



Elo Touch Solutions

Manual Uninstall of Elo Touch Drivers on Windows 10 Operating Systems

TS11012016 Rev B

Elo Touch Solutions Technical Services



Windows 10



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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. www.elotouch.com

Tools Needed

The following hardware that is needed:

Hardware:

- Windows 10 Computer

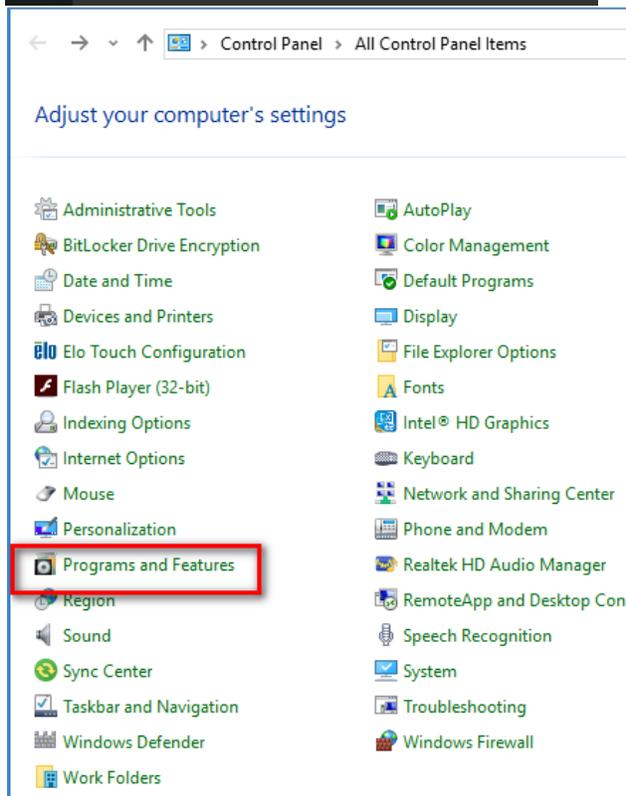
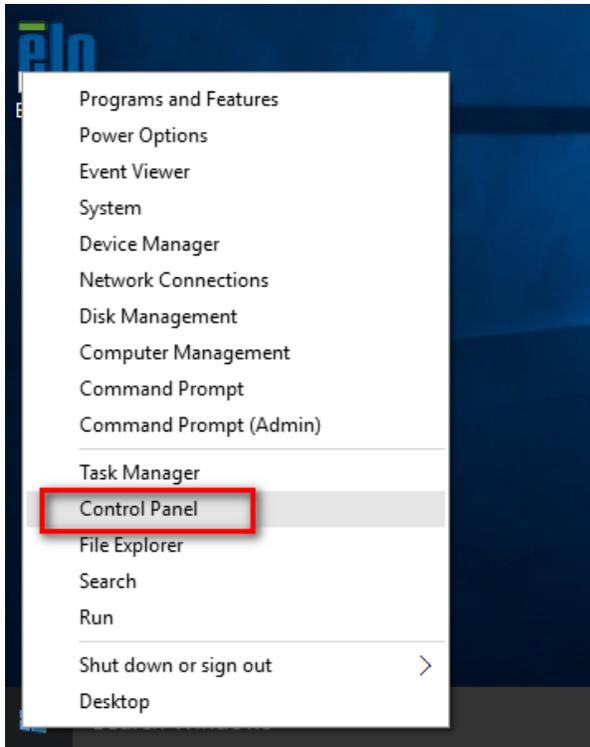
The following software is needed:

Software:

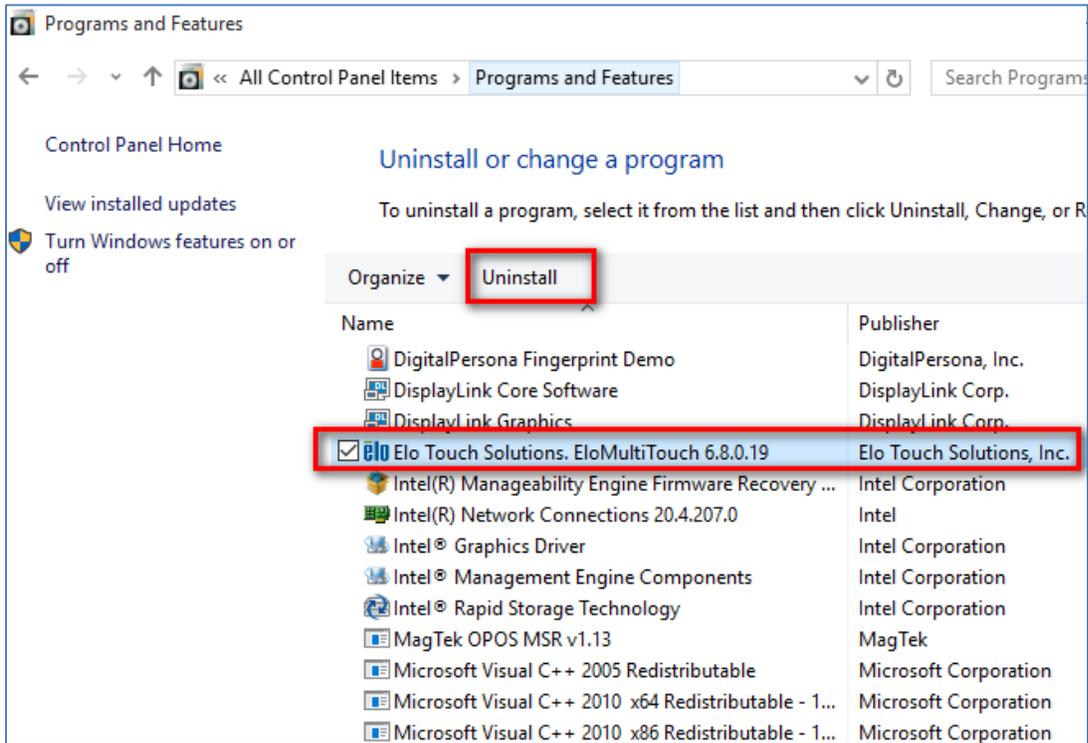
- Windows 10 Operating System

Procedure

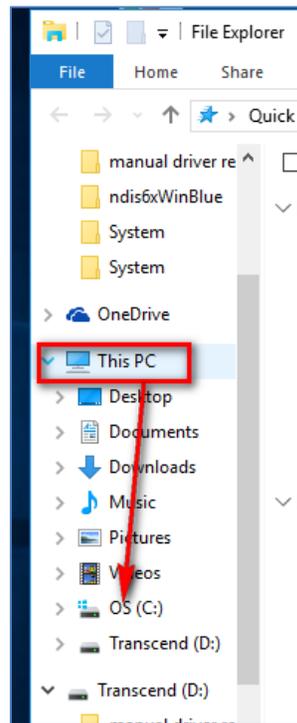
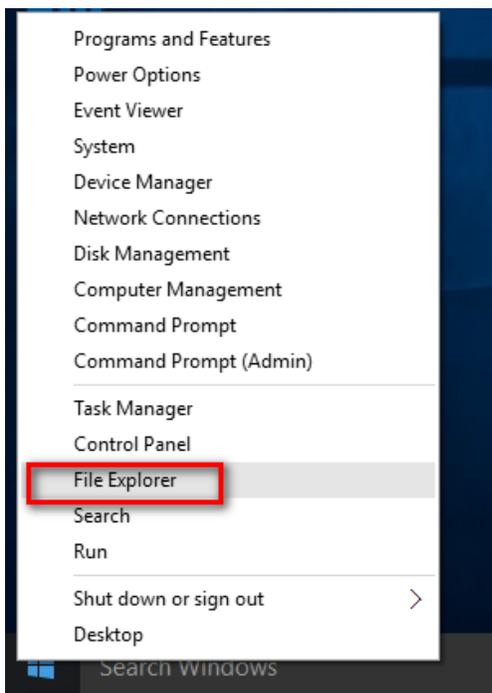
1. Right click on the Windows start button and choose “**Control Panel**” to open Windows Control Panel. Then double click “**Programs and Features**” to open it.



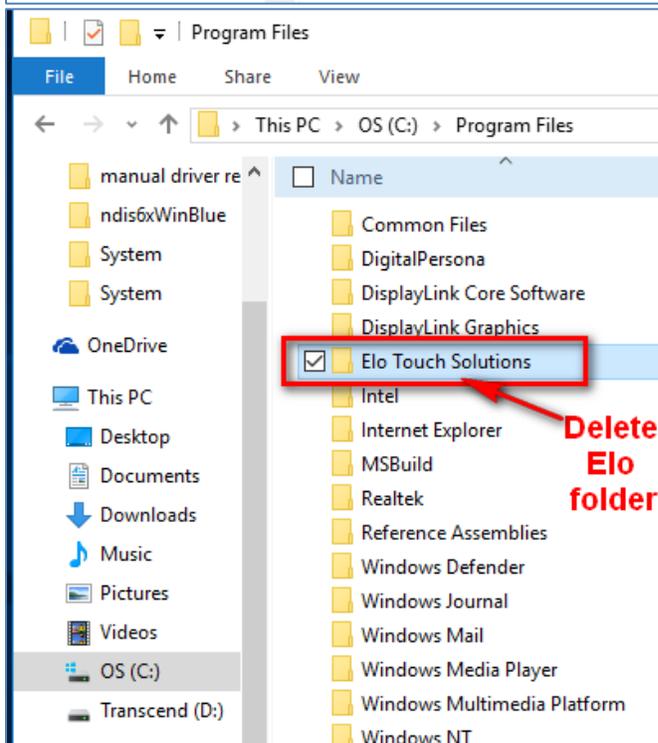
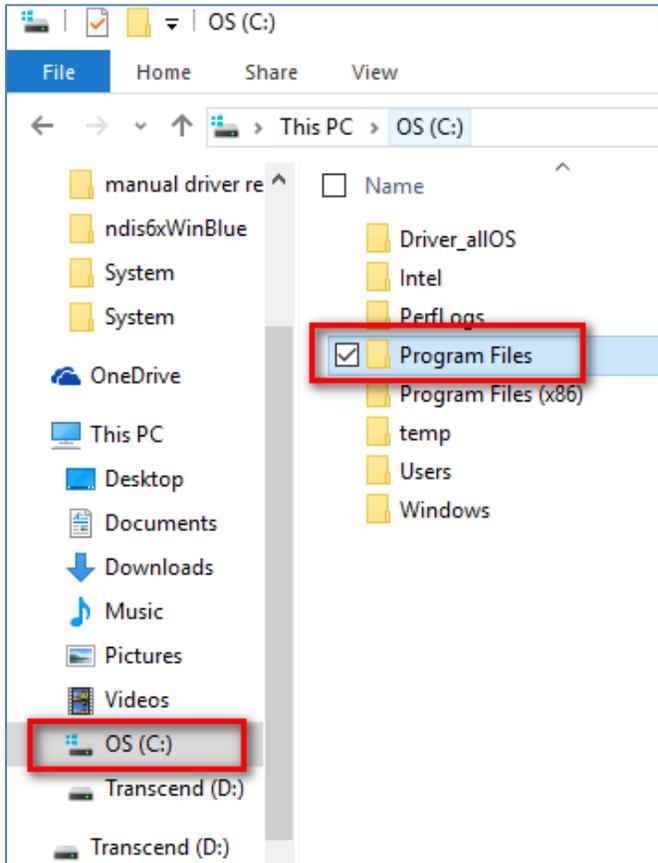
- Click on the Elo Touch driver and choose “**Uninstall**”. NOTE: The Elo driver may be named differently than screenshot below, look for anything named Elo from the list of programs and uninstall it.



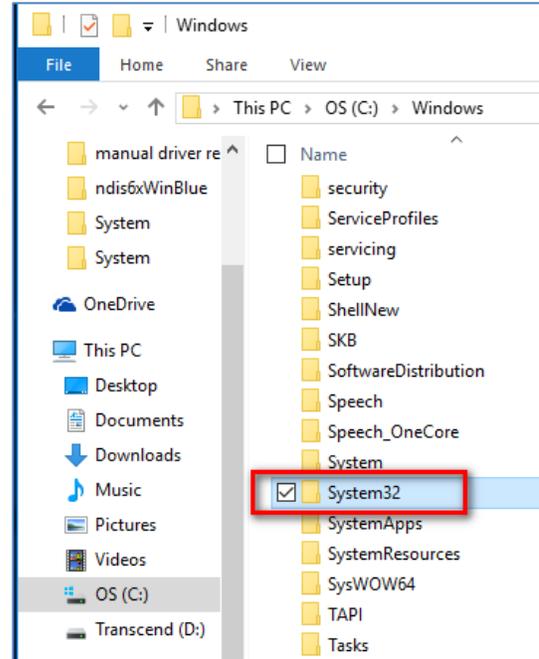
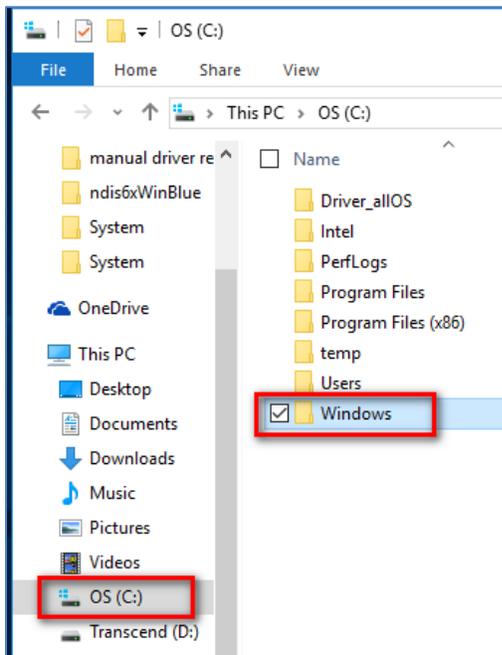
- Close all windows and right click on the Windows start button again, then choose “**File Explorer**” from the list. In Windows File Explorer click on the “**This PC**” section and then double click the “**OS (C:)**” to get into the C: drive.



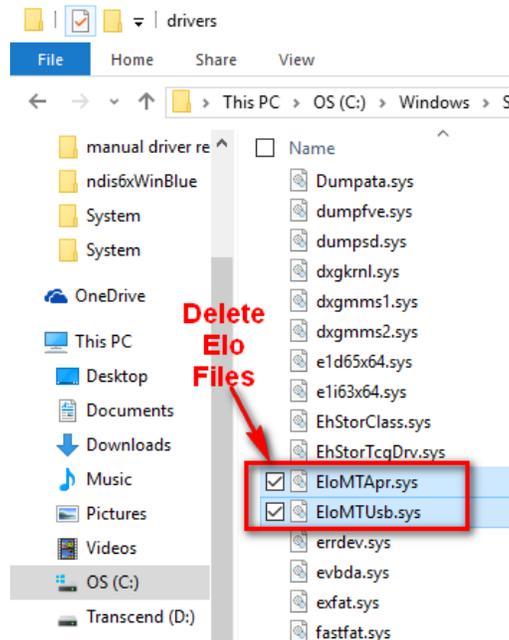
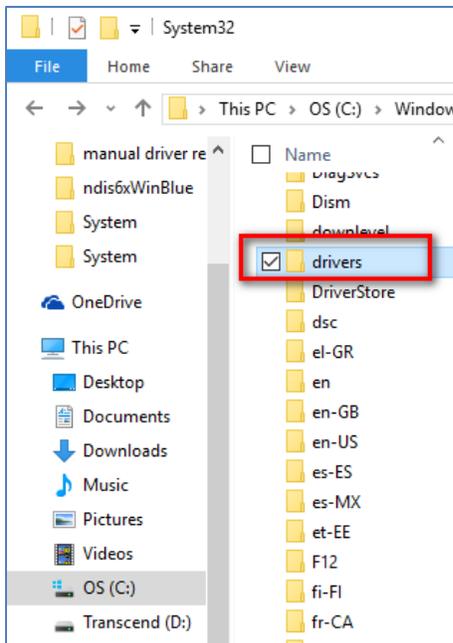
4. In the C: drive, double click on the “**Program Files**” folder to open it. Once in the Program Files folder, look for an Elo folders and delete them.



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.



6. 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.

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