TROUBLESHOOTING GUIDE

# "Room PC screen has things I can't get rid of"

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## Previous class left their presentation or video or other documents open

If users complain that the previous instructor left files open on the Room PC, and they're not sure how to get rid of them:

- ask if there's a **"close window" X** in the top-right corner of the window, and click on that
- ask them to **try hitting the escape button** on the physical keyboard, to see if that takes the app out of full-screen mode
- ask them to try holding down the **Windows key on the bottom row of the keyboard, then pressing the Tab key once**. This opens the task view and allows you to easily close any open programs, by zooming out and showing the "close window" X button for all apps.
- ask them to trying holding down the **Control, Alt, and Delete buttons simultaneously** on the physical keyboard. This should bring up a window that allows them to force applications to quit, and reveal the desktop.
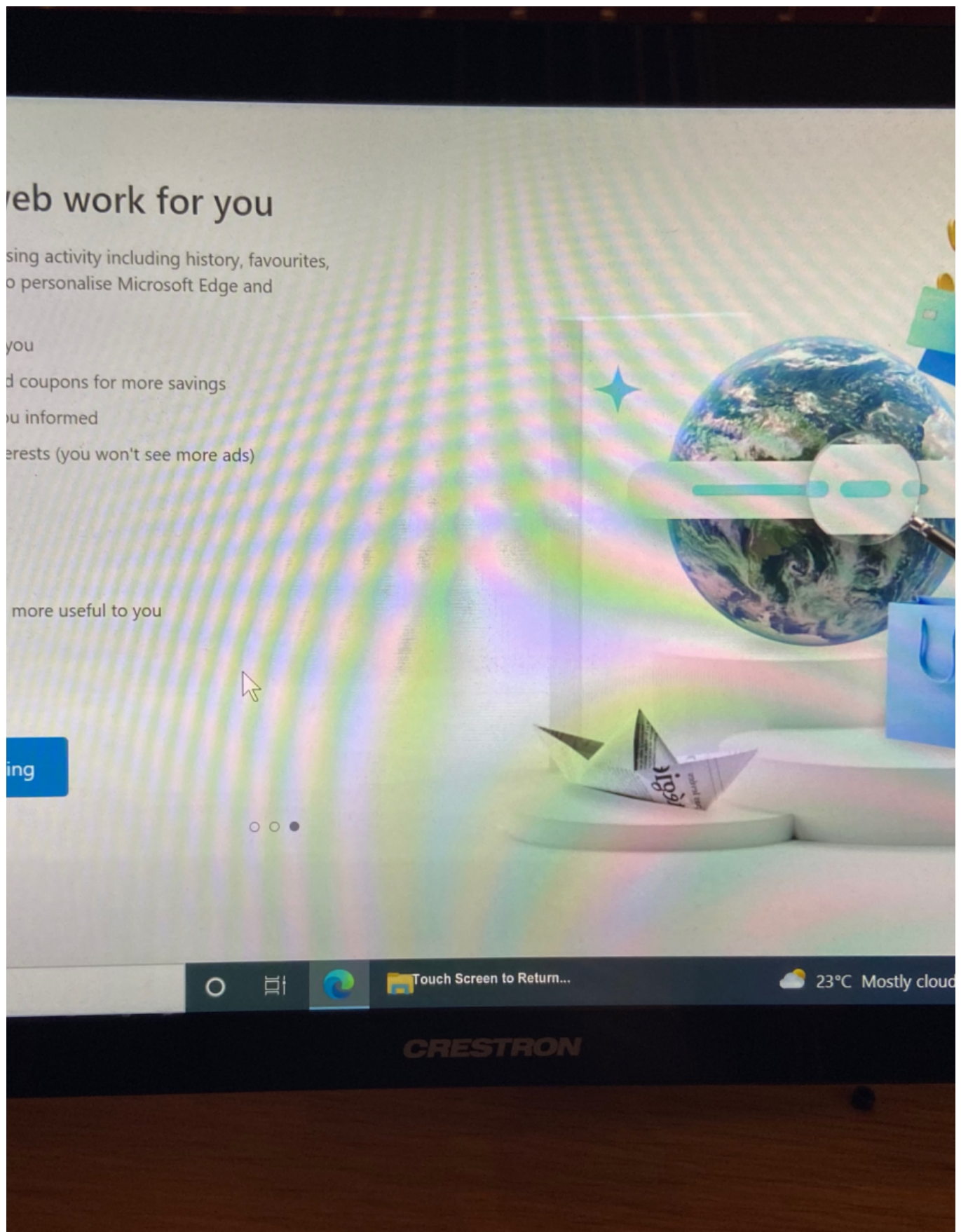
## Room PC screen covered with pop-up window (MS Edge auto-run)

If users complain something about the Room PC like:

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"*the screen is covered with a pop-up window that I can't get rid of,*"

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it's often caused by the **splash page that the Microsoft Edge browser shows** the first time it runs.

Here's a photo of what it looks like:

eb work for you

sing activity including history, favourites,
o personalise Microsoft Edge and

you

d coupons for more savings

u informed

erests (you won't see more ads)

more useful to you

ing

Touch Screen to Return...

23°C Mostly cloud

CRESTRON

This is what the Microsoft Edge auto-run screen looks like

## How to get the user past this "pop-up window" on the Room PC:

- In the lower left corner of the pop-up window on the Desktop, are you seeing options that say: "Allow and Don't Allow"?
- This is a splash page that opens when the Microsoft Edge web browser starts up for the first time.
- Select "Don't Allow", then click the blue button to confirm.
- Next, a second page will open asking the same thing. Click the blue button that says: "Don't Allow".
- Now, you should have access to the browser. And if you want to, you should be able to close it and use the Windows desktop and any other applications you want to.

## If none of these options work

If none of these options fix the issue, there's a good chance that **Windows is frozen** on the Room PC:
- if they are able to physically access the Room PC, ask them to give the power button a long press, to **restart the Room PC**
- if that fails, or they aren't able to physically access the Room PC, then **send staff to room** 🚨

*Keywords*: #pop-up #popup #ad #advertisement #splash #screen #splashscreen #screen #saver #screensaver #Let's #Make #The #Web #Work #For #You #MS #edge #Allow #Microsoft #to #use #your #browsing #activity #history #Confirm #start #browsing #Allow #Don't #blue #button #frozen #stuck #fullscreen #full #screen #pop #up #auto-run #autorun #ad #previous #class #presentation #PowerPoint #power #point #instructor #stuff

## Room PC screen can't get rid changelog                    See all

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