



Windows 10 computer crashes when I connect my Promethean device

1st and 2nd Generation Board	100 series, 300 series and 500 series ActivBoards
	
<ol style="list-style-type: none">1. Disconnect USB2. Uninstall ActivDriver*3. Reboot PC4. Install Legacy ActivDriver 5.18.16 (Download)5. Reboot PC6. Reconnect USB	<ol style="list-style-type: none">1. Submit a TDX ticket to update the IWB's firmware. (IWB TDX Ticket)2. Disconnect USB3. Uninstall ActivDriver*4. Reboot PC5. Install current ActivDriver (Download)6. Reboot PC7. Reconnect USB

*To Uninstall ActivDriver:

Use the Windows Search Box to find "Apps and Features".

Select the ActivDriver app and click Uninstall.