











## Advantech AE Technical Share Document

<b>Data Create</b>	2017/7/19	<b>Release Note</b>	■ Internal ■ External
<b>Category Type</b>	FAQ	<b>Related OS</b>	Windows 7&10 Embedded OS
<b>Abstract</b>	How to make P-Cap touch work properly		
<b>Related Product</b>	PPC-31x0S P-Cap Touch Product		

### ■ **Problem:**

After Install Windows 7&10 Embedded OS in PPC-31x0S P-Cap Touch Product, But P-Cap touch can't work properly.

Releated the Embedded OS as follow

 2070014419 [01]	 Image WS7P 64-bit PPC-3xx0S Multi V4.14	Part Approve
 2070014839 [01]	 Image WIN10ENT 2016 LTSB V6.01.025 for PPC-3xx0S	Part Approve
 2070014862 [01]	 Image WIN10ENT LTSB 64-bit PPC-3xx0S Multi V6.01	Part Approve
 2070015092 [01]	 Image WES7P x86 MUI v4.16 B002 for PPC-3xx0S	Part Approve
 2070015163 [01]	 Image WES7P x86 MUI v4.17 B001 for PPC-3xx0S	Part Approve

### ■ **Analysis:**

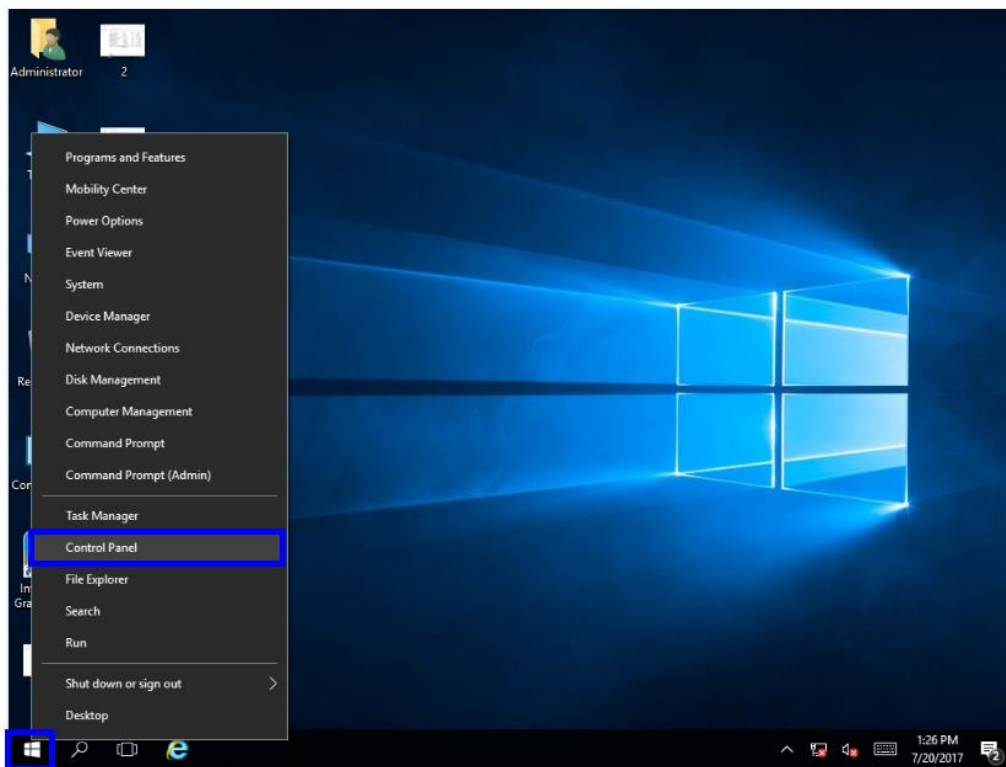
Because of the embedded OS already installed the PenMount Res. Touch Driver, will cause P-Cap touch can't work properly. So need to uninstall the Penmout Res. Touch driver manually.

### **Solution:**

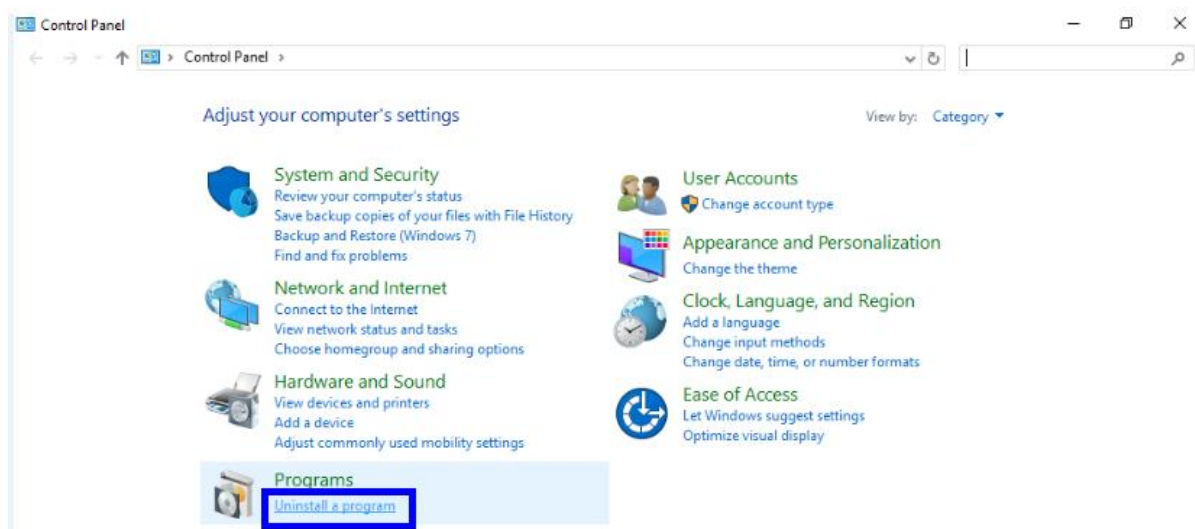
Uninstall PenMount Res. Touch driver, Use Win10 embedde OS as example.

1. Enter into the Control Panel

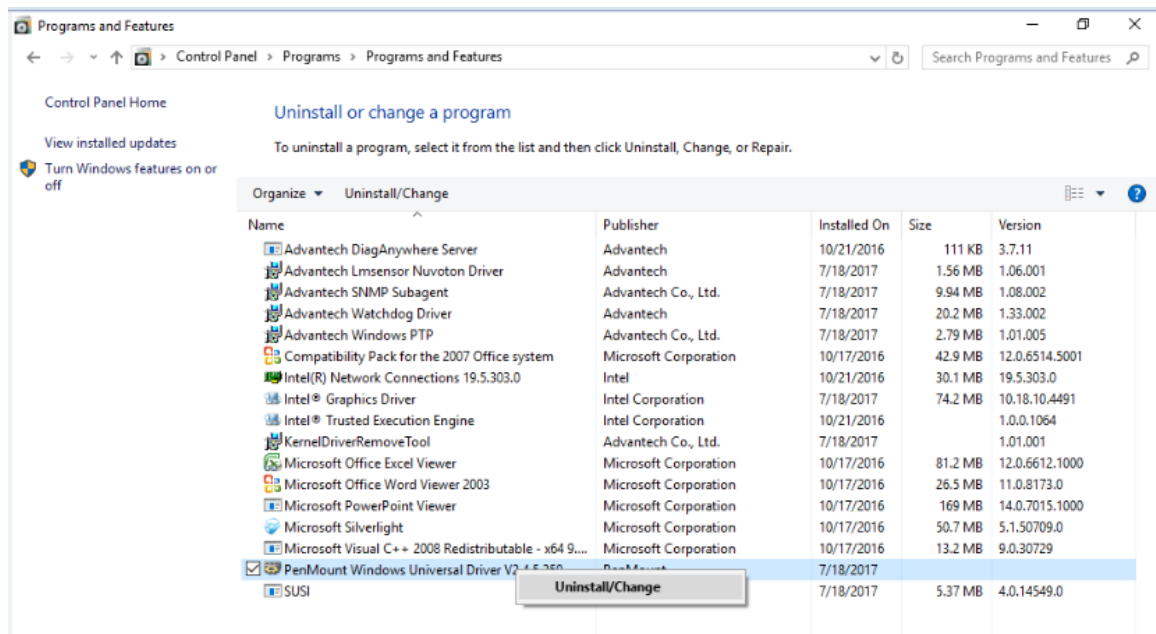
On the Desktop and right click the Windows icon and Enter into the Control Panel



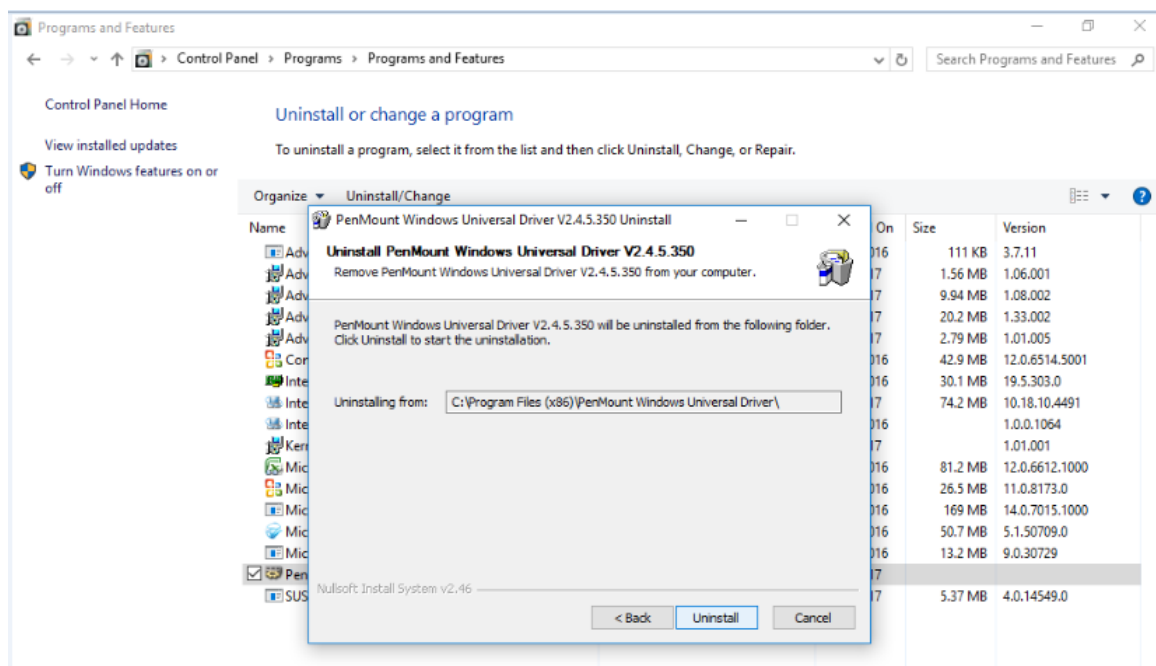
2. In the Control Panel and click the uninstall a program



3. Select the PenMount Windows Universal Driver and right click, then click Uninstall/Change



4. Then uninstall the PenMount Windows Universal Driver



5. After that then reboot the system and P-Cap Touch will work properly.