

Knowledgebase Article

Here is the reset process via the Bios, you will need to connect a hardwire USB keyboard.

Reset from BIOS

Note: The items in the graphical user interface (GUI) might change without notice.

- Ensure that an external display is connected to the computer.
- Ensure that a keyboard is connected to the computer.

Process:

Restart your computer. At the beginning of the boot process, keep pressing F11 on the keyboard until Windows recovery environment opens.

Select **Troubleshoot** → **Reset this PC** → **Remove everything**. Follow the on-screen instructions to reset your computer.

Notes:

Reset option **Keep my files** is not supported.

Please do not turn off or restart your computer during the reset.

It is normal that ThinkSmart Controller will go blank for a while during the reset process.