

Extended User Guide for Windows Repair, Reinstall, Password Reset USB Products

(Click the link for the section you need)

↓**This bonus guide includes**↓

[1. How to Boot from the USB \(General Instructions\)](#)

[2. How to Use Windows 10 Reinstall or Repair](#)

[3. All common error fixes for Windows Repair or Install](#)

[4. How to Use the Password Reset Software](#)

Brand Specific “How to Boot from a USB” Guides

1. [Acer Instructions](#)

2. [Asus Instructions](#)

3. [Dell Instructions](#)

4. [Gateway Instructions](#)

5. [HP Instructions](#)

6. [Lenovo Instructions](#)
7. [Samsung Instructions](#)
8. [Sony Instructions](#)
9. [Surface Pro Instructions](#)
10. [Toshiba Instructions](#)

If you have any questions or need assistance please email us at [**info@ezalink.com**](mailto:info@ezalink.com)

If you have a CD or DVD version the instructions are the same, simply replace USB with CD-ROM.

How to Boot from a USB (General Instructions)

1.) Plug in the USB. Turn your PC off, then back on and press the Boot Key for your computer brand before the logo appears to enter the Boot menu. Boot Keys: Acer: F12 | Asus: F8/ESC | Dell/Gateway: F12, F2 for BIOS | HP: F9, F10 for BIOS | Lenovo: F12 | Samsung: ESC | Sony: F11 | Toshiba: F12

Note: If in the BIOS (setup) menu navigate to the “Boot” or System Config.. tab, then go to Boot Options.

2.) Change Boot Menu Settings; DISABLE Secure Boot and ENABLE Legacy if available if not use UEFI sources.

3.) Select USB and press ENTER or Move the USB option to the top of the boot options list then Save & Restart.

How to Repair or Install Windows

(Note: x86 is 32-bit and x64 is 64-bit.)

Repair: Proceed until you see “Install” mid-screen. In the bottom right click “repair your computer”

Install: On the same screen, click “Install”. Choose “custom install” if prompted. Install on your Primary drive. Be Careful, Reinstalling will ERASE all data. If you’re unable to install on the Primary drive it’s most likely a format issue, [click here for the fix](#).

Installing Drivers

If Wifi is missing after installation it’s because of missing Wifi drivers. If you have the USB the drivers are on the USB on the partition labeled BONUS.

Alternative Options

1. Download them (e.g. HP.com/drivers) using another device and transfer to your computer using the USB.
2. Get online using wired connection and download your PC’s Wifi driver(s). If neither is doable please contact info@ezalink.com support for help.

All common error fixes for Windows Repair or Install

“Windows cannot be installed to this disk”

The issue is either this drive is not the Primary drive and doesn't have enough space or it isn't the correct format.

1. Make sure you're installing on the Primary drive.

2. If it's a format issue it is fixable, you'll need to reformat the drive to MBR or NTFS so it's compatible with the operating system.

Here are instructions: <https://bit.ly/3WmJlrX>

In short exit from the Install Windows and click Repair, Then Open DiskPart and follow the guide above.

Install Stuck or Taking Forever

Wait at least a few hours, depending on the age of your drive it can take awhile. If it does not progress after a few hours restart the computer by holding the power button for 10 seconds, then reuse the USB. This time format the Primary drive to NTFS using the fix about before installing on it again.

"A required drive or partition is missing":

Fix Link: <https://bit.ly/3gY0jfS>

Another method would be to refresh the PC with the steps below.

1. Restart your computer and boot from the USB drive.
2. Click "Repair your computer".
3. Click "Troubleshoot" then click "Refresh your PC".
4. Follow the wizard instructions to complete the process.

Compatibility Report "Upgrade option isn't available":

This is the expected behavior when you select "Upgrade" after booting from the installation media. Please reboot and select "**Custom Install**" and install on the drive labeled Primary.

Hard Drive Locked:

Usually you can go into your settings and unlock the hard drive, then keep going.

Here are other methods you can use to unlock your hard drive so that you can complete the install of Windows on it: <https://bit.ly/3fwWsWR>

Stuck at Just a Moment:

Please press and hold the Power Button to perform a Hard Shut Down. Then Start the laptop again and the error should not persist.

No Bootable Device:

This can be fixed by disabling Legacy and using UEFI boot sources instead. The USB option to choose is usually general Udisk.

Alternative fix link: <https://bit.ly/3WubCwv>

“This version of System Recovery Options is not compatible with the version of Windows you are trying to repair”:

Usually to avoid this error all you need to do is disable the hard drive. Here are more detailed instructions:

<https://bit.ly/3UIL2nv>

You can also select the "Install" option.

You PC ran into a problem fix: <https://bit.ly/3sU214y>

Stuck At “Preparing Automatic Repair”: <https://bit.ly/3U4Hsyp>

Error 0x80070570:

Normally, You may face this problem temporarily and you can hold the power button for 10 seconds and restart, then the error won't persist.

Missing boot files 0xc0000034: <https://bit.ly/3WExt4K>

Media Driver Missing fix: <https://bit.ly/3U38ma1>

You can also try to use a different USB port as this works in some cases.

Contact info@ezalink.com if you see an unlisted error.

[How to Use the Password Reset Software](#)

Reset Local Admin/User Password: The program will automatically list all user accounts.

Select a user account and click the Reset Password button. If the mouse doesn't work connect a USB mouse. If no users show click "browse", the SAM registry file is located at C:\Windows\system32\config\SAM.

If still no users show it means the drive is Bitlocker protected and we have a solution for you at ezalink.com/unlock

Now that you've reset your password, click the Restart button, take out the Ezalink USB and restart your computer. Change the boot options back to normal if you don't see the login screen.

Brand Specific Instructions

ACER

Shut down your Acer computer.

Press the Acer BIOS key, F2 or Del, to access the BIOS setup window.

Press the right arrow on the keyboard to select the Boot menu tab.

Adjust the boot priority order by using the up and down arrows. (Put the target USB option first in the list.)

Exit the setup utility and remember to save changes (shift to Exit and press Yes).

Full Guide: <https://bit.ly/3WuQvug>

ASUS

For an Asus you'll restart it with the USB plugged in and as it starts up press the DEL key to enter the BIOS menu. Here are more details: <https://www.asus.com/support/FAQ/1013017/>

HP

HP Laptop Guide: <https://support.hp.com/us-en/document/c04346420>

HP Desktop Guide: <https://support.hp.com/us-en/document/c03659945>

For an HP you'll restart it with the USB plugged in and before you see the HP logo as it starts up repeatedly hit the ESC key to enter the boot menu. Make sure secure boot is disabled.

Legacy Boot: Enable Legacy USB option to the top in Legacy Boot. Then you can save and exit.

UEFI Boot: If you don't see a Legacy option, move the USB to the top of the list in UEFI boot sources.

Note: From the BIOS menu you can navigate to System Configuration, then Boot Options.

DELL

Here is an example video: https://youtu.be/LXr_H-rgzcU?t=114

To get started with a Dell at startup (before the logo appears) press the F12 key to enter the boot Menu.

If you see Legacy on this screen make sure it's enabled Move the USB to the top in Legacy Boot Options. If there is no Legacy option use UEFI boot sources.

If it still does not boot, you may need to disable Safe boot, here's how: <https://bit.ly/3h1D5p7>

GATEWAY

Get to the boot menu by restarting the computer down then powering it on and pressing the F12 key. Here's an example video: <https://www.youtube.com/watch?v=C50dJf5MweM>

LENOVO

Depending on the model it could be pressing FN + F2 at the same time as the computer starts up.

Ideapad Example Video: <https://www.youtube.com/watch?v=QepU4tbEyA4>

For a Thinkpad the key to press would be F1.

Thinkpad Video: <https://www.youtube.com/watch?v=NhWneT9SqcQ>

SAMSUNG

Here are the steps to boot the USB or DVD on your Samsung laptop: https://www.youtube.com/watch?v=JHmZX-Kk_zl

SONY

For a Sony, connect the USB to your computer and turn on the computer and start it up.

Press the F11 key repeatedly until the logo disappears.

This will bring up the boot menu.

Full Guide: <https://www.sony.com/electronics/support/articles/00029933>

SURFACE PRO

Make sure the Surface Pro device is turned off.

Attach a bootable USB storage device.

Hold the volume-down button.

Press and release the power button.

When the Surface logo appears, release the volume-down button. The Surface Pro should boot from the attached USB device.

Full Guide: <https://bit.ly/3DqPcDS>

TOSHIBA

For your Toshiba, Shutdown your PC while pressing the Shift key to turn off your computer completely.

Now restart the computer by pressing the power button - IMMEDIATELY start tapping the F8 or F2 key on the keyboard until the "BIOS Menu" screen appears. Then navigate to the Boot tab to change the order.

Toshiba Tutorial Video: <https://bit.ly/3T1UVWo>

Toshiba Tutorial Article: <https://bit.ly/3T0RAH1>



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