the "**restore_device_settings.ps1**" PowerShell script. This will attempt to restore the backup device settings made before the update took place. If this process results in the screen display showing no image after this process run the "**factory_reset.ps1**" PowerShell script to restore the device defaults.

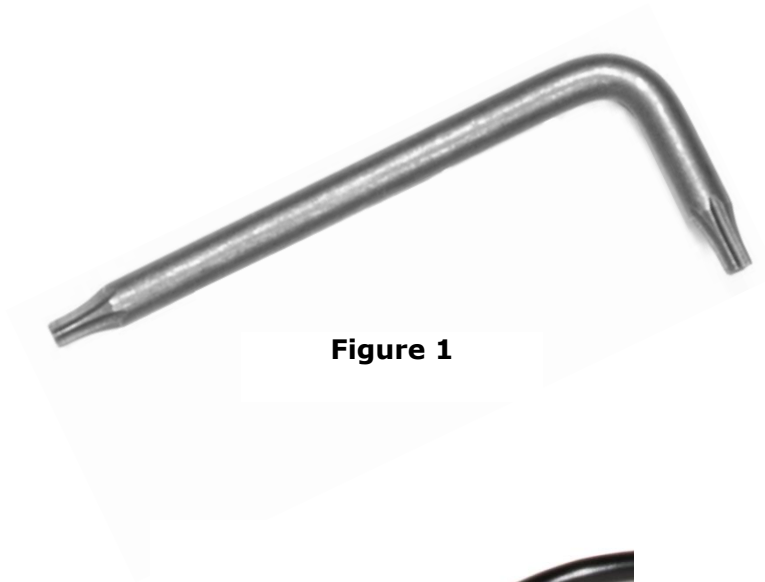## I got the update success screen, but the display has no image, what should I do?

If the display has no image and the update was a success run the "**factory_reset.ps1**" PowerShell script by right-clicking and selecting "**Run with PowerShell**". This will reset the device settings to the factory defaults.

I'm still seeing an error message even after running the updater, what should I do?

If the error messages are different each time continue to re-attempt the update until the same error is displayed multiple times in a row. If the error message continues to display the same message each time, please reach out to support by calling at +1-315-437-6300, Monday through Friday 9:00 AM – 5:00 PM New York time.

Images

T15 Torx Security Tool

Figure 1

Micro-USB Cable

Figure 2