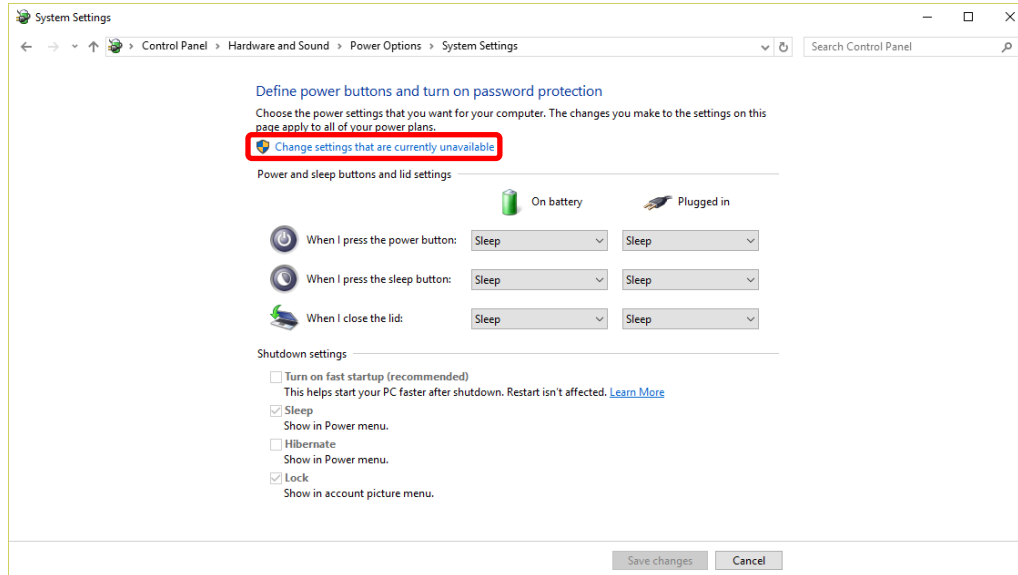


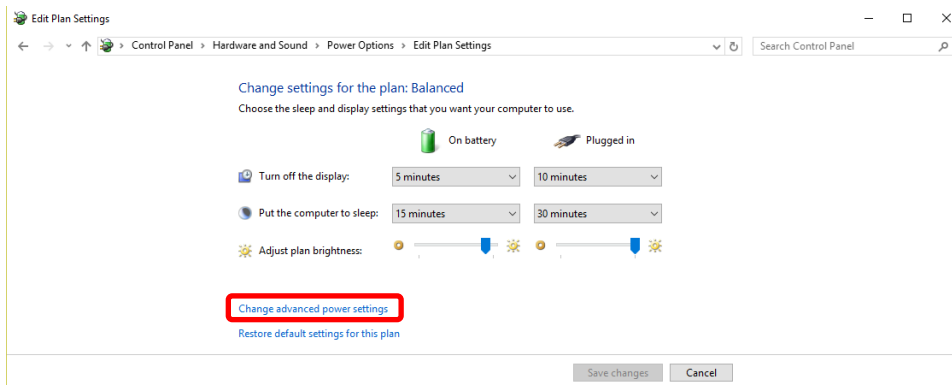
## PC Will Not “Wake Up” from Sleep (Especially PCs Not Tested for Windows 10 Upgrade)

Windows 10 may be placing your PC into Hibernate after a period of time (even if you have it set to Sleep), and **some PCs** cannot wake up, i.e., you need to reboot. This issue can begin soon after starting to use Windows 10, however many users report their PC worked fine for some time, then suddenly encountered this issue. **Try these following settings:**

1. Under **Power Options** go to **System Settings** and select settings per the image below. If **Shutdown settings** are greyed out, click **Change settings that are currently unavailable** and you then **deselect BOTH Turn on fast startup (recommended) AND Hibernate**. Then click the **Save changes** button, **reboot**, and **go to step 2** below.



2. Under **Power Options** go to **Edit Plan Settings**, click **Change advanced power settings**.



In the **Power Options** popup (image on the right) click **Sleep**, then for:

- a. **Allow hybrid sleep**, set BOTH **On battery:** AND **Plugged in:** to **Off**
- b. **Hibernate after**, set BOTH **On battery:** AND **Plugged in:** to **Never**

Click **Apply** and **OK** buttons, click the **Save changes** button in the **Edit Plan Settings**, then **reboot**.

**[NOTE:** Some PCs have different routes to get to the options explained in this document. They are Windows 10 standard, so keep looking!]

