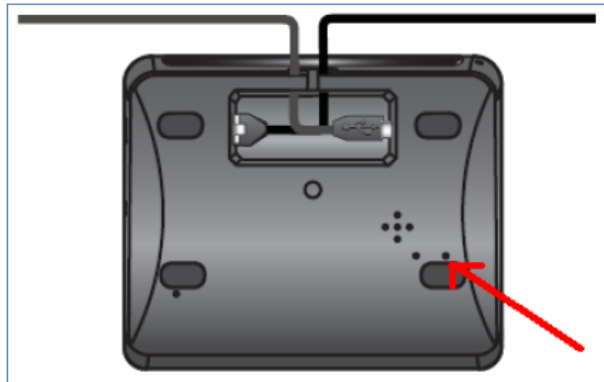If you get a case where a PTC on 1.6 is freezing and showing a "Force Close" application error, this can be resolved by resetting the unit.

However, the tip below should come in handy – if you **leave the folders in Zip format** on the USB drive, and run the Reset procedure with the USB in, it will also update the factory partition to that build (so we do not have to go through multiple update processes).

Here's the info:

Upgrading Software Installed on the Factory Partition

- To upgrade the software installed in the factory partition of the Polycom Touch Control, follow the steps below:
    1. Put both the Platform (operating system) software package and Controller (control panel) software package to the root directory on a USB memory stick, both in .zip format (zipped).
    2. Remove any unzipped "dists" and "pool" folders as well as any other software packages from the USB stick, if available.
    3. Shut down the Polycom Touch Control.
    4. Unplug the power source from the Polycom Touch Control.
    5. Connect the USB memory stick to the Polycom Touch Control.
    6. Turn over the Polycom Touch Control so that the bottom of the unit is exposed.
    7. Place a paperclip inside the pinhole on the bottom right of the unit (Factory Restore button).

    8. Press down the button inside the pinhole.
    9. Plug in the power source back into the Polycom Touch Control.
        - There is an LED in the hole next to the pinhole where the paperclip was inserted. This LED is typically blue under the normal circumstances.
        - With the button in the pinhole pressed and the Polycom Touch Control is powered on, the LED will immediately turn from blue to purple once power is plugged in.
        - Wait until the LED blinks. This will take about 15 seconds.
    10. Release the button in the pinhole being pressed down using the paperclip.

The process to update the software installed in the factory partition will begin.

FYI, the link to that full PTC Tips and Troubleshooting guide is here:

http://planetpolycom/sites/services/ckl/High%20Definition%20Roadmap%20Documents/Polycom%20Touch%20Control/Polycom%20Touch%20Control_Tips%20and%20Troubleshooting%20Guide_Rev%201.2_20120321.pdf