

# FREE Windows® 7 Upgrade Option for HKU Notebook Computer Programme 2009

## ELIGIBILITY

### How do I know if my Notebook is eligible for this “Free Windows® 7 Upgrade Option for HKU Notebook Computer Programme 2009” by HP?

You only need to check if your Notebook meets the following criteria:

1. Selected eligible HP Notebook<sup>1</sup> was purchased via “HKU Notebook Computer Programme 2009” (invoice as final) ;
2. The HP Notebook purchased was factory-installed with Windows Vista® Home Premium / Windows Vista® Business.

### If I would like to purchase a Notebook with Windows Vista® Home Basic pre-installed via HKU Notebook Computer Programme 2009 by HP, is that Notebook eligible for this “Free Windows® 7 Upgrade Option for HKU Notebook Computer Programme 2009”?

According to Microsoft’s guideline, only the system which is originally pre-installed with Windows Vista® Home Premium, Windows Vista® Business or Windows Vista® Ultimate, is eligible for this free upgrade option.

Therefore, you may consider either way below:

- a) Pay additional HK\$400 for the model of the same series which is Windows® Vista Business pre-installed;  
OR
- b) Purchase Windows® 7 Professional Upgrade or Windows® 7 Ultimate Upgrade at the Microsoft counter during the roadshow of the HKU Notebook Computer Programme 2009.

### Can I install a different language version of Windows® 7 than is on my Windows Vista® Notebook?

The language version of Windows® 7 must be identical to the Vista language version that was factory installed on your Notebook prior to the upgrade. Otherwise, the Windows® 7 Upgrade Media may not install and activate properly. For example, if your Notebook came with multiple languages and you chose English as your language during setup, then you will also have to choose English during the Windows® 7 upgrade process. Instructions will be provided in your Windows® 7 Upgrade Kit from HP.

### My system is currently running 32-bit edition of Windows Vista®. Can I install 64-bit edition of Windows® 7 via this upgrade option programme?

When upgrade the system via this upgrade option, you can only upgrade the system to the associated edition of Windows® 7. Please refer to the following table for the details:

Factory-installed Windows Vista® Edition		Upgrade to associated Windows® 7 Edition
Windows Vista® Home Premium (32-bit)	→	Windows® 7 Home Premium (32-bit)
Windows Vista® Home Premium (64-bit)	→	Windows® 7 Home Premium (64-bit)
Windows Vista® Business (32-bit)	→	Windows®7 Professional (32-bit)
Windows Vista® Business (64-bit)	→	Windows® 7 Professional (64-bit)

### Why do PCs with Windows Vista® Home Basic, Windows Vista® Starter or Windows® XP (all editions) not qualify to be upgraded?

Microsoft’s guidelines state that Windows Vista® Home Basic, Windows Vista® Starter Edition, and Windows® XP (all editions) do not qualify for an upgrade to Windows® 7 under this Windows® 7 Upgrade Option Programme from HP.

If your system was originally pre-installed with Windows Vista Business purchased via HKU Notebook Computer Programme 2009 and you downgraded to Windows XP, your system may be eligible for this “Free Windows®

7 Upgrade Option for HKU Notebook Computer Programme 2009" by HP. However, a clean installation of the Windows® 7 Upgrade Media will be required which means that you have to backup the data, remove Windows XP and install Windows Vista® Business before installation of Windows® 7 Upgrade Media.

### **Can my HP Mini Notebook purchased in HKU Notebook Computer Programme 2009 be able to upgrade to Windows® 7?**

The HP Mini Notebook<sup>2</sup> offered via HKU Notebook Computer Programme 2009 by HP is not eligible for free upgrade to Windows 7® option.

If you would like to upgrade your HP Mini Notebook purchased via this programme to Windows® 7, you may consider purchasing Windows® 7 Professional Upgrade or Windows® 7 Ultimate Upgrade at the Microsoft counter during the roadshow of the HKU Notebook Computer Programme 2009.

## **UPGRADE OPTION WORKFLOW**

### **What is in the Windows® 7 Upgrade Kit from HP?**

The basic HP Windows® 7 Upgrade Kit will include:

1. Microsoft Windows® 7 Operating System Upgrade Media DVD and Certificate of Authenticity (COA)
2. HP Upgrade Media DVD (drivers and applications for select HP Models only) <applied to selected models only>
3. Upgrade installation instructions

*Note: when you receive your Windows® 7 Upgrade Kit from HP, you should install the HP Upgrade Media DVD first, or follow the Upgrade installation instructions included, in order to properly perform Windows® 7 Upgrade.*

### **If my notebook purchased via this programme is eligible for this Free Windows® 7 Upgrade Option, how can I get this Free Windows® 7 Upgrade Kit?**

When you place the purchase order for a notebook which is eligible for the Free Windows® 7 Upgrade Kit from HP, you need to indicate the language of the free upgrade kit that you would like to choose in the same order.

### **When can I get the Free Windows® 7 Upgrade Kit ordered via this programme?**

After Microsoft makes Windows® 7 officially availability in the public on 26 October 2009, HP will schedule a redemption booth of free Windows® 7 Upgrade Kit in the campus accordingly. You may check the redemption period and other details on HKU Notebook Computer Programme 2009 website on or after 29 October 2009.

## **COMPATIBILITY**

### **If my system is eligible for this "Free Windows® 7 Upgrade Option for HKU Notebook Computer Programme 2009 " by HP, does that mean my PC is compatible with Windows® 7 and ready to install the Windows® 7 Upgrade?**

The current hardware requirements to install Windows® 7 are:

- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- 1 GB of RAM (32-bit)/ 2 GB RAM (64-bit)
- 16 GB available disk space (32-bit)/ 20GB (64-bit)
- Support for DirectX 9 graphics with 128 MB memory (to enable the Aero theme)
- DVD-R/W Drive

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 Microsoft website: <http://www.microsoft.com/windows/windows-7/> for details.

*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.*

## Is Windows® 7 compatible with my peripherals such as a printer, camera, or non-HP software?

Information about HP Windows® 7 compatible drivers will be available close to the public availability of Windows® 7. For HP devices, please consult HP Support and Drivers - opens simulated dialog. For non-HP devices, please consult the Microsoft Software and Hardware Compatibility Center

## INSTALLATION AND SUPPORT

### My PC does not have a DVD drive. How do I install the HP Windows® 7 Upgrade?

The Windows® 7 Upgrade is only available on DVD. A DVD drive is a requirement for installation of the Windows® 7 upgrade media but the DVD drive itself can be internal or external.

### Once I upgrade to Windows® 7 and if I ever send my Notebook back to HP for repair, will it be restored to Windows® 7 or to Windows Vista?

HP can help you restore your unit to the original image that was factory installed on your Notebook, in this case back to Windows Vista. Once you get your Notebook back with Windows Vista, you will need to perform the upgrade again using your Windows® 7 Upgrade Kit.

### Will HP support my Notebook after I have upgraded from Windows Vista to Windows® 7?

If your Notebook is still under the HP warranty period and your upgrade was obtained through the "Free Windows® 7 Upgrade Option for HKU Notebook Computer Programme 2009" by HP, then HP will support your Notebook. If you have purchased Windows® 7 from another source and are still within the HP warranty period, HP Support will do their best to troubleshoot the problem. If HP Support cannot resolve the issue, it will be necessary for you to restore the Notebook back to the factory installed version of the Windows operating system to continue troubleshooting hardware issues.

### Remarks:

<sup>1</sup>Eligible models of Notebook offered in HKU Notebook Computer Programme 2009 by HP for free Windows® 7 upgrade option are HP ProBook 4415s (VQ013PA#AB5), HP ProBook 4410s (VQ015PA#AB5), Compaq Presario CQ61 (VM768PA#AB5), HP ProBook 4311s (VQ017PA#AB5), HP Compaq 2230s (VQ019PA#AB5), HP EliteBook 2530p (VQ020PA#AB5), HP TouchSmart tx2 (VM769PA#AB5), HP ProBook 4510s (VQ022PA#AB5), HP Pavilion dv6 (VM770PA#AB5) and HP Pavilion dv7 (VM771PA#AB5).

<sup>2</sup>The HP Mini Notebooks offered in HKU include HP Mini 110 (Black – VQ935PA#AB5, White – VQ936PA#AB5, Pink – VQ937PA#AB5) and HP Mini 5101 (VQ045PA#AB5).

