

# Re: Please Help using Vista and stuck in loop on Error Recovery Screen

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- *From:* "Hiren" <[hirenme@xxxxxxxxxxxx](mailto:hirenme@xxxxxxxxxxxx)>
  - *Date:* Sat, 21 Jun 2008 22:03:11 +0530
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When you power-on the PC, you should be getting a screen that typically mentions your mother-board's manufacturer and perhaps chip-set/model number of the mother-board along with some other information such as serial number, amount of memory, etc. Do not worry if this is not the case, but please note that I am talking about the very FIRST screen which one sees on the display unit as soon as the system starts. Read this screen quickly. There should be a message similar to the following:

Press F1 to enter Setup

For BIOS, press Del

[F2] Setup [F10] Boot menu

.....and so on. In short, press the key indicated on that screen to enter what is known as the BIOS (basic input-output system) setup, which is the lowest-level software (often called firmware) that handles the hardware of your system at the extremely basic level. Once you enter the BIOS, on-screen instructions will guide you properly enough. Using them, try restoring the BIOS settings to their factory default values. This is the recommended method. However, if you do not want to adventure tinkering with the BIOS, you can go the hardware way as well. For beginners, using jumper configuration is not recommended. Clearing the CMOS battery becomes the easiest option. Turn off the whole system, remember and double-check to unplug it from the power supply/AC mains, disconnect all peripherals, protect yourself from static electricity and then open the cabinet of the PC. You will see a large printed circuit board (PCB) which is called as the mother-board of your system. In one corner of it, a thin round disc-like battery cell will be seen, whose potential would typically be 3.3 Volts. After making sure you are safe from static, remove that battery and insert again. Close the cabinet, connect all peripherals and then power-on the system. This should restore the factory default settings. However, if opening the chassis is not desired or the mother-board's layout seems too complex (in which case referring to the manual which accompanied the system may help a lot), you will have to go into the BIOS to restore a pre-defined set of default factory settings.

We are doing this to check whether it's Vista, the keyboard or users of the system who could be at fault by unknowingly playing around with the

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settings. Therefore, we need an `isolation` approach to arrive at the culprit.

"kalfury" <kalfury@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:84576EE5-9FFE-4FB5-A592-48EE2CA8BA67@xxxxxxxxxxxxxxxxxxxx](mailto:news:84576EE5-9FFE-4FB5-A592-48EE2CA8BA67@xxxxxxxxxxxxxxxxxxxx)

Hi,

Thanks. I should have pointed out that I am a total novice, I can use a pc but I have no idea what you are talking about! I cannot get into any other screen than the one I described and my keyboard is not working so is there anything I will be able to do?

Thanks

"kalfury" wrote:

Hi, I am desperate for help and hope some kind person here will be able to help. I have a desktop pc which kids have been using running Vista for about a year. The keyboard recently started playing up so I replaced it and it was fine for a couple of days. Two days ago, it went really weird – bringing weird smileys and then missing out letters completely. Tried to get into safe mode yesterday and somehow it went to "Windows Error Recovery" page. I thought great, we can do a repair now, even though keyboard won't work as that option was highlighted and it was counting down from 30 secs. Unfortunately when it got to 0 it started from 30 again and is stuck in a loop of this. Also it powers itself up if I switch it off. I don't have backup disk as it came pre-installed with computer. I have internet access as I have a new laptop, but kids are getting desperate. Please help save my sanity. Thanks  
Karen