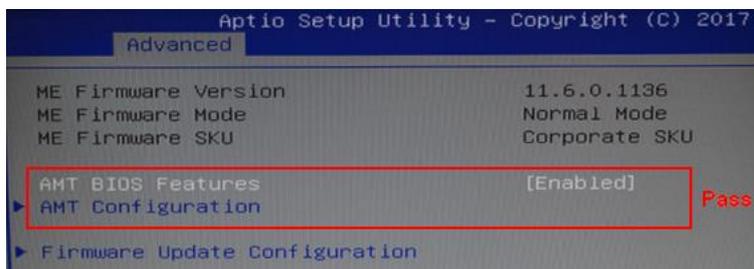


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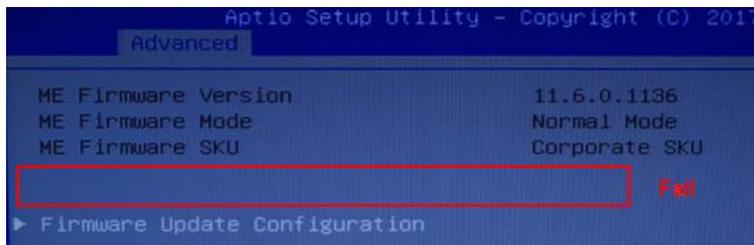
| | | | |
|-----------------|--|--------------|--|
| Date | 2018/07/26 | Release Note | <input type="checkbox"/> Internal <input checked="" type="checkbox"/> External |
| Category | <input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP | Related OS | |
| Abstract | Can't find the AMT items in BIOS? | | |
| Keyword | AMT function, vPro, Celeron, i3, CPU, MIC-7700. | | |
| Related Product | MIC-7700Q | | |

■ **Problem Description:**

We can't find the AMT items in BIOS. Picture1 shows normal status and Picture2 shows fail status.



Picture1: AMT items is present in BIOS.



Picture2: AMT items is not present in BIOS.

■ **Problem Analysis:**

We can find this symptom when MIC-7700Q installed some CPU(ex: i3 or Celeron...) which doesn't support vPro technology , and then the AMT items will no present anymore in BIOS even we change CPU with vPro technology back.

It is because BIOS will hide the AMT items automatically with these CPU.

Figure 1 and Figure 2 show how to check if the CPU supports vPro technology from Intel website(<https://ark.intel.com/search?q>).

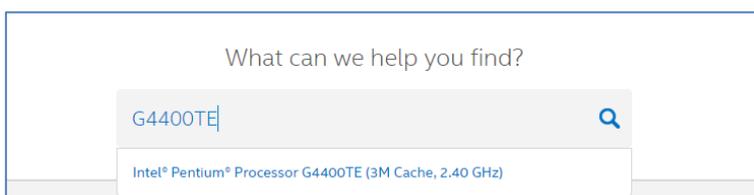


Figure1: Type the CPU name

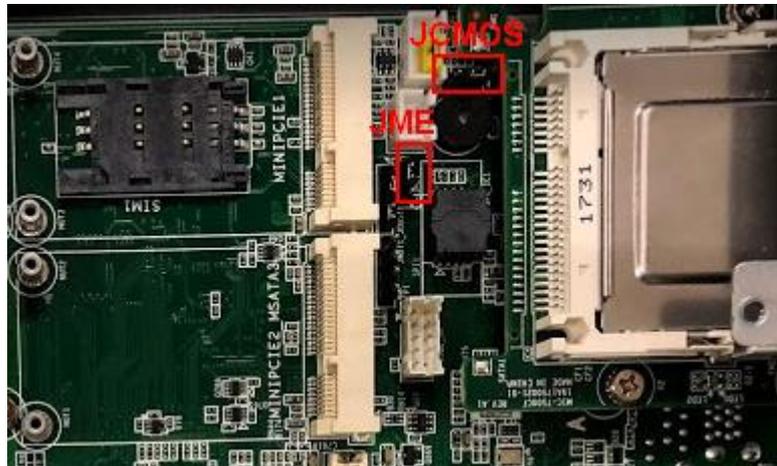
| Advanced Technologies | |
|---|-----|
| Intel® Turbo Boost Technology ‡ ? | No |
| Intel® vPro™ Technology ‡ ? | No |
| Intel® Hyper-Threading Technology ‡ ? | No |
| Intel® Virtualization Technology (VT-x) ‡ ? | Yes |

Figure2: Check if the CPU supports vPro technology from datasheet.

■ **Brief Solution - Step by Step:**

Below is the SOP to solve this problem

1. Turn off AC power and then remove bottom cover(refer to user manual P.14).
2. Move JME and JCMOS jumper to 2-3 pin for 5 seconds and then move back to 1-2 pin.



3. Power on system and press ESC to go to BIOS setup menu.
4. Restore Default Setting then Save and Exit.

■ **Reference:**

1. ADVANTECH Website - MIC-7700:
MIC-7700: [User Manual](#)
2. Intel Product SPEC Website : <https://ark.intel.com/search?q>