

**TECHNICAL GUIDE No. 9**

***If you need to start your computer in safe mode, or have been instructed to do so by Conquest Wildman, then these instructions will help explain how to do this.***

**NOTE:** Safe mode is the Windows diagnostics mode. When you start the computer in Safe mode, only the specific components that are needed to run the operating system are loaded. Safe mode does not allow some functions, such as a connection to the Internet. Safe mode also loads a standard video driver at a low resolution. Due to the low resolution, your programs and the Windows desktop may look different than usual and the desktop icons may have moved to different locations on the desktop.

Follow the relevant instructions from the column on the right, that relates to your particular version of windows.

**How To Start Your PC In Safe Mode****Windows 95**

*Do one of the following:*

**If Windows is running:** Close all open programs. Click Restart > click OK. Watch the screen while it is black. When you see "Starting Windows 95," immediately press the F8 key. Windows will start in Safe mode.

**If Windows is not running:** If the computer is on, turn off at its power switch. Wait 30 seconds. Then turn the computer's power switch on again. Watch the screen while it is black. When you see "Starting Windows 95," immediately press the F8 key. Windows will start in Safe mode.

**Windows 98 or ME**

*Do one of the following:*

**If Windows is running:** Close all open programs. Click Restart, and then click OK. As the computer restarts, press and hold down the Ctrl key until the Windows 98 startup menu appears. Choose Safe mode from the startup menu, and then press Enter. Windows will start in Safe mode.

**If Windows is not running:** If the computer is on, turn off its power switch. Wait 30 seconds. Then turn the computer's power switch on again. As the computer restarts, press and hold down the Ctrl key until the Windows 98 startup menu appears. Choose Safe mode from the startup menu, and then press Enter. Windows will start in Safe mode.

**Windows 2000**

If the computer is running, shut down Windows, and then turn off the power. Wait 30 seconds, and then turn the computer on. When you see the black and white Starting Windows bar at the bottom of the screen, start tapping the F8 key. The Windows 2000 Advanced Options Menu appears. Ensure that the Safe mode option is selected. In most cases, it is the first item in the list and is selected by default. (If it is not selected, use the arrow keys to select it.) Press Enter. The computer will start in Safe mode. This can take a few minutes. When you are finished with in Safe Mode, close all programs and restart the computer as you normally would.

**Windows XP**

Start Windows, or if it is running, shut Windows down, and then turn off the computer. Restart the computer. The computer begins processing a set of instructions known as the Basic Input/Output System (BIOS). What is displayed depends on the BIOS manufacturer. Some computers display a progress bar that refers to the word BIOS, while others may not display any indication that this process is happening. As soon as the BIOS has finished loading, begin tapping the F8 key on your keyboard. Continue to do so until the Windows Advanced Options menu appears. If you begin tapping the F8 key too soon, some computers display a "keyboard error" message. To resolve this, restart the computer and try again. Using the arrow keys on the keyboard, scroll to and select the Safe mode menu item, and then press Enter.