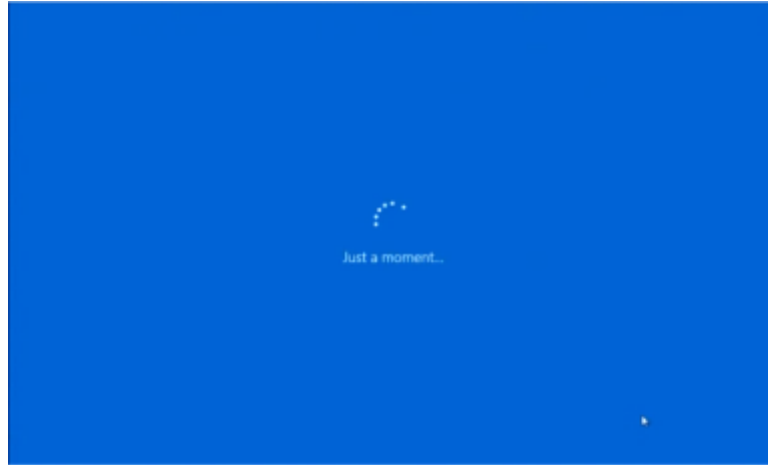


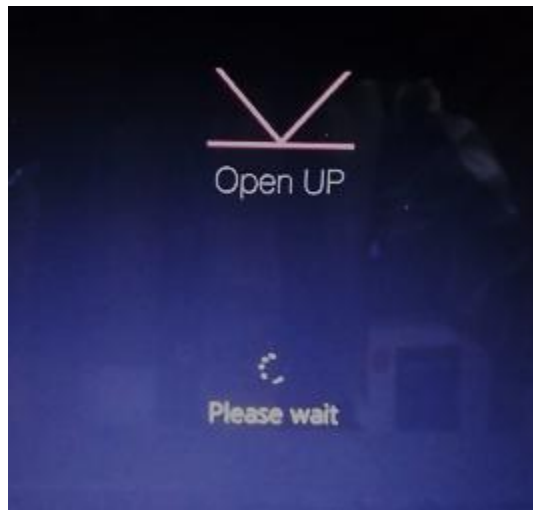
iBall CompBook Exemplaire

Solution for “Just a moment” screen Issue

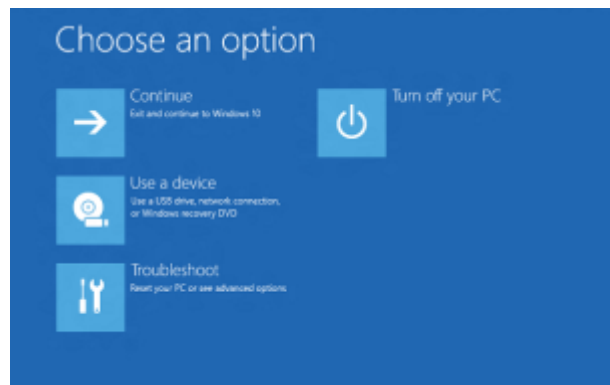


If your CompBook is stuck on “Just a Moment” Screen, then please follow the below steps:

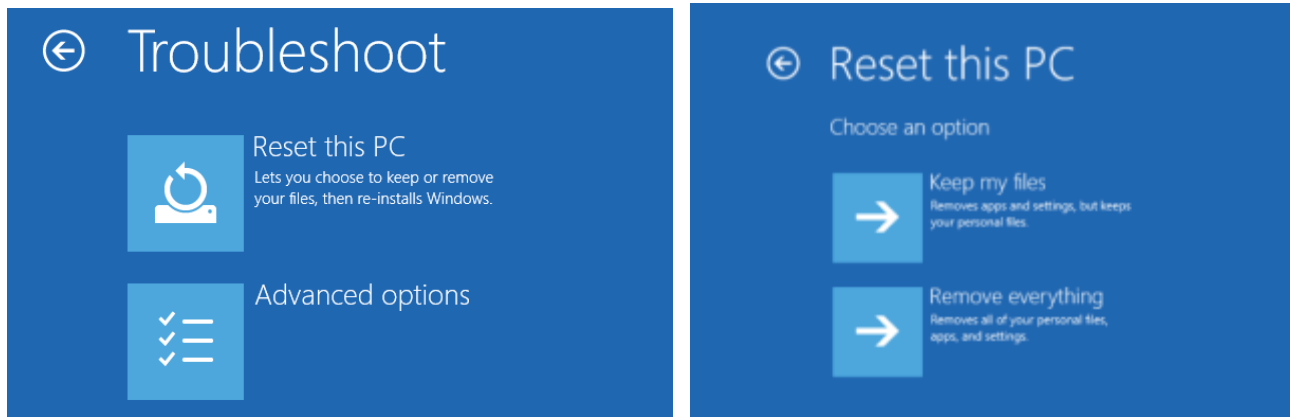
1. Press Power Button for 10 seconds till your CompBook turns off.
2. Once the CompBook is off, you have to turn it ON again and press F9 till you see “Please wait” on Boot screen.



3. The device will go into recovery mode. Here, you need to select “Troubleshoot” option.



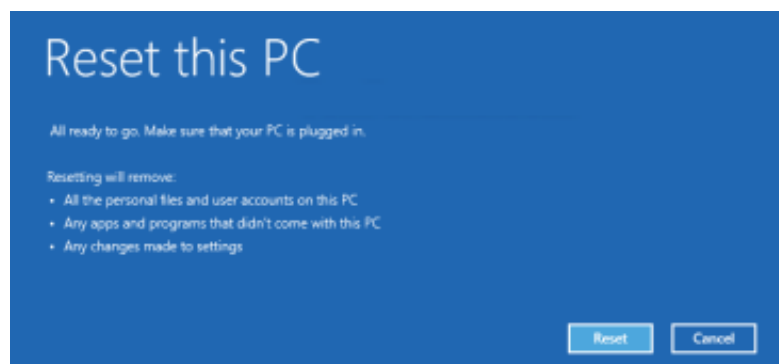
4. You will see 2 options here “Reset this PC” and “Advanced options”. You have to select “Reset this PC”. In “Reset this PC” option, select “Remove everything”.



5. Once you click on “Remove everything”, the screen will display “Getting things ready” message for few seconds and after that you will get a screen displaying 2 options saying “Just remove my files” and “Fully clean the drive”. Here, you have to select “Full clean the drive”.



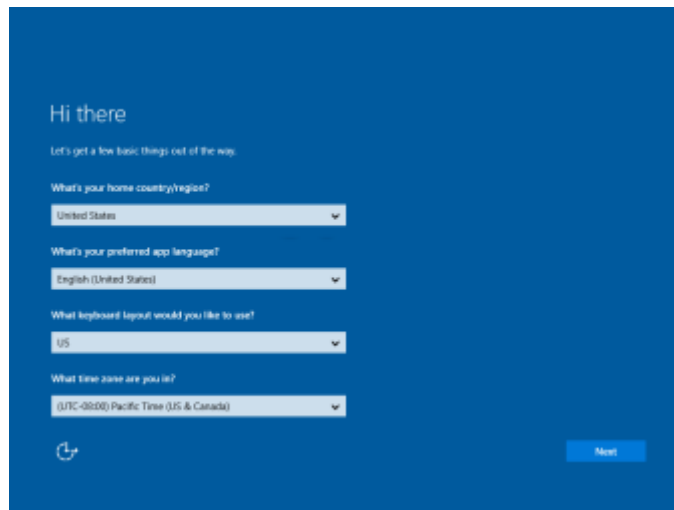
6. After selecting “Fully clean the drive”, it will show you the warning message. You have to click on “Reset”. This will start the reset and installation process.



- Once it is done, you will be asked to press F12 to fully clean the device (Clear this computer's TPM) and Esc for rejecting the clear TPM process. You have to press F12 key and continue with the setup. (The process will take around 1 Hr. 20 Min).



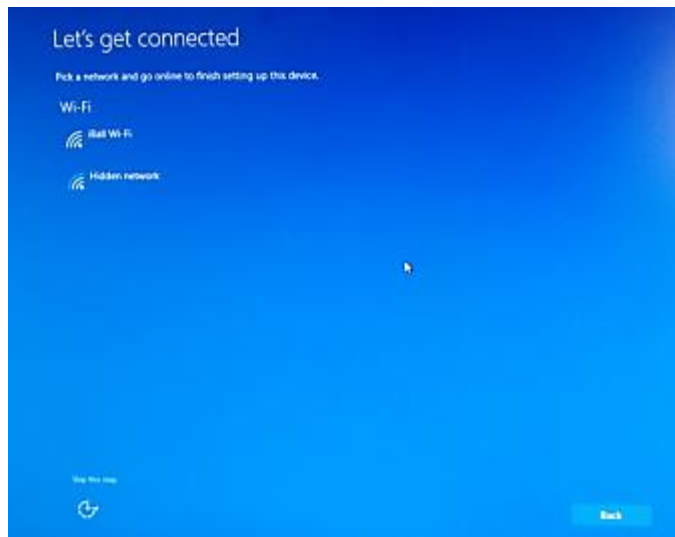
- Once the device is completed with the reset process, you have to select language as required and then press "Next".



- Proceeding further, you would be asked for "Microsoft agreement", select "I agree" to go to the next screen.



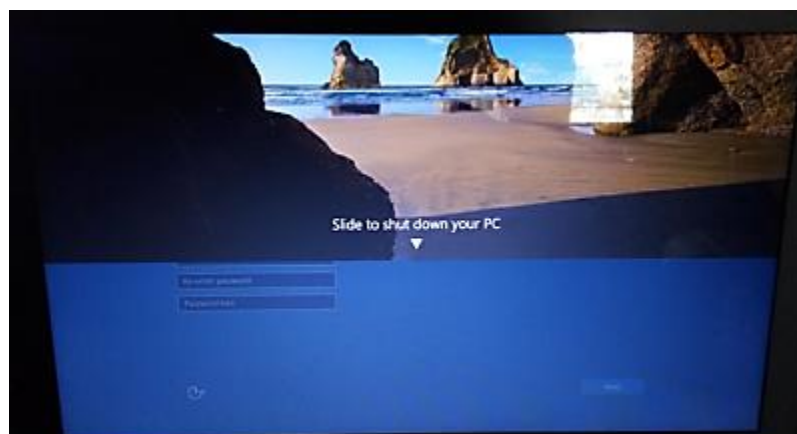
10. You will be asked for Wi-Fi connection, just press “Skip this step” to go to the next screen.



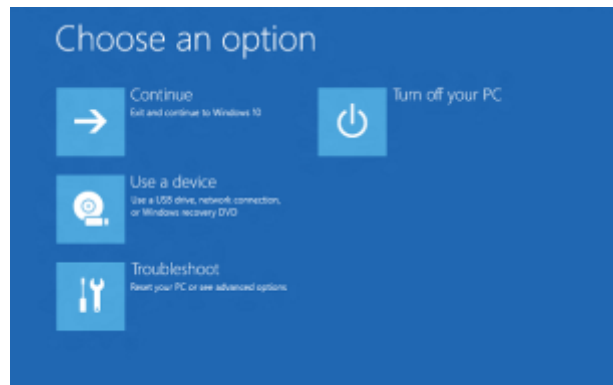
11. On this screen, you just have to click “Use Express Setting”. This will redirect you to the next screen where you will be asked for User account details.



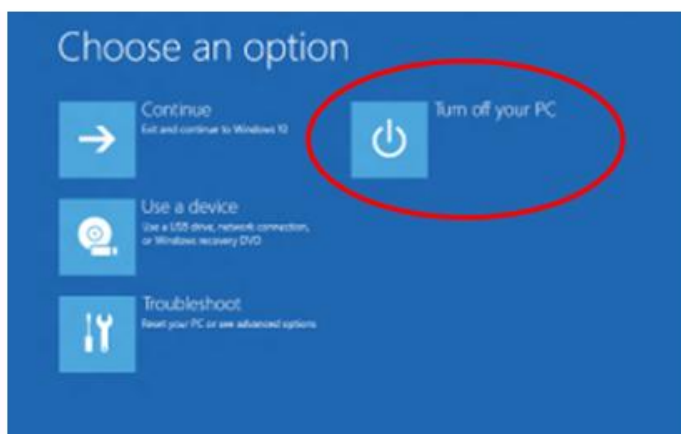
12. Now you have to press power button for 5 to 6 second till you see Slide Down screen saying “Slide to shut down your PC”. Once you slide this option, the device will restart.



13. At the time of restart, press F9 to go into recovery mode. You will see the screen as below.



14. Select "Turn off your PC", which will Shut down your PC.



Please note that you must "Power off" the device on this screen only. Otherwise it will result in improper shut down and you may face the same "Just a moment" screen issue again.