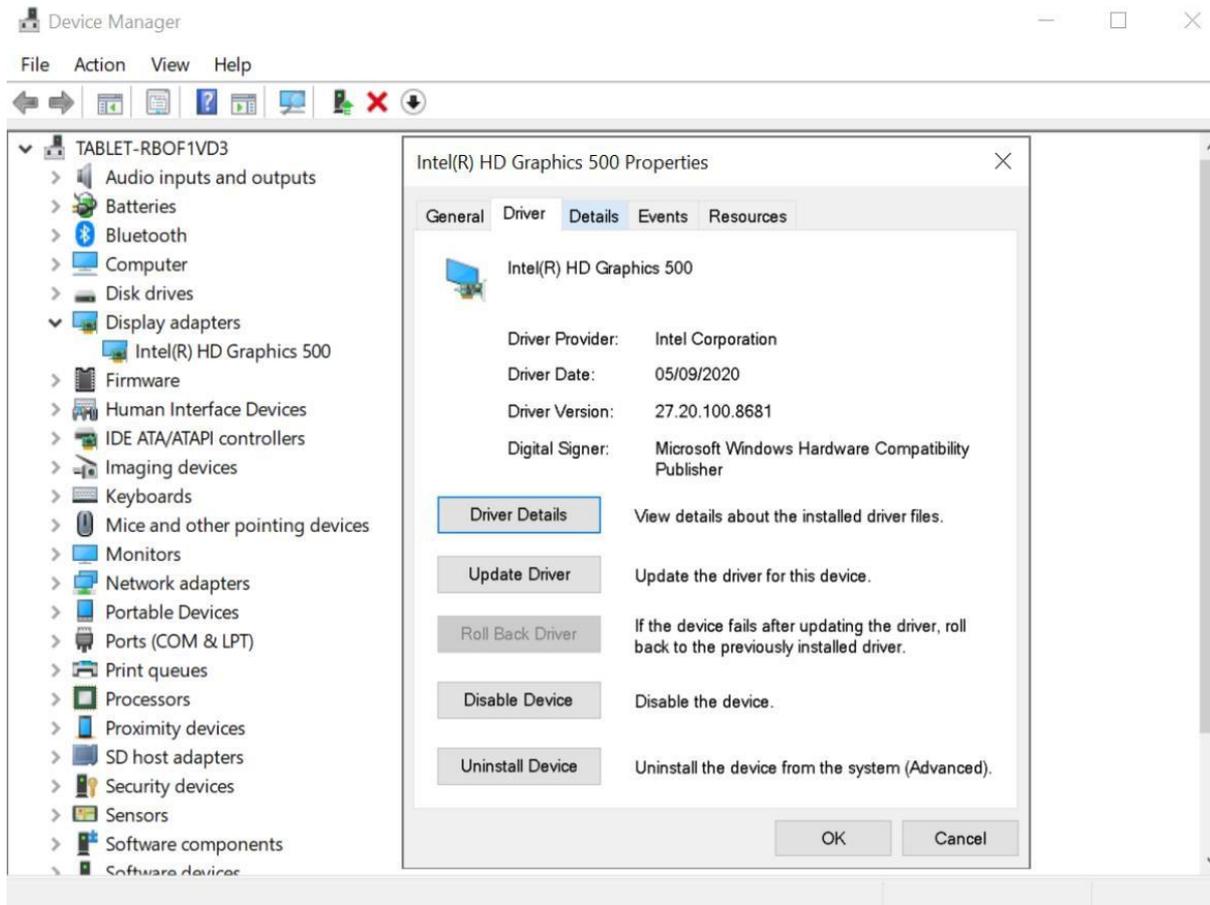


ET51/56 - Display Driver update from Intel download

If the device is updated with Microsoft Windows update 1903(Build 18362), an inverted touch & display functionality will be observed (SPR41246). This is due to Intel display adapter driver which has been updated as part of Windows update. The instructions below provide a solution to this issue.

Display driver

Version **27.20.100.8681** causes display to flip 180 degrees. It needs to be upgraded to version **27.20.100.8935** to prevent the screen inversion.



Official Intel driver is available at

<https://downloadcenter.intel.com/download/29988/Intel-Graphics-Windows-10-DCH-Drivers?product=80939>

From "Available Downloads", download "igfx_win10_100.8935.exe" and copy it to a USB stick or directly to the target device. Easiest approach for updating the driver is by using a mouse through a docking station or a USB hub, but in case these are not available, use Safe mode instead.

How to restart tablet in Safe Mode:

Interrupt the normal boot process of Windows 10 three times in a row.

If Windows 10 fails to boot normally three times over, the fourth time it enters by default in an Automatic Recovery mode. Using this mode, you can boot into Safe Mode. To trigger the Automatic Recovery mode, you must interrupt the normal boot process three consecutive times:

- 1 - Shutdown with long Power button press (longer than 10 seconds)
- 2 - Boot up with power button press
- 3 - Repeat Steps 1 and 2 two more times
- 4 - Windows 10 enters the Recovery mode
- 5 - Select "See advanced repair options"
- 6 - Select "Troubleshoot"
- 7 - Select "Advanced options"
- 8 - Select "See more recovery options"
- 9 - Select "Startup settings"
- 10 - Select "Restart"

Now on the Startup Settings after a touch on the screen, a keyboard will appear

- 11 - Select option 4
- 12 - Device boots to safe mode

Now touch should work correctly, but the display orientation is 90 degrees tilted. Then proceed with the driver upgrade process.

Upgrade the Display adapter driver

1. Browse to the location containing the "igfx_win10_100.8935.exe"
2. Run the executable

NOTE: Installer might take several minutes to open and execute, be patient.

3. Select "Yes" to allow the app to make changes to your device
4. Select "Next" -> "Yes" -> "Next"
5. Driver starts updating
6. When update is complete, select "Next"
7. Select "Yes, I want to restart this computer now." -> "Finish" to finalize the update
8. Once the device has restarted, verify the correct version in Device Manager

