


- If you don't have a keyboard connected to Surface, you'll need to use the on-screen keyboard to do these reset steps. From the Windows sign-in screen, tap or click the **Ease of access** icon  in the lower-left corner of the screen, and then tap or click **On-Screen Keyboard**.

Step 1: Plug in Surface so that you don't run out of power during the refresh.

Step 2: From the Windows sign-in screen, tap or click the **Power**  button in the lower right corner of the sign-in screen.

Step 3: Press and hold the Shift key.
(If you're using the on-screen keyboard, tap or click the Shift key.)

Step 4: While the Shift key is still pressed, tap or click **Restart**.
If you get the prompt Restart anyway, tap or click **Restart anyway**.
After Surface restarts, the **Choose an option** screen will display.

Step 5: Tap or click **Troubleshoot**.

Step 6: Tap or click **Reset your PC**.
Surface restarts and the Surface logo displays while Windows prepares to reset your Surface.

Step 7: On the **Reset your PC** screen, tap or click **Next**.

Step 8: Choose either **Just remove my files** or **Fully clean the drive**. The option to clean the drive is more secure, but takes much longer. For example, if you are recycling your Surface, you should choose to clean the drive. If you are keeping your Surface, you just need to remove your files.

Step 9: Tap or click **Reset**.
Surface restarts and the Surface logo displays while the reset process completes (this can take several minutes).

The instructions on this page are intended to be used if you are locked out of our tablet and cannot get past the sign-in/login screen (image on the next page). Be aware that you will probably lose all of your data. Please note that these instructions will also work if you are able to successfully login in. As with many other Windows features, Microsoft provides alternate solutions for the same tasks, commands or features.

Windows 8.1 sign-in/login screen



Choose an option



Continue
Exit and continue to Windows 8.1



Turn off your PC



Use a device
Use a USB drive, network connection,
or Windows recovery DVD



Troubleshoot
Refresh or reset your PC, or use
advanced tools

Step 5

← Troubleshoot



Refresh your PC
If your PC isn't running well, you can
refresh it without losing your files



Advanced options



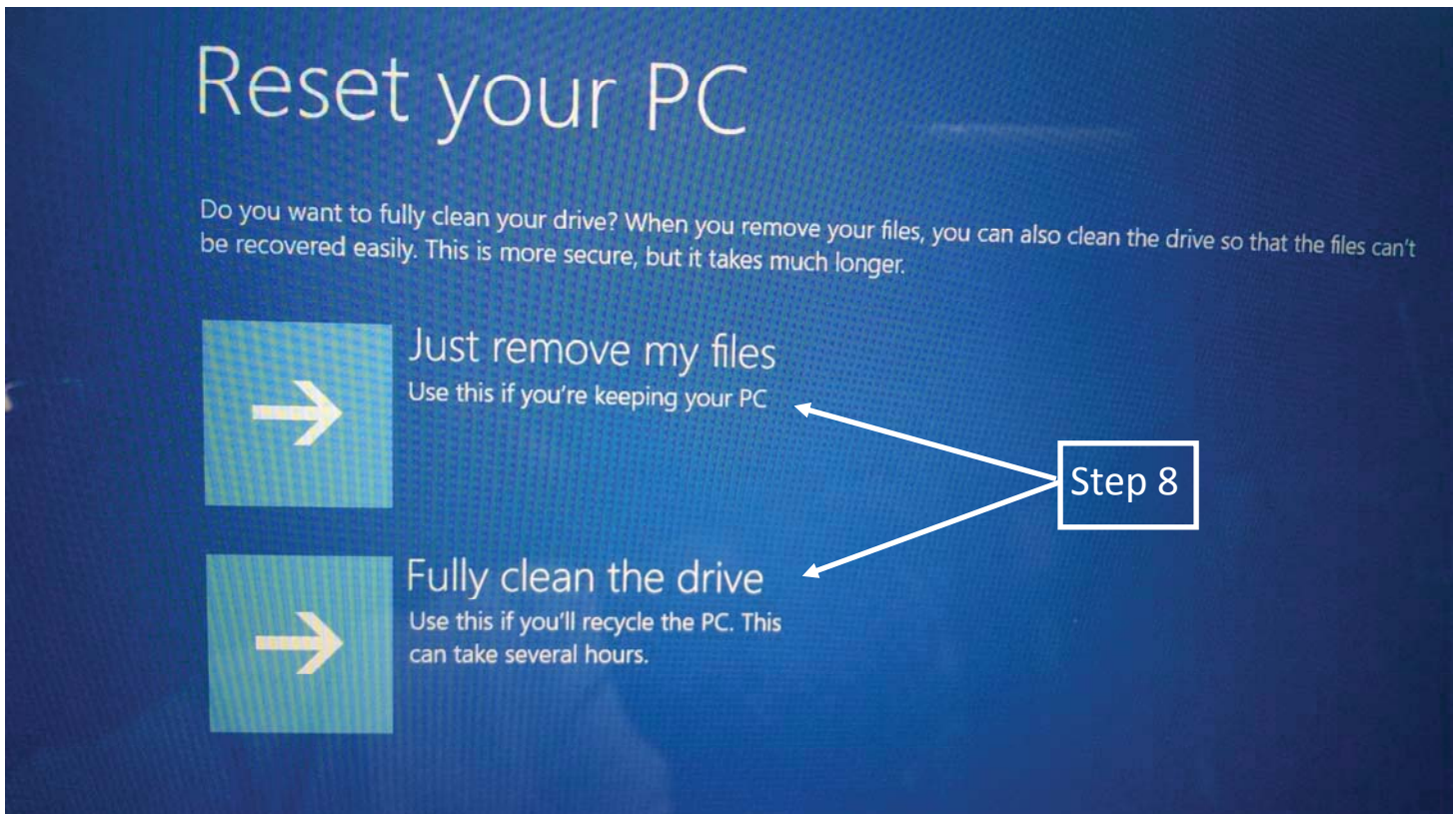
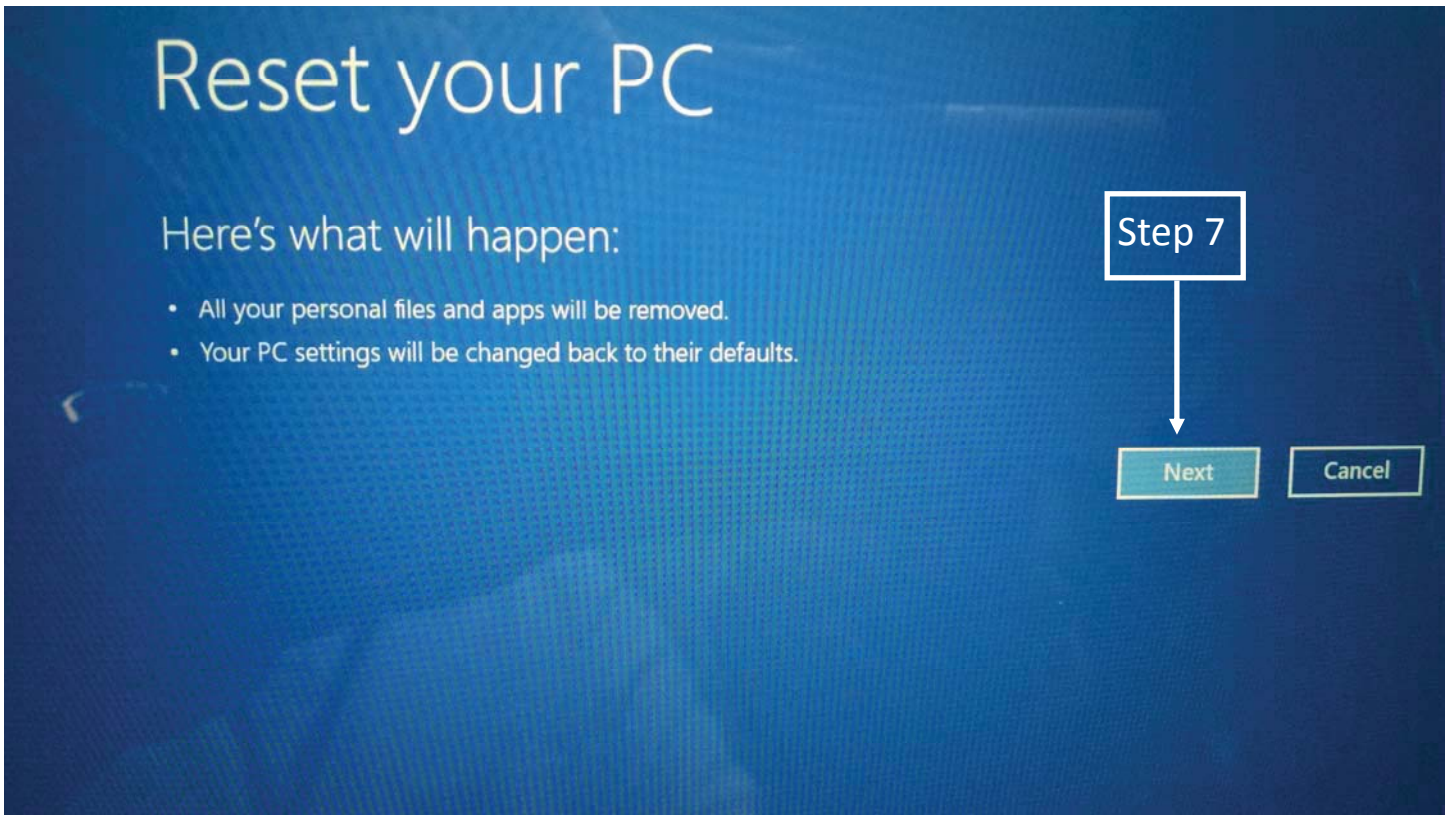
Reset your PC
If you want to remove all of your files,
you can reset your PC completely

Step 6



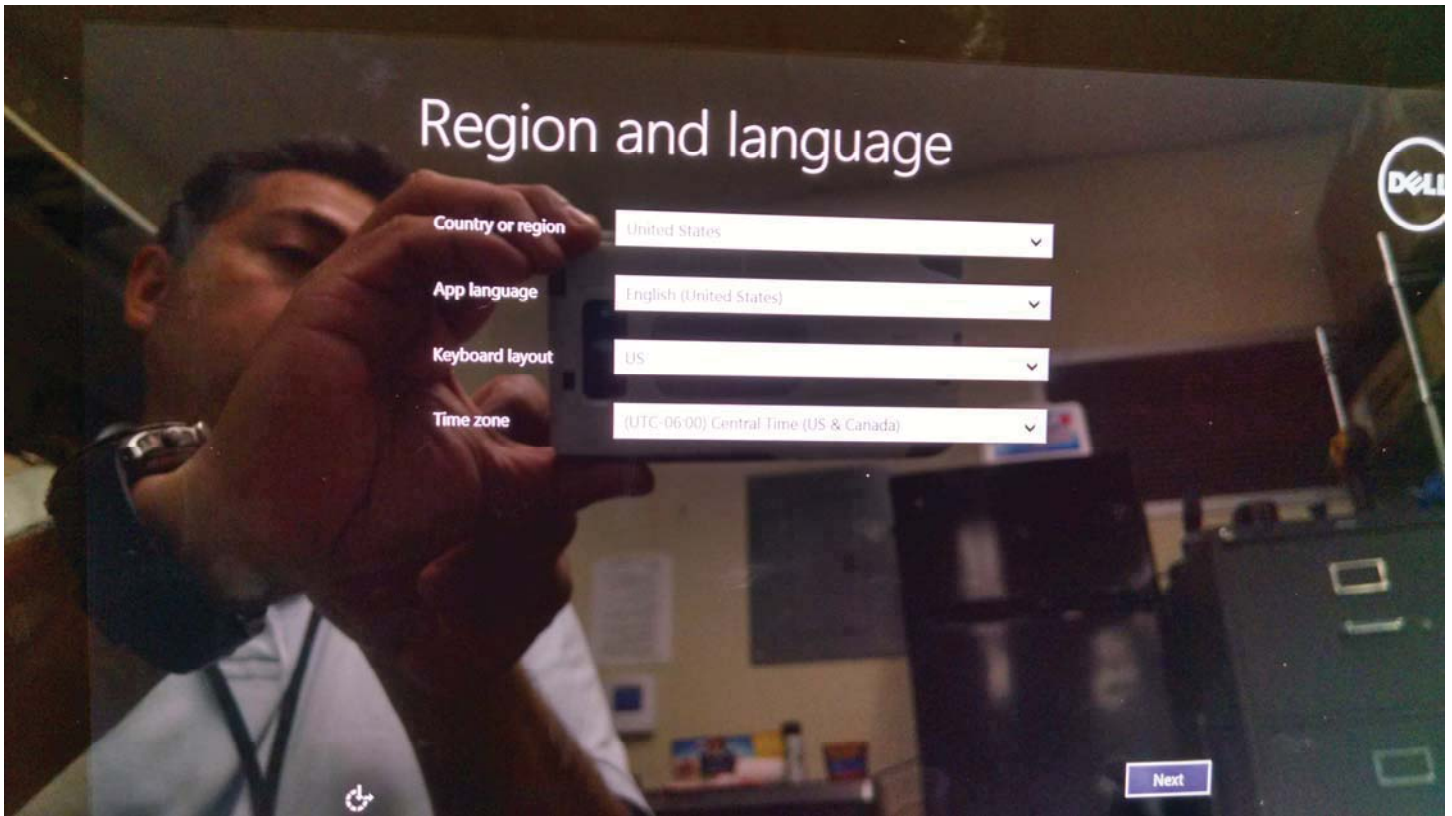
Dell Backup and
Recovery
Restore your system software to a
saved system image.

Your tablet will go through a few screen changes, allow it to get to this screen on its own .



Select the option to best suit your purpose.

Again, a few more screen changes and an install screen with a percentage counter starting at 1% and ending at 100%. You are ready to start fresh when you see the screen below.



At this point you are now at the default screen for a new tablet. From here you will be setting everything up your software settings and new tablet environment.