Surface - Reset or Reinstalling Windows Methods

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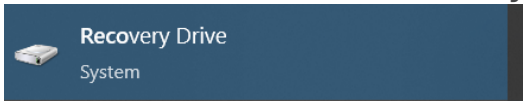
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1. Reinstalling Windows from Microsoft's Recovery Image

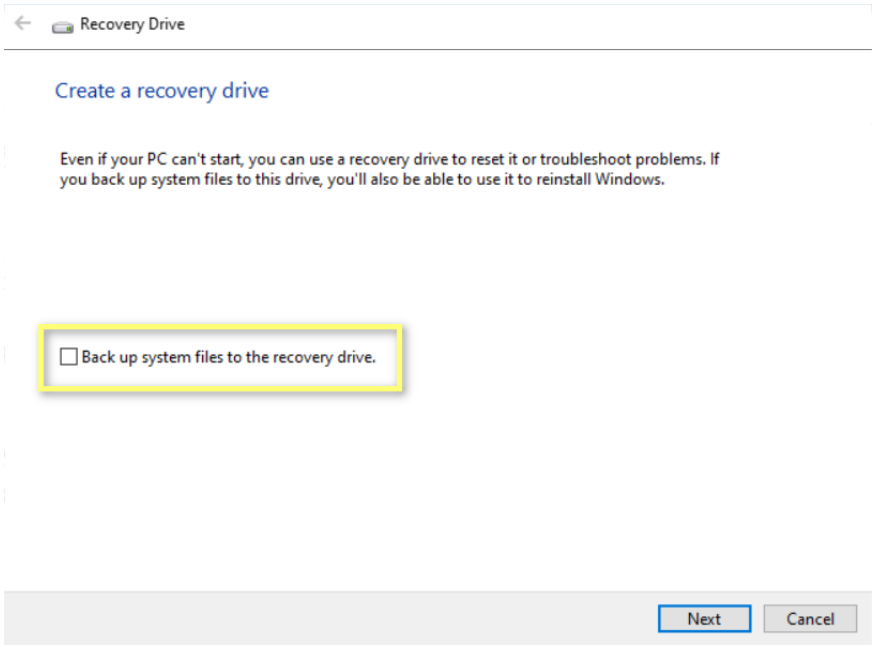
If your Surface device is having issues and you need to reinstall Windows, you can download a recovery image directly from Microsoft.

Steps:

1. Visit the Microsoft Surface Recovery Image Download.
2. Enter your Surface device's **serial number** and download the recovery image.
3. Click **Start** and search for **Recovery Drive**.



4. Important: **Untick** "Backup system files to the recovery drive" (**This will erase everything on the USB**).



5. Copy everything from the **ZIP file** you downloaded to the **recovery drive**. When prompted to replace existing files, select **Yes**.
6. Plug the USB into the Surface and press the **Power button + Volume Down** button to boot from the USB.
7. Follow the on-screen instructions to reinstall Windows.

> **Note:**
> On some devices running Windows 11, **Power + Volume Down** might not be enough. Instead, try **Power + Volume Up**. Once in **UEFI**, navigate to the **Bootable Options**, drag the USB to the top or untick **Windows** and **Internal Boot Options**.

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2. OSDCloud: Use a Pre-Created USB Image *(Coming Soon)*

For a faster reinstallation, you can use a pre-configured USB image created using **OSDCloud**.

Steps:

orderassistnow.com has created a ISO file from OSDCloud that you can use to reinstall windows. This pirticlure Image will load in WinRE and ask you to connect to WIFI, 1 in GUI mode and 2. in command prompt. Your more then welcome to edit the startnet.cmd as you wish. This image works best for surface devices but may work for other models as well.

Steps

Download OSDCloude Here.

1. **Download OSDCloude Here.** that’s been pre-created for Surface devices.
2. Use a tool like **Rufus** to create a bootable USB drive with the image.
3. Plug the USB into your Surface and boot from it by pressing the **down + power** button to start the installation.
4. You can either use the GUI or the command prompt will ask you for the Wifi User password.
5. whatever Windows or Drivers you select will be stored in the USB and will not need to be downloaded again at the next installation.
6. Follow the on-screen instructions for reinstallation.

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3. OSDCloud: Create Your Own Recovery Image *(Coming Soon)*

If you'd prefer to create your own recovery image using **OSDCloud**, follow these steps:

Steps:

1. Install **ADK** (Assessment and Deployment Kit) . Make sure it matches your version of windows.
2. Install **ADKWINPE.** Make sure it matches your version of windows.
3. Install **OSDCloud** by following the official guide here.
4. Create a bootable USB with your custom image.
5. Boot from the USB and follow the installation process.

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4. Resetting Your PC: Methods to Access Recovery - (draft)

If your Surface device is functional but needs a reset, there are different methods to access the recovery environment and reset the PC.

Methods to Access Recovery:

- **During Boot:**
  1. Turn off your Surface.
  2. Press and hold the **Volume Up** button and then press the **Power button**.
  3. Continue holding the **Volume Up** button until the Surface logo appears.
  4. From the recovery menu, choose **Reset this PC**.
- **Using Installation Media:**
  1. Insert a bootable USB drive created with the Windows image.
  2. Restart the Surface and boot from the USB to access recovery options.

5. Resetting Your PC from Within Windows

If your Surface is still bootable and you want to reset Windows from within the operating system:

Steps:

1. Go to **Settings > Update & Security > Recovery**.
2. Under **Reset this PC**, click **Get started**.
3. Choose whether to **Keep my files** or **Remove everything**.
4. Follow the on-screen instructions to complete the reset.

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6. Resetting Your PC from Advanced Repair - (draft)

If your Surface is not bootable or if your locked out from your account, here are two methods to reset Windows through **Advanced Repair**:

Steps:

- **Method 1:**
  1. Open **Ease of Access** and click on **On Screen Keybord**
  2. Click on the **Shift** button and restart your computer from within windows.
  3. This will open the Advanced Repair menu.
- **Method 2:** (If method 1 does not work)
  1. Force power down the PC **three times in a row** by holding the power button until it shuts off.
  2. On the third restart, the **Advanced Repair menu** should appear.

Once in the recovery menu, follow these steps:

1. Under **Reset this PC**, click **Get started**.
2. Choose whether to **Keep my files** or **Remove everything**.
3. Follow the on-screen instructions to complete the reset.

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7. Go Back to Windows 10 (Downgrade)

If you recently upgraded to Windows 11 and wish to roll back to Windows 10:

Steps:

1. Go to **Settings > Update & Security > Recovery**.
2. Under **Go back to Windows 10**, click **Get started**.
3. Follow the prompts to return to your previous version of Windows.

>

> **Note:** You can only roll back to Windows 10 if it’s been less than **10 days** since the upgrade. After that, you’ll need to reinstall Windows 10 using an installation media.

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