

Microsoft Windows 10 Q & A

What are the basic facts of the Windows 10 upgrade?

Microsoft is making Windows 10 available as free upgrade for qualified Windows 7, Windows 8.1, and Windows Phone 8.1 devices. It will be available starting July 29, 2015; people can reserve their free upgrade today.

You only have until July 29, 2016 to take advantage of this offer. Once you upgrade, you have Windows 10 for free on that device.

Is the upgrade really free?

Yes, it's free. This is a full version of Windows, not a trial or introductory version. It is available for a limited time: you have one year from the time Windows 10 is available to take advantage of this offer. Windows 7*, Windows 8**, see operating system requirements at the end.

How do I get my free upgrade?

You can do one of two things*:

- a) Buy a new Windows 7 or Windows 8.1 device and upgrade it to Windows 10 for free, or
- b) Reserve a free upgrade for your existing Windows 7 or Windows 8.1 PC

Not every device will run every feature of Windows 10. Be sure to check with your manufacturer before purchasing. Additional details on upgrade qualifications are below.



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What happens when I reserve?

When you reserve, you can confirm your device is compatible with Windows 10. Between reservation and when your upgrade is ready, the files you need for the upgrade will be downloaded to your PC to make the final installation go more quickly. Then, when your upgrade is ready after July 29, 2015, you get a notification that lets you get started with your upgrade.

Are there any qualification requirements?

The only requirements are that a) your device is compatible, and b) you're running genuine Windows 7 Service Pack 1 (SP1) or Windows 8.1 (Update).

Windows 10 is designed to run on Windows 7 and Windows 8.1 PCs. That means your device is likely compatible and will run Windows 10.*

If I buy a new PC today, can it upgrade to Windows 10?

Yes, new qualified PCs can run Windows 10. Windows 10 is designed to be compatible with the Windows 8.1 laptop, tablet or desktop PCs that are for sale now. Device manufacturers make decisions about their device models and some Windows 10 features may not be available on certain devices, so be sure to check with the retailer or manufacturer for details.

How long does it take to install the upgrade?

Plan for about an hour for the installation. Newer devices may only take 20 minutes, and older devices may take more than an hour.

You'll need to download the installation files before you begin. If you reserve, we'll take care of



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downloading those files for you and let you know when you are ready to get started.

- *Customers on Charter ultra high-speed can attempt the download themselves. However, keep in mind that the download time on Charter can take many hours*
- *Frontier DSL and Dial-up customers are almost sure to run into problems downloading this large Windows 10 upgrade. This is not recommended.*
- *Customers on any type of paid data plan (e.g. Verizon Hotspot or satellite) will consume a large amount of data with this upgrade and you may incur significant costs from your provider.*

- The installation process can take several more hours. If this process is interrupted by a drop in Internet or electrical power, the installation can become corrupt.

How do I reserve on my existing device?

Just open the Get Windows 10 app (description below) and click reserve.

- Click on the small Windows icon located at the lower right side of the taskbar.
- Click 'Reserve your free upgrade' when prompted.

There's no obligation and you can cancel your reservation at any time. After you reserve, we will download Windows 10 to your device when it's available. Then we will notify you when your device is ready to install the upgrade.



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What is the *Get Windows 10* app?

Get Windows 10 is an app that's designed to make the upgrade process easy. It checks to make sure your device is compatible, and it reserves your free upgrade; it also has information to help you learn about the features in Windows 10.

For devices running Windows 7 SP1 or Windows 8.1 Update with Windows Update enabled, the app shows up automatically as a Windows icon in your system tray at the bottom right-hand side of your screen.

How do I get a confirmation that I've reserved my upgrade?

Just click reserve in the Get Windows 10 app and then enter your email address at the confirmation screen.

You can also check your reservation status here:

- Right click on the Get Windows 10 app or Windows icon located at the right end of the taskbar.
- Select "Check your upgrade status"

If I change my mind, can I cancel my reservation?

Yes, you can cancel your reservation at any time prior to installing Windows 10. Here's how:

- Right click on the Get Windows 10 App or Windows icon located in right end of the taskbar.
- Select "Check your upgrade status"
- Select "Cancel reservation"

Can I get my free Windows 10 upgrade even if I didn't reserve?

Yes. The easiest way to get the free upgrade is to reserve, but you can upgrade even if you don't reserve.



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Once Windows 10 is available, we'll begin notifying devices that their free upgrade is available. Just open the Get Windows 10 app to schedule your upgrade. Note: Some notifications will go out as soon as Windows 10 is available; others may go out in the weeks or months following.

What if I have more than one Windows device—can I upgrade them all?

Yes, you can get a free upgrade for each of your eligible Windows devices. All you need to do is make a separate reservation for each device you want to upgrade.

Why don't I have the *Get Windows 10* app?

If you don't see the *Get Windows 10* app on your PC, it might be because:

1. Your device isn't up-to-date with at least Windows 7 SP1 or Windows 8.1 Update.
2. Windows Update is turned off or is not set to receive updates automatically.
3. You've blocked or uninstalled the necessary Windows Update functionality.
4. Your device is not running genuine Windows.

Running Windows Update and installing any available updates will fix the first three issues. Need more help? Go to our [Windows Community Forum](#).

PCs that we determine cannot run Windows 10 will not see the *Get Windows 10* app before July 29, 2015. After July 29, 2015, we'll enable the icon in the system tray. This is to help ensure that you can easily check your PC's compatibility if you choose.



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If your device is managed as part of a school or business network, please check with your IT administrator about upgrading to Windows 10.

What edition of Windows will I get as part of this free upgrade?

When you upgrade, you'll stay on like-to-like editions of Windows. For example, Windows 7 Home Premium will upgrade to Windows 10 Home.

Windows 7*

From Edition	To Edition
Windows 7 Starter	
Windows 7 Home Basic	Windows 10 Home
Windows 7 Home Premium	
Windows 7 Professional	Windows 10 Pro
Windows 7 Ultimate	

Windows 8**

From Edition	To Edition
Windows Phone 8.1****	Windows 10 Mobile
Windows 8.1***	Windows 10 Home
Windows 8.1 Pro	Windows 10 Pro
Windows 8.1 Pro for Students	

*Must be running the latest version of Windows 7 (Service Pack 1) to receive the free upgrade to Windows 10 via Windows Update.



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**Must be running the latest version of Windows 8 (Windows 8.1 Update) to receive the free upgrade to Windows 10 via Windows Update.

*** Also applies to Windows 8.1 country specific editions, Windows 8.1 Single Language, Windows 8.1 with Bing.

****The availability of Windows 10 upgrade for Windows Phone 8.1 devices may vary by OEM, mobile operator or carrier.

"N" and "KN" editions follow the upgrade path of the parent edition (e.g., Windows 7 Professional N upgrades to Windows 10 Pro).

Some editions are excluded: Windows 7 Enterprise, Windows 8/8.1 Enterprise, and Windows RT/RT 8.1. Active Software Assurance customers in volume licensing have the benefit to upgrade to Windows 10 enterprise offerings outside of this offer.

