Advantech AE Technical Sharing Documentation

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Category	■ FAQ ☐ SOP	Related OS	Win10, Win7
Abstract	How to solve the problem of TPC-5212W not able to post screen with PCM-29R1TX-AE installed?		
Keyword	TPC-5212W, PCM-29R1TX-AE, IGFX		
Related Product	TPC-5212W, FPM-7000, PCM-29R1TX-AE		

■ **Problem Description:**

There are no displays on TPC-5212W and FPM-7000 connected through PCM-29R1TX-AE. When uses boot TPC-5212W up with PCM-29R1TX installed, the screen shows nothing at all. This problem only happens with BIOS V1.10 as shown in figure 1.
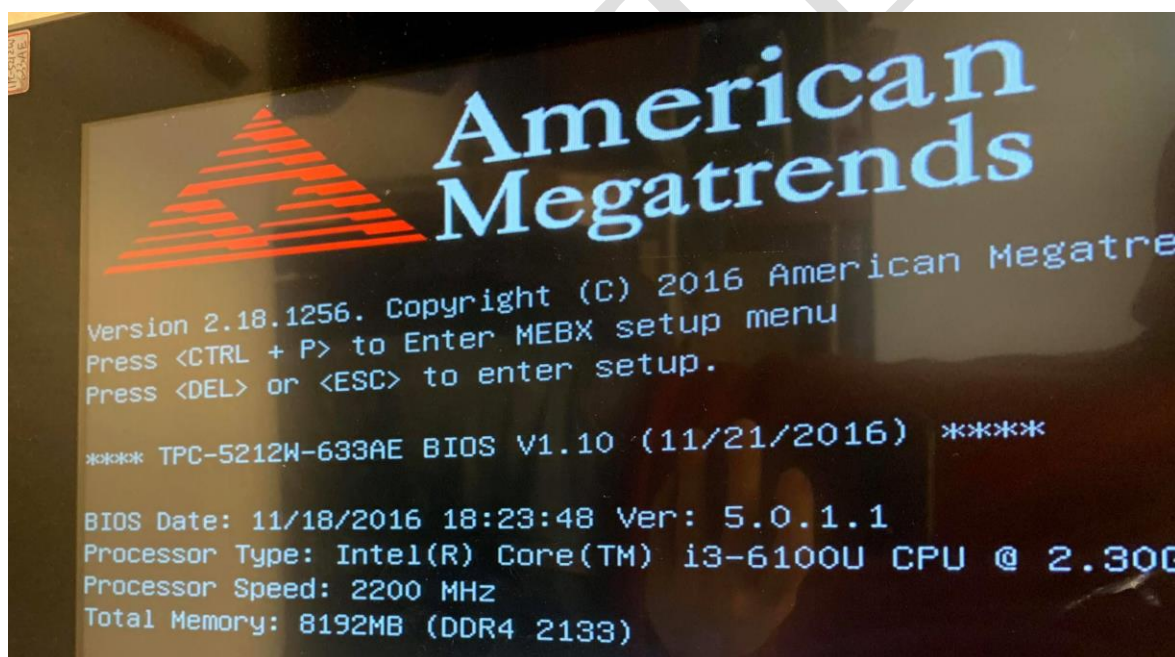

Fig.1

■ Brief analysis and solution:

The graphic setting in BIOS V1.10 makes TPC-5212W firstly output video signal to external monitor, while the driver of external graphic card(PCM-29R1TX) haven't been loaded yet at this stage. So there are no displays for both screens with this configuration.

After trying some graphic setting in V1.10 which still couldn't improve it, we suggest to update the BIOS to V1.11. It works well with default setting of BIOS V1.11.

Please contact your support team to get the BIOS update tool.

Driver of PCM-29R1TX was installed from our support site.

Win 10 driver on support site

No matter we set Video to UEFI/Legacy (CSM configuration in BIOS), it didn't degrade the displaying function.

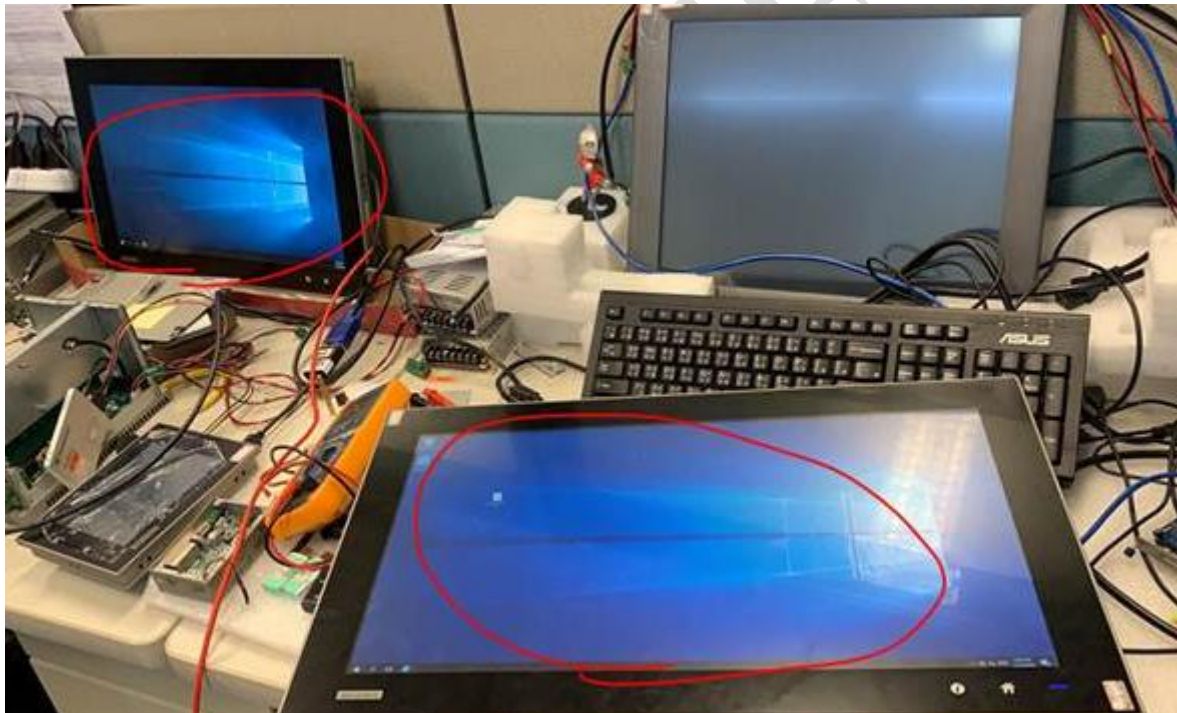Remote display through iLink technology.

Fig.2

iLink module on FPM-7000.

Fig.3

iLink module was tested with FPM-7212W.

Fig.4

PCM-29R1TX installed on TPC-5212W.

Fig.5