



How to use Getac Recovery Media Utility

Introduction

Getac Recovery Media Utility allows you to create a bootable device containing the recovery media of your computer. You can then use the recovery media to restore your computer to the factory state.

Before you begin, note the following.

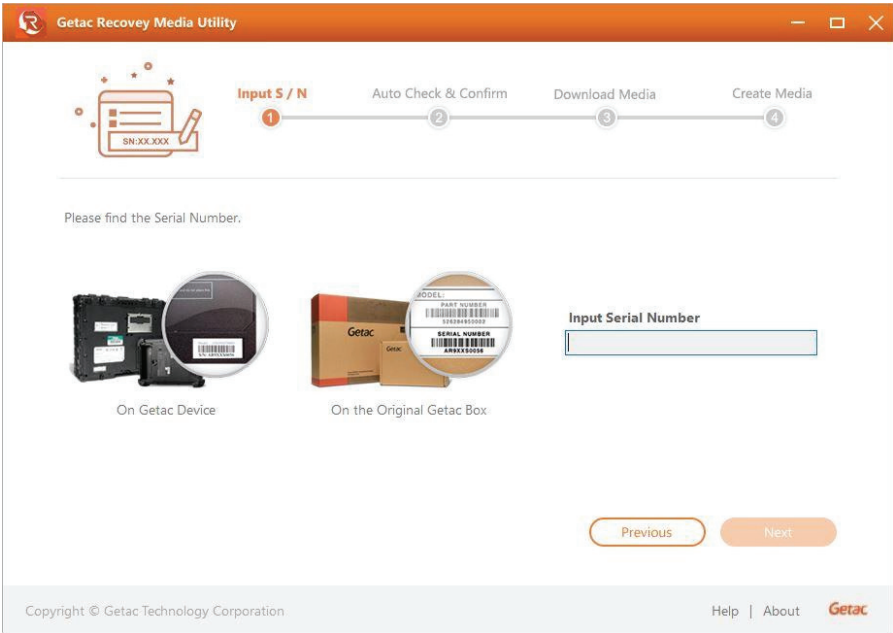
- This utility supports Microsoft Windows 10 and later versions. It does not support Windows 7.
- This utility is for standard models only. If you have customized models, please contact your reseller or account manager for assistance.
- Prepare the media device to use. It can be either a USB flash drive or a DVD (DVD-R or DVD+R). The storage space of the device must be at least 16GB.
- Make sure that power is not interrupted during the process.
- If you are using an external DVD drive, make sure that the DVD drive receives sufficient power during the process.

Creating the Recovery Media Device

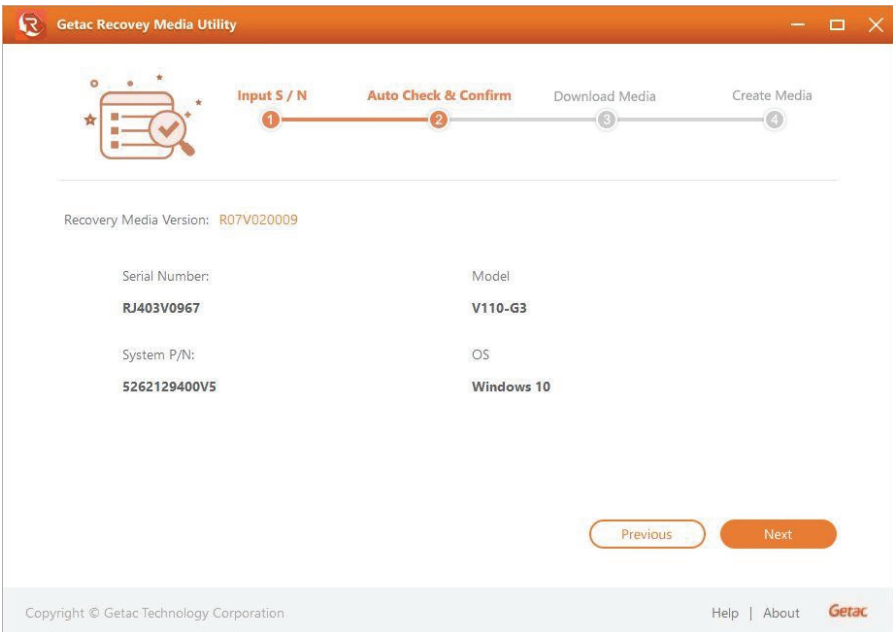
1. Connect the media device to your computer.
2. Make sure your computer is connected to Internet.
3. At the first screen of the Getac Recovery Media Utility, select **Start**.



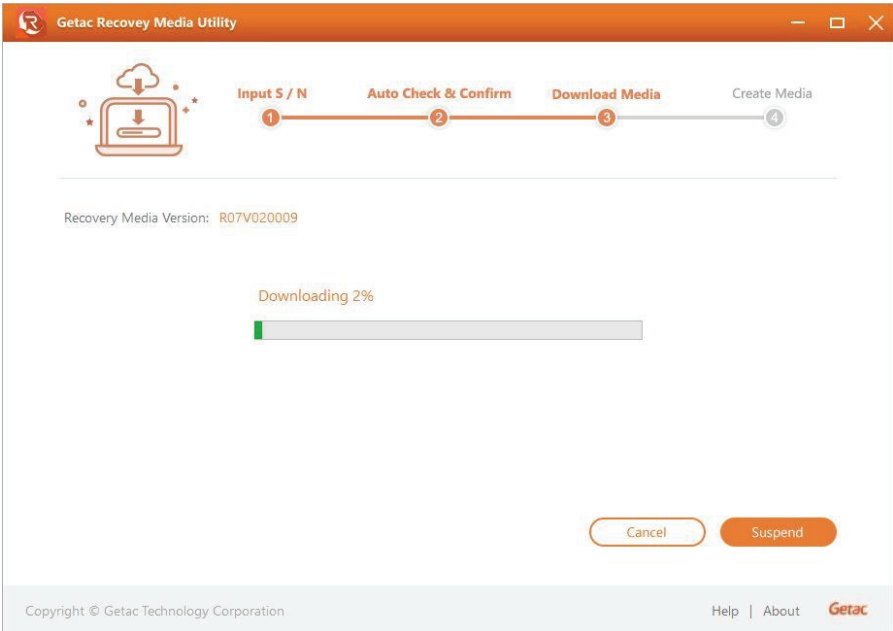
4. Enter the serial number of your computer in the input field and select **Next**.
The serial number can be found on the surface of your computer and also on the original packaging box.



5. The system checks and displays the related information. Select **Next**.

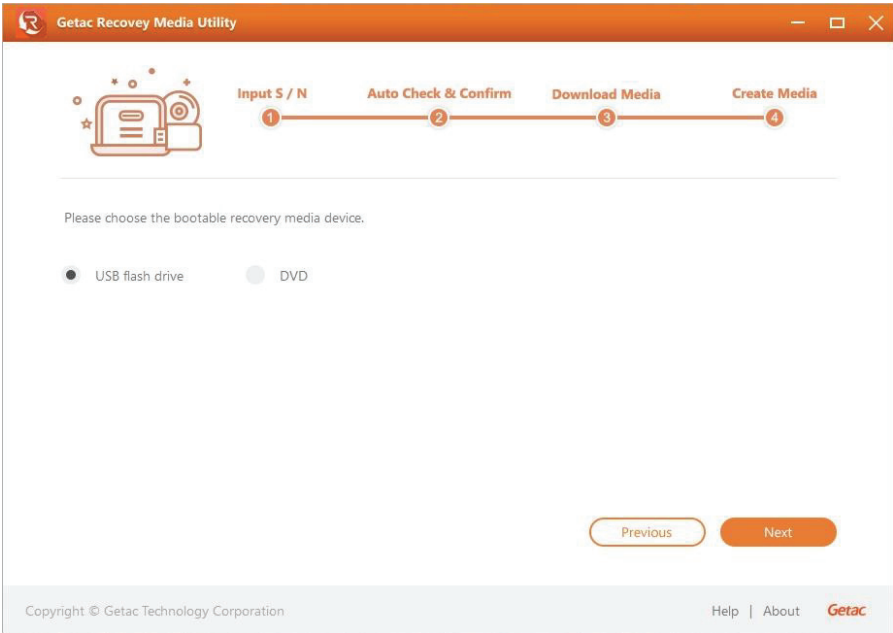


- The system starts to download the specific recovery media from the cloud server.

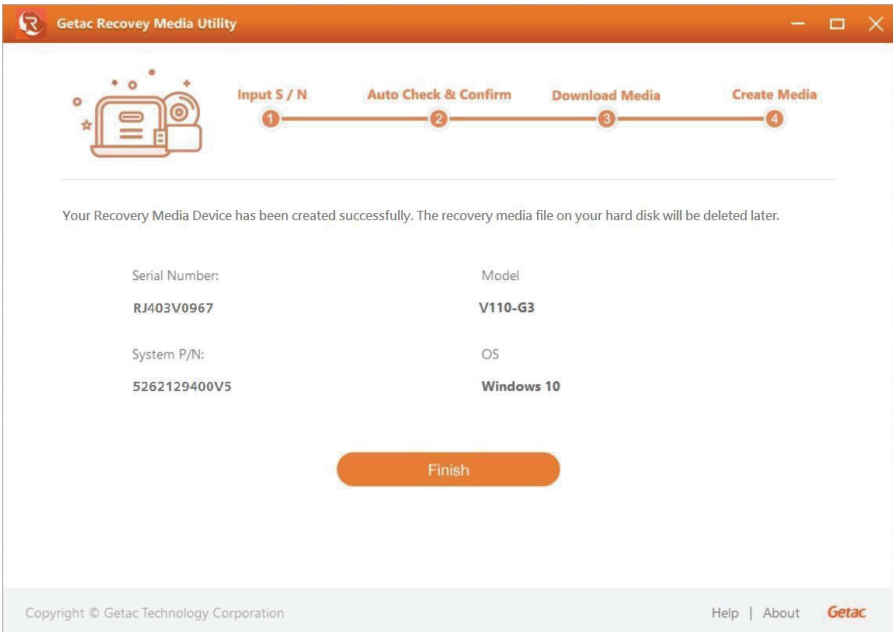


NOTE:

- Downloading takes hours to complete. In case you need to interrupt the process, you can select **Suspend**. And when ready to continue, select **Resume**.
 - If a message informs you of a failed operation, check the Internet connection or storage space (C drive) and select **Retry** after the problem is solved.
- When asked to choose the media device, select the one you have prepared and select **Next**.

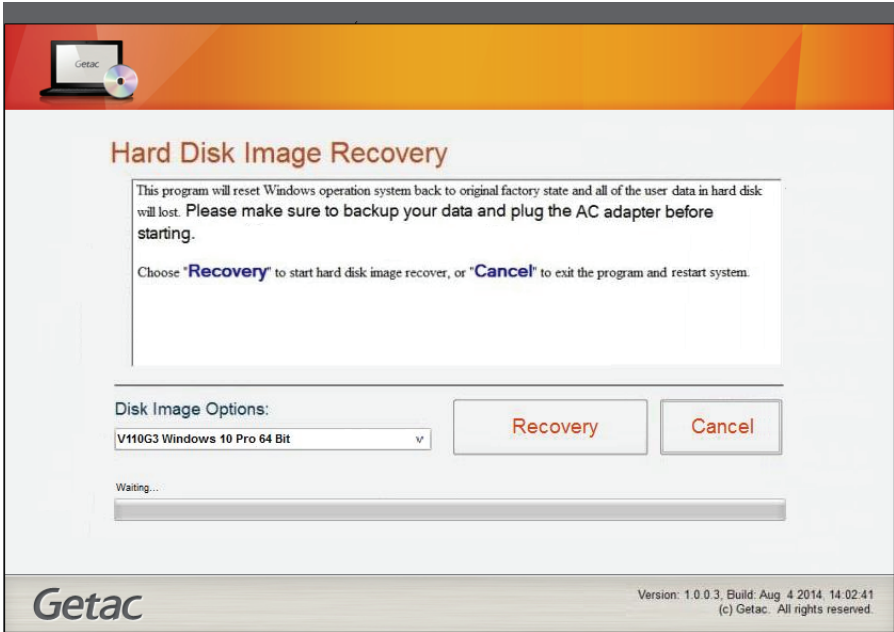


8. When completed, the following screen appears. Select **Finish** to close the program.




Performing System Recovery

1. Boot the computer with the recovery media device you created.
2. In the screen that appears, select **Recovery** to start the recovery process.



3. The progress bar shows the percentage completed. When it reaches 100%, the system turns off.
4. Turn on the computer. The Windows setup wizard starts. Follow the onscreen prompts to continue.
5. When the system restarts, the installer screen appears. The installer will perform system hardware detection and driver installation.

Getac Smart Installer




Welcome to use Getac product.

This is the first boot-up of Windows OS.
The Getac Smart Installer will automatically complete the setup of system.

Warning

Critical system configuration is being processed.
DO NOT interrupt until setup is completed...



Scan platform devices ...
Clean unnecessary settings ...
Installing drivers ...
Installation Successful!

Detection Process
Scan hardware changes and list out devices which require driver installation.

↓

Clean Up Process
Remove old or corrupted device drivers.

↓

Installation Process
Installing device drivers into OS.

↓

Rebooting, please wait

Getac

6. When completed, the system restarts and displays Windows desktop.