**🔄 Issue: Laptop Stuck on Restart or Update Screen**

**💡 Problem:**

Your laptop is stuck on a **“Restarting…”**, **“Preparing Windows…”**, or **“Installing Updates…”** screen for a long time.

**🛠️ Try These Steps:**

**✅ Step 1: Wait Patiently (Up to 30–60 Minutes)**

* Some updates, especially feature upgrades, take time.
* If there’s progress happening (dots spinning or % increasing), let it finish.

**✅ Step 2: Force Restart (If Frozen for Over 1 Hour)**

* Press and **hold the power button for 10–15 seconds** until it shuts down.
* Wait 10 seconds → Turn it back on.

**✅ Step 3: Boot into Safe Mode**

* If it gets stuck again:
  + Hold power button to shut down
  + Turn it on and immediately press F8 or Shift + F8 repeatedly
  + Choose **Safe Mode** or **Startup Repair** if the option appears

**✅ Step 4: Run Windows Troubleshooter**

* Once booted:
  + Go to **Settings → System → Troubleshoot → Other troubleshooters**
  + Scroll to **Windows Update**
  + Click the **Run** button next to it
  + Follow the on-screen instructions

**✅ Step 5: Free Up Space for Updates**

* Make sure you have **at least 10–15GB free** on the system drive.
* Go to **Settings → System → Storage** and delete unnecessary files or use **Disk Cleanup**.

**🧑‍🔧 Still Stuck?**

This could indicate an update failure or corrupted system files. Please reach out to **Ention Support** — we’ll help reset or restore Windows without losing your data.