

TS11012016 Rev B

**Elo Touch Solutions Technical Services** 



#### Copyright © 2016 Elo Touch Solutions, Inc. All Rights Reserved.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, including, but not limited to, electronic, magnetic, optical, chemical, manual, or otherwise without prior written permission of Elo Touch Solutions, Inc.

#### Disclaimer

The information in this document is subject to change without notice. Elo Touch Solutions, Inc. and its affiliates (collectively "Elo") makes no representations or warranties with respect to the contents herein, and specifically disclaims any implied warranties of merchantability or fitness for a particular purpose. Elo reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation of Elo to notify any person of such revisions or changes.

#### **Trademark Acknowledgments**

AccuTouch, CarrollTouch, Elo, Elo (logo), Elo Touch, Elo Touch Solutions, Elo TouchSystems, IntelliTouch, iTouch, SecureTouch, TouchTools and VuPoint are trademarks of Elo and its affiliates. Windows is a trademark of Microsoft Corporation.

# **Table of Contents**

Introduction	4
Tools Needed	5
Procedure	6

### **About This Manual**

This document describes how to perform a manual driver uninstall on a Windows 10 Operating System.

The intended audience of this document includes: IT engineers, system engineers, electrical engineers, and end-users.

If after reading through this guide, you still have questions or need help getting your system up and running, please contact an Elo Touch Solutions Technical Representative. <u>www.elotouch.com</u>

### **Tools Needed**

The following hardware that is needed:

#### Hardware:

• Windows 10 Computer

The following software is needed:

#### Software:

• Windows 10 Operating System

### Procedure

1. Right click on the Windows start button and choose "*Control Panel*" to open Windows Control Panel. Then double click "*Programs and Features*" to open it.



© 2016 Elo Touch Solutions, Inc. All rights reserved.

2. Click on the Elo Touch driver and choose "*Uninstall*'. NOTE: The Elo driver may be named differently than screenshot below, look for anything named Elo from the list of programs and uninstall it.

0	Programs and Features		
←	→ 👻 🛧 👩 « All Contre	ol Panel Items > Programs and Features	✓ ♂ Search Programs
	Control Panel Home	Uninstall or change a program	
	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or R
•	Turn Windows features on or off	Organize 🔻 Uninstall	
		Name	Publisher
		🎴 DigitalPersona Fingerprint Demo	DigitalPersona, Inc.
		📳 DisplayLink Core Software	DisplayLink Corp.
		🕮 DisplayLink Graphics	Displayl ink Corp.
		Contemporary Conte	Elo Touch Solutions, Inc.
		🚏 Intel(R) Manageability Engine Firmware Recovery	Intel Corporation
		Intel(R) Network Connections 20.4.207.0	Intel
		🔚 Intel® Graphics Driver	Intel Corporation
		🔚 Intel 🖲 Management Engine Components	Intel Corporation
		🗟 Intel ® Rapid Storage Technology	Intel Corporation
		MagTek OPOS MSR v1.13	MagTek
		Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation
		Microsoft Visual C++ 2010 x64 Redistributable - 1	Microsoft Corporation
		Microsoft Visual C++ 2010 x86 Redistributable - 1	Microsoft Corporation

 Close all windows and right click on the Windows start button again, then choose "*File Explorer*" from the list. In Windows File Explorer click on the "*This PC*" section and then double click the "*OS (C:)*" to get into the C: drive.





How to manually uninstall the Elo driver on Windows 10 Operating Systems TS11012016 REV.B Page 7 of 10 4. In the C: drive, double click on the "*Program Files*" folder to open it. Once in the Program Files folder, look for an Elo folders and delete them.



5. After doing the above steps go back in the C: drive and double click the "*Windows*" folder to open it. Then double click the "*System32*" folder to open it.



In the System32 folder look for the "Drivers" folder and double click it to open. Once in the Drivers folder do a search for any files that begin with Elo and delete them. Example on right below shows two Elo files, EloMTApr.sys, and EloMTUsb.sys, both of these needs to be deleted.



7. Close all windows and restart the computer. After a restart the Elo driver can be installed.

### Check out our website

## www.elotouch.com

Get the latest ...

- Product Information
- Specifications
- Upcoming events
- Press releases
- Software drivers

### **Getting in Touch with Us**

To find out more about the extensive range of Elo touch solutions, visit our website at www.elotouch.com, or simply call the office nearest you:

North America Elo Touch Solutions 1033 McCarthy Blvd Milpitas, CA 95035 Tel 800-ELO-TOUCH Tel + 1 408 597 8000 Fax +1 408 597 8050 customerservice@elotouch.com Europe Tel +32 (0) 16 70 45 00 Fax +32 (0)16 70 45 49 elosales@elotouch.com Asia-Pacific Tel +86 (21) 6106 7162 Fax +86 (21) 6485 3981 www.elotouch.com.cn Latin America Tel 786-923-0251 Fax 305-931-0124 www.elotouch.com