# How to install panel images in TIA Portal (fix the missing panel image error on Siemens HMI)

If a download to a Siemens HMI fails because of a missing panel image, you can fix it by downloading the image files from Siemens and copying them into the TIA Portal directory. This guide shows you how to install panel images in TIA Portal, from finding the files on the Siemens website to letting TIA Portal upgrade the image. The method applies to devices such as the Comfort 700 and to cases where images are missing or the version doesn't match.

## Prerequisites

Before you start, make sure you have the following:

- A registered Siemens account (email and password). You must log in to download the files.
- TIA Portal installed on your computer. The paths in this guide use Portal V18.
- The model of your HMI panel (for example, TP700) and your TIA Portal version.
- A tool that can extract ZIP files.

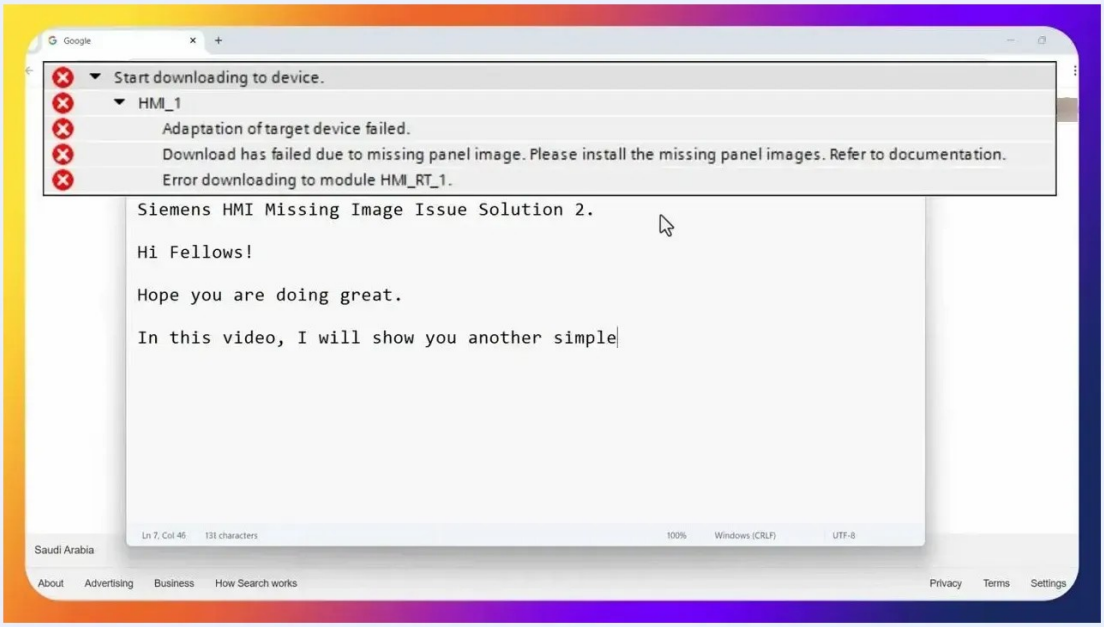
## Steps

### 1. Recognize the missing panel image error

When you download to the HMI device, messages like these appear at the top of the screen:

- "Start downloading to device."
- "Adaptation of target device failed."
- "Download has failed due to missing panel image. Please install the missing panel images. Refer to documentation."

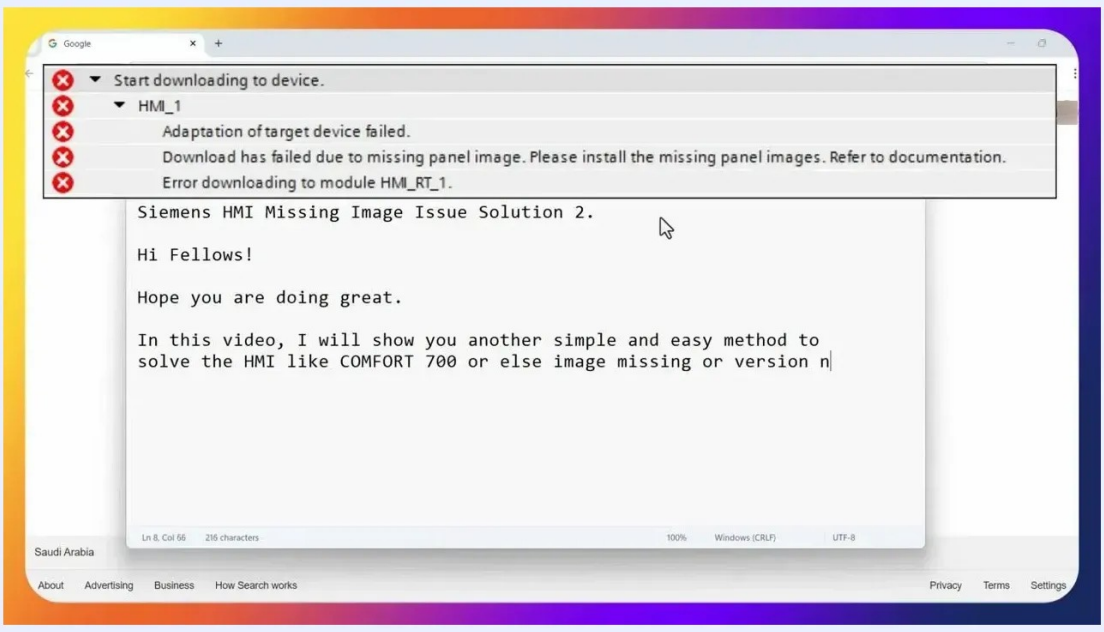
- "Error downloading to module HMI_RT_1."




**Error messages shown when a download to a Siemens HMI fails because of a missing panel image**

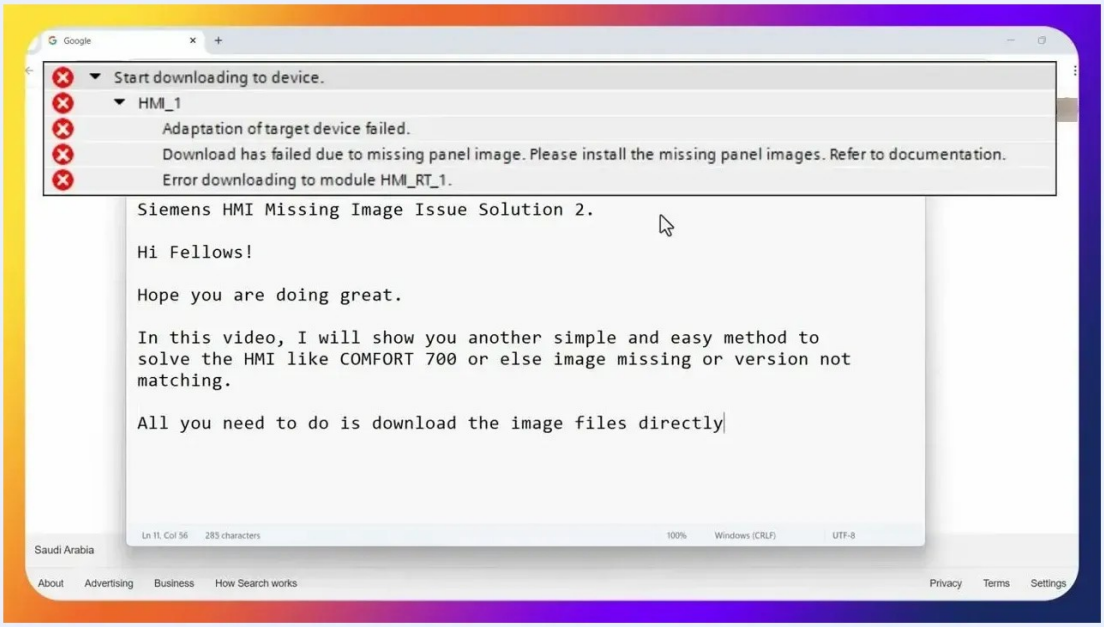
## 2. Understand the solution

This problem affects models such as the Comfort 700, and it occurs when images are missing or the version doesn't match.




**Explanation of the Siemens HMI missing image and version mismatch issue**

To resolve it, download the image files directly from the Siemens website.



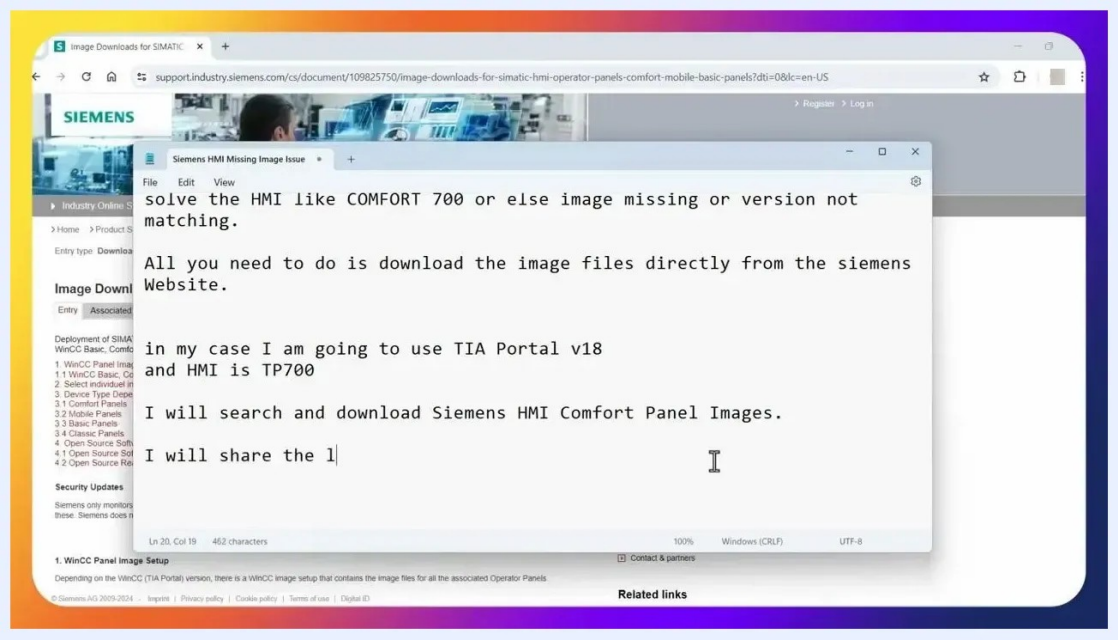

**Instruction to download the image files directly from the Siemens website**

## 3. Search for the Siemens HMI images

1. Open a web browser and go to Google.
2. Click the search bar and enter the full query, for example siemens hmi tp700 images.
3. Press **Enter**.

## 4. Open the official Siemens support link

The results include images of Siemens TP700 panels, tutorials, and official Siemens support links. Look for the link titled "Image Downloads for SIMATIC HMI Operator Panels" from the official Siemens website, and click it. It opens the Siemens support page where you can download the image files.



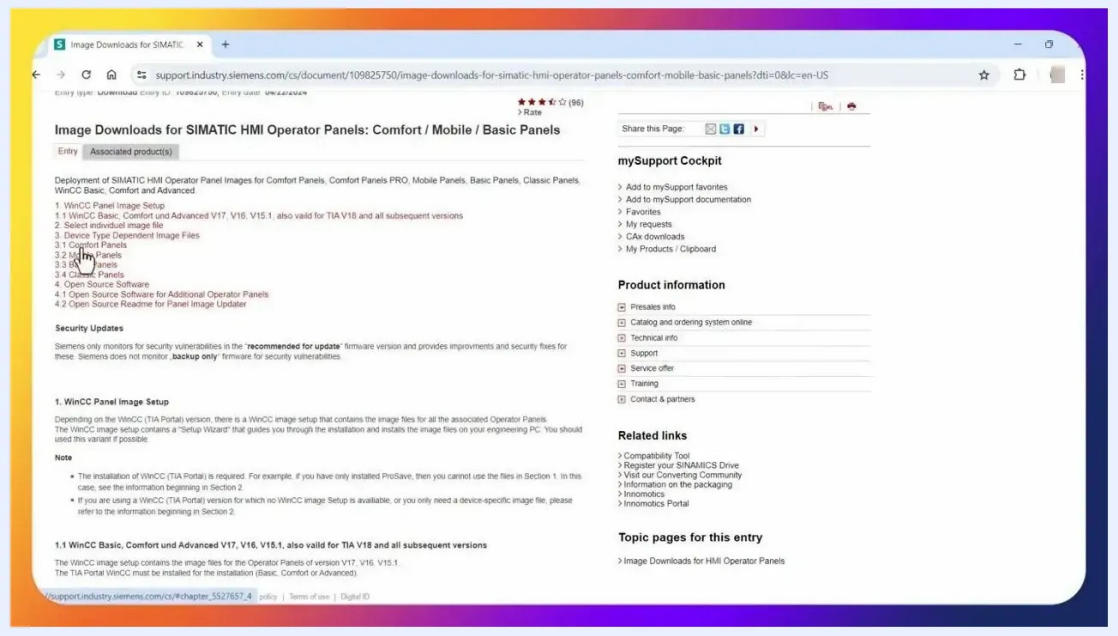

**Google search results for Siemens HMI TP700 images with the official Siemens support links**

## 5. Choose the section for your device

The page is titled "Image Downloads for SIMATIC HMI Operator Panels: Comfort / Mobile / Basic Panels." It contains these key sections:

- WinCC Panel Image Setup
- WinCC Basic, Comfort and Advanced V17, V16, V15.1 (also valid for TIA V18 and all subsequent versions)
- Select individual image file
- Device Type Dependent Image Files, with subsections for Comfort Panels, Mobile Panels, Basic Panels, and Classic Panels

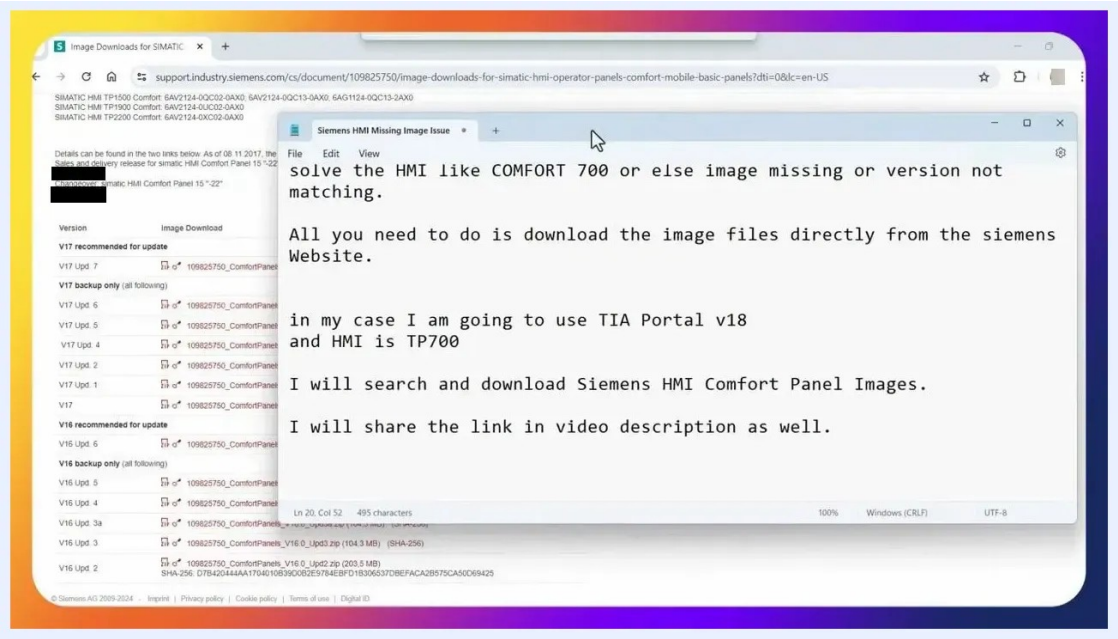
Click the section for your device, such as **3.1 Comfort Panels**.




**Siemens support page with the Comfort Panels section highlighted**

## 6. Find the image files for your model and TIA Portal version

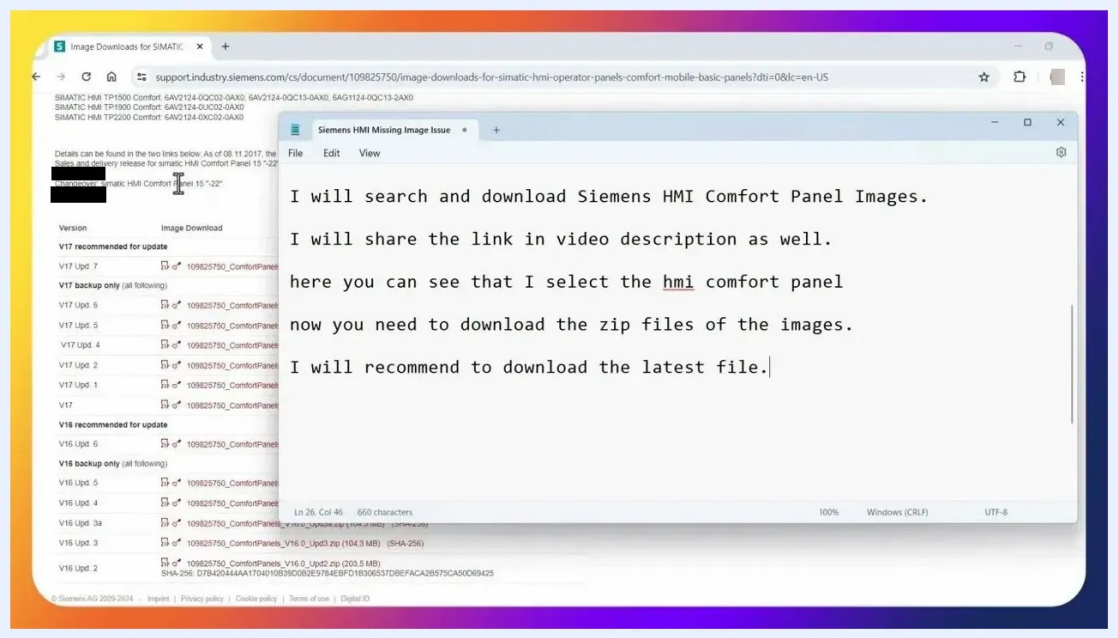
Scroll down to the list of image downloads, which is organized by version (for example, V17 and V16) and update level. Each entry shows a download link and a file size. For a TP700 and TIA Portal V18, select the latest available version that is compatible with your setup.




**List of downloadable image files for Comfort Panels by version and update, with download links**

## 7. Log in to the Siemens Industry Online Support portal

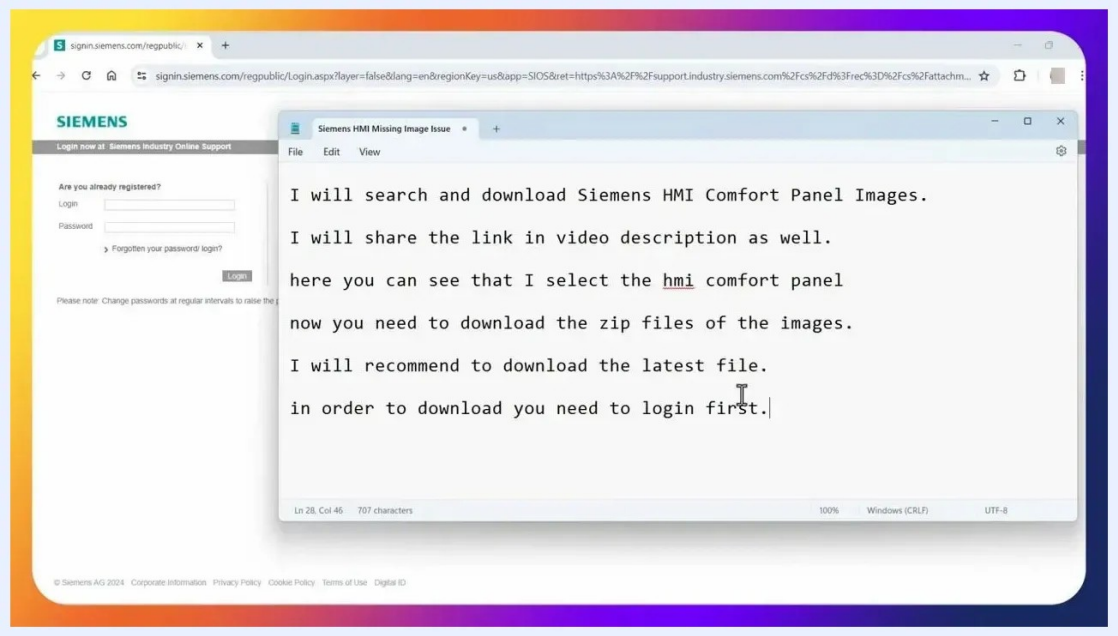
You need to log in before you can download. When you try to download a file, the Siemens login page appears and asks for your registered email and password.




**Siemens login prompt that appears when you start a download**

1. Enter your registered Siemens account email and password.
2. Click **Login**.

3. If you don't have an account, select **Yes, I would like to register now** to create one.

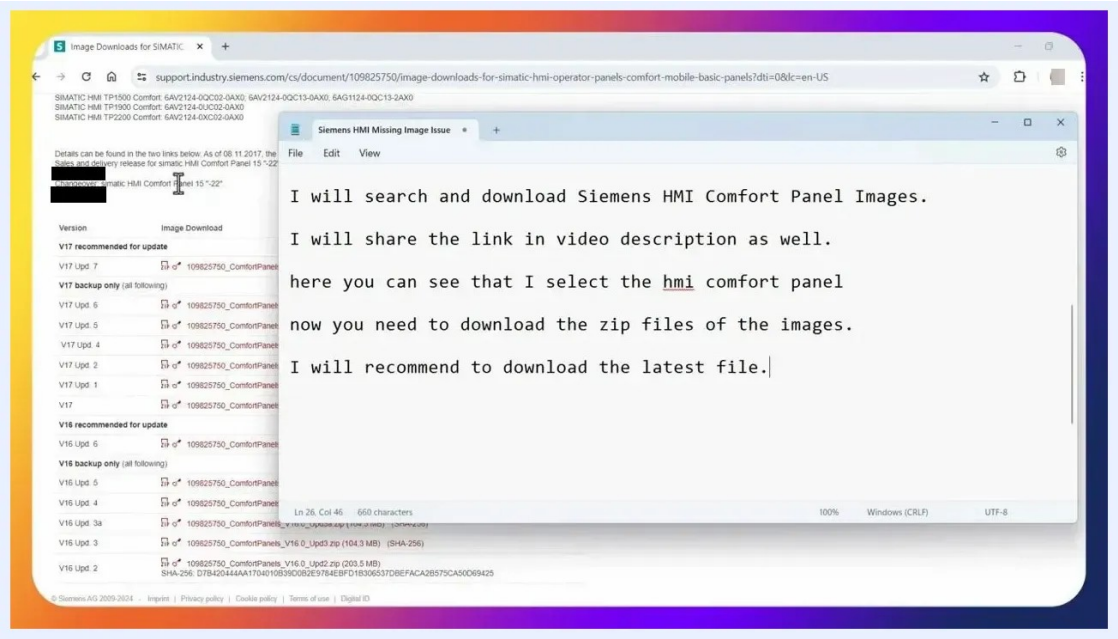



**Siemens login page with credentials entered and the Login button being clicked**

Wait for authentication to finish. After you log in, you can download the ZIP files for your HMI Comfort Panel. If the screen goes black or changes, wait for the next screen or the download confirmation.

## 8. Download the latest ZIP file

The image files are provided as ZIP archives, and the Siemens support page lists multiple ZIP files by version and update number. Download the latest file to get the most up-to-date image that is compatible with your HMI panel and TIA Portal version.

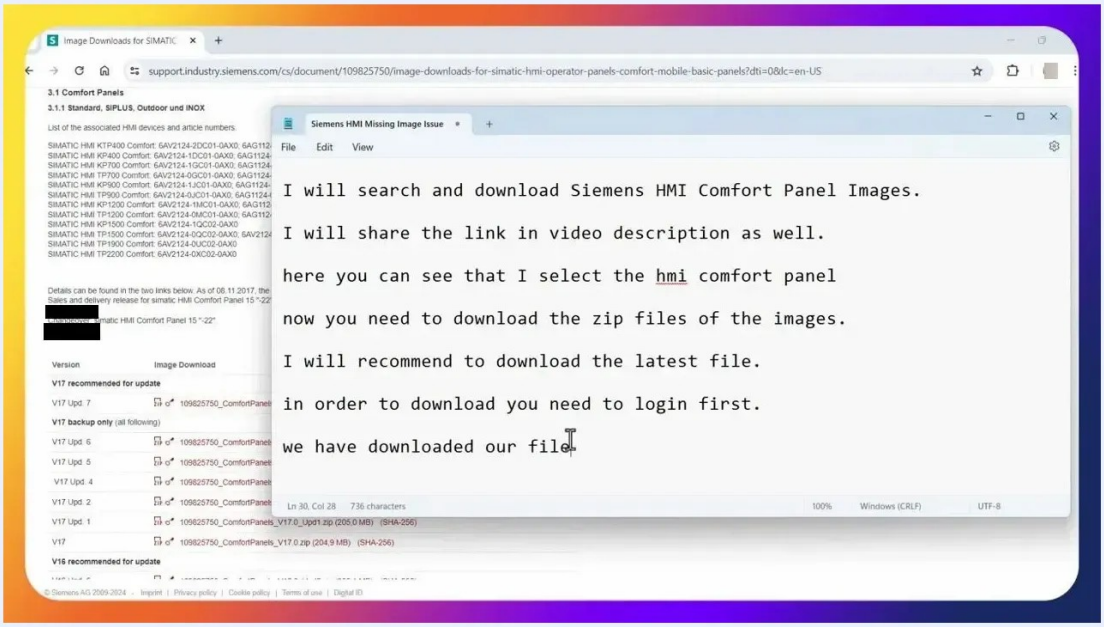



**Siemens support page listing the ZIP image files for download**

Click the download link for the Comfort Panel image file you need, for example 109825750_ComfortPanels_V17.0_Upd7.zip. If a "Duplicate download link" dialog appears:

1. Select **Add the duplicate and overwrite the existing file**.
2. Make sure **If existing file is complete, show download complete dialog; otherwise resume it** is checked.

3. Click **OK**.




**Duplicate download dialog with the overwrite option selected and the OK button highlighted**

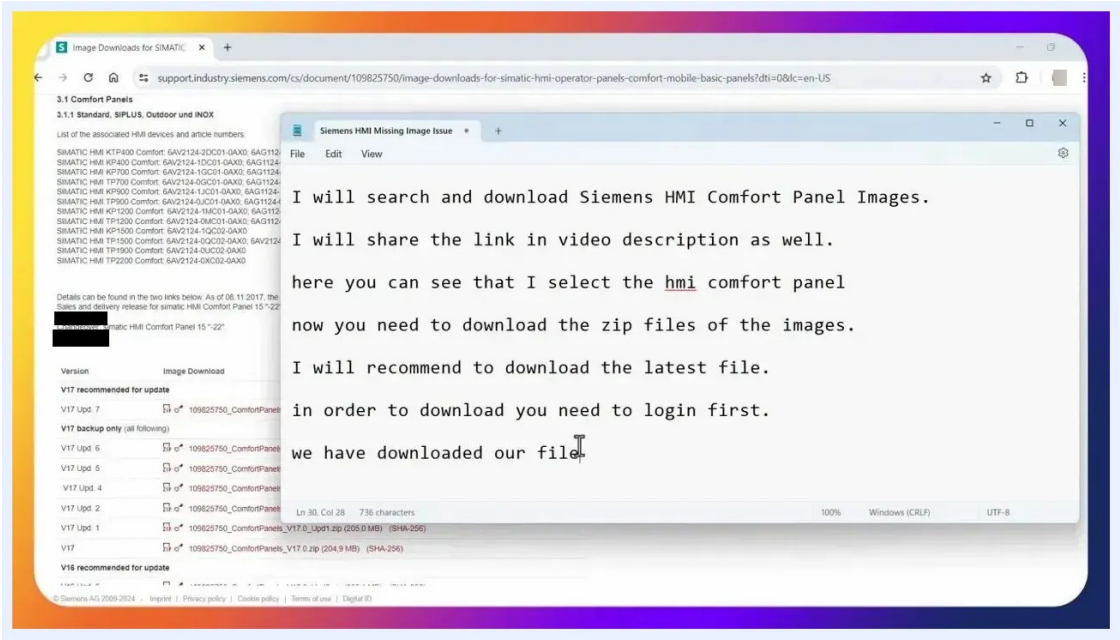
## 9. Verify that the download is complete

Confirm that the file downloaded successfully to your designated folder, for example Downloads\Compressed.

## 10. Extract the downloaded ZIP file

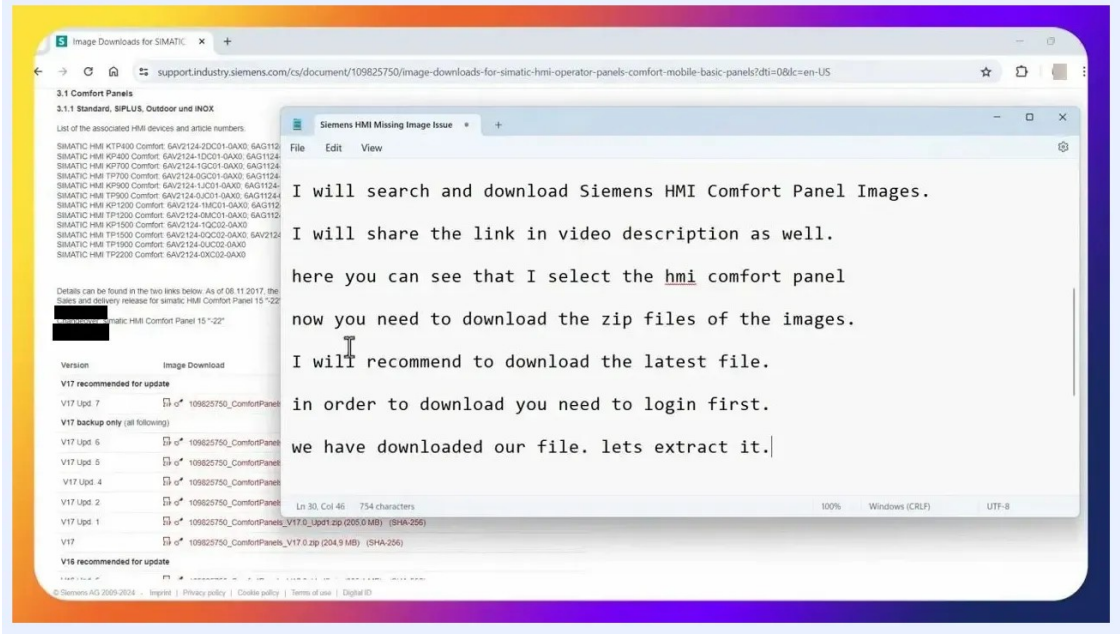
1. Locate the ZIP file (for example, 109825750_ComfortPanels_V17.0_Upd7.zip) in File Explorer.
2. Right-click it and select **Extract All**, or use your preferred extraction tool.

3. If a "Confirm file replace" dialog appears because files already exist in the destination, click **Yes to All**.




**File replace confirmation dialog with Yes to All selected**

Wait for the extraction to finish. A progress window shows the file being extracted, the elapsed time, and the percentage completed.



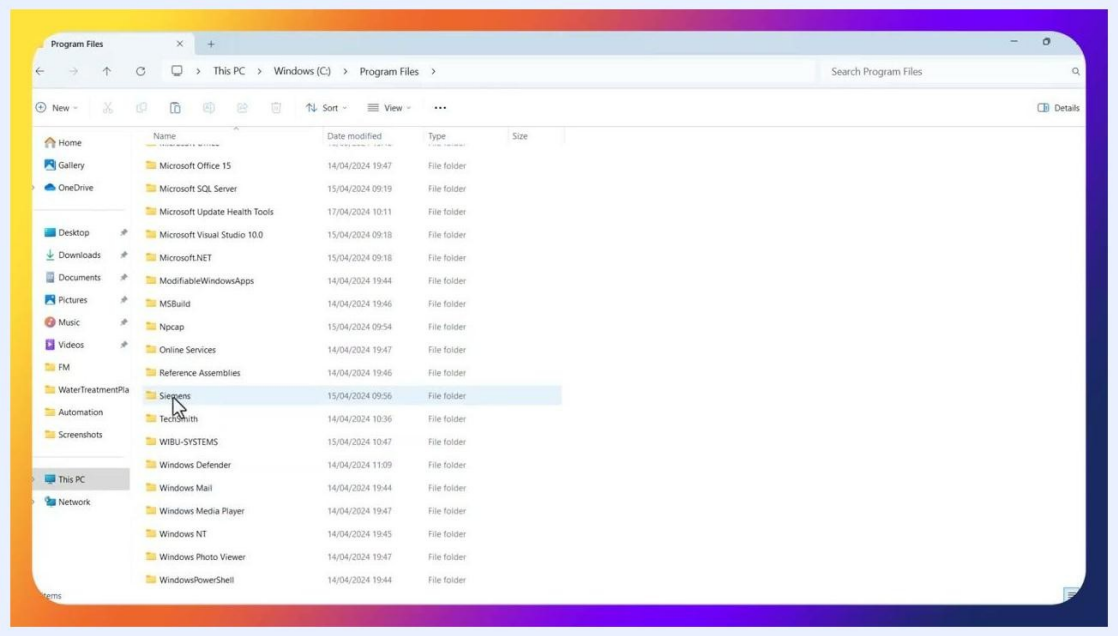

**Extraction progress window showing the file status and progress bar**

## 11. Locate the extracted folder

After extraction, check that a new folder (for example, 17.0) appears in your destination directory, such as Downloads\Compressed\Comfort.

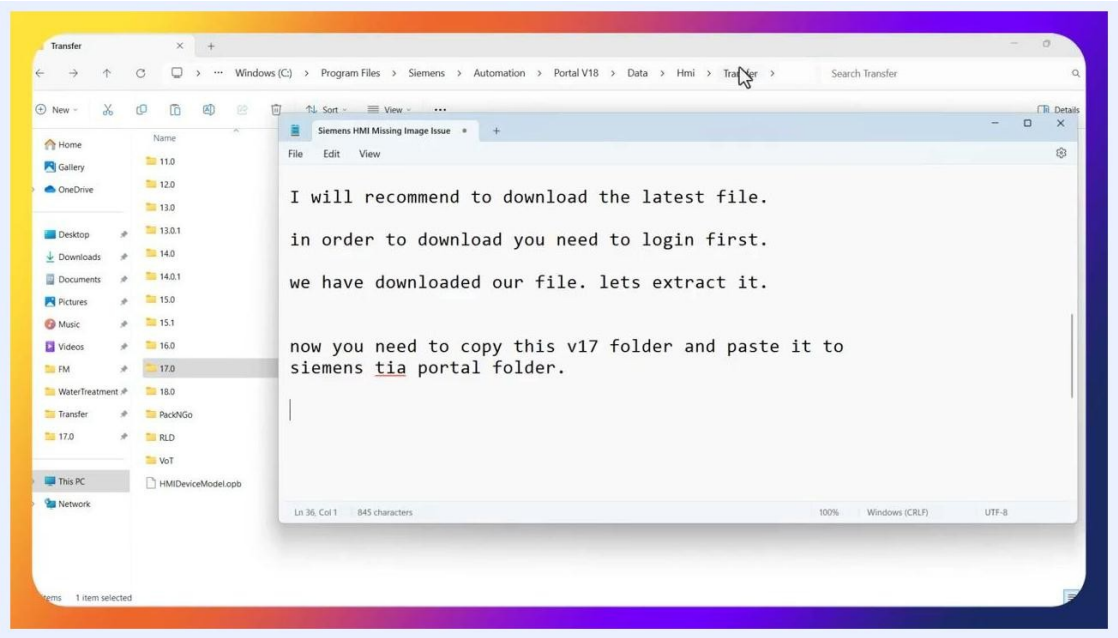
## 12. Open the HMI Transfer folder in the TIA Portal directory

Open File Explorer, go to C:\Program Files\, and open the Siemens folder.




**File Explorer open to Program Files with the cursor on the Siemens folder**

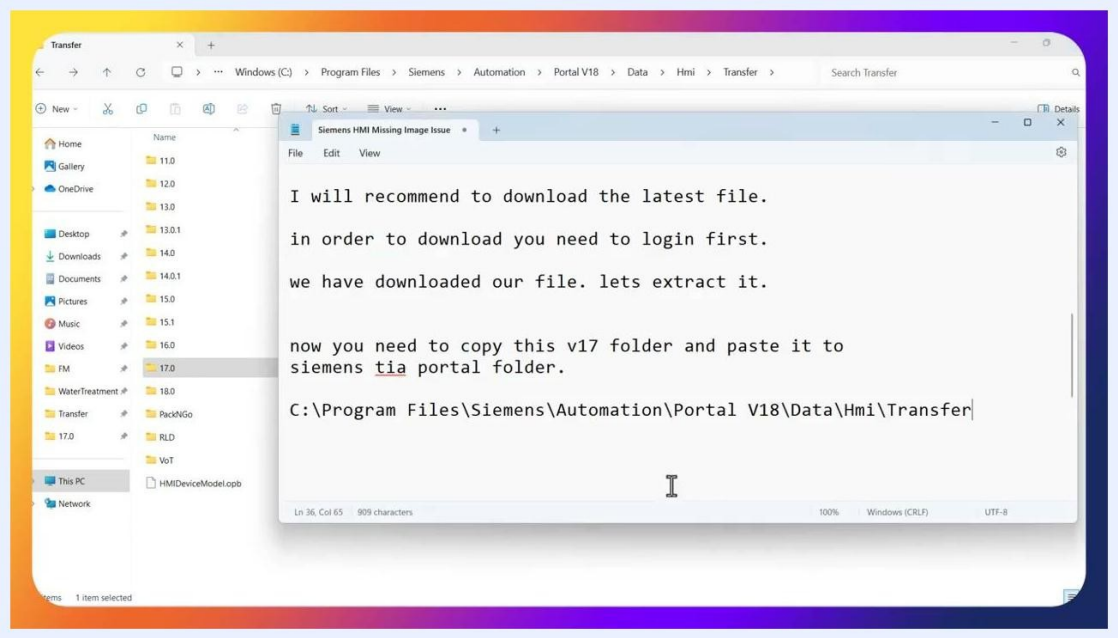
Continue through this path: Siemens > Automation > Portal V18 > Data > Hmi. Then open the Transfer folder.




**File Explorer showing the Hmi directory with the cursor on the Transfer folder**

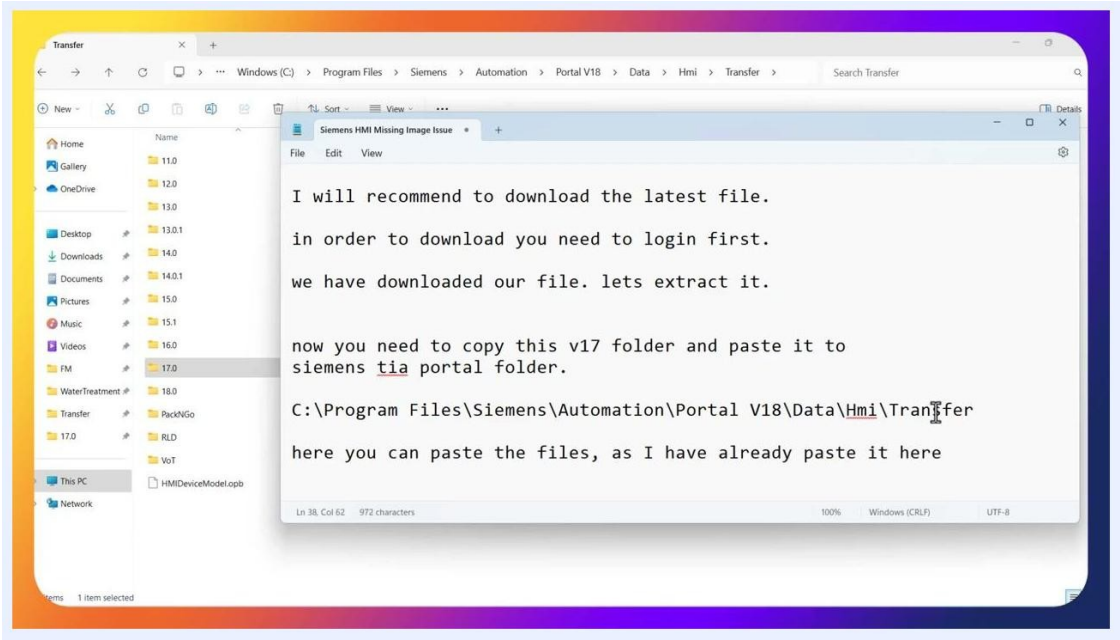
## 13. Paste the extracted version folder

Copy the extracted version folder (for example, 17.0) and paste it into the Transfer directory. If a "Replace or Skip Files" dialog appears, select **Replace the files in the destination** to overwrite files with the same names.




**Replace or Skip Files dialog with Replace the files in the destination selected**

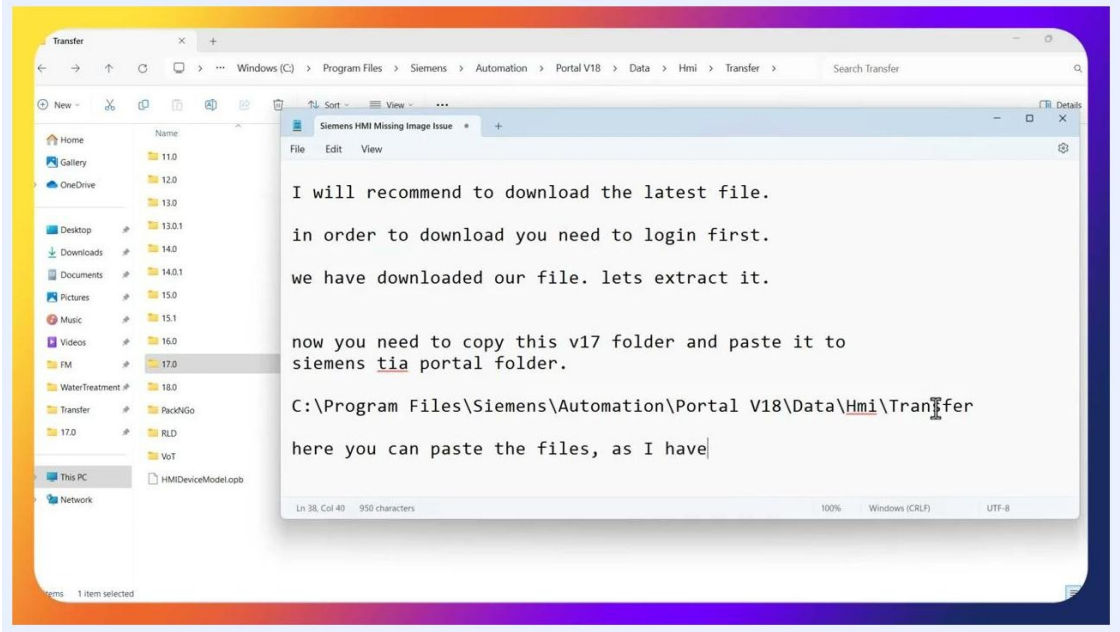
Make sure you paste into this exact directory: C:\Program Files\Siemens\Automation\Portal V18\Data\Hmi\Transfer




**Full destination path for the HMI image files**

## 14. Finish the file transfer

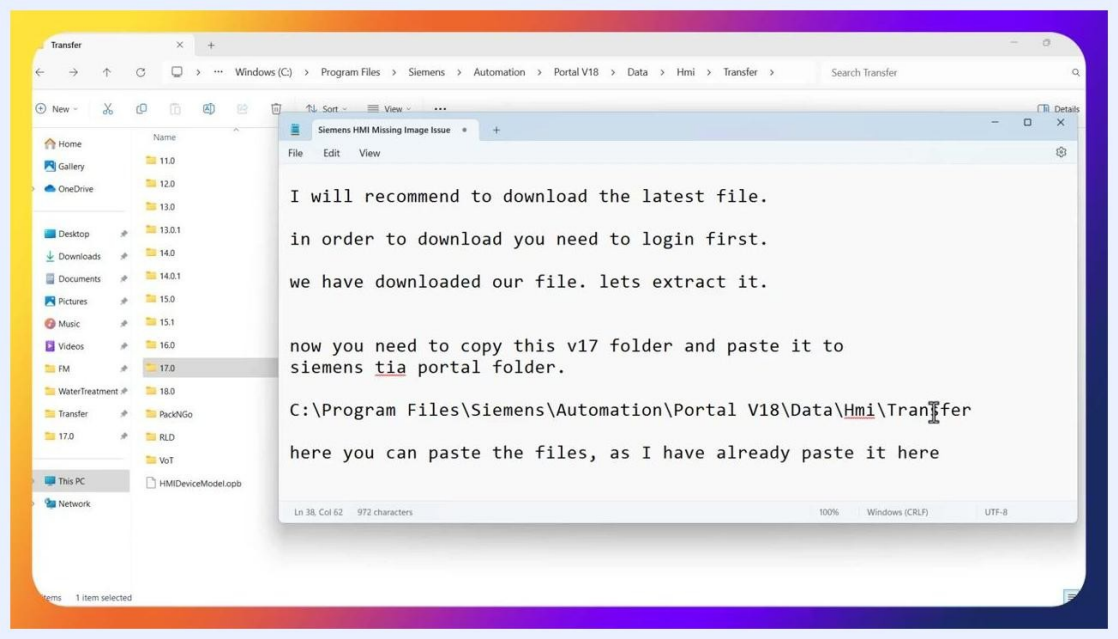
Wait for the transfer to finish. When the files are pasted, close the File Explorer window.




**Instruction to paste the files and close the window when the transfer is complete**

## 15. Start TIA Portal

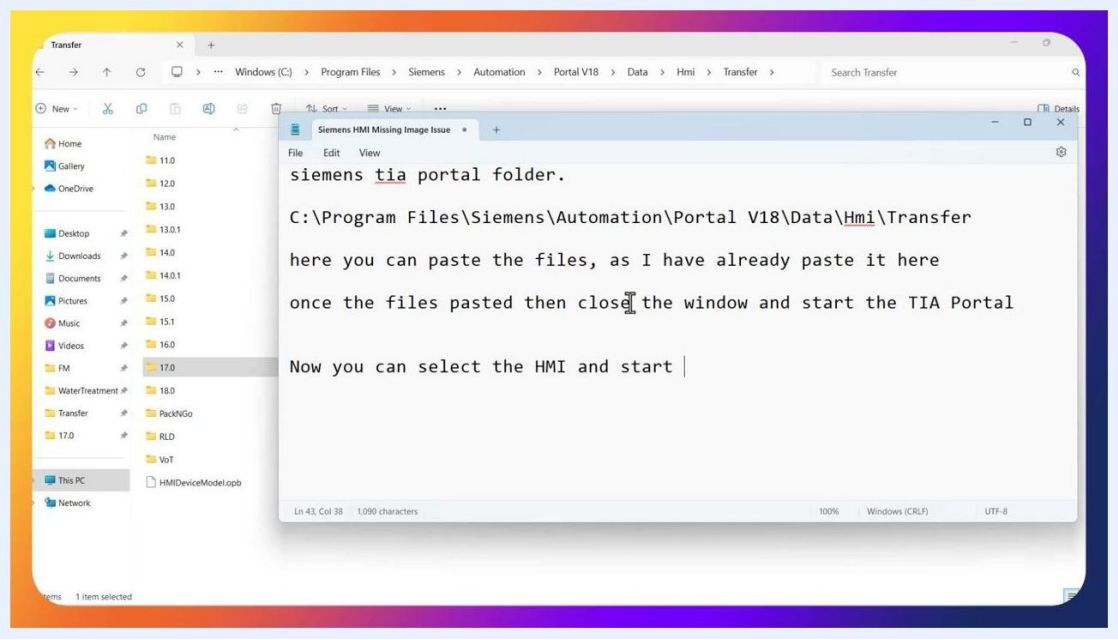
After you close File Explorer, start TIA Portal.




**Instruction to close the window and start TIA Portal**

## 16. Select the HMI

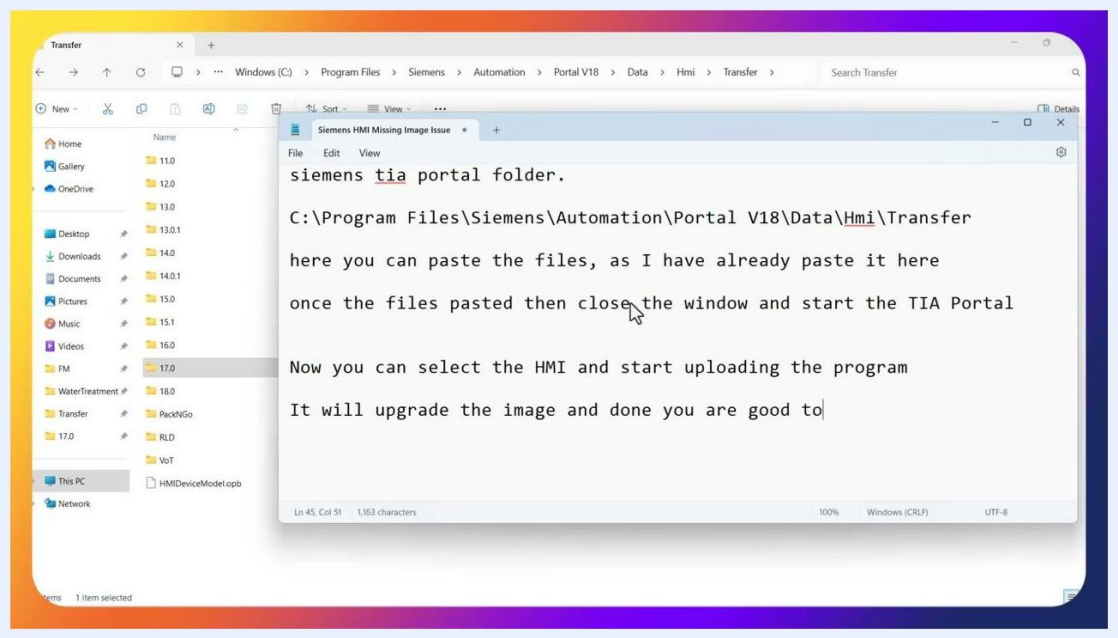
When TIA Portal is open, select the HMI device and begin your configuration or project work.




**Confirmation that you can now select the HMI and start in TIA Portal**

## 17. Let TIA Portal upgrade the image

After you paste the files, select the HMI and start uploading the program. TIA Portal upgrades the image automatically. When it finishes, you are ready to go.




**Final instructions confirming the image upgrade and readiness to proceed**

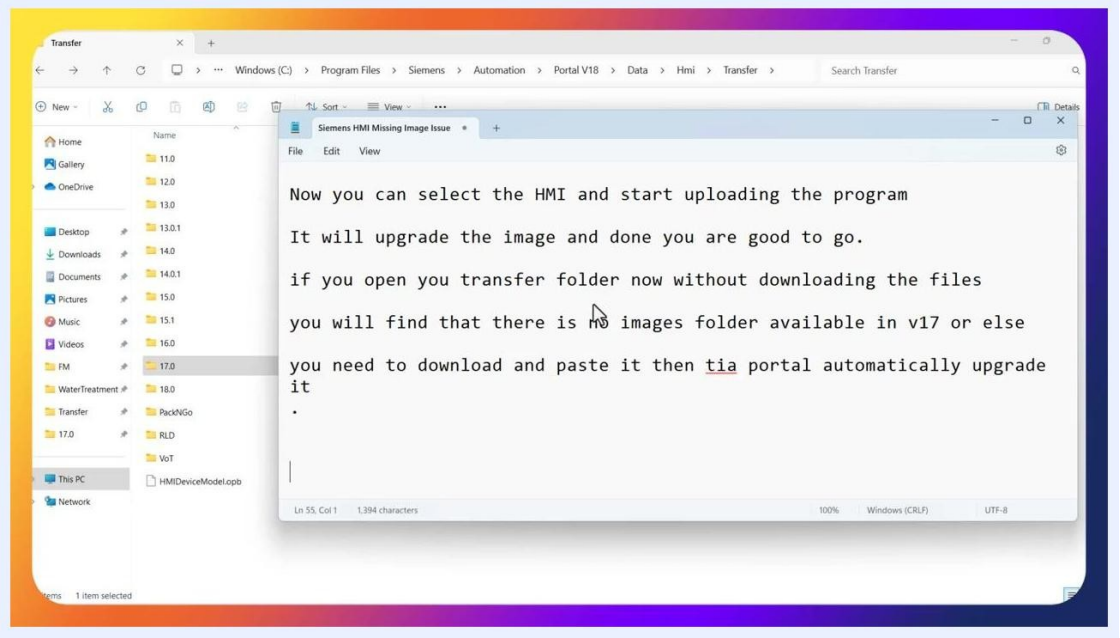
## 18. Troubleshoot a missing images folder

If you open the Transfer folder before you download and copy the required files, there is no "images" folder in the v17.0 directory. Without it, the HMI can't operate or upgrade properly.

If the "images" folder is missing from C:\Program Files\Siemens\Automation\Portal V18\Data\Hmi\Transfer\17.0, do the following:

1. Download the correct files as described in steps 3 to 9.
2. Paste the downloaded "images" folder into the matching version directory (for example, 17.0).

3. TIA Portal then upgrades the image automatically.




**Explanation of the missing images folder issue and the need to download and paste it**

## Summary

To install panel images in TIA Portal, you:

- Search for the Siemens HMI Comfort Panel images and open the official "Image Downloads for SIMATIC HMI Operator Panels" page.
- Choose the section and version that match your HMI model and TIA Portal version, and log in to download the latest ZIP file.
- Extract the ZIP file and copy the version folder (for example, 17.0) into C:\Program Files\Siemens\Automation\Portal V18\Data\Hmi\Transfer.
- Start TIA Portal, select the HMI, and let TIA Portal upgrade the image.

## What's next

You can now select your HMI in TIA Portal and continue with your configuration and download. If the error returns, check that the "images" folder exists in the version directory under Transfer.