

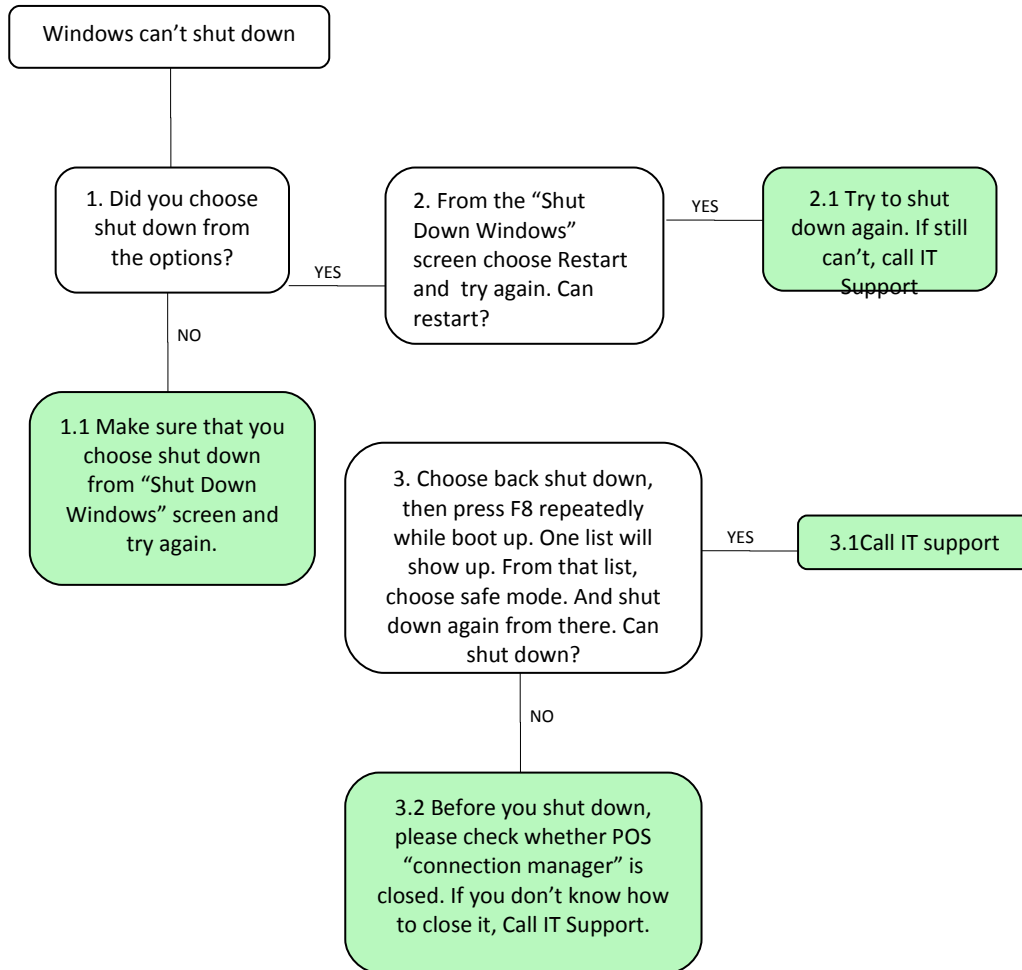


User Guide

**Software Windows Solution
(Cannot shut down)**

Spectacle Hut

Flow Chart



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Solution for unable to shut down Windows

This section would teach you how to solve the problems that you are unable to log in to Windows

When you are unable to shut down Windows:

1. Check to see if you have chosen shut down from the options.

Click the “start” button



Click the “Turn Off Computer” button



Shut down options



1.1 If you did not choose shut down from the options, please make sure that you choose shut down from the “Shut Down Windows” screen and try again.

2. If you have chosen shut down from the options, choose restart from the “Shut Down Window” and try again.

Click “restart” button from “Shut Down Windows” screen



2.1 If you are able to restart, try to shut down again. Call IT support if you are still not able to shut down.

3. If you are not able to restart, please choose back shut down from the “Shut Down Windows” and press F8 repeatedly while boot up. One list will be displayed. From that list, choose safe mode and shut down again from there.

Press “F8” repeatedly



Choose “Safe Mode” when you are in this screen

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Windows Advanced Options Menu
Please select an option:

Safe Mode
Safe Mode with Networking
Safe Mode with Command Prompt

Enable Boot Logging
Enable UGA Mode
Last Known Good Configuration (your most recent settings that worked)
Directory Services Restore Mode (Windows domain controllers only)
Debugging Mode
Disable automatic restart on system failure

Start Windows Normally
Reboot

Use the up and down arrow keys to move the highlight to your choice.
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3.1 If you are able to shut down, please call for IT support

3.2 If you are not able to shut down, please check if POS “connection manager” is closed. If you do not know how to close it, please call for IT support.