



# Let us upgrade your PC to Windows 10

## SmartFriend Windows 10 Upgrade Service, part of HP Care

### Service feature highlights

- HP service technicians upgrade your PC in 60–90 minutes.
- We make sure you have all the right drivers for your external devices.
- You get all the benefits of upgrading to Windows 10 without the risk or hassle of doing it yourself.
- Upgrade between the hours of 8:00 a.m. and 12:00 a.m. EST in the U.S. and Canada.

### Service overview

If you're running Windows® 7, Windows 8.1, or Windows Phone 8.1, you may be eligible for a free upgrade to Windows 10.\* Why switch to Windows 10? It comes with new features that make your digital life more convenient and more fun, like the Cortana personal digital assistant, a new Web browser named Microsoft® Edge, and the ability to easily switch between PC and tablet mode.

#### **SmartFriend provides an easy and safe way to upgrade your PC to Windows 10.**

Our experienced technicians can handle your upgrade remotely, while you do something else. You don't have to worry about all the hassles that come with an upgrade, like updating all your device drivers, or the risks, like making a mistake and losing important files. The whole process takes 60–90 minutes, and you can start your upgrade anytime, day or night. Once you're done, you can start exploring Windows 10 right away—no extra effort required.

### Service features

**Table 1.** Service features: What you get

Features	How it works
<b>Quick evaluation</b>	We check to make sure your PC meets all the requirements for Windows 10. We also make sure that you're eligible for a free copy of Windows 10.
<b>Driver compatibility check</b>	We check your software and drivers for compatibility with Windows 10. We'll suggest alternatives if they're not.
<b>Backup review</b>	We ask if you've backed up your system, and suggest alternatives if you don't have a backup device or software.
<b>Remote upgrade</b>	We remotely access your PC and provide you with exclusive access to PC backup software. The software will provide you with a status bar indicating how many files have been backed up and estimated completion time.
<b>User name and password setup</b>	We help you set up your user name and password.
<b>Final system check</b>	We run a quick check to make sure your data is all there and that your drivers still work.
<b>Upgrade notification email</b>	We send you an email confirming that your upgrade is complete.

\* Apps sold separately. Windows 10 upgrade offer valid for qualified Windows 7 and Windows 8.1 devices (including devices you already own) for one year after Windows 10 upgrade availability. Visit [windows.com/windows10upgrade](http://windows.com/windows10upgrade) for more details. Windows 10 feature availability may vary by region and device. May require additional hardware, drivers, software, and/or BIOS update. See [hp.com/go/windows10update](http://hp.com/go/windows10update).

## Service requirements for Windows 10

**Table 2.** We'll check that your PC meets the minimum requirements for Windows 10.

Requirement	Minimum	Recommended
<b>Processor</b>	<ul style="list-style-type: none"> <li>• 1 GHz</li> <li>• IA-32 or x64 architecture</li> <li>• Support for Physical Address Extension (PAE), NX, and Streaming SIMD Extensions 2 (SSE2)</li> </ul>	<ul style="list-style-type: none"> <li>• x64 architecture</li> <li>• Second Level Address Translation (SLAT) support for Hyper-V</li> </ul>
<b>Memory (RAM)</b>	<ul style="list-style-type: none"> <li>• IA-32: 1 GB</li> <li>• x64 edition: 2 GB</li> </ul>	• 4 GB
<b>Graphics card</b>	• Microsoft DirectX 9 graphics device with WDDM driver	• DirectX 10
<b>Display screen</b>	• 800x600 pixels	• 1024x768 pixels (to access the Windows Store)
<b>Input device</b>	Keyboard and mouse	Multi-touch display
<b>Hard disk space</b>	<ul style="list-style-type: none"> <li>• 16 GB for IA-32</li> <li>• 20 GB for x64</li> </ul>	Same as minimum
<b>Other</b>	Internet connectivity	

## Customer responsibilities

As part of your SmartFriend service agreement, you'll be responsible for:

- Backing up your data and software before the upgrade.
- Giving HP technical personnel full access to all software and hardware on your PC. If necessary, you'll need to manually enter passwords.
- Adhering to the licensing terms and conditions as stated by the original software manufacturer or sales agent. You will be presented with end-user license agreements (EULAs) by Microsoft and HP, which you will need to accept in order to receive the upgrade.

## Service limitations

### Ineligible machines

- We can't perform the upgrade on machines that aren't eligible for the Windows 10 upgrade, which include all machines not on Windows 7 SP1 or Windows 8 SP14, or when driver compatibility issues are present.
- For customers who are on Windows 7 or Windows 8, but not on the latest version of the OS, we'll advise you on how to update your OS to a supported version. You will need to perform this process yourself.

### PC backup

Our software will back up all critical files and data before your upgrade, but we will not be able to restore applications or files that are incompatible with the Windows 10 operating system.

### Hardware support

We don't support hardware-related issues. You'll need to contact an HP Support agent for additional help.

### Rollback assistance

- We can only revert back to the factory restore settings. You will need to make sure your data is backed up before your upgrade to Windows 10 begins.
- We cannot support rollback after 30 days per Microsoft's software limitations. After 30 days, you will need a recovery disk to roll back to your previous OS, which must be purchased separately.
- Some regions may provide a recovery disk option for an additional price.

### Post-upgrade support

- We do not provide a how-to tutorial on Windows 10.
- SmartFriend Subscription Service is available for customers who want in-depth support on troubleshooting the operating system, virus removal, or basic “how-to” guidance. Availability may vary by geographic location.

## Service eligibility

You are eligible for the delivery of this service if you meet the following prerequisites:

- You must own, lease, or have the right to make administrative changes to the personal device.
- Your personal device must meet the minimum system requirements as outlined above.
- You must be up to date with the latest version of Windows 8.1 or Windows 7.
- You must have stable Internet access.

## General provisions/other exclusions

### Operational hours

HP Windows 10 upgrade services will be performed from 8:00 a.m.–12:00 a.m. EST in the U.S. and Canada.

### Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

### Delivery location

The upgrade service is a remote service that will be delivered over the phone.

### Hardware eligibility

HP desktops, notebooks, and tablets are supported with this service, subject to system requirements. The service can only be ordered for one device and must be repurchased for subsequent devices.

### Geographic coverage

These services may not be available in every location. Please contact your local HP support agent for country-specific coverage and limitations.

## Ordering information

Call 888-215-8889 in the U.S. and Canada to order SmartFriend Windows 10 Upgrade Service.

### Learn more at

[hp.com/services/support](http://hp.com/services/support)

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