

## How To Prevent BSOD Crashes on AB78 & AB378 Promethean Boards

Promethean NO LONGER supports interactive PEN functionality with the boards listed below. The boards will only support Windows 10 AUDIO and VIDEO features.

### Introduction

This quick reference guide will outline the steps to prevent BSOD (Blue Screen of Death) crashes when using the following Promethean Boards.

#### Promethean AB78 (1<sup>st</sup> Gen Board @ FWISD)



1.5" Thin, light-gray frame w/circle flame logo

#### Promethean AB378 (2<sup>nd</sup> Gen Board @ FWISD)



5" WIDE, dark-gray frame w/circle flame logo

### Getting Started

1. Disconnect the Promethean USB cable from your computer/dock, and **leave it disconnected.**



2. Open the FWISD Software Center and UNINSTALL any ActivDriver that is currently installed.



You should only need to uninstall one of these two drivers.



Along with the PEN, support for other Promethean devices (i.e. ActivSLATE, ActivHUB, etc.) has been DISCONTINUED. The ActivDriver and these devices will cause a BSOD. Do NOT use them!

