

Frequently Asked Questions about the Windows® 7 Upgrade Option Program from HP

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1. What is the Windows 7 Upgrade Option Program from HP?

The Windows 7 Upgrade Option Program from HP enables those who buy an eligible computer from June 26, 2009 to January 31, 2010 to receive an upgrade to Windows 7 when Windows 7 becomes available. The Windows 7 Upgrade Option Program from HP is designed for individual consumers and small business customers who have purchased an eligible HP desktop, notebook, or workstation computer. Those who are part of a company, organization, or academic institution that have a Volume End User License agreement with Microsoft should not participate in this program because they can get the upgrade directly from Microsoft as part of their Software Assurance agreement. For more information, go to the Microsoft Volume Licensing Site www.microsoftvolumelicensing.com/userights.

2. How do I know if my HP computer is eligible for this program?

An eligible computer must meet all of the following criteria*:

- Your HP computer came installed with Windows Vista Home Premium, Windows Vista Business, or Windows Vista Ultimate.
- Your HP computer was purchased with Windows Vista Business or Windows Vista Ultimate downgraded by the HP factory to Windows XP Professional custom installed
- Your HP computer was purchased between June 26, 2009 and January 31, 2010. If you purchased your system from an online retailer such as HP Home and Home Office Store, the eligible date is the shipment date, not the date you placed an order.
- You be able to show proof of purchase (sales receipt, invoice, or packing receipt that clearly states the vendor and date).

*Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See Microsoft Windows 7 site, www.windows7.com for details.

3. What are the important program dates for this program?

Event	Date
Eligible Purchase Dates (determined by Microsoft)	June 26, 2009 to January 31, 2010
Order Upgrade Kits	June 26, 2009 to February 15, 2010
Last date to submit copy of proof of purchase	March 1, 2010

4. How much does the Windows 7 Upgrade Option Program from HP cost?

There is no charge for the Windows 7 Upgrade Option Program from HP; however, shipping, handling, and other fees (including taxes depending on local and state laws) might apply depending on the retailer or reseller where you purchased your eligible computer.

5. If I qualify, does that mean my computer is capable of being upgraded to Windows 7?

If your computer is eligible for the program, your computer should be technically capable of being upgraded to Windows 7. The following list shows Microsoft Windows 7 hardware requirements:

- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- 1 GB RAM (32-bit) / 2GB RAM (64-bit)
- 16 GB available disk space (32-bit) / 20 GB (64-bit)
- DirectX 9 graphics processor with WDDM 1.0 or higher driver

You may need to order additional memory or a DVD drive to install the software. Product functionality and graphics may vary based on your system configuration. Some features may require advanced or additional hardware; visit www.windows7.com.

Please note these specifications could change. Some product features of Windows® 7, such as the ability to watch and record live TV or navigation through the use of "touch," may require advanced or additional hardware.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

6. If I qualify, what version of Windows 7 can I receive?

The Windows 7 Upgrade Option Program from HP is designed for "like to like" version upgrades. This corresponds to the Microsoft guidelines for the program. Select versions of the Vista operating system are not included in this upgrade program.

HP Factory-Installed computer operating system	Upgrade to Windows 7
Windows Vista Home Basic, Windows XP Home/Pro, Linux, Windows Vista Enterprise	No upgrade available through this program
32-bit Windows Vista Home Premium	32-bit Windows 7 Home Premium
64-bit Windows Vista Home Premium	64-bit Windows 7 Home Premium
32-bit Windows Vista Business	32-bit Windows 7 Professional
64-bit Windows Vista Business	64-bit Windows 7 Professional
32-bit Windows Vista Ultimate	32-bit Windows 7 Ultimate
64-bit Windows Vista Ultimate	64-bit Windows 7 Ultimate
HP factory-installed downgrade from Windows Vista Business or Windows Vista Ultimate to XP Pro	32-bit Windows 7 Professional (requires a clean install of the Windows 7 Upgrade Media DVD)

NOTE:

HP provides only "like to like" upgrades in order for Windows 7 to install correctly on eligible computers. If you want a different upgrade, contact Microsoft for information on how to buy an upgrade.

7. Can I upgrade my computer that came with Windows Vista Home Basic or Windows XP computer?

Microsoft has not included these operating systems as eligible versions of Windows for the Windows 7 Upgrade Option Program from HP. However, you can go to the Microsoft Web site for more information about how to buy an upgrade to Windows 7 when Microsoft makes it publicly available.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

8. What is included in the Windows 7 Upgrade Option Program from HP?

The Windows 7 Upgrade Option Program from HP includes the following:

- A Genuine Windows 7 Upgrade Operating System DVD from Microsoft
- Upgrade installation instructions
- Upgrade DVD from HP that includes drivers and updates (select models only)

9. Does my Windows 7 Upgrade Disk contain all the features of the operating system?

Yes, however Microsoft is introducing some add-on features that are not included in the Windows 7 Upgrade disks from HP:

Feature	Download location
Windows XP Mode (Windows 7 Professional and Ultimate editions only). Windows XP Mode requires the following: <ul style="list-style-type: none">• Additional 1 GB of RAM1. Additional 15 GB of available disk space• Processor capable of hardware virtualization, with Intel VT or AMD-V turned on	Microsoft plans to make this download available after Windows 7 General Availability
Windows Live Essentials	Download Windows Live Essentials to get similar programs including Windows Live Mail, Photo Gallery, Messenger, and Movie Maker, for free at download.live.com .
Windows TouchPack (Touch Enabled computer models only) Touch functionality requires specific hardware.	Microsoft plans to make this download available after Windows 7 General Availability

10. I purchased my computer with Windows Vista during the eligibility period and had HP downgrade it to Windows XP. Am I eligible?

If your HP computer was purchased with Windows Vista Business or Windows Vista Ultimate, and has an HP factory-installed downgrade to Windows XP, you are eligible for this program. HP computers that have undergone an eligible factory downgrade have a Microsoft Certificate of Authenticity (COA) for Windows Vista Business or Windows Vista Ultimate on the back or bottom of the computer.

Go to www.microsoft.com/resources/howtotell/content.aspx?pg=coa for examples of Windows Vista COAs.

NOTE:

To place your order for an upgrade kit, you must correctly indicate which version of Windows Vista was originally sold with your computer.

To upgrade from Windows XP to Windows 7, you must do a clean installation of Windows 7, which requires complete backup of all your data and installed software, and reinstallation after the Windows 7 installation.

Caution! Failure to back up your data and settings before performing the upgrade can result in loss of your personal files, including documents, pictures, files, programs, music, and videos.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

11. How many computers can I order Windows 7 upgrade kits for?

You may order one upgrade kit for each eligible computer. However, if you are a computer administrator ordering on behalf of your company or organization, you may order a maximum of 25 Windows 7 Upgrade Kits for 25 eligible computers purchased during the eligibility period. If you need more than 25 upgrade kits, contact Microsoft about a volume license. For more information, go to www.microsoftvolumelicensing.com/userights for Microsoft volume licensing

12. I purchased a refurbished computer. Am I eligible for the Windows 7 Upgrade Option Program from HP?

Only select refurbished computers are eligible. Click the **order/check status** button on this site to see if your computer is eligible.

Because HP sends the Windows 7 Upgrade Kit after Microsoft launches Windows 7 (announced as October 22, 2009), refurbished computer owners might receive their kit after their 90-day refurbished computer warranty expires, and might have to pay HP for support if they need it to successfully install Windows 7.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

13. How do I order a Windows 7 Upgrade Kit from HP?

To order a kit, go to HP's www.hp.com/go/windows7upgrade page using Microsoft Internet Explorer as your browser. Then select your country/region and language.

14. What do I need to have ready before ordering the Windows 7 Upgrade Kit from HP?

You need to have a computer that is connected to the Internet and a copy of the proof of purchase for your HP computer. If you order from the eligible computer, (the computer you are ordering the upgrade for), you might be able to use HP's Auto Detect tool on the ordering site to make the ordering process faster and easier. If you do not have access to the Internet, contact the kit supplier, Arvato Digital Services, at **877-280-2279**.

15. What is the HP Automatic Detect tool and why should I use it?

The HP Automatic Detect Tool feature is coming soon. Until then, you can still order your upgrade by entering your HP PC serial number and product number into the online ordering site.

HP has developed a tool to automatically detect the system information that is needed to successfully place an order for a Windows 7 Upgrade Kit. If you visit the ordering site from the computer you intend to upgrade, you can use the Automatic Detect tool to detect the product number and serial number, which operating system is being used, and which upgrade kit the computer is eligible for.

16. How do I know what operating system my computer is running?

If your computer is a custom-built configuration from HP, or it is a system that has had an HP factory-installed downgrade from Windows Vista to Windows XP, the ordering tool might not be able to determine what version of Windows you are running. To place your order for an upgrade kit, you must correctly indicate which version of Windows Vista was originally sold with your computer. There are several ways to determine this information:

- Your operating system version might be listed on your packing slip or receipt.
- If you cannot find your Windows operating system on your purchase receipt, you can find it as follows:
 1. From Windows, click **Start** , click **Control Panel**.
 2. Click **System and Maintenance**, and then click **System**.
 3. The version of Windows Vista is displayed under System. The System Type indicates either 32-bit or 64-bit versions.

17. Can I not use the Auto Detect tool and enter my system information manually?

The Auto Detect tool is the fastest and most accurate way to order your Windows 7 Upgrade Kit and should be used when possible. However, in the event the Auto Detect tool does not work for your system, or when you have multiple eligible HP computers, you can manually enter your system information.

18. Why must I place my upgrade order using Internet Explorer?

HP's Auto Detect tool works only with Internet Explorer, so you must order your upgrade kit using Internet Explorer and you must accept an Active-X control from HP when prompted by the system.

19. I use another browser by default. Where do I find Internet Explorer?

If you do not see Internet Explorer on your desktop, you can find it by clicking the Windows Start button and looking in the Programs section.

20. Where can I find the information I need for the upgrade?

If you cannot order from your upgrade-eligible HP computer or the HP Auto Detect tool does not work on your system, you must find the following information about your computer to manually place an order for a Windows 7 upgrade kit:

- HP product number: The HP product number is often listed on your receipt or packing list for the computer, or on the shipping container for your computer. The HP product number can always be located on your computer. It is typically on a small white sticker usually located on the bottom or back of your computer. It is a 7 to 11 digit alphanumeric code that follows "p/n" and usually ends in "#ABA."
Go to http://welcome.hp.com/country/us/en/support/prod_info.html to learn more.
- HP serial number: The serial number on your computer is also located on the same small white sticker as the product number, located on the bottom or back of your computer. It is a 10 digit alphanumeric number that follows "s/n" Serial Number Example: s/n: CNU832115BB.
Go to http://welcome.hp.com/country/us/en/support/prod_info.html to learn how to find the serial number on most HP systems.
- Date of purchase: located on your receipt, invoice, or packing slip.
- Retailer or reseller name: located on your receipt, invoice, or packing slip.
- Operating System: Go to <http://windowshelp.microsoft.com/Windows/en-US/help/bc1adb60-9e03-46ab-9fcf-843151ff2d551033.msp> for details on how to find your operating system version.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

21. What if I lost or discarded my proof of purchase?

Your proof of purchase, either a retailer receipt, invoice, or packing slip, lets HP validate that your computer was purchased in the eligible program time frame as set by Microsoft. If you do not have your receipt, contact the retailer or reseller where you purchased the computer to get a replacement receipt. If you purchased your computer from HP Home & Home Office Store, call us at 1-888-999-4747. If you purchased your computer from HP Small & Medium Business Store, please call us at SMB Sales Center 1-800-888-5858 (Menu Option 4).

You must submit a copy of the proof of purchase information, including any additional system information requested by the ordering system, by March 1, 2010 to be eligible for this upgrade.

22. How do I submit my proof of purchase?

After you place your order, you are provided with instructions on how to submit a copy of your proof of purchase information by upload, e-mail, fax, or postal mail. To upload or e-mail a copy of your proof of purchase, it must be scanned into a .gif or .jpg file format.

23. When will I receive my Windows 7 Upgrade Kit?

Windows 7 Upgrade Kits will begin shipping after Microsoft makes Windows 7 available to the public on October 22, 2009.

24. Who is processing my Windows 7 Upgrade Kit from HP order?

HP has hired a vendor, Arvato Digital Services, to provide the upgrade kits. If you have any charges with the upgrade order, such as shipping and handling (select orders only), your credit card statement will indicate "**Arvato HP Windows 7 Upgrade**" as the merchant.

25. Can I return my Windows 7 Upgrade Kit from HP?

Windows 7 upgrade kits are not returnable or refundable, unless the kit is damaged or defective when received. You may return a defective kit for a new kit at no cost. Any shipping and handling fees are not refundable. To read the detailed order terms, please visit our kit provider by clicking **order/check status** and then click **order terms**.

26. How do I know if my upgrade kit order is complete and approved?

You will receive instructions during the ordering process to submit your order. Save your pending order number for future reference so you can check the Web site for the status of your order. Until you receive a copy of your proof of purchase, your order is not complete.

27. How do I know if Windows 7 is compatible with my HP printer, scanner, or imaging product?

Go to the www.windows7.com web site for compatibility information on HP printers, scanners, or imaging products. For other manufacturer's products, check their Web sites for compatibility information.

28. Can I uninstall Windows 7 after I upgrade?

You can recover your computer to its factory-installed operating system by following the standard computer recovery process. However, make sure you back up all your data and find all your program disks before starting the recovery process.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

29. What are the benefits of Windows 7?

Learn the latest about Windows 7 at the www.windows7.com Web site. Product functionality and graphics might vary based on your system configuration. Some features might require advanced or additional hardware. Updated requirements may be posted on the www.windows7.com Web site. Some features in earlier Windows versions are not included in Windows 7. However, you can download Windows Live Essentials to get similar programs including Windows Live Mail, Photo Gallery, Messenger, and Movie Maker, for free at <http://download.live.com>

30. My computer does not have a DVD drive. How do I install the Windows 7 Upgrade?

Microsoft has required that the Windows 7 Upgrade be available only in DVD format. If you do not have a DVD drive on your computer, you can buy an external drive from your computer retailer or directly from HP.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

31. How should I prepare my computer before I install the Windows 7 Upgrade Kit?

When upgrading your computer to a new operating system, it is a good idea to back up your data files before you begin the upgrade process. You can backup your files on an external hard drive, or on DVD or CD discs. You can find out about these items at your computer retailer/reseller or directly from HP.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

32. Is the Windows 7 Upgrade Kit an upgrade, or a "clean installation"?

If you are upgrading from a factory-installed version of Windows Vista to Windows 7, it is an upgrade, so your data and many applications transfer to the new operating system. However, it is always a good idea to back up your data before beginning the upgrade process in the event problems occur.

If you are upgrading from a HP factory-installed downgrade to Windows XP, the process is a "clean installation," meaning your data and applications do not transfer over and you must backup before upgrading, because your data is lost during the upgrade process. You must reinstall applications after you have upgraded your computer from Windows XP to Windows 7, so find your disks or license information before beginning the upgrade progress.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

33. How can I get help if I have technical issues installing the HP Windows 7 Upgrade kit?

Please contact HP Customer Support or visit HP's online customer support forum for help on technical issues with installing the HP Windows 7 Upgrade kit.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

34. Will HP support my computer after I have upgraded from Windows Vista to Windows 7?

If you upgrade your system from Windows Vista to Windows 7 using the HP Windows 7 Upgrade Program process, HP supports your in-warranty HP computer. If you upgrade your in-warranty computer to Windows 7 using a copy of Windows 7 purchased from Microsoft, HP Support provides troubleshooting assistance on a best effort basis. If HP Support cannot resolve the issue, you must restore the computer back to the original Windows operating system to continue troubleshooting with HP.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

35. What happens if my computer is upgraded and then later repaired by HP?

HP returns your unit back to the original factory image, which is Windows Vista. When you get your computer back, you must perform the upgrade again using the Windows 7 upgrade kit you previously ordered.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.

36. When upgrading to Windows 7, can I select a language other than the language I am using in Windows Vista?

No. The Windows Vista Upgrade Option Program from HP allows you to upgrade to the same language only. The upgrade process either automatically installs the same language of Windows 7 that you already are using on your Windows Vista-based computer, or you are asked to select the final language at the first start up.

Systems may require upgraded and/or separately purchased hardware and/or a DVD drive to install the Windows 7 software and take full advantage of Windows 7 functionality. See www.windows7.com for details.