

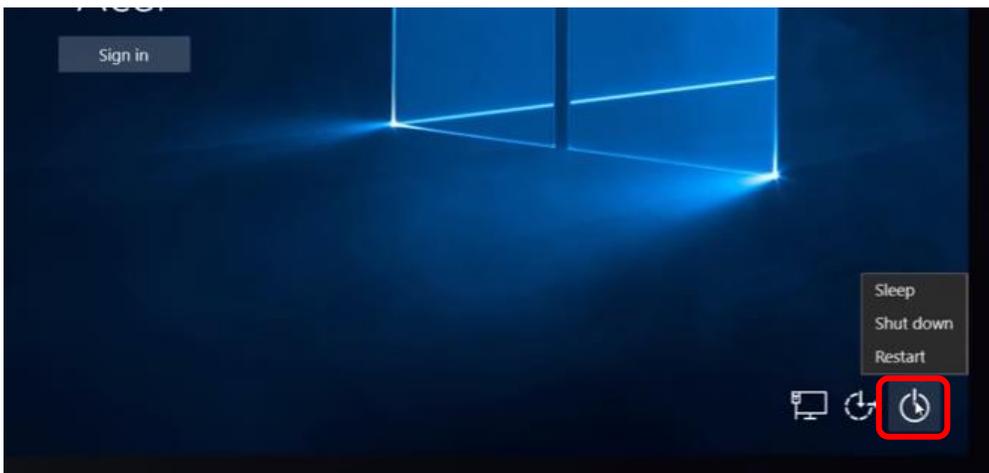
STW1050

Tablet/Notebook Factory Reset Instructions

If you have forgotten your Windows 10 password, follow the instructions below to reset the notebook to factory settings. Please note: this will erase all data on the notebook including the password settings, any saved apps, files, photos, videos and any other saved information. Once finished, the Tablet/Notebook will be restored to factory default settings including all factory preinstalled apps. Any apps you have purchased and/or downloaded to the notebook will need to be reinstalled manually when finished.

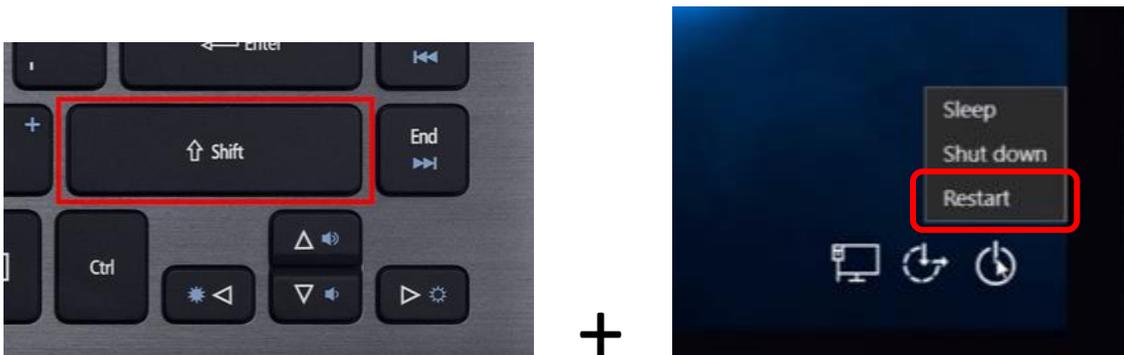
IMPORTANT: Make sure you have the Tablet/Notebook plugged in during the entire process. Do not run the factory reset with battery power only.

1. On the “Sign in” screen, click on the [POWER] button

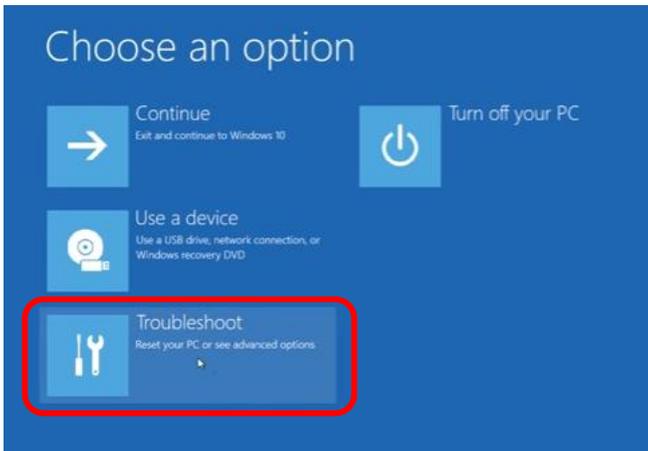


2. Hold the [SHIFT] button and click on “Restart” – Keep holding the [SHIFT] key until the “Choose an option” screen shows.

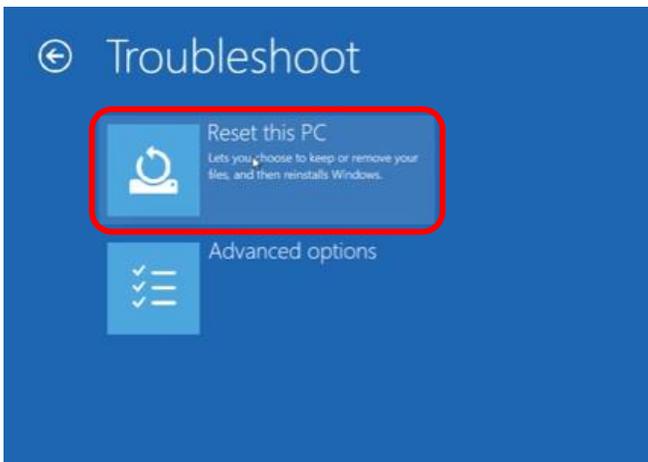
NOTE: if there are pending updates, you can click on “Update and restart” while holding the [SHIFT] button.



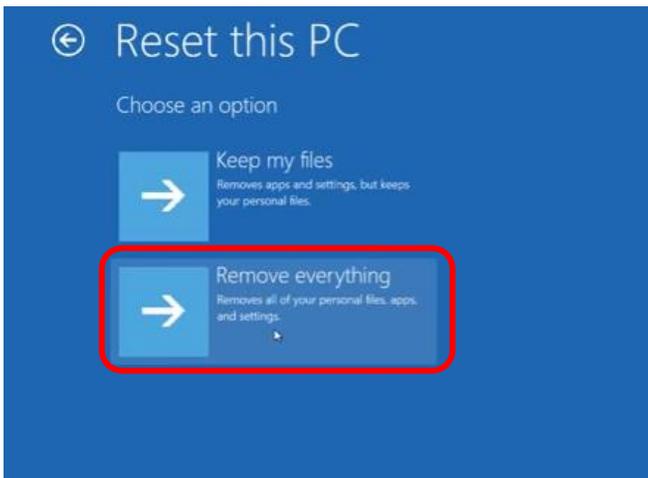
3. Click on **“Troubleshoot”**



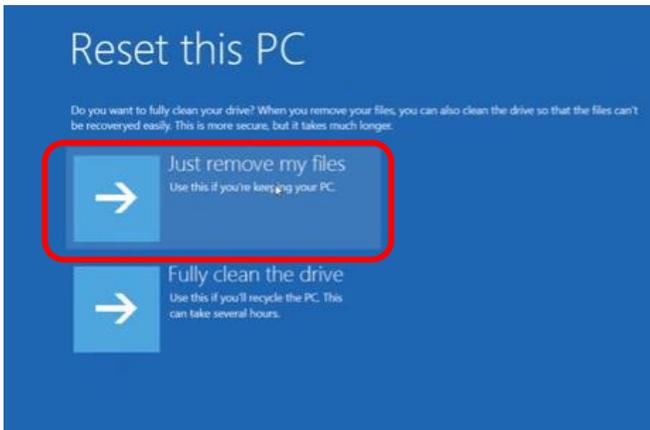
4. Click on **“Reset this PC”**



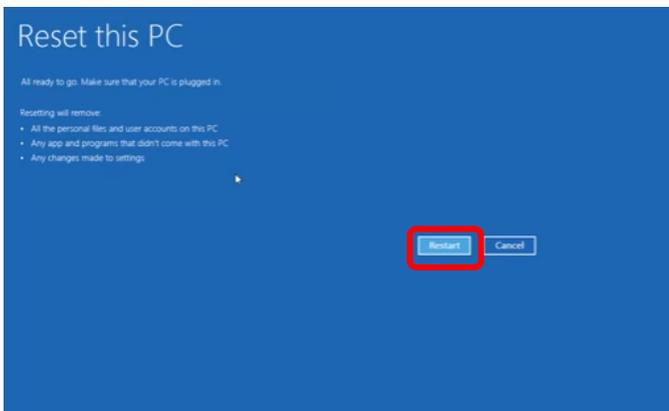
5. Click on **“Remove Everything”**



6. Click on **“Just remove my files”**



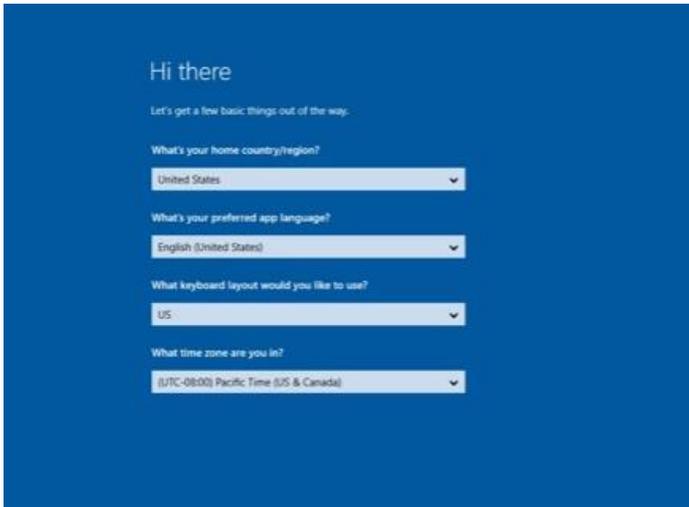
7. Click on **“Restart”**



The notebook will start the restart process. This could take up to a half hour.



The Tablet/Notebook will now restart and continue with the installation, which could take up to another half hour. The Tablet/Notebook may restart multiple times during this process. Once finished, it will load into Windows and you can create a new account as if the Tablet/Notebook were new.



Hi there

Let's get a few basic things out of the way.

What's your home country/region?
United States

What's your preferred app language?
English (United States)

What keyboard layout would you like to use?
US

What time zone are you in?
(UTC-08:00) Pacific Time (US & Canada)

The image shows a Windows installation configuration screen with a blue background. It contains four dropdown menus for selecting home country/region, preferred app language, keyboard layout, and time zone. The selected values are United States, English (United States), US, and (UTC-08:00) Pacific Time (US & Canada).