

Advantech AE Technical Share Document

Date	2019 / 09 / 04	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input type="checkbox"/> FAQ <input checked="" type="checkbox"/> SOP	Related OS	Windows 7 / 10
Abstract	SOP_How to self-test capacitive touch using eGalaxSensorTester4.exe		
Keyword	Capacitive touch / eGalaxSensorTester4.exe / Win 7 / Win 10		
Related Product	PPC-3211W-P75A		

■ **Problem Description:**

Due to changes in an environment's magnetic field or new system installation, the touch screen may operate incorrectly.

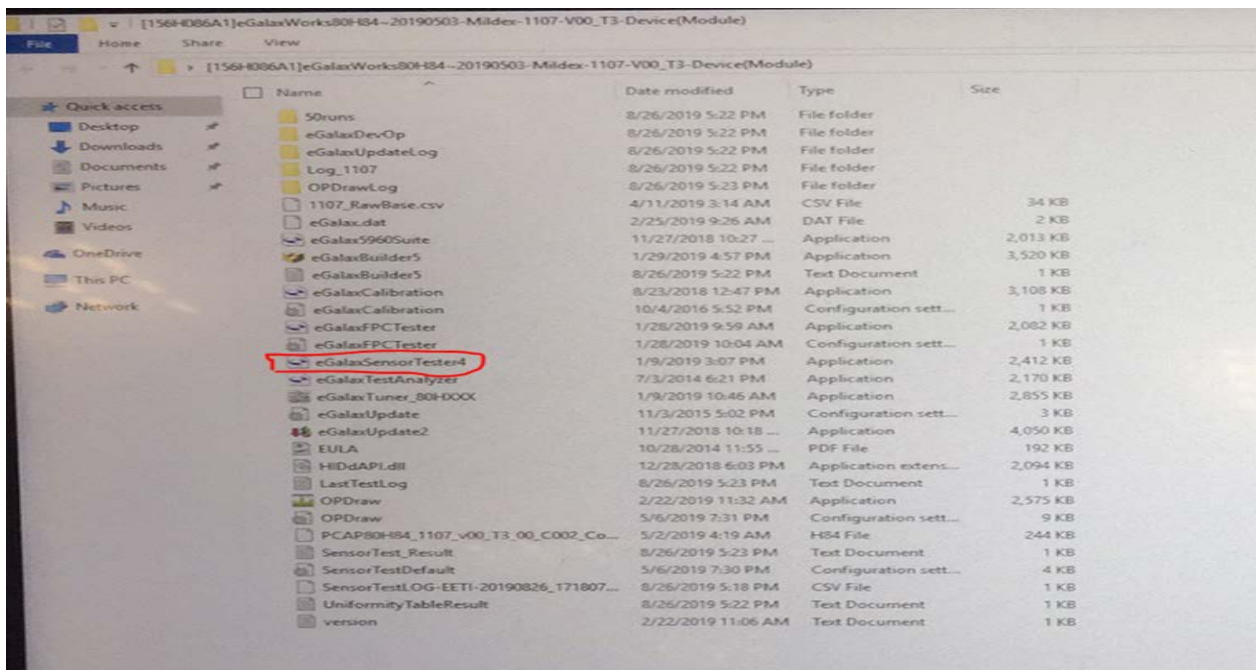
■ **Brief Solution - Step by Step:**

Note:

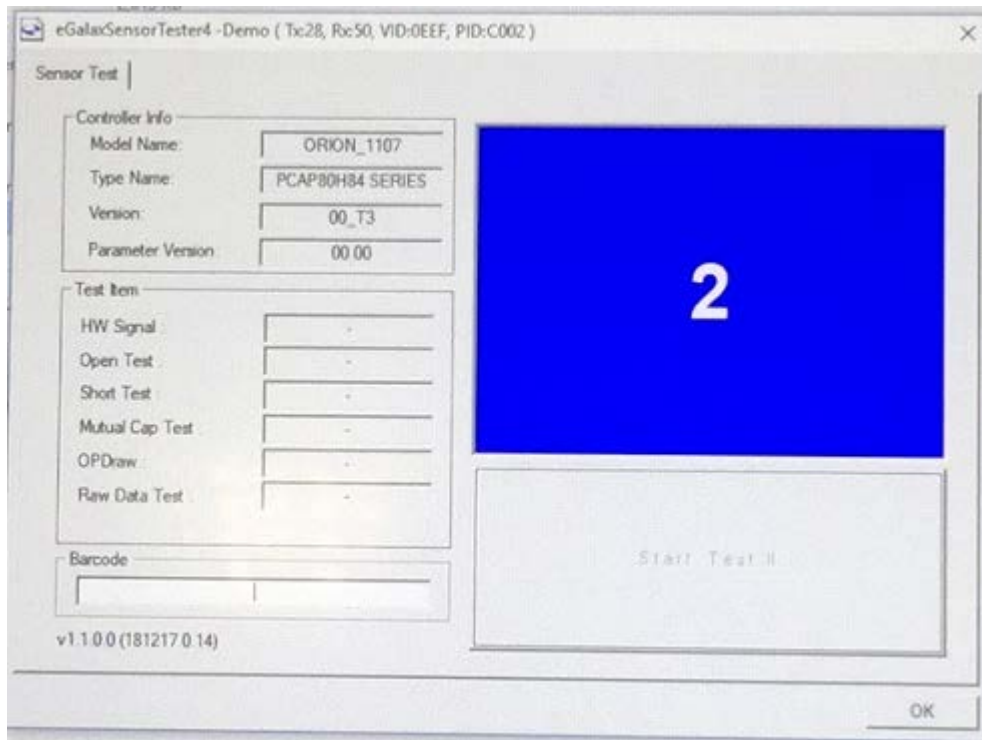
- A. Don't install the resistive touch drive on the platform. Uninstall if it's already installed.
- B. To avoid unnecessary interference during calibration, use a mouse (not touch) for step1 to step3.

1. Download and unzip the recalibration tool from Advantech website(search PPC-3211W), then click eGalaxSensorTester4.exe

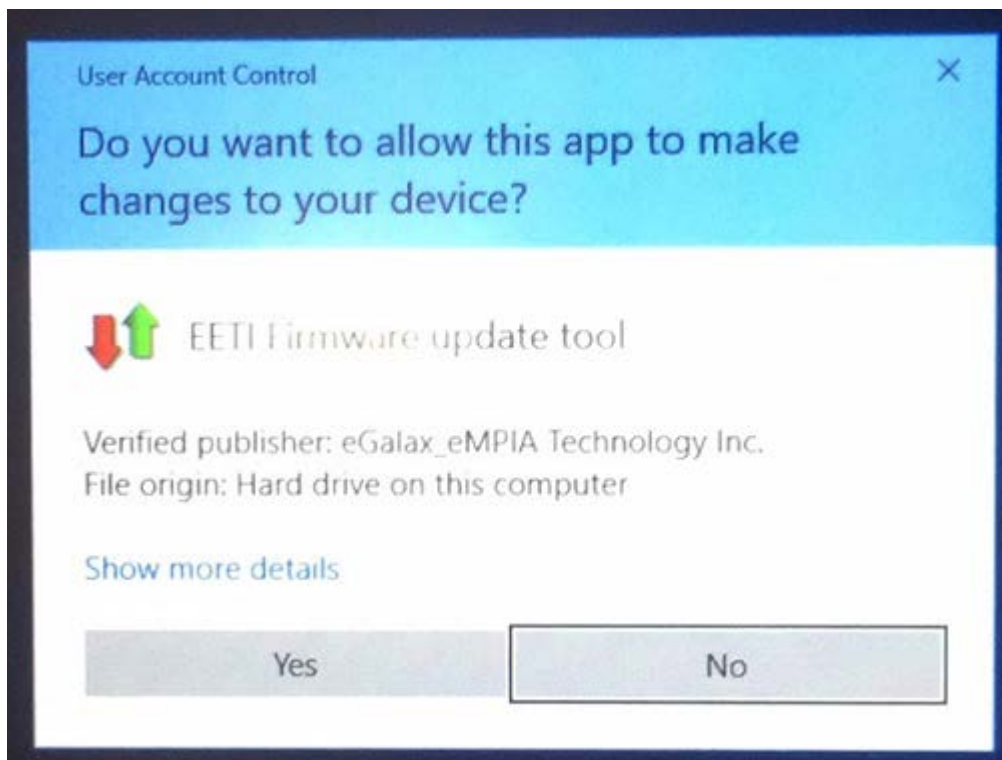
https://support.advantech.com/Support/SearchResult.aspx?keyword=PPC-3211W&searchtabs=BIOS,Certificate,Datasheet,Documentation,Driver,Firmware,Manual,Online%20Training,Software%20Utility,Utility,FAQ,Installation,Software%20API,Software%20API%20Manual,3D%20Model,Quick%20Start%20Guide,Reference,eCatalog,Video,Webcast,Whitepaper,SDK&select_tab=Software%20API

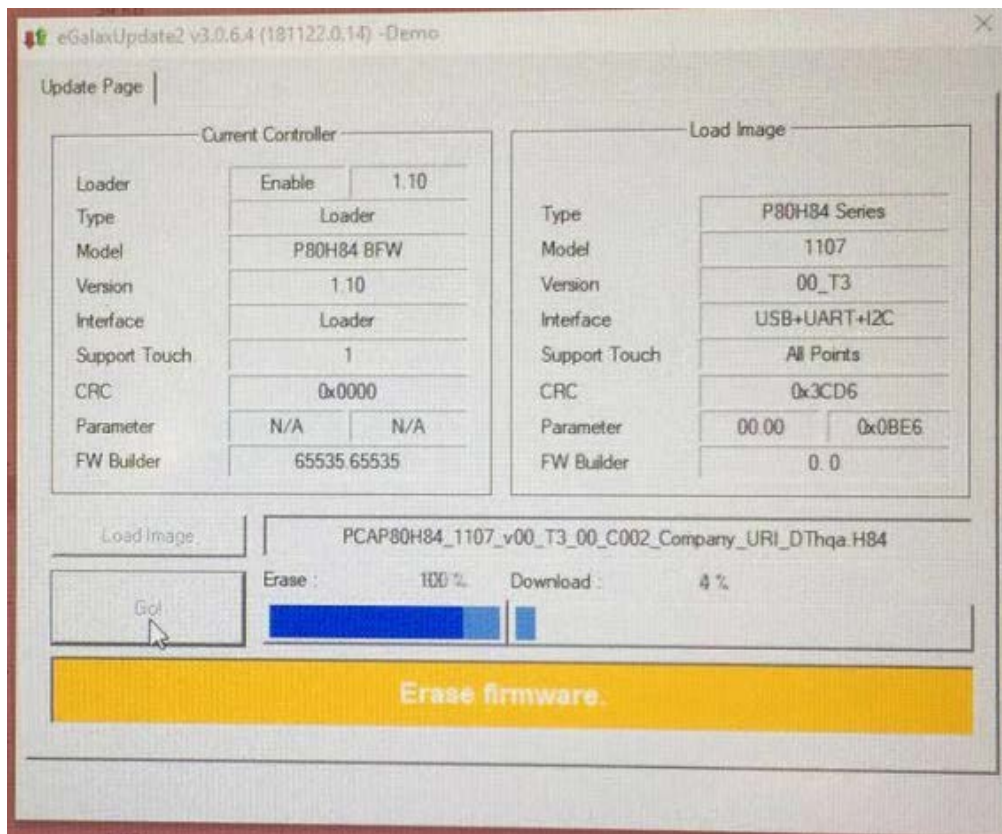


2. Utility would auto-execute and reciprocal

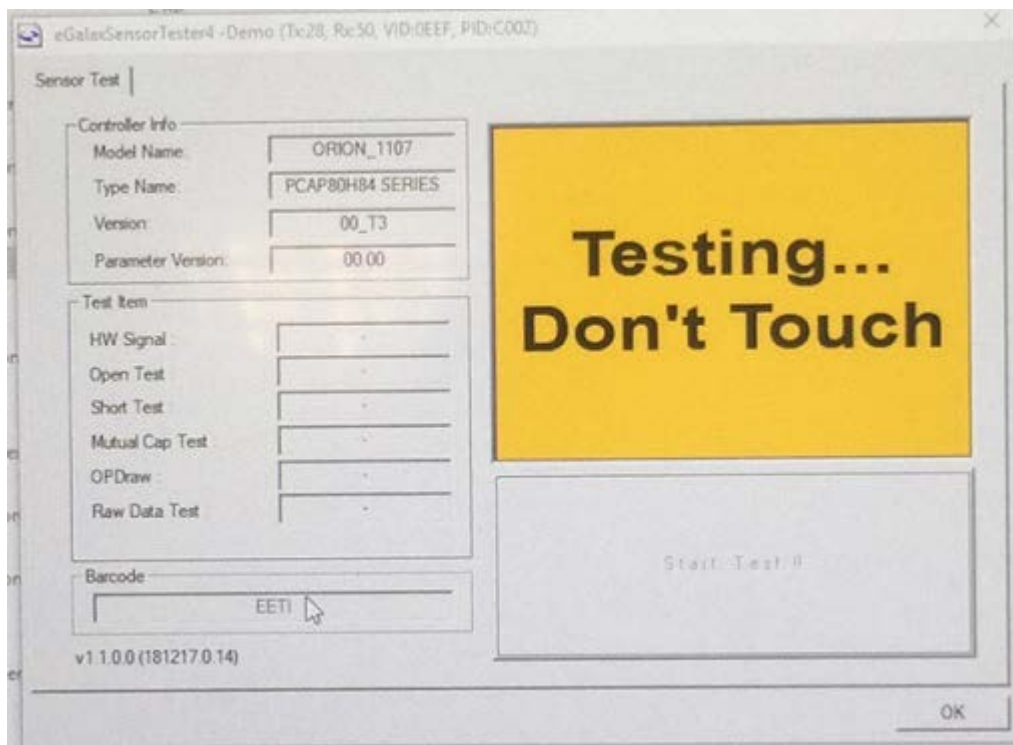


3. The utility would call EETI Firmware update tool while executing process. Press "YES" and it will show the Firmware update window.

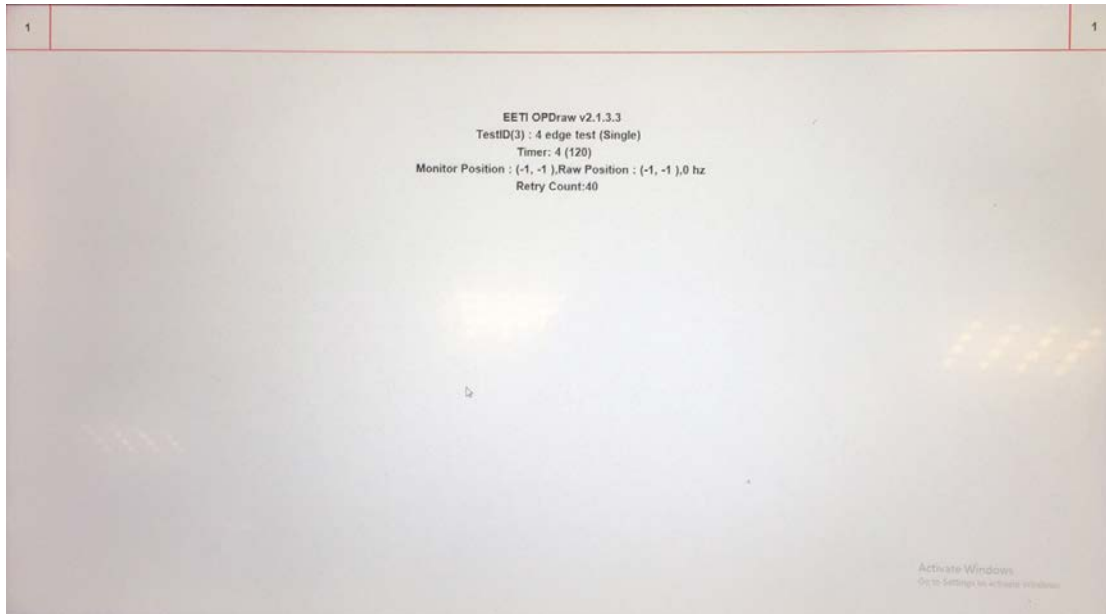




4. The utility would execute the Open/Short Test after Firmware update done. (Do not touch the screen during testing.)



5. Follow the prompt to draw the lind in the clockwise direction.



6. When the tool shows "Pass", the process of self-test and recalibration are finish

