Q: How to use Windows 10 recovery function?

A: Before you start please note:
● Backup all your personal files and programs.
● Keep the AC adapter plugged during the whole recovery process.
● Do NOT modify (move or delete) any system files or clean the system disk.

Here is the step by step to access Windows 10 recovery function:
I. Click Windows icon in the lower-left corner of the desktop.
II. Click "Settings"
III. Click "Update & Security"
IV. Click "Recovery"
V. In Recovery tab, you can choose what kind of recovery method you want to do. If the running Windows 10 was upgraded from Windows 7/8/8.1 and you want to go back to the original OS, please refer to _Table 1: Go back to Windows 7/8.1_ or otherwise, please go to _Table 2: Reset Windows 10_.

P.S. Besides **"Reset this PC,"** you will find one of the options **"Go back to Windows 7/8.1"** or **"Restore to factory state"** depending on what you've chosen to keep when upgrading Windows 10.
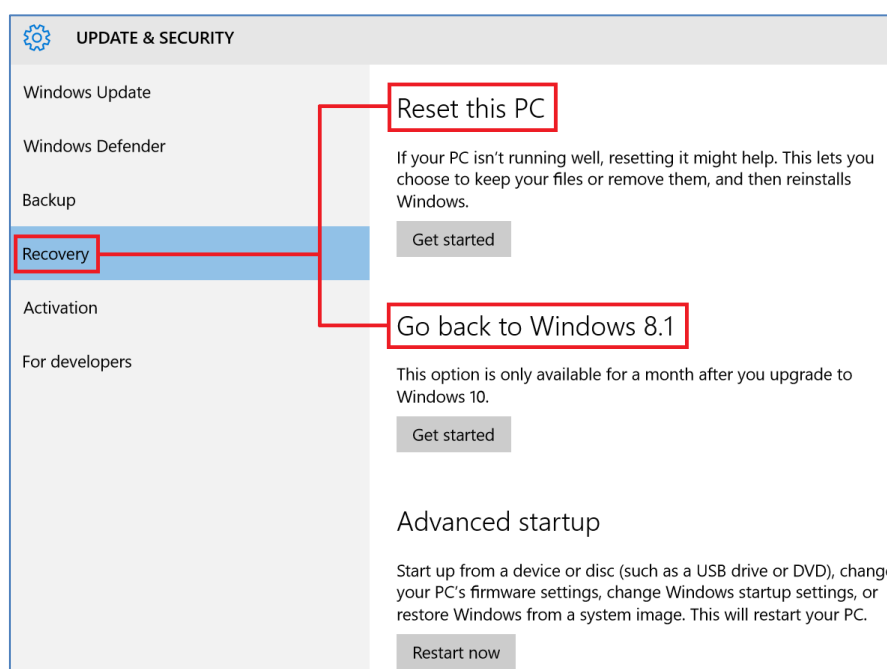
Table 1: Go back to Windows 7/8.1

Original OS	What to keep while upgrade	Go back to Windows 7/8.1*1	Restore to factory state
Windows 7	Keep personal files, apps, and Windows settings Keep personal files only	O (Windows 7)	X*2
	Keep Nothing	X	X*2
Windows 8/8.1	Keep personal files, apps, and Windows settings Keep personal files only	O (Windows 8/8.1)	O (Windows 8/8.1)
	Keep Nothing	X	O (Windows 8/8.1)

*1: **"Go back to Windows 7/8.1"**: This option would disappear if it has been over 31 days since you upgraded to Windows 10.

*2: **"Restore to factory state"** is only available on Windows 10 upgraded from MSI pre-installed Windows 8 or 8.1.
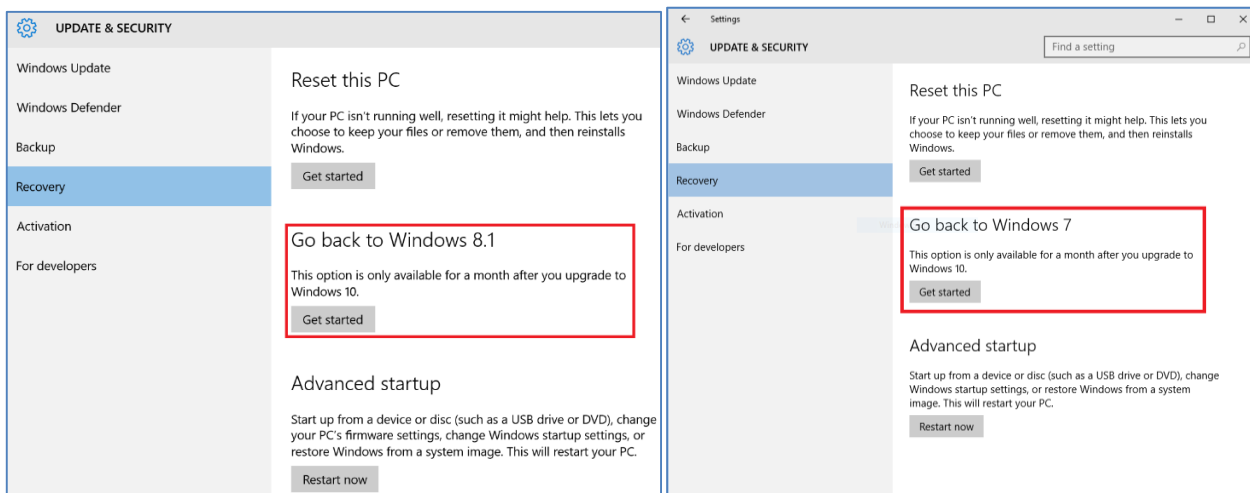
Table 2: Reset Windows 10

Original OS	Reset*1	
	Keep my files	Remove Everything
Windows 7	O	O
Windows 8/8.1	O	O
Windows 10	O	O

*1: If you choose **"Reset"**, and you will get an updated Windows 10 if you have accessed Windows update after upgrading to Windows 10.
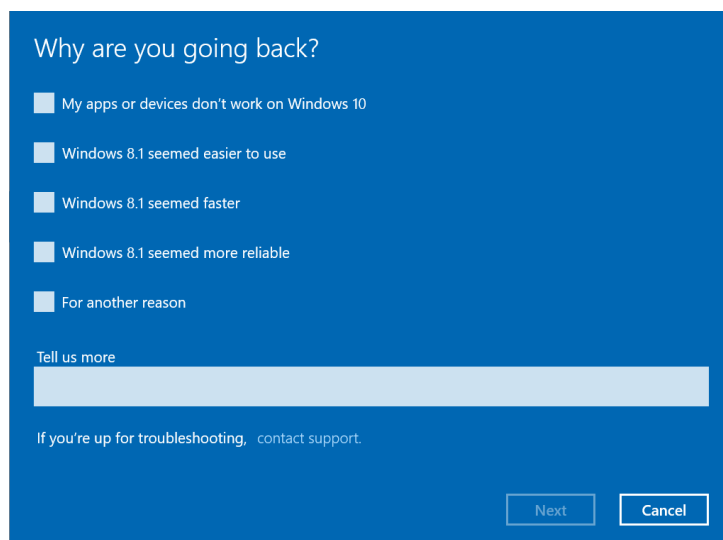
Notice: If you have created the recovery media with "MSI BurnRecovery" before, you can also use the recovery media to do the system restore. Find the system restore guide here: FAQ and Video Tutorial.

A. "**Go back to Windows 7/8.1**"
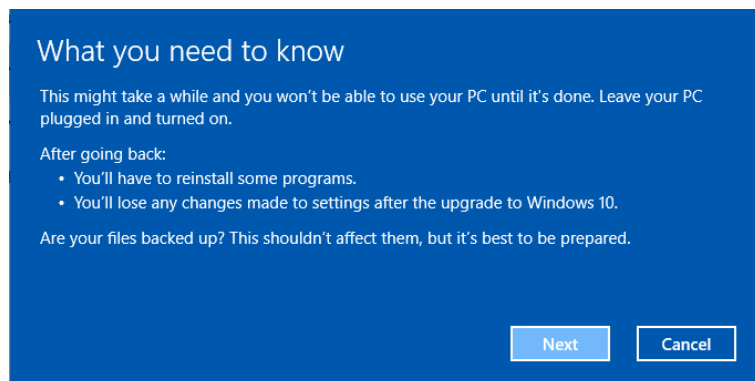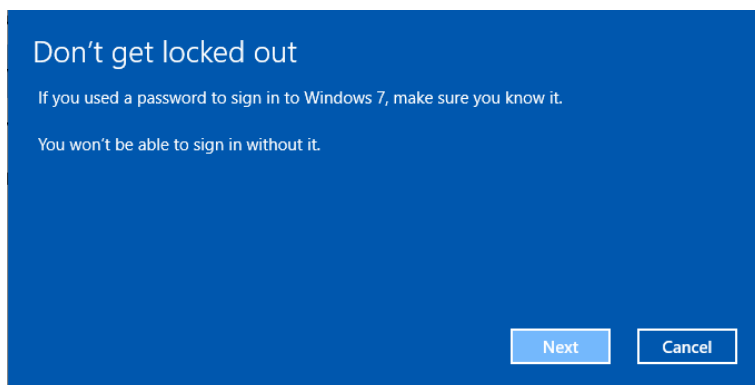   1. Select "Go back to Windows 7/8.1"

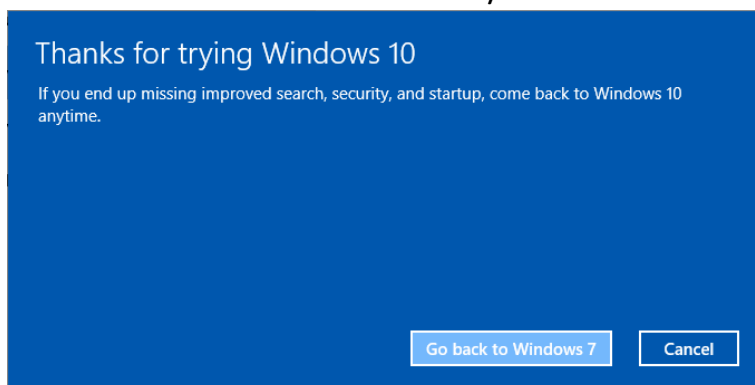   2. Choose a reason and click "Next"
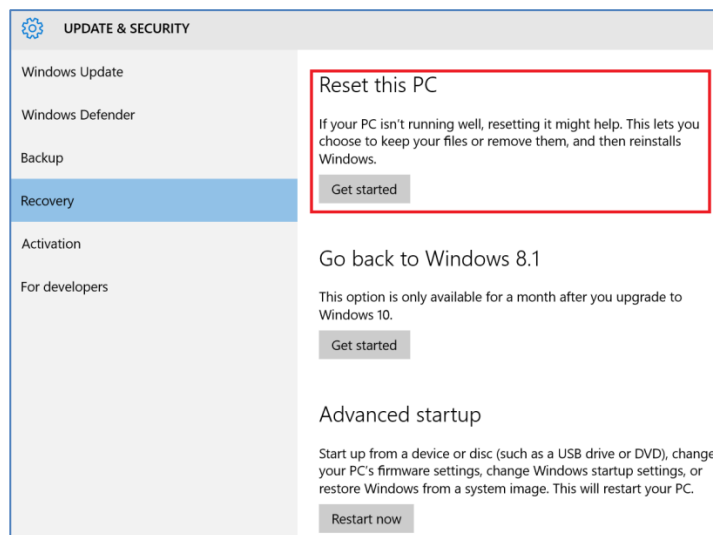

   3. Click "Next"

   4. Click "Next"

5. Click "Go back to Windows 7/8.1" to return back to pre-upgrade OS
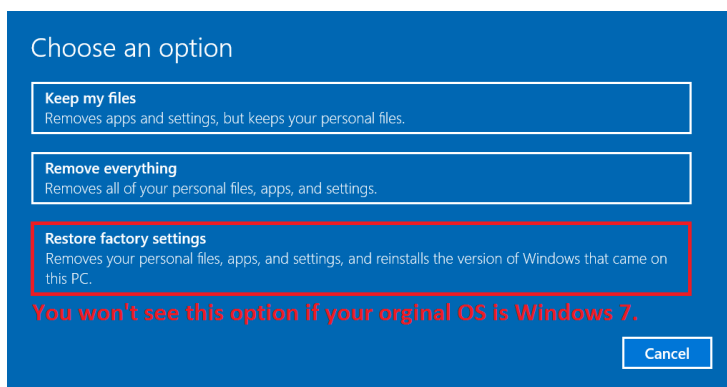

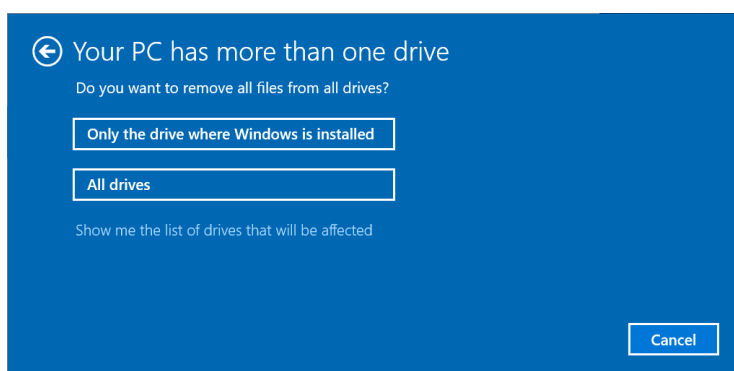B. "**Restore factory settings**"
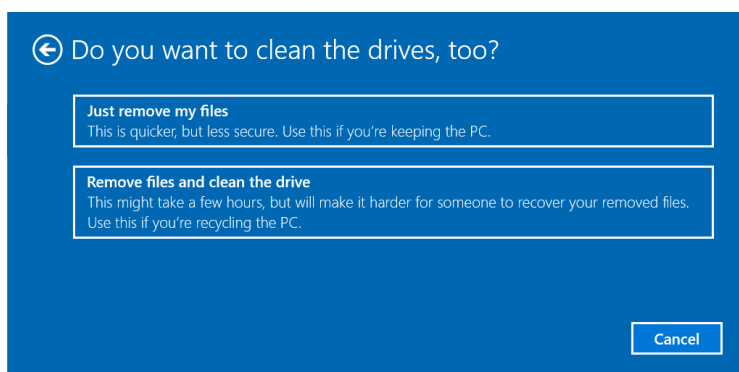   1. Select "Reset this PC"
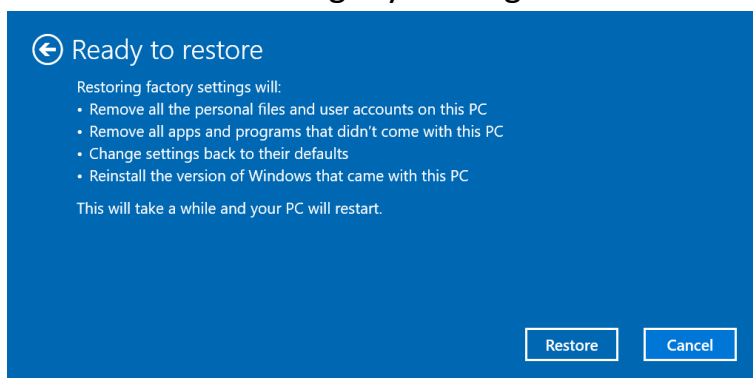

   2. Select "Restore factory settings"

3. Choose to reset the drive that Windows is installed on or All drives.
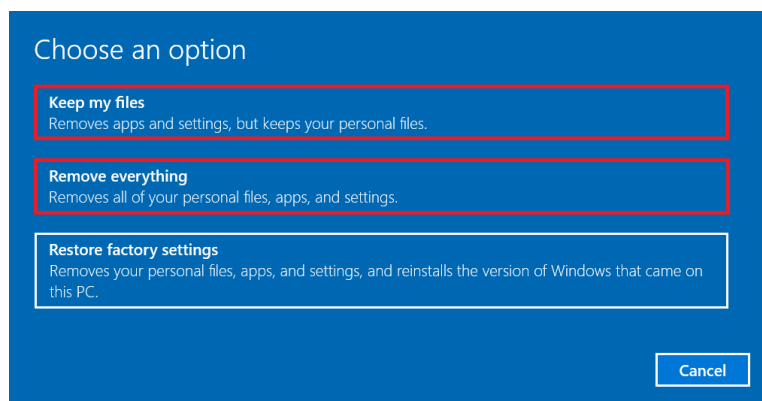

4. Choose whether you want to clean the drives.

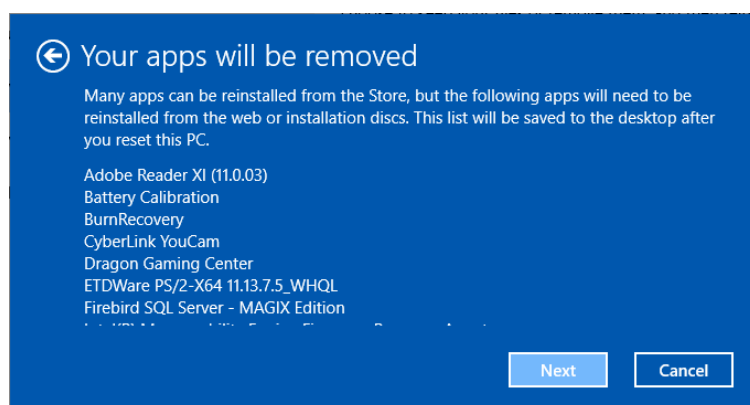5. Click "Restore" to get your original OS.
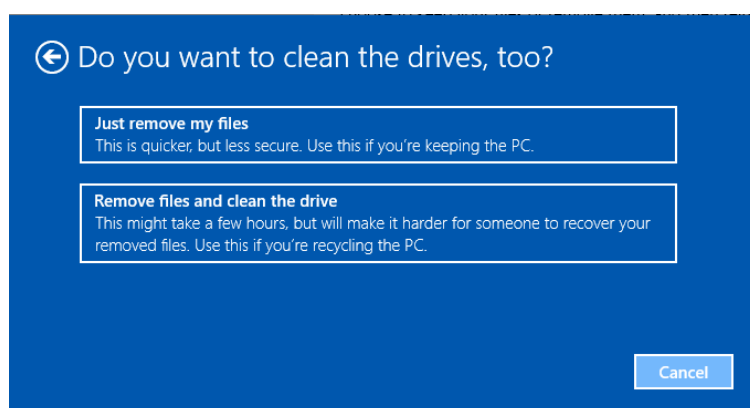
C. "**Reset this PC**" for Windows 10

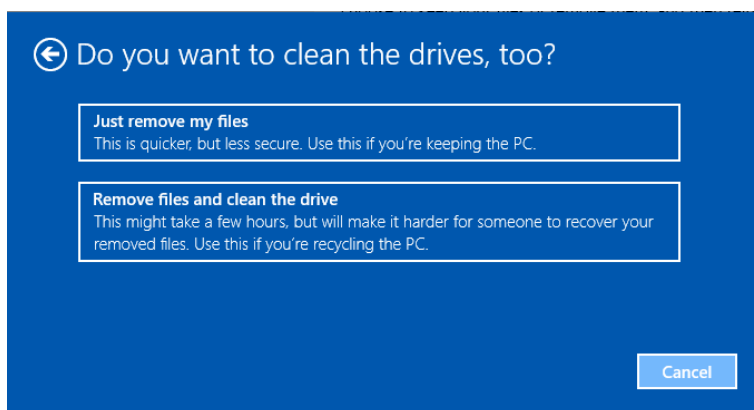1. Select "Keep my files" or "Remove everything"

2. If you choose "Keep my files", and you will see the list of apps which will be uninstalled as a part of reset process. Click "Next"
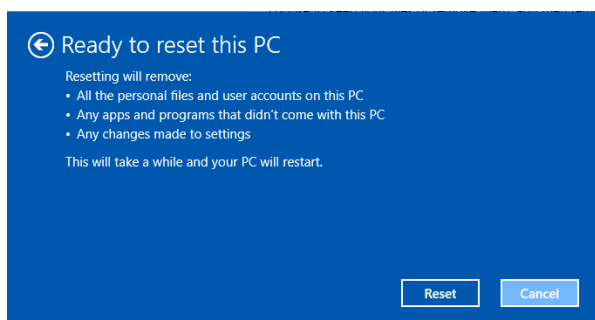

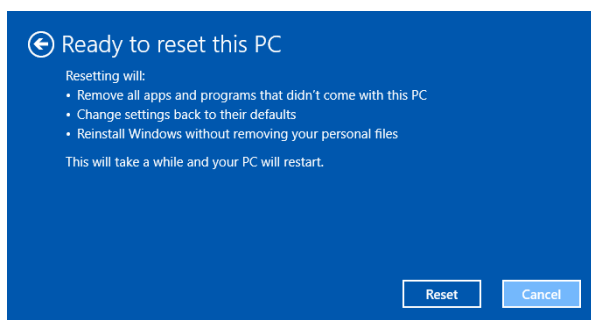3. Choose to reset the drive that Windows is installed on or All drives

4. Choose whether you want to clean the drives

Do you want to clean the drives, too?

Just remove my files
This is quicker, but less secure. Use this if you're keeping the PC.

Remove files and clean the drive
This might take a few hours, but will make it harder for someone to recover your removed files. Use this if you're recycling the PC.

Cancel

5. Click "Reset"

Ready to reset this PC

Resetting will remove:
• All the personal files and user accounts on this PC
• Any apps and programs that didn't come with this PC
• Any changes made to settings

This will take a while and your PC will restart.

Reset   Cancel

Ready to reset this PC

Resetting will:
• Remove all apps and programs that didn't come with this PC
• Change settings back to their defaults
• Reinstall Windows without removing your personal files

This will take a while and your PC will restart.

Reset   Cancel

A. Remove everything

B. Keep my files