

Returning your tablet to factory defaults

If this process is not done in a specific fashion it can damage the drivers on the tablet or make it completely inoperable, so please follow the steps below carefully.

1. Ensure that your tablet is properly updated before you commence the reset process. Failure to do so may make it very difficult to complete the reset.
2. Most people will be happy with a standard reset, but if the normal reset process does not meet your standards for a secure wipe, you should use an eraser program on the files area prior to reset. There are many of these available online.
3. Plug your charger into the tablet and make sure you have at least 80% battery charge before starting.
4. From the Windows start button (onscreen) select '**Settings**' – then – '**Update and Security**'
5. In 'Update and Security' select '**Recovery**' on the left side of the screen, then under Reset this PC on the right side, select '**Get started**'
6. A blue dialogue box will appear asking you to 'Choose an option'. To remove all personal files, select '**Remove everything**'
7. A new blue dialogue box will appear asking you to choose, '**Just remove my files**' or 'Remove files and clean the drive'. The first option is usually enough but you can choose either option. Remove files and clean the drive will take much longer to process so it's crucial that your tablet is connected to power, this may take hours and cannot be interrupted without risking permanent damage to the tablet.
8. The next screen confirms 'Ready to reset this PC', if you are ready select '**Reset**'.
9. There is a second confirmation screen, 'Choose an option', select '**Continue**'. The tablet should now reset and boot back into the initial set up. At this point you can close the computer safely.
10. **Important!** In some cases, (particularly if your tablet is not fully up-dated) your tablet may show you a screen titled '*A configuration change was requested to clear the computers TPM (Trusted Platform Module).*'

This is the result of a bug which should be corrected by normal updates but if it does appear you will need to connect the keyboard to the tablet in order to complete the reset. The touch screen will not operate in this bug screen.

The screen goes on to say '*Warning clearing erases data stored in the TPM you will lose all these keys and access to data created by these keys. Press yes to clear and no to reject the change.*'

It is critical that you select 'NO' to this question. You can do this by toggling the yes/no with arrow keys and then pressing enter to confirm the '**NO**'. At the time of writing there is a bug which means that pressing 'yes' will not only clear the TPM but also damage key drivers for the touch screen making the tablet almost impossible for the average user to recover.