

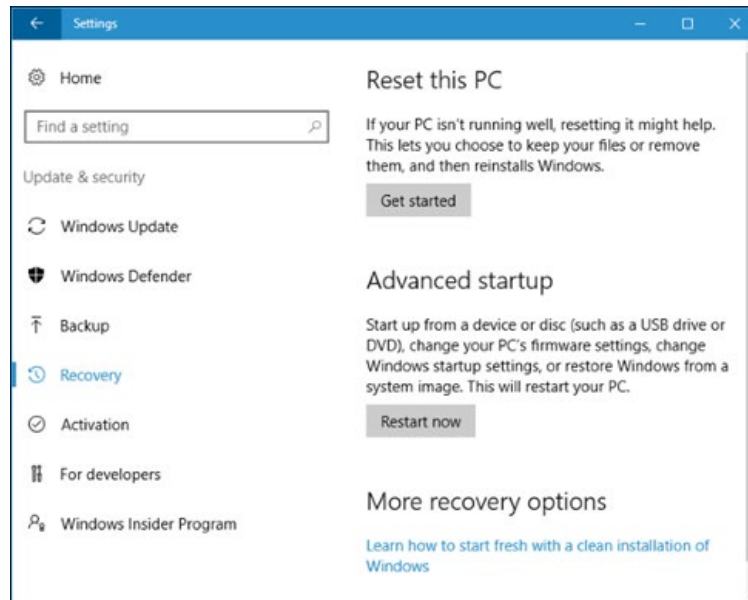
Recovery Instructions for Panasonic CF-19 CONSULT PC with Windows 10 OS Only!

WARNING !! Do not use this procedure if your Panasonic CF-19 has Windows 7 installed.

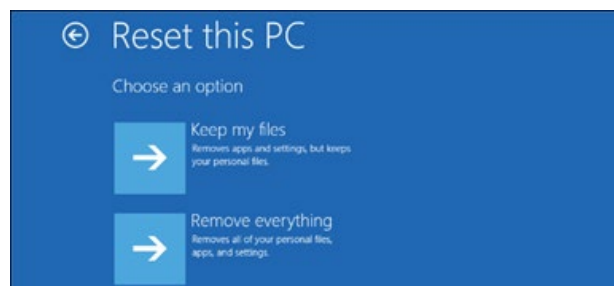
Recovery will remove everything and reinstalls Windows 10.

- This function is used if all other options have been exhausted and seems to be an isolated case.
- User will need to reinstall all ASIST/CONSULT applications and utilities with ASIST USB installation drive. If you do not have an ASIST installation package, please go to ASIST Request Forms to complete the proper request form.
- The process is expected to take an hour or so and your PC may restart a couple of times.
- When you reset your Windows 10 PC, all apps, drivers, and programs that did not come with this PC will be removed, and your settings restored back to defaults. As a matter of abundant precaution, it's suggest that you backup your data to an external drive just to be safe before your reset your Windows 10 OS.

1. From the Windows Menu open Windows 10 **Settings** and select **Update and security**.
2. Next click on the **Recovery** link, which you will see in the left pane. Now under **Reset this PC**, click on **Get started** button which you will see on the right side.

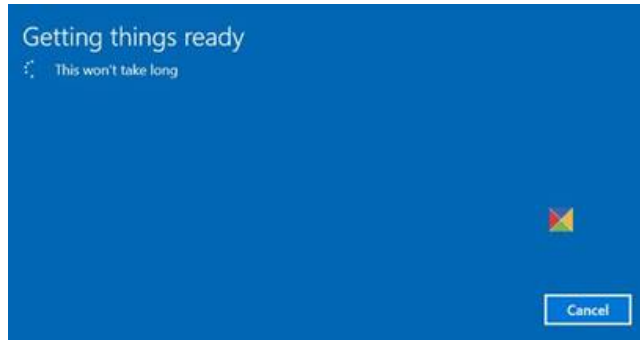


3. You will see the following window open up. If you do not want to lose your files and data, select the **Keep my files** option. When you select this option, Windows will remove your apps and settings but keep your personal files and data intact.



| Option | What it does |
|--|---|
| Keep my files > Change settings > Preinstalled apps On | <ul style="list-style-type: none"> • Reinstalls Windows 10 and keeps your personal files. • Removes apps and drivers you installed. • Removes changes you made to settings. • Restores any apps your PC manufacturer installed if your PC came with Windows 10. |

4. Once you make your selection, you will see the following screen, where Windows will tell you that it is getting things ready.

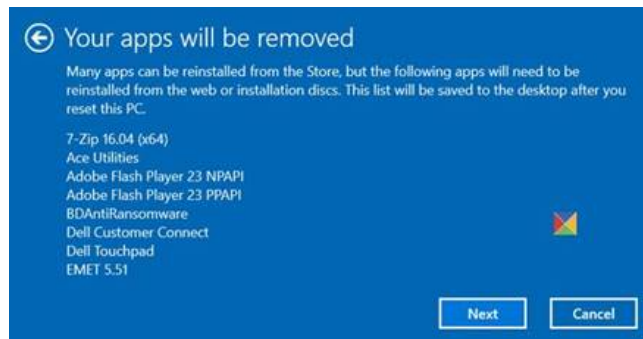


5. Click on **Next** to proceed and you will see this final screen.

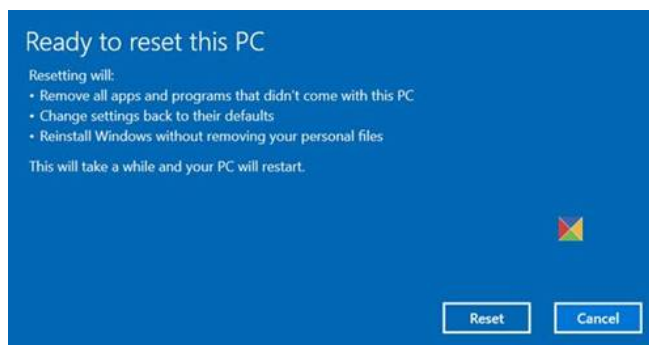
Once Windows is ready, it will show you a list of your apps that will be removed. It will also save a list of removed apps to your desktop which you can access after the reset operation is over.

You have the option to *Cancel* the reset operation if you wish to.

You might see a warning stating that *This PC was recently upgraded to Windows 10. If you Reset this PC, you won't be able to undo the upgrade and go back to the previous of Windows.*



6. Clicking on the **Reset** button will start the process, which you will not be able to interrupt, so proceed only when you are sure about it.



Microsoft Recovery Options

Windows 10 recovery options explained. [Microsoft Windows 10 Recovery Options](#)