

UNABLE TO MINIMIZE WINDOWS (PROGRAM) - WORK AROUND

1. Problem Description

- Application is displayed in full screen mode



- Minimize, Maximize, and Close buttons are not functionable
- User cannot switch easily between applications
- Screen appears locked to a single application

2. Possible Root Cause

- Full screen mode was activated accidentally
- User accidentally pressed **F11**
- Application display setting changed
- Temporary application issue

3. Resolution

- Exit full screen mode
- Restore the application window
- Restart the application if needed
- Restart Computer

4. Steps of User Guide

Step 1 — Press F11

- Press the **F11** key once on the keyboard.
- Check if the application exits full screen mode.

Step 2 — Move Mouse to Top of Screen

- Move the mouse cursor to the top edge of the screen.
- Check if the application menu or window controls appear.

Step 3 — Use the Restore Window Option

- Press **Alt + Space** on the keyboard.
- Select **Restore** if available.
- Check if the application returns to normal window mode.

Step 4 — Close and Reopen the Application

- Save your work if possible.
- Close the application.
- Open it again and verify the issue is resolved.

5. Escalate to IT Support if still unable to resolve

- The application remains stuck in full screen mode
- Window controls do not appear after pressing F11
- Multiple applications are affected
- The issue continues after restarting the application
- The screen display appears abnormal or distorted after troubleshooting