

## Advantech AE Technical Sharing Documentation

<b>Date</b>	2019 / 01 / 17	<b>SR#</b>	1-3654377524
<b>Category</b>	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	<b>Related OS</b>	Win10, Win7
<b>Abstract</b>	How to solve the problem of TPC-5212W doesn't work with touch function when connecting to remote monitor through iLink technology?		
<b>Keyword</b>	TPC-5212W, PCM-29R1TX-AE,		
<b>Related Product</b>	TPC-5212W, FPM-7000, PCM-29R1TX-AE		

■ **Problem Description:**

When connecting remote monitor (FPM-7000) to TPC-5212W through iLink technology, the panel-touch function only work on remote monitor but no reaction on TPC-5212W.

Touch on TPC-5212W but it activated on the remote monitor. There is no reaction on Panel of TPC-5212W.

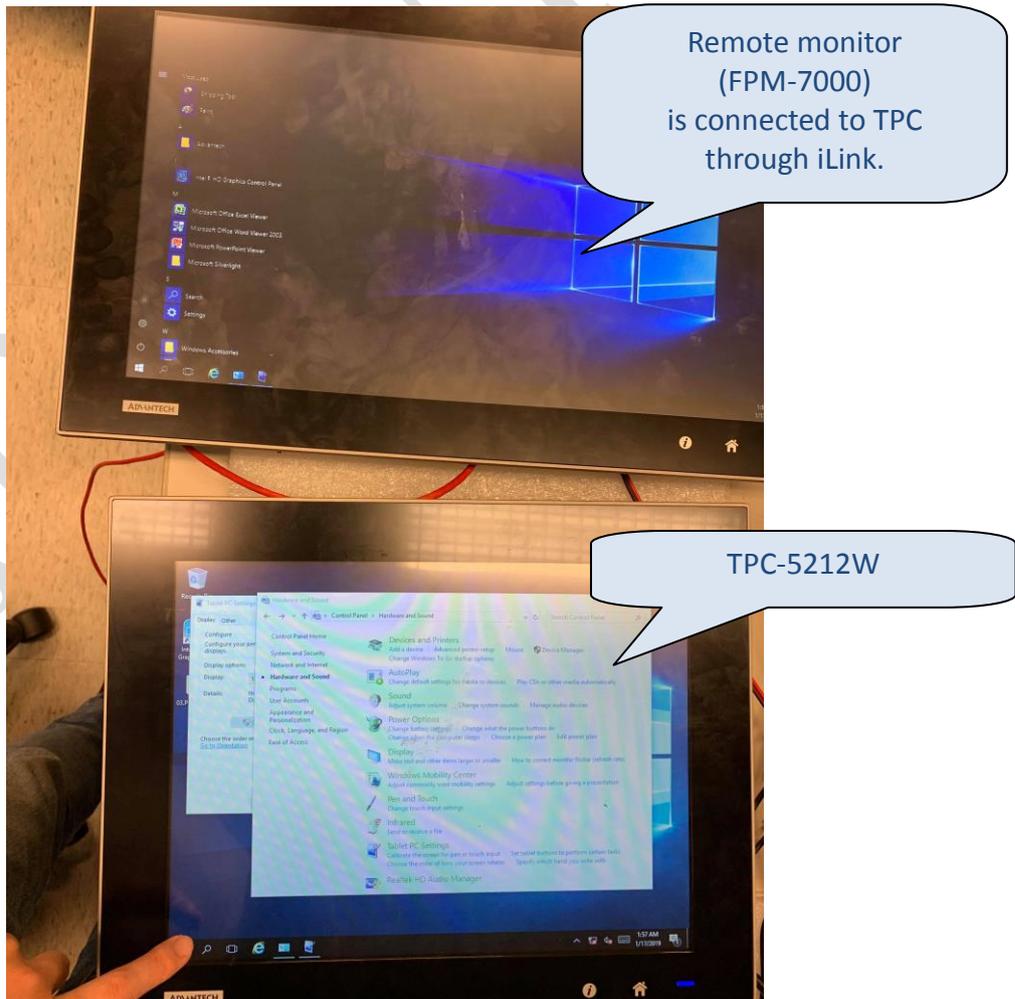


Fig.1

■ **Brief analysis and solution:**

Here we describe the steps in Win10 for demonstration. The settings might be little different in Win7.

To calibrate touch function, please go to “control panel” → “Hardware and Sound” → “Tablet PC settings” as shown in figure 2.

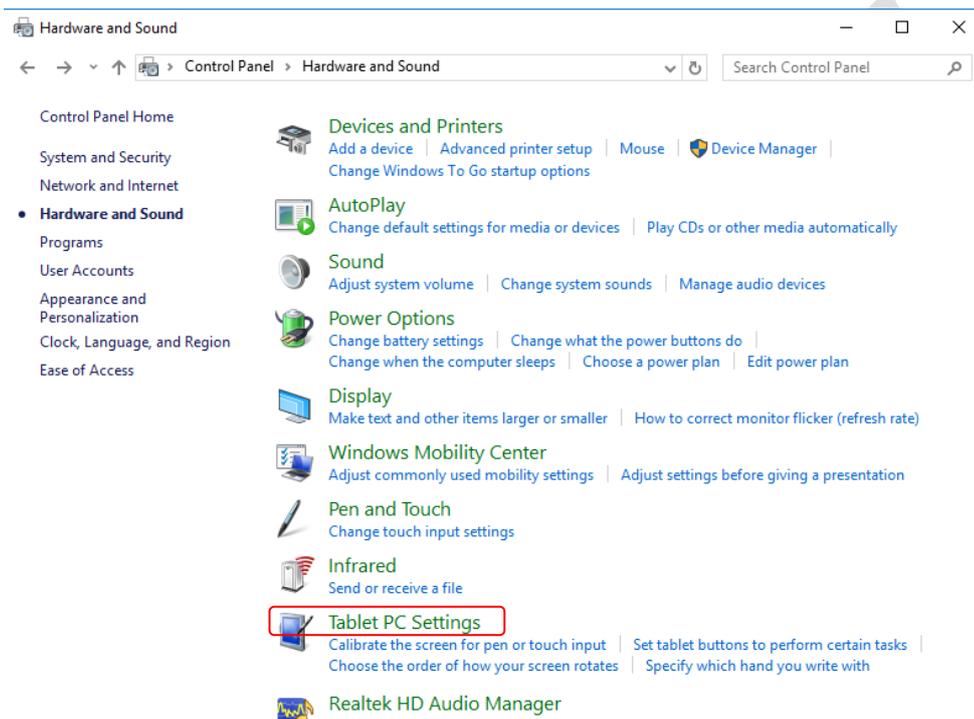


Fig.2

When click on the “Tablet PC settings” in figure 2, it will pop up a window as shown in figure 3. Then press the button “Setup” in red below.

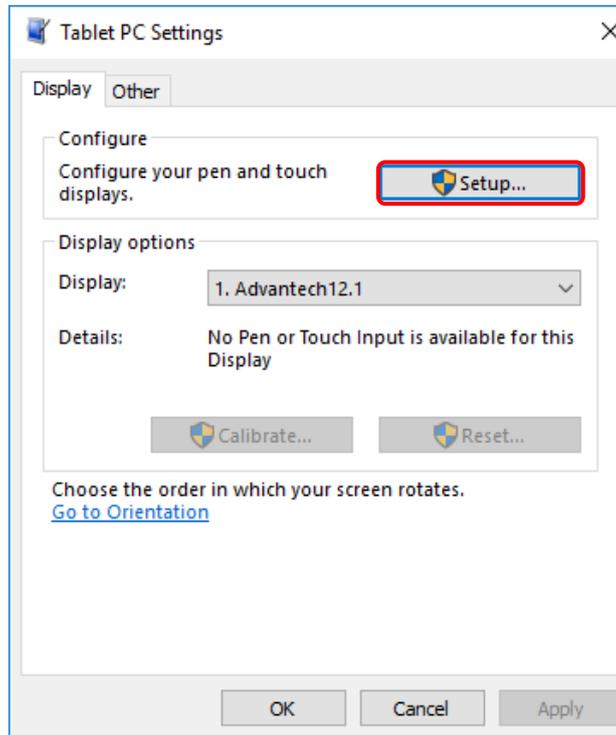


Fig.3

Follow the instruction to execute the calibration as figure 4.

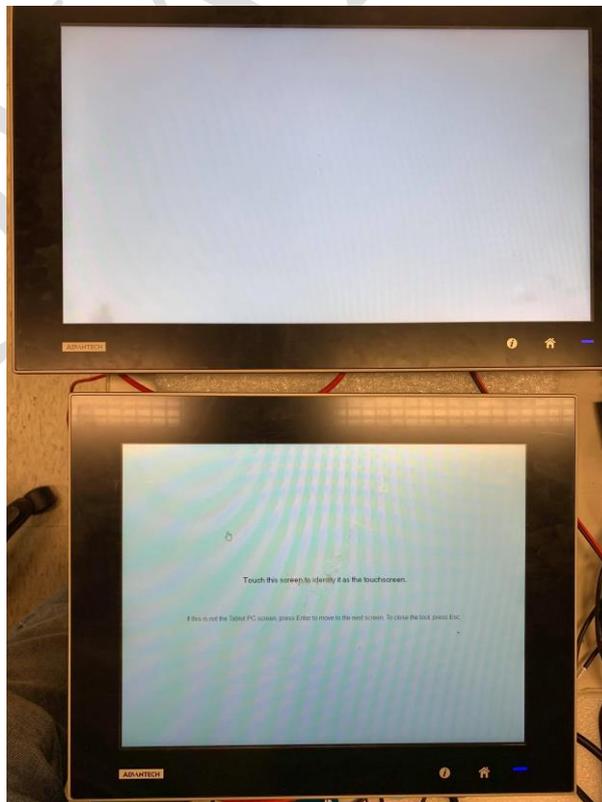


Fig.4

It will firstly show the content on TPC as shown in figure 5 below. Simply touch the screen then press “enter” to complete the calibration on 1<sup>st</sup> screen.

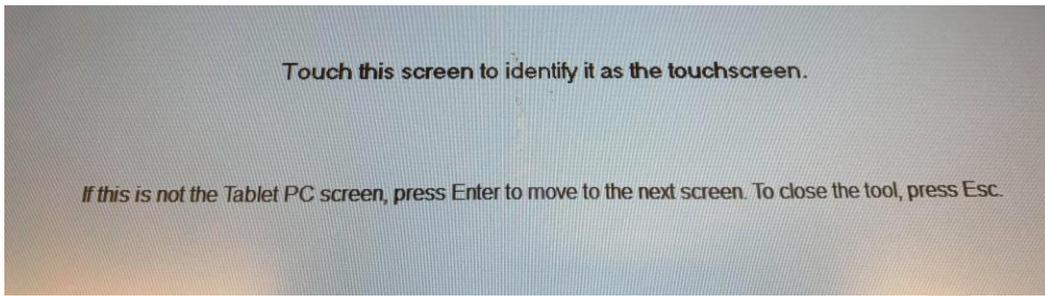


Fig.5

Then, execute the same process on 2<sup>nd</sup> screen as figure 6.

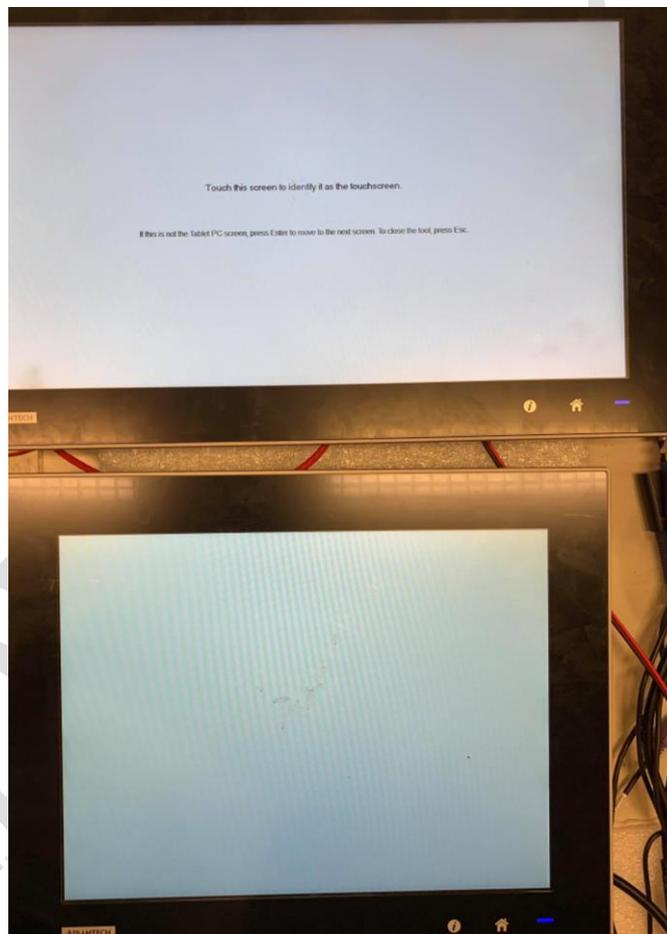


Fig.6

Here we have completed all steps for touch calibration. It works on both screens now. Touch function has been activated on TPC as figure 7 and also worked on remote monitor as shown in figure 8.

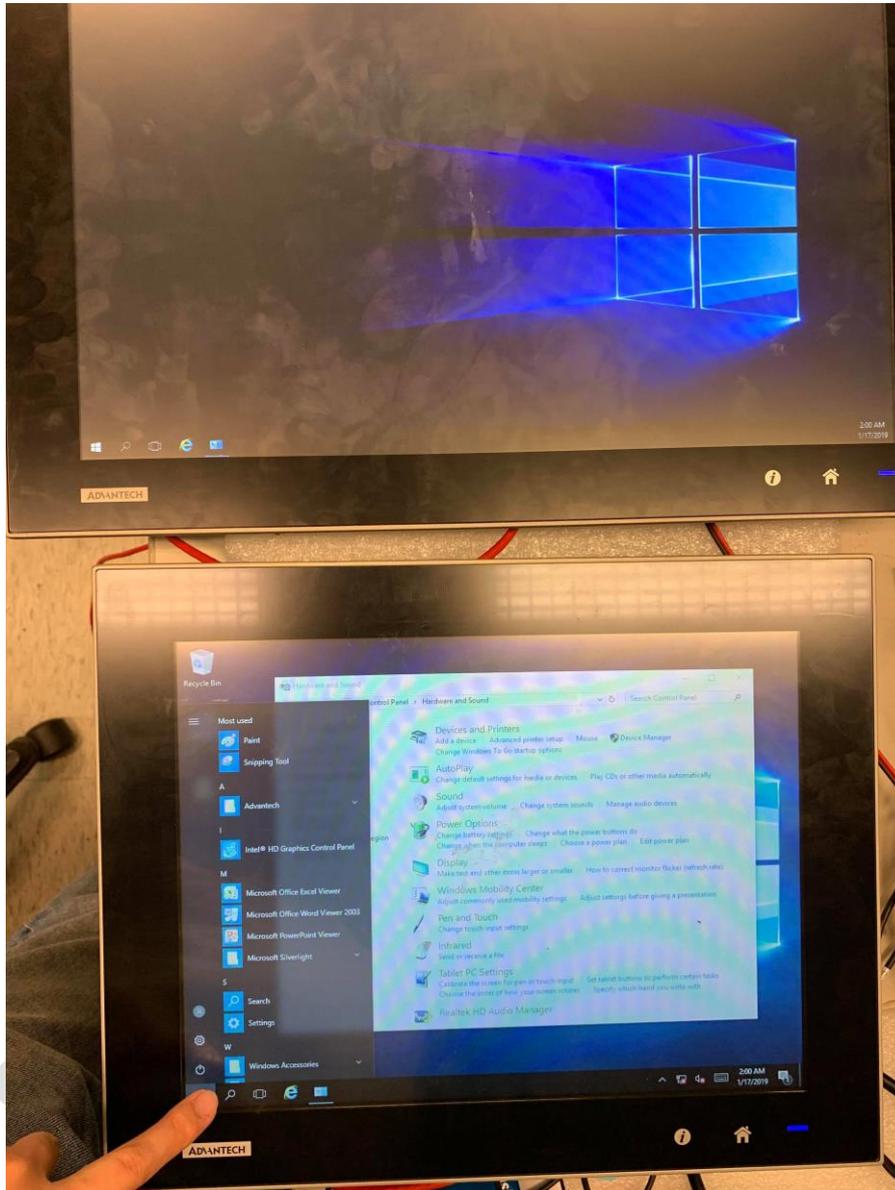
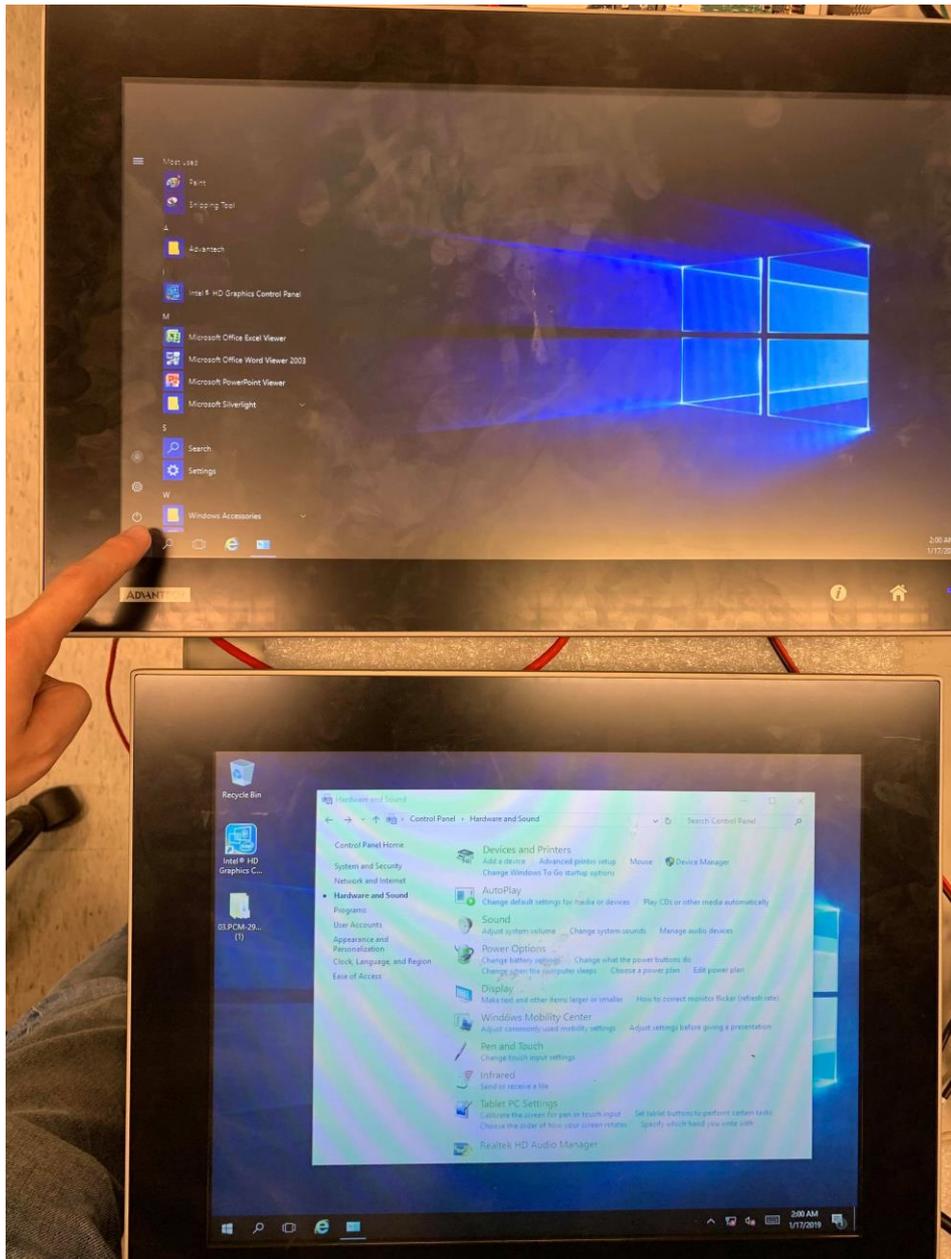


Fig.7

**Fig.8**