

# HP Notebook PCs - Upgrading from Windows 7 to Windows 8

**This document pertains to HP Notebook computers to be upgraded from Windows 7 using a digital copy of Windows 8.** You may perform either an In-place Installation that retains your data and settings from Windows 7, or a Clean Installation (custom) that deletes all data from the hard drive before installing Windows 8.

## **Please read the following important information before beginning your upgrade:**

Not all Windows 8 features may be available on all Windows 7 computers. Your computer may require additional hardware, software, firmware, and/or a BIOS upgrade to install and run Windows 8.

- HP provides upgrade instructions and drivers for most computers sold after October 1<sup>st</sup>, 2011.
- For information about the Microsoft Windows 8 Upgrade Offer go to [www.windowsupgradeoffer.com](http://www.windowsupgradeoffer.com) and [www.windowsupgradeoffer.com/en-US/Home/Faq](http://www.windowsupgradeoffer.com/en-US/Home/Faq). Check these sites frequently, as some details may change and/or additional information may become available.
- If you purchased your computer prior to October 1<sup>st</sup>, 2011, HP has not tested or developed drivers for your model computer. Therefore an upgrade of your computer may be difficult or impossible.
- Not all Windows 8 features will be available on all computers, and your particular experience with Windows 8 is determined by the capabilities of your computer.
- An In-place Upgrade is easier and faster than a Clean install and is the better option for most people. See below for help determining the best method for your particular computer.
- Software designed for Windows 7 or earlier operating systems may not work after installing Windows 8.
- HP provides Windows 8 compatible software and updated drivers to support only specific computer models.
- If you want to restore the original operating system after upgrading, you must create HP recovery media before you upgrade. To learn how to create recovery media, see [Creating Recovery Discs or Saving a Recovery Image to a USB Flash Drive \(http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01867124\)](http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01867124).
- If you seek support assistance from HP after you upgrade, HP technical support may request that the original Windows 7 operating system be restored to verify product functionality. If your computer is sent to service or repairs after upgrading to Windows 8, your computer may be re-imaged with the original Windows operating

system and the upgraded Windows 8 operating system will be removed. After repairs are made, you can reinstall Windows 8.

- You should always back up all important data (personal files, photos, videos, documents, applications, etc.) before beginning any upgrade to avoid any possibility of losing your important data.
- If you currently use DVD playback software from Microsoft (for example Windows Media Player), this software will not play DVDs in Windows 8. To continue to play DVDs after you upgrade, you must acquire the Windows 8 Media Center Pack from Microsoft or purchase other DVD playback software.

If you currently use DVD playback software from HP, CyberLink, or another company, the Windows 8 installation process helps you determine if your playback software is compatible with Windows 8 or if an update is required. If the software is compatible and you perform an In-place Upgrade, you have the option to keep this software during the upgrade. If you perform a Clean Install you must reinstall the software after the upgrade.

## System Requirements

Microsoft requires that your computer hardware must meet the following system requirements before you can install Windows 8.

### **Windows 8 works on the same hardware that powers Windows 7:**

- 1 gigahertz (GHz) or faster processor
- Minimum 2 GB RAM (64-bit), 4 GB preferred for full functionality
- Minimum of 20 GB of hard drive storage available before installation

### **Additional requirements to use certain features:**

- Windows 7 PCs with touch will not have full Windows 8 touch capabilities after upgrade. HP PCs with touch input hardware designed for Windows 7 will provide a comparable experience for only two touch point applications after the upgrade to Windows 8. HP Windows PCs with touch input hardware will not support Windows 8 applications that require more than two simultaneous touch points. Additionally, Windows 8 edge swipes may not be available due to the recessed bezel on HP touch systems shipped with Windows 7.
- To access the Windows Store and to download and run apps, you need an active Internet connection and a screen resolution of at least 1024 x 768.
- To snap apps, you need a screen resolution of at least 1366 x 768.
- Internet access (ISP fees might apply)

Microsoft provides an installation wizard to check your computer for possible compatibility problems. It's a good idea to use the installation wizard before attempting to upgrade to Windows 8. For more information, visit the [Microsoft Compatibility Center for Windows 8](http://www.microsoft.com/en-us/windows/compatibility/en-US/CompatCenter/Home) (<http://www.microsoft.com/en-us/windows/compatibility/en-US/CompatCenter/Home>).

## Determine the best method for upgrading your model computer to Windows 8

There are two methods to install Windows 8 onto a computer:

### **WARNING:**

You must back up all important data (personal files, photos, videos, documents, applications, etc.) before upgrading to avoid any possibility of losing your data.

- **In-place Upgrade** - installs Windows 8 over an existing Windows 7 installation. This is the easier and faster method to upgrade and is the better option for most people. Most or all of your existing software programs, drivers, and personal files are available after upgrading. You can only perform an Upgrade if your computer has Windows 7 Starter, Home Basic, Home Premium, Business or Ultimate Edition.

The In-place Upgrade is the recommended upgrade method for computers. If your computer has Windows 8 UEFI BIOS, the In-place upgrade will work but some Windows 8 features such as Secure Boot will not be available.

- **Clean Installation (custom)** - erases all files, original drivers and programs provided by HP and any other software you installed. Provides the option to make changes to partitions and drives before installing Windows 8.

Clean Installation (custom) and a Windows 8 UEFI BIOS are required to use Windows 8 features like Secure Boot or GPT hard drive formatting.

<b>You should choose an In-place Upgrade if:</b>	<b>You should consider a Clean Installation if:</b>
<ul style="list-style-type: none"> <li>○ Your computer does not have a Windows 8 UEFI BIOS.</li> <li>○ Your computer does have a Windows 8 UEFI BIOS but you do not wish to use features such as Secure Boot.</li> </ul>	<ul style="list-style-type: none"> <li>○ Your computer has a Windows 8 UEFI BIOS and you want to use Windows 8 features such as Secure Boot.</li> <li>○ You wish to delete everything on your PC before installing Windows 8.</li> </ul>

## Does your computer have a Windows 8 UEFI BIOS?

Check the table below to determine if your computer can be upgraded to take advantage of new Windows 8 features; such as Secure Boot and a seamless boot experience. To take advantage of the features enabled in the Windows 8 UEFI BIOS, the BIOS must be updated and the hard drive must be re-formatted using a new file format before installing Windows 8.

<b>Model/series computer</b>	<b>Bios revision</b>	<b>SoftPAQ file name</b>
CQ45-100~CQ45-199 with AMD processor	F.13	SP58803
CQ45-700~CQ45-799 with Intel processor	F.12	SP58802
CQ58-100~CQ58-199 with AMD processor	F.12	SP58742
CQ58-100~CQ58-199 with Intel processor	F.22	SP58972
CQ58-a00~CQ58-a99 with AMD processor	F.13	SP58803
CQ58-a00~CQ58-a99 with Intel processor	F.12	SP58802
dm1-4200~dm1-4299 with AMD processor	F.13	SP58932
dv4-5000~dv4-5199 with Intel processor	F.22	SP58743
dv4-5a00~dv4-5a99 with Intel processor	F.11	SP59182
dv6-7000~dv6-7199 with Intel processor	F.13	SP58934
dv6-7000~dv7-7199 with AMD processor	F.13	SP58982
dv7-7000~dv7-7199 with AMD processor	F.13	SP58982
dv7-7000~dv7-7199 with Intel processor	F.13	SP58934
ENVY 14 SPECTRE 14-3100~14-3199 with Intel processor	F.14	SP58859
ENVY 4-1000~ ENVY 4-1099 with Intel processor	F.13	SP58874
ENVY 6-1000~ENVY 6-1099 with AMD processor	F.12	SP58871
ENVY 6-1000~ENVY 6-1099 with Intel processor	F.13	SP58874

ENVY SPECTRE XT 13-2000~13-2099 with Intel processor	F.13	SP59158
g4-2000~g4-2199 with AMD processor	F.14	SP58935
g4-2000~g4-2199 with Intel processor	F.14	SP58938
g6-2000~g6-2199 with AMD processor	F.14	SP58935
g6-2000~g6-2199 with Intel processor	F.14	SP58938
g7-2000~g7-2199 with AMD processor	F.14	SP58935
g7-2000~g7-2199 with Intel processor	F.14	SP58938
HP 1000-1100~HP 1000-1199 with Intel processor	F.12	SP58802
HP 2000-2100~HP 2000-2199 with AMD processor	F.12	SP58742
HP 2000-2100~HP 2000-2199 with Intel processor	F.22	SP58972
HP 2000-2a00~HP 2000-2a99 with AMD processor	F.13	SP58803
HP 2000-2a00~HP 2000-2a99 with Intel processor	F.12	SP58802
HP 450 with Intel processor	F.12	SP58802
HP 455 with AMD processor	F.13	SP58803
HP650 with Intel processor	F.22	SP58972
HP655 with AMD processor	F.12	SP58742
m6-1000~m6-1099 with AMD processor	F.12	SP58975
m6-1000~m6-1099 with Intel processor	F.12	SP58974
m7-7000~m7-7099 with Intel processor	F.13	SP58934

**NOTE:**

More recent BIOS versions may be available. Go to the HP Customer Care Web site (<http://www.hp.com/support>) to download the latest version.

If your computer is not listed in the table, HP still recommends installing the latest version BIOS prior to installing Windows 8.

## Prepare your computer for In-place Upgrade method

This installation option prepares your computer for upgrade and installs Windows 8 over an existing Windows 7 installation. Most or all of your existing software programs, drivers, and personal files remain available after upgrading.

## Step 1: Update the BIOS

Upgrade to the latest BIOS before upgrading to Windows 8. Use the following steps to update the BIOS to avoid possible installation problems:

1. Make sure the main battery is inserted and the computer is connected to AC power.
2. Click **Start**, type `system` into the search field, and select **System Information** from the list.
3. Under the System Summary, the **BIOS Version/Date** is displayed. Record the BIOS revision number.
4. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number to find software and driver updates.
5. Use the SAVE option to download the latest available BIOS to your hard drive. Make sure to look through all the available downloads and select the BIOS version that has the highest version number.
6. To install (flash) the BIOS, close all software, disconnect all connected devices, remove all external storage devices and then double-click the downloaded BIOS.

### **WARNING:**

Do not use the computer or disconnect the power until the BIOS update has completed and the computer has restarted.

## Step 2: Update Windows 7 software and drivers

It is advisable to get all available recommended software and driver updates while the computer is still using Windows 7.

1. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number.
2. Download and install the Windows 7 hardware drivers and software.

## Step 3: Create Recovery discs and back up your important files

If you have not already done so, create a set of Windows 7 system recovery discs or save a recovery image to a USB storage device. If a problem occurs during the upgrade process, you can use HP System Recovery to return your computer back to its original software configuration. To create your recovery solution, see [Creating Recovery Discs or Saving a Recovery Image to a USB Flash Drive](http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01867124) (<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01867124>).

You can use Microsoft Backup and Restore Center or Microsoft Windows Easy Transfer to back up your files and transfer them to Windows 8. Microsoft **Windows Easy Transfer** comes with Windows 7 and makes backing up files easy.

If you want to backup your files using other software, you must first verify that it is compatible with Windows 8 before using it. You will also need a copy of the software's installation files on a USB drive or disc. Do not use backup software that is not compatible with Windows 8!

When finished, verify that the backup was successful and that you can access your files.

#### Step 4: Install updates from Windows Update

Before attempting to upgrade to Windows 8 you should use Windows Update to install all critical and recommended updates.

1. If you are not already connected to the Internet, connect now.
2. Click **Start**, type `Windows Update` in the Search field, and then select **Windows Update** from the list.
3. Click the **Install Updates** button. After clicking **OK**, Windows 7 creates a restore point if needed, downloads the update(s) and then provides more information. You might need to restart your computer after an update is installed.

#### Step 5: Update Microsoft Office Starter Edition (optional)

If you wish to continue to use Microsoft Office Starter Edition after upgrading to Windows 8 you must install a patch from Microsoft before the upgrade begins. Go to the following Microsoft web site to download and install the patch:

[Microsoft: Update for Microsoft Office 2010 \(KB2553141\) 32-Bit Edition \(http://www.microsoft.com/en-us/download/details.aspx?id=28887\)](http://www.microsoft.com/en-us/download/details.aspx?id=28887).

If you do not install the patch, Microsoft Starter Edition will be removed from your computer during the installation and you will not be able to reinstall it.

#### Step 6: Uninstall and delete Realtek Card Reader software (specific models only)

Realtek Card Reader driver (version 6.1.7600.74) may cause the Windows 8 installation to fail. If your series computer is listed in the following table, remove the Realtek Card Reader driver before installing Windows 8. If your computer is not listed in the table, continue to the next step.

Notebook computer series with Realtek Card Reader driver (version 6.1.7600.74)	
dv6-6bxx	g4-11XX
dv6z-6bxx	g4-12XX
dv7-6bxx	g6-11xx
dv7z-6bxx	

**Uninstall the Realtek Card Reader driver:**

1. Click **Start**, right-click **Computer**, and select **Properties**.
2. Click **Device Manager**.

3. Select **Realtek PCIE CardReader** in Device Manager under **Memory Technology driver**, and click the **Uninstall** button.
4. Check the box **Delete the Driver Software for this device**, then click **OK**.
5. Read and respond to any messages that open while the software is being removed from your computer.

#### **Delete the driver folder in c:\SWSETUP:**

1. Click **Start**, and then click **Computer**.
2. Double-click to open **Local Disk (C:)** then open the **SWSETUP** folder.
3. Right-click the folder named **Card Reader** and click **Delete**.

### **Step 7: Uninstall the AMD High Definition Audio drivers (specific models only)**

A specific version of the AMD High Definition Audio driver (version 8.861.1.2000) may cause the Windows 8 installation to fail. If your series computer is listed in the table, remove the AMD High Definition Audio driver before installing Windows 8. If your computer is not listed in the table, continue to the next step.

<b>Computer series with AMD High Definition Audio drivers (version 8.861.1.2000)</b>	
g4-12xx	g7-12xx
g6-12xx	

#### **Uninstall the software in the Device Manager:**

1. Click **Start**, right-click **Computer**, and select **Properties**.
2. Click **Device Manager**.
3. Select **AMD High Definition Audio Device** in Device Manager under **Sound, video and game controllers** and click the **Uninstall** button.
4. Check the box **Delete the Driver Software for this device**, then click **OK**.
5. Read and respond to any messages that might open while the software is being removed from your computer.

#### **Delete the driver folder in c:\SWSETUP:**

1. Click **Start**, and then click **Computer**.
2. Double-click to open **Local Disk (C:)** then open the **SWSETUP** folder.
3. Right-click the folder named **Video** and click **Delete**.

### **Step 8: Download a digital copy of Windows 8**

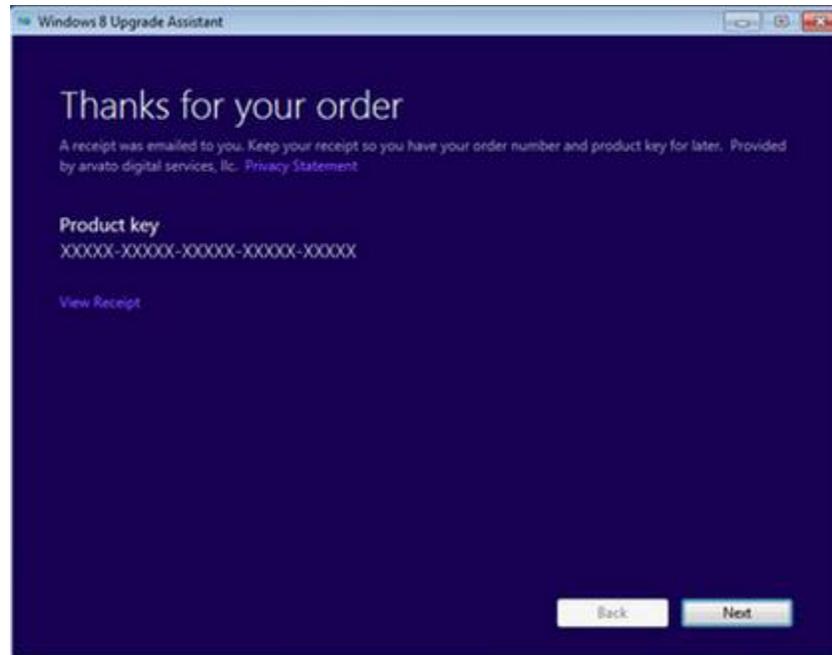
If you purchased a retail DVD copy of Windows 8, follow the Microsoft installation instructions provided in the packaging.

To download a digital copy of Windows 8 you need:

- Windows 7 computer with at least 6GB of free disk space.
- Network connection to the Internet.

1. Open an Internet browser and go to [www.microsoft.com/windows8](http://www.microsoft.com/windows8) to find the Windows 8 Upgrade Assistant.
2. Run the Windows 8 Upgrade Assistant.
3. The Windows 8 Upgrade Assistant helps you purchase the Windows 8 Upgrade from Microsoft. After purchasing Windows 8, the Upgrade Assistant provides a Product Key (5 groups of alpha-numeric characters). Write down the Product Key for future reference.

**Figure 1: Product Key in Windows Upgrade Assistant**



4. Windows 8 Upgrade Advisor downloads the Windows 8 Upgrade software for your computer. At the prompt to 'Install Windows 8' you are provided with three options:
  - **Install now** - continues with the In-place Upgrade.
  - **Install by creating media** - provides instructions and help creating a bootable DVD disc image or USB disk image of the Windows 8 Upgrade.
  - **Install later from your desktop** - creates an executable file on your desktop to upgrade to Windows 8 at a later time.

**Figure 2: Install Windows 8 options**

Choose one of the listed options. The instructions for an In-place Upgrade in this document covers the **Install now** option. The instructions for a Clean Installation in this document covers the **Install by creating media** option.

## Things to expect during installation

- **Incompatible programs** - The installation examines the computer for possible compatibility problems. Some programs need to be uninstalled and the computer restarted before the installation can continue.
- **Incompatible hardware drivers** - The installation examines the computer for possible compatibility problems. Some hardware drivers need to be uninstalled before the installation can continue.
- **Interrupting the installation** - The installation can be stopped and restarted at certain predefined points. When restarting the computer, a set of prompts allow you to either: **Continue** where you were, or **Start Over**.
- **UAC security** - The Microsoft User Account Control Settings displays a prompt and requires you to verify that you want the listed program to make changes in your computer. This prevents a malware or a virus from trying to install software.

If prompted, **Do you want to allow the following program to make changes to this computer?** and the Program's Name is listed as *Microsoft*

*Windows and Verified Publisher as Microsoft Corporation*, click **Yes** to allow the action.

- **Choose a User Name and Password** - By default Windows 8 is designed to seamlessly integrate your new computer into the Internet or Cloud with other social media and devices using a Microsoft connected user account; such as Instant Messenger, Gmail or Hotmail account.
  - **Local Account** - You can enter a unique user name and password that is valid only on this local computer to keep this computer as an independent device that is not linked to other devices. You can still manually connect to the Cloud to share files later.
  - **Microsoft Account** - If you use your Microsoft connected user account to logon, this computer automatically links into all the other mobile devices and user information you have stored on all your social networking accounts.
- **Allow multiple restarts** - The computer will restart multiple times during the installation process. You can either remove the installation DVD during the restart, or ignore the prompt to `Press any key to boot from the CD or DVD....`

## Install Windows 8 using In-place Upgrade method

This installation option installs Windows 8 over an existing Windows 7 installation. Most or all of your existing software programs, drivers, and personal files remain available after upgrading.

### **WARNING:**

You should Back up all important data (personal files, photos, videos, documents, applications, etc.) before you begin an In-place Upgrade to avoid any possibility of losing your data.

1. Connect the computer to an AC power supply.
2. Exit all programs, disconnect all peripheral devices, and remove all USB storage devices and SD cards.
3. If you have Internet, connect the computer to the Internet using either an Ethernet cable (Wired NIC), or turn wireless button On (Wireless LAN).
4. Click **Next** on the Install Windows 8 screen to start the installation.

### **Figure 3: Install Windows 8 options**

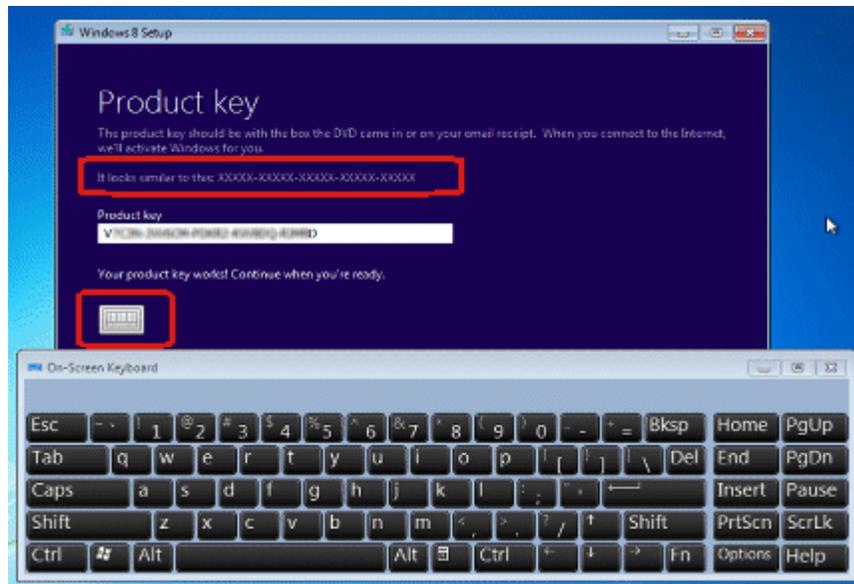


5. When prompted to **Get the latest updates** for the installation click **Go online to install updates now**, and then click **Next**. Allow the program to go online and get the latest updates.

If you do not have Internet access, choose **No, thanks**, and click **Next**. You can perform a Windows Update after the installation.

6. When prompted to enter **Product key**, follow the on-screen instructions and enter in your Product Key (5 groups of alpha-numeric characters without the dashes). When the correct Product Key is entered, a confirmation message **Your product key works! Continue when you're ready** displays. Click **Next** to continue.

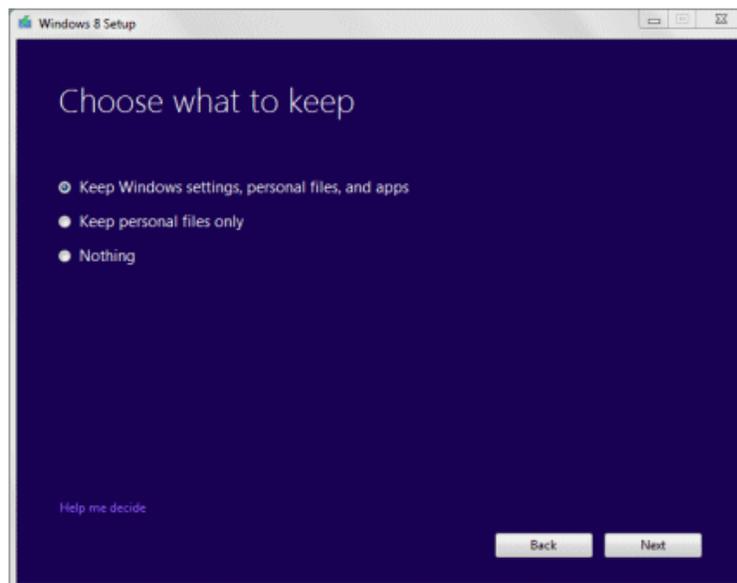
If, after multiple attempts the product key entry is not successful, contact Microsoft support ([www.microsoft.com/support](http://www.microsoft.com/support)) for help with your product key.



To enter information using an on-screen keyboard, select the keyboard graphic located below the entry field. When finished, click the keyboard graphic again to hide the display, and then click **Next** to continue.

7. When prompted to review the End User Agreement terms, read the agreement, select **I accept the license terms** if you agree to the terms, and then click **Accept**.
8. When prompted to **Choose what to keep**, select one of the options that corresponds to what files and settings you would like to keep, and then click **Next**.

**Figure 4: Choose what to keep**

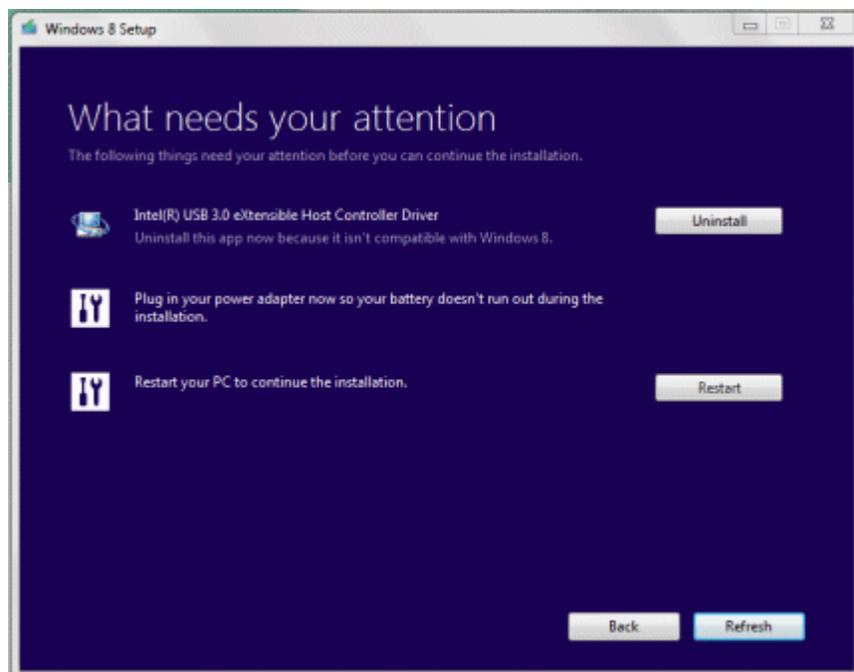


9. Windows 8 Setup then reviews the computer's settings and installed applications and displays a **What needs your attention** screen if action is needed.

Read each item carefully and respond if any action is required.

Windows 8 Setup may list applications or drivers that need to be removed, reinstalled or updated for Windows 8. Choose the Uninstall box to the right of the application or driver listing to launch the uninstall program. Some applications and/or drivers may request that the computer be restarted. Ignore the restart until all listed applications and/or drivers have been uninstalled.

**Figure 5: What needs your attention**



10. After all the identified applications or drivers have been uninstalled, if a restart is required or if the prompt changes to **Restart your PC to continue the installation**, click **Restart**. Otherwise click **Next** to continue.

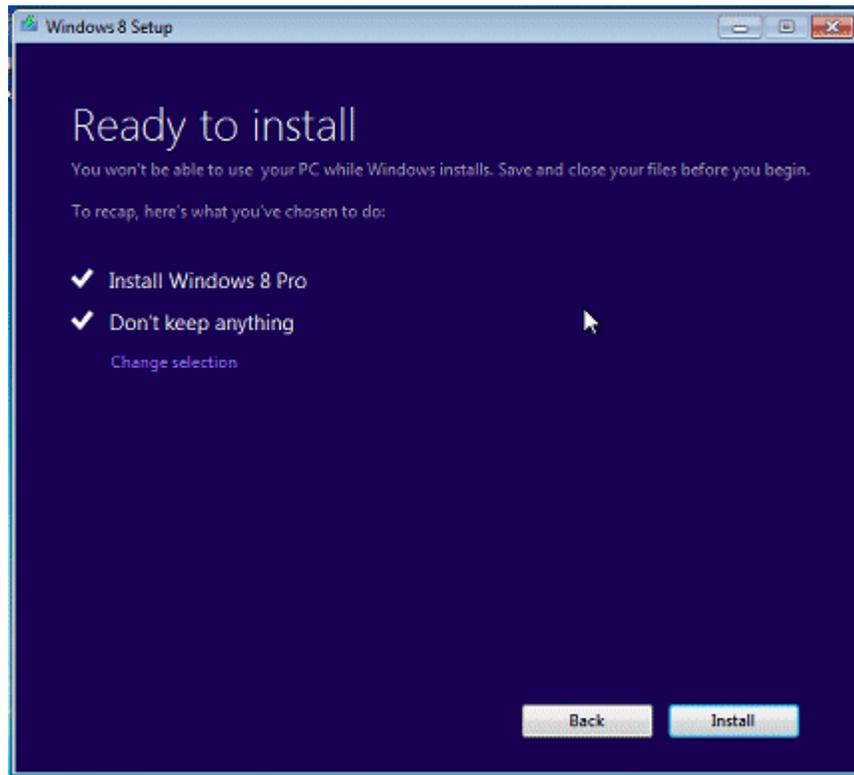
When the computer is restarted and a **Ready to install Windows 8?** opens, select **Continue from where I left off**, and then click **Next**.

11. If no additional action is needed, a prompt **To recap, here's what you've chosen to do:** appears.

**WARNING:**

All actions up to this point can be reversed and you can go back to Windows 7. Depending on your earlier selection of what files to keep,

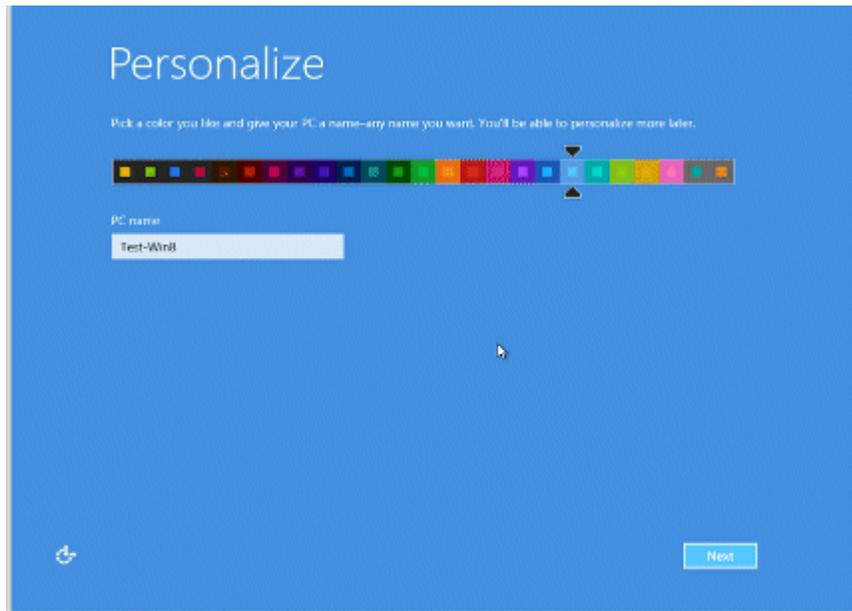
your data may be permanently deleted. Once you click **Install**, the installation must continue uninterrupted.



12. If you are satisfied with the options displayed, click **Install** and allow the installation to proceed.

If the listed actions are not what you expected, click **Change selection** and choose a different option.

13. Wait while Windows 8 installs. You are not required to do anything for several minutes while Windows installs files and configures your settings.
14. After Windows 8 is installed, a **Personalize** prompt displays. Use the horizontal slider to choose a background and text **color**, enter a **name** for the computer, and then click **Next**.

**Figure 6: Personalize Windows 8**

15. When the **Wireless** prompt displays, you may either connect to your network now or later.

**Figure 7: Wireless network connection**

Select your wireless network from the list and click **Connect** .

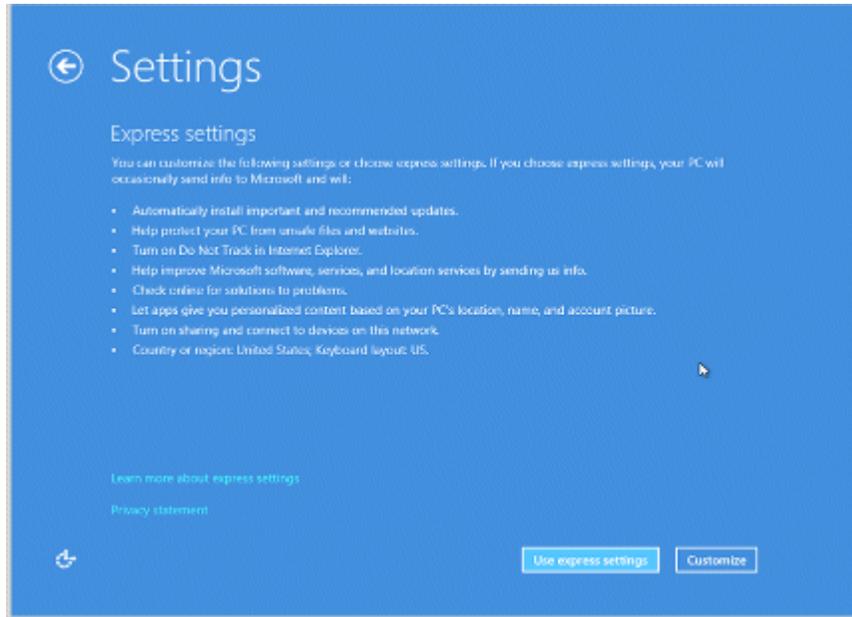
If you do not wish to connect to a wireless network, click **Connect to a wireless network later**.

**NOTE:**

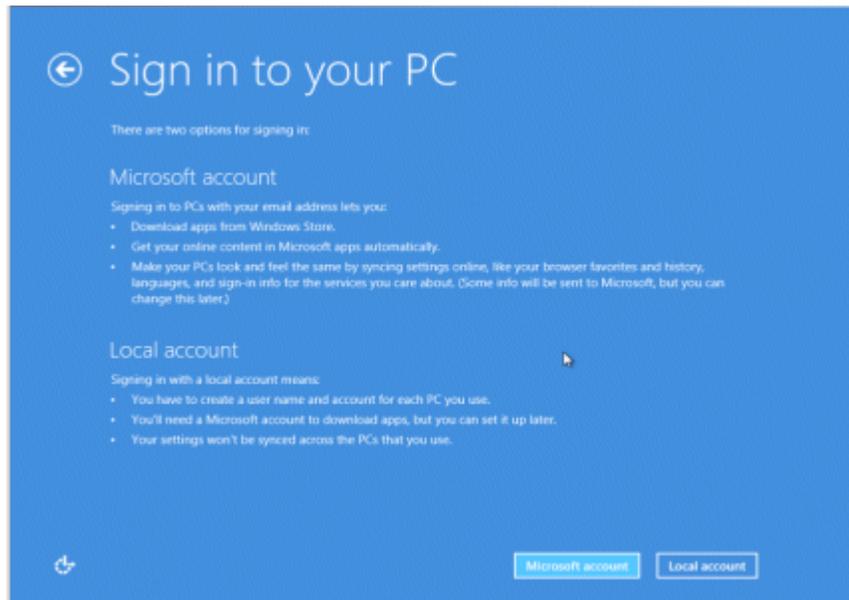
The wireless network option is not displayed if the computer was not previously connected to a wireless network, or if there is no wireless network detected in the area. You can setup the wireless network later after the installation completes.

16. When the **Settings** screen opens, review the list of network and sharing options.

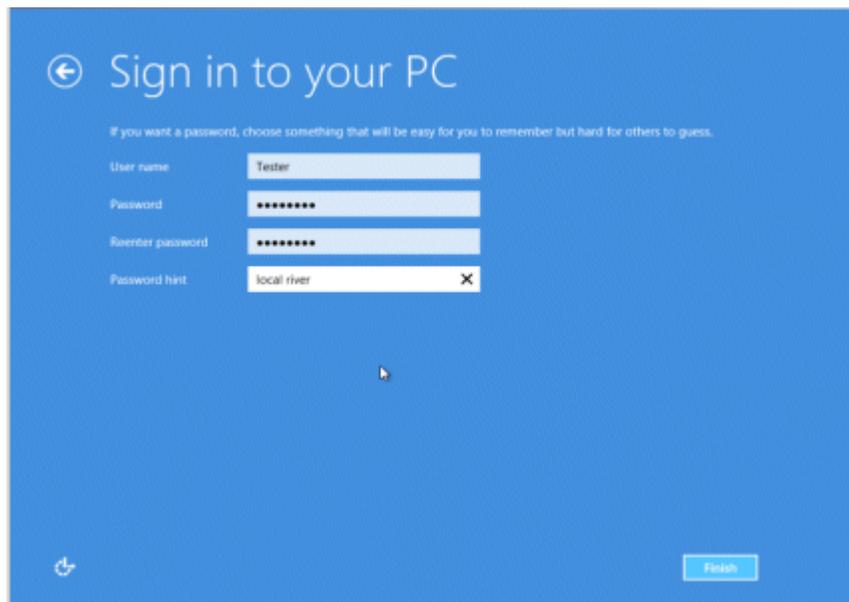
By default, to complete the installation as quickly as possible, Microsoft recommends that you use **Express Settings**.



- If you want to accept the default settings and allow Microsoft to manage your computer, click **Use express settings**.
  - If you wish to review options and make changes to these settings, click **Customize** and select the individual options.
17. When prompted to **Sign in to your PC**, you must make a choice as to how you want to manage this computer:
- Select **Local account** to keep this computer as an independent device that is not linked to other devices. You can change settings at a later time to share files and resources with other devices.
  - Select **Microsoft account** to link this computer to other mobile devices and user information you have stored on the Microsoft network.

**Figure 8: Sign in to your PC**

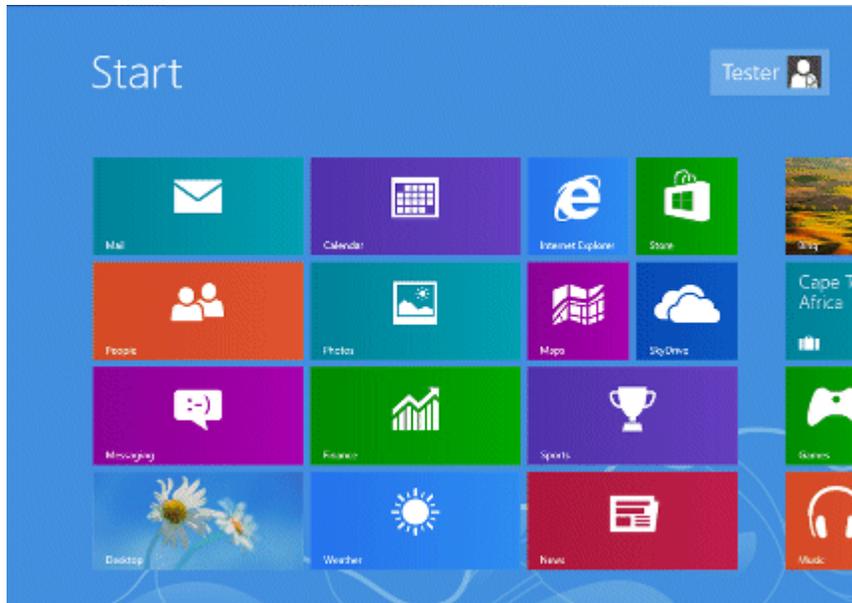
18. Once you select the type of account, when prompted to **Sign in to your PC**, enter the required **User Name** and **Password**, and click **Next**.



If you login using a Microsoft connected account, enter security verification info. You may also change the listed phone and alternate email info from your existing Microsoft connected account at this time.

19. Allow the computer to continue the installation. A message **PC is Ready** displays for a few seconds when the installation is complete.

The installation is complete when the Windows 8 Start screen opens.



Once installation is complete, update drivers, install software and restore your backed up files. Go to the [Steps to take after upgrading to Windows 8](#) section for more information.

## Preparing your computer for Clean Installation (custom) method

This installation option prepares your computer for installation, erases all files on the hard drive and provides the option to modify or remove hard drive partitions before installing Windows 8. To access this option, you must shutdown the computer and use the installation DVD or USB storage device to boot the computer.

### **WARNING:**

You must back up all important data (personal files, photos, videos, documents, applications, etc.) before beginning a Clean Installation to avoid losing your important data.

### **Step 1: Update the BIOS**

Upgrade to the latest BIOS before upgrading to Windows 8. Use the following steps to update the BIOS to avoid possible installation problems:

1. Make sure the main battery is inserted and the computer is connected to AC power.
2. Click **Start**, type `system` into the search field, and select **System Information** from the list.
3. Under the System Summary, the **BIOS Version/Date** is displayed. Record the BIOS revision number.
4. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number to find software and driver updates.

5. Use the SAVE option to download the latest available BIOS to your hard drive. Make sure to look through all the available downloads and select the BIOS version that has the highest version number.
6. To install (flash) the BIOS, close all software, disconnect all connected devices, remove all external storage devices and then double-click the downloaded BIOS.

**WARNING:**

Do not use the computer or disconnect the power until the BIOS update has completed and the computer has restarted.

## Step 2: Get software and drivers

It is advisable to get all available recommended software and driver updates while the computer is still using Windows 7.

1. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number. Download and save the Windows 8 hardware drivers and software files to your hard drive.

**NOTE:**

If there is a Windows 8 operating system listed in the drop down menu, the model computer is supported.

2. Copy the downloaded files to CD/DVD or a USB storage device for use after installing Windows 8.

## Step 3: Create Recovery discs and back up your important files

If you have not already done so, create a set of Windows 7 system recovery discs. If a problem occurs during the upgrade process, you can use recovery discs to return your computer back to its original software configuration. To create your personal set of recovery discs, see [Creating Recovery Discs or Saving a Recovery Image to a USB Flash Drive](#)

(<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01867124>).

You can use Microsoft Backup and Restore Center or Microsoft Windows Easy Transfer to back up your Windows files and transfer them to Windows 8. Microsoft **Windows Easy Transfer** comes with Windows 7 and makes backing up files easy. If you want to backup your files using other software, you must first verify that it is compatible with Windows 8 before using it. You will also need a copy of the software's installation files on a USB drive or disc. Do not use backup software that is not compatible with Windows 8!

When finished, verify that the backup was successful and that you can access your files.

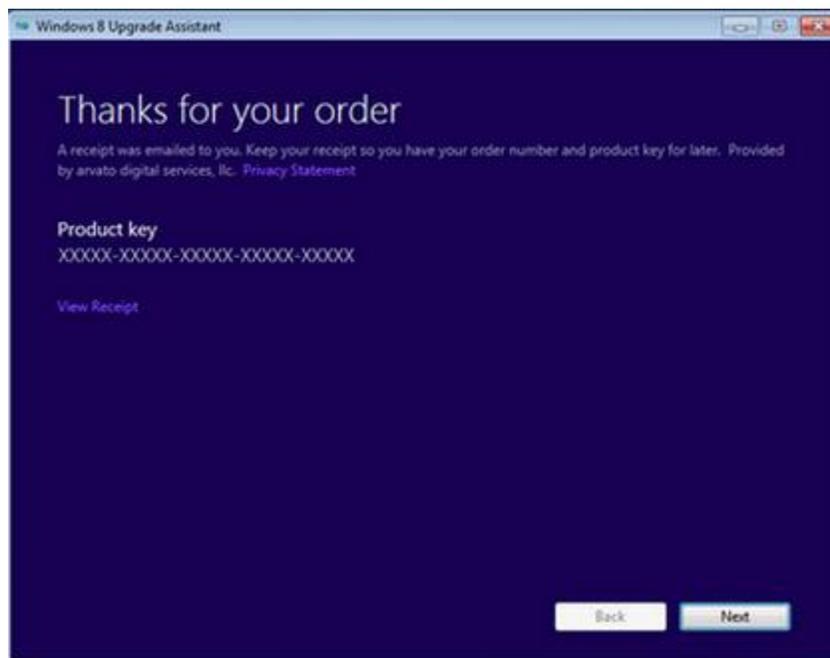
## Step 4: Download a digital copy of Windows 8

If you purchased a retail DVD of Windows 8, follow the Microsoft installation instructions provided in the packaging.

To download a digital copy of Windows 8 you need:

- Windows 7 computer with at least 6GB of free disk space.
  - Network connection to the Internet.
1. Open an Internet browser and go to [www.microsoft.com/windows8](http://www.microsoft.com/windows8) to find the Windows 8 Upgrade Assistant.
  2. Run the Windows 8 Upgrade Assistant.
  3. The Windows 8 Upgrade Assistant helps you purchase the Windows 8 Upgrade from Microsoft. After purchasing Windows 8, the Upgrade Assistant provides a Product Key (5 groups of alpha-numeric characters). Write down the Product Key for future reference.

### Figure 9: Product Key in Windows Upgrade Assistant



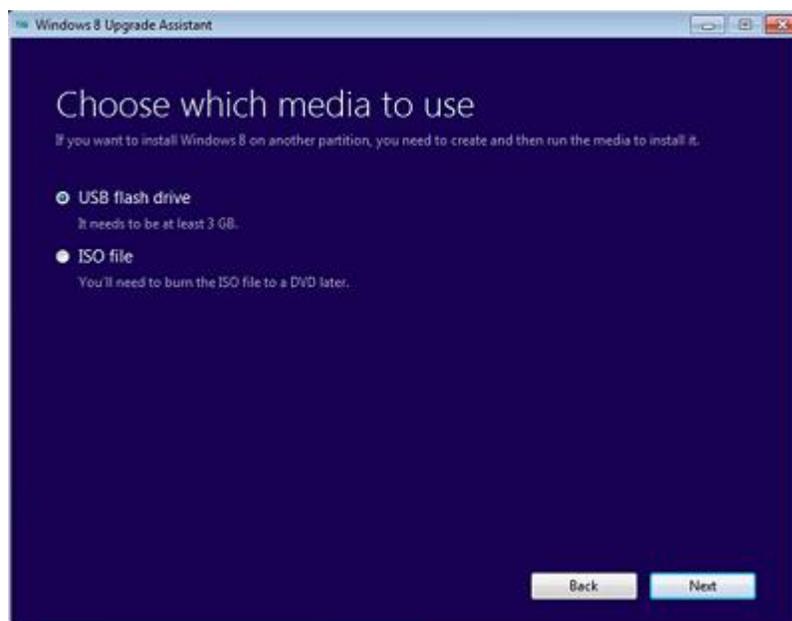
4. To continue with the Clean Installation select **Install by creating media** option and click **Next**.

**Figure 10: Install Windows 8 options**



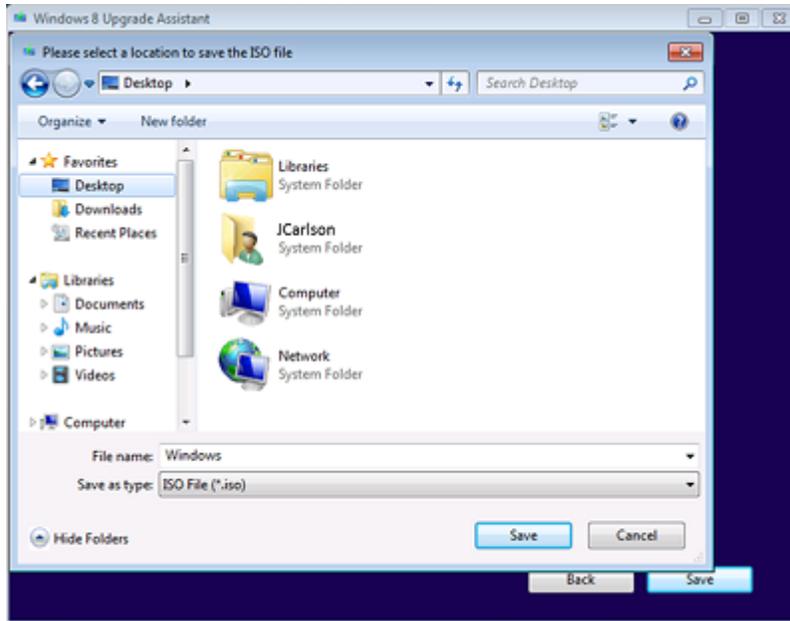
5. You can choose to either create a bootable USB flash drive or burn a DVD disc from an ISO file. Select the option you prefer and click **Next**.

**Figure 11: Choose USB or DVD (ISO)**



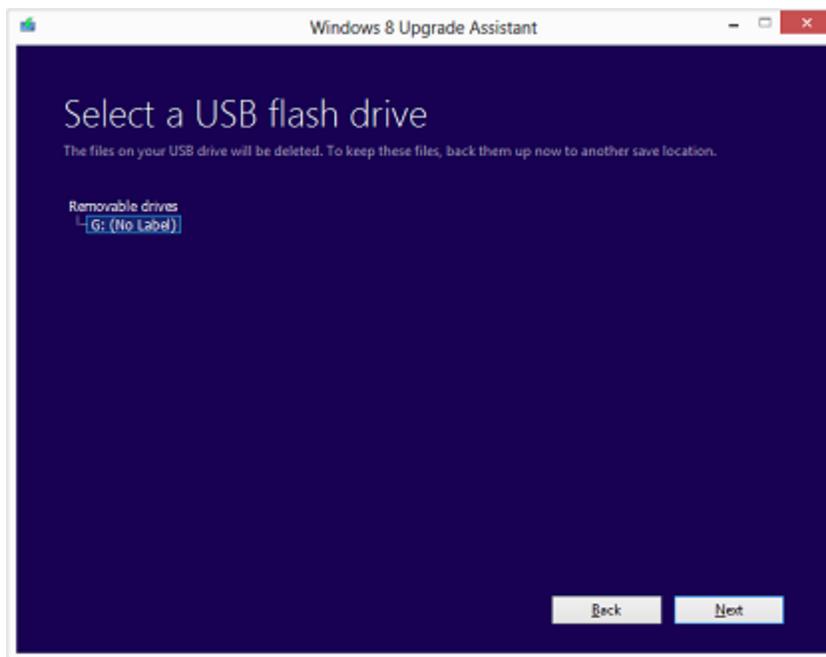
- If you choose to burn a DVD (ISO file) click **Save** to save the ISO file to your Desktop.

**Figure 12: Save ISO file to the Desktop**



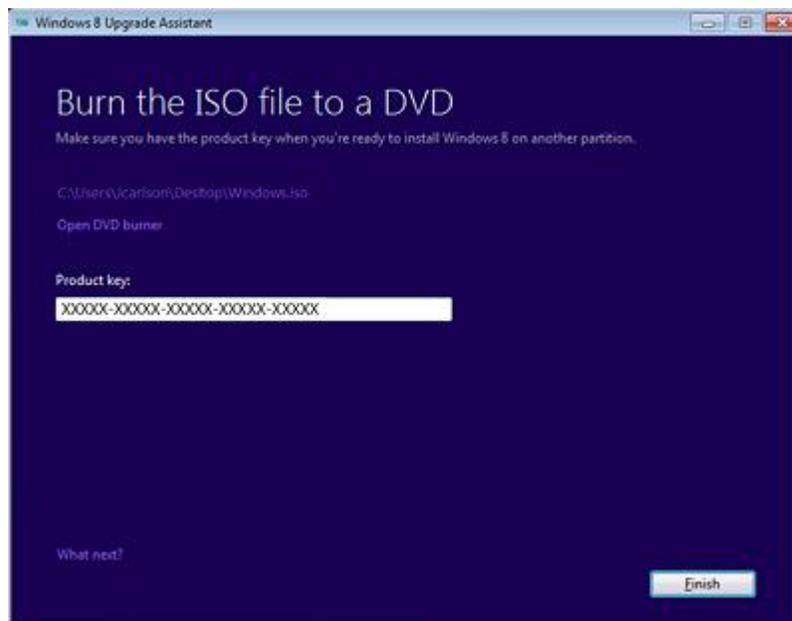
If you chose to create a USB flash drive, select the USB flash drive from the list and click **Next**.

**Figure 13: Select a USB flash drive**



7. Insert a blank, writeable DVD in your DVD-RW drive, and click **Finish**.

**Figure 14: Burn the ISO file to a DVD**



8. After the files are burned to the DVD or a USB storage device, label the disc or storage device and store it in a safe place.

## Step 5: Disable Acceleration in Intel Rapid Storage

Some HP computers are configured with high-speed mSATA solid state drives in addition to the primary hard drive. The mSATA cache drive enables faster boot times and boosts the hard drive performance of the computer. Prior to performing a Clean Installation you must disable the cache drive acceleration in the Intel Rapid Storage Technology interface. After the Clean Installation you will need to install Intel Rapid Storage Technology and re-enable acceleration for the mSATA cache drive.

### + Determine if your computer has an mSATA cache drive:

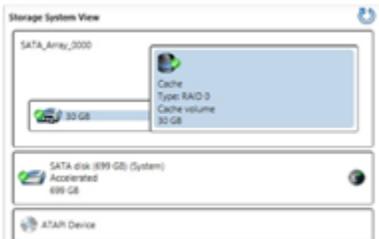
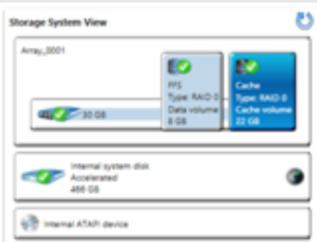
1. In Windows 7 click **Start**, type `Intel Rapid Storage Technology` and click **Intel Rapid Storage Technology** in the results list.

#### **NOTE:**

If Intel Rapid Storage Technology is not installed on your computer then you do not have an mSATA cache drive and should continue to the **Install Windows 8** section.

2. In the Storage System View, computers configured with an mSATA cache drive display a square labeled 'cache.' If the Storage System View displays a cache drive then your computer has an mSATA cache

drive installed. Continue to the next step: Disable Acceleration in Intel Rapid Storage.

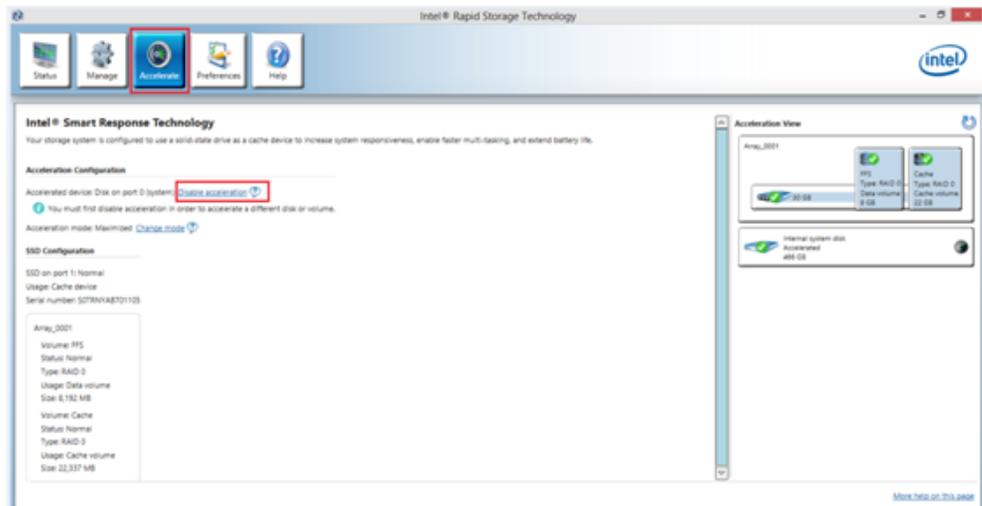
Computer configured WITH mSATA cache drive	Computer NOT configured with mSATA cache drive
<p><b>Figure 15: Storage System View with mSATA cache drive</b></p> 	<p><b>Figure 17: Storage System View with a primary hard drive and no mSATA cache drive</b></p> 
<p><b>Figure 16: Storage System View with mSATA cache drive and FFS partition</b></p> 	

**+ Disable Acceleration in Intel Rapid Storage Technology**

If your computer is configured with an mSATA cache drive, use the following instructions to prepare it for the Windows 8 installation.

1. Click **Start** and type `Intel`. Click **Intel Rapid Storage Technology** in the search results.
2. Click the **Accelerate** button at the top of the window and click **Disable Acceleration**.

**Figure 18: Disable acceleration button**



3. Click **Yes** on the Disable Acceleration warning window.

**Figure 19: Disable acceleration warning**



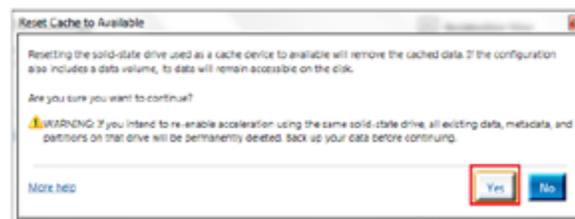
4. Click **Reset to available** next to Usage Cache device.

**Figure 20: Reset cache to available**



5. Click **Yes** when the Reset Cache to Available warning appears.

**Figure 21: Reset Cache to Available warning**



6. Close the Intel Rapid Storage Technology program and continue to the next step.

## Things to expect during installation

- **Interrupting the installation** - The installation can be stopped and restarted at certain predefined points. When restarting the computer, a set of prompts allow you to either: **Continue** where you were, or **Start Over**.
- **UAC security** - The Microsoft User Account Control Settings displays a prompt and requires you to verify that you want the listed program to make changes in your computer. This prevents a malware or a virus from trying to install software.

If prompted, **Do you want to allow the following program to make changes to this computer?** and the Program's Name is listed as *Microsoft Windows and Verified Publisher as Microsoft Corporation*, click **Yes** to allow the action.

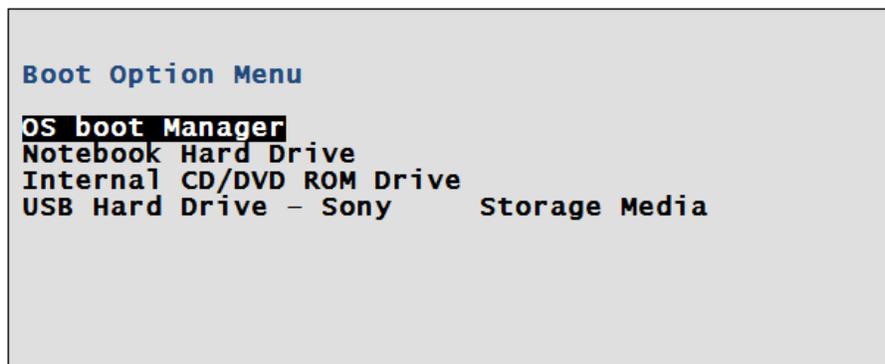
- **Choose a User Name and Password** - By default Windows 8 is designed to seamlessly integrate your new computer into the Internet or Cloud with other social media and devices using a Microsoft connected user account; such as Instant Messenger, Gmail, or AOL mail account.
  - **Local Account** - You can enter a unique user name and password that is valid only on this local computer to keep this computer as an

- independent device that is not linked to other devices. You can still manually connect to the Cloud to share files later.
- **Microsoft Account** - If you use your Microsoft connected user account to logon, this computer automatically links into all the other mobile devices and user information you have stored on all your social networking accounts.
  - **Allow multiple restarts** - The computer will restart multiple times during the installation process. You can either remove the installation DVD during the restart, or ignore the prompt to `Press any key to boot from the CD or DVD....`

## Install Windows 8

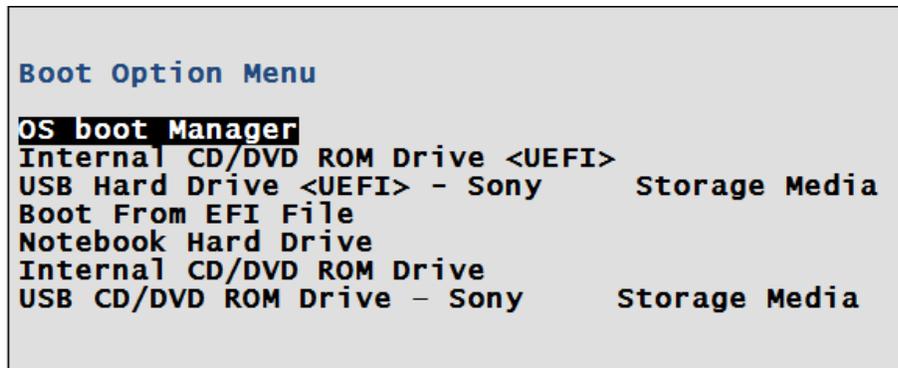
1. Connect the computer to an AC power supply.
2. Exit all programs, disconnect all peripheral devices, and remove all USB storage devices and SD cards.
3. If you have Internet, connect the computer to the Internet using either an Ethernet cable (Wired NIC), or turn wireless button On (Wireless LAN).
4. Insert the Windows 8 installation DVD or USB storage device drive into the computer and shut down the PC.
5. Turn on the computer and press the `F9` key to enter the Boot Option Menu.
6. **Non-Windows 8 UEFI BIOS** - Select **Internal CD/DVD ROM** if you are using an installation DVD or select **USB Hard Drive** if installing from a USB storage device, then press `Enter`.

**Figure 22: Non-Windows 8 UEFI BIOS boot menu**



**Windows 8 UEFI BIOS** - Select **Internal CD/DVD ROM <UEFI>** if you are using an installation DVD or select **USB Hard Drive <UEFI>** if installing from a USB storage device, then press `Enter`.

**Figure 23: Windows 8 UEFI BIOS boot menu**



**NOTE:**

If you want to use Windows 8 features like Secure Boot you must choose a boot option with UEFI.

7. When prompted to Press any key to boot from CD or DVD, press Enter.
8. When prompted, select the desired **Language**, **Time**, and **Keyboard**, and then click **Next**.

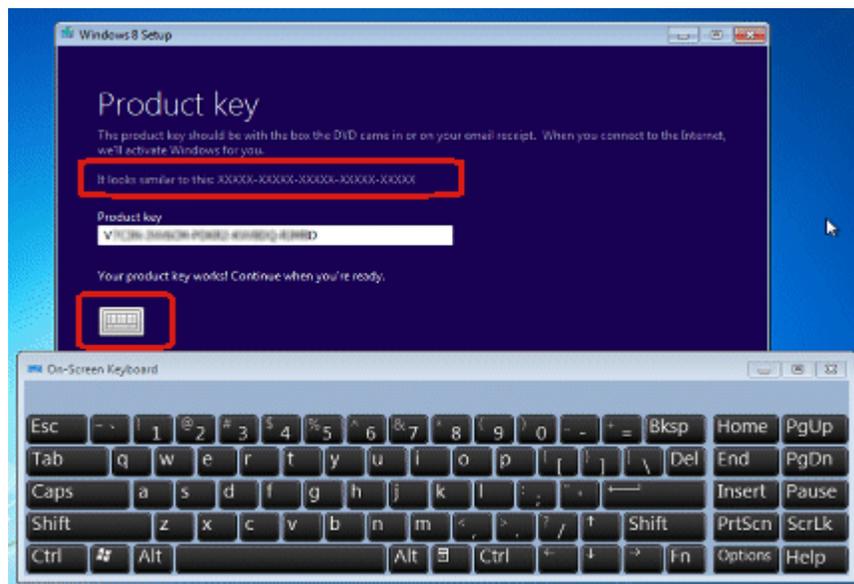


9. When the required files are loaded and the Windows 8 installation screen displays, click Install now to begin the installation process.



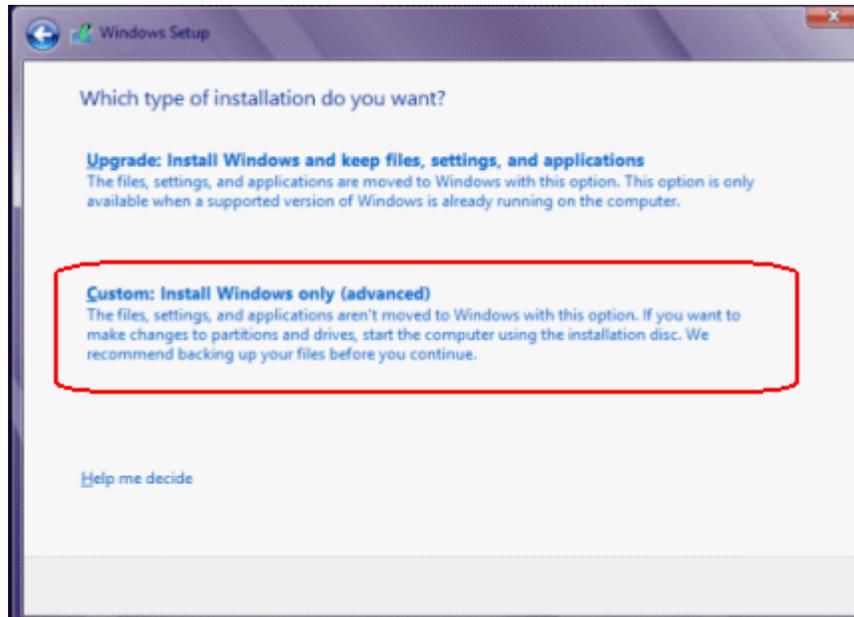
10. When prompted to enter **Product key**, follow the on-screen instructions and enter in your Product Key (5 groups of alpha-numeric characters without the dashes). When the correct Product Key is entered, a confirmation message **Your product key works! Continue when you're ready** displays. Click **Next** to continue.

If, after multiple attempts the product key entry is not successful, contact Microsoft support ([www.microsoft.com/support](http://www.microsoft.com/support)) for help with your product key.



To enter information using an on-screen keyboard, select the keyboard graphic located below the entry field. When finished, click the keyboard graphic again to hide the display, and then click **Next** to continue.

11. When prompted to review the End User Agreement terms, read the agreement, select **I accept the license terms** if you agree to the terms, and then click **Accept**.
12. After the End User Agreement is accepted, two installation options are displayed: an in-place **Upgrade**, or a clean **Custom** Installation. Select **Custom Installation**.



13. **Verify that you have backed up all your important files and created an HP recovery solution.** After completing this step, all files will be destroyed without further warning.
14. A screen opens titled **Where do you want to install Windows?**. This screen lists the drive partitions available on the hard drive - that is, the storage space Windows Setup can use to install Windows 8.

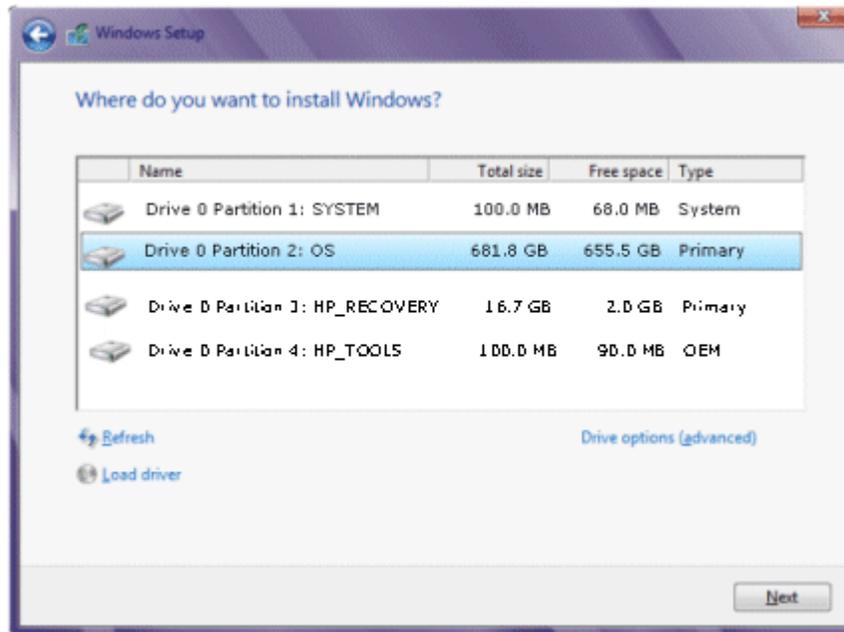
To continue, use one of the following actions to install Windows on a hard drive partition:

**NOTE:**

If you want to use advanced Windows 8 features like Secure Boot or the GPT hard drive format you must delete all current partitions so that the hard drive(s) can be re-formatted.

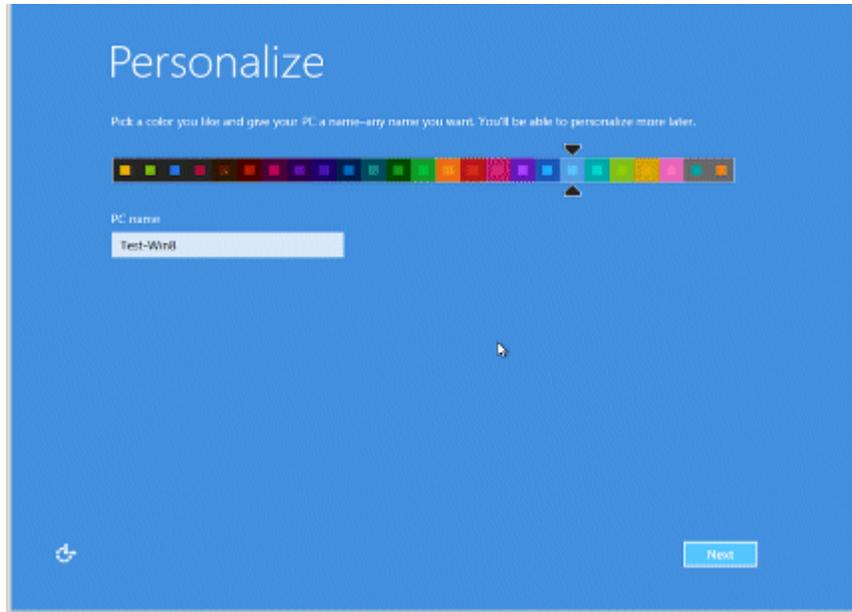
- **Install onto an existing partition:** Simply select the partition labeled as "OS" and click **Next**. Doing so, clears the data in the existing Windows OS partition to use with Windows 8. However, the other partitions may not be removed and will continue to use hard drive space.

- **Delete all partitions and install on one partition of maximum size (advanced):** Select drive options to enable more options on the screen then select and delete all partitions in the list. Once all the partitions have been removed, you can create one new partition of maximum available size and format it. Once you have one partition and it is formatted, select this partition and click **Next** to continue.
- **Create more than one partition and install on one of them (advanced):** Select drive options to enable more options on the screen and delete all partitions in the list. Once all the partitions have been removed, you can create new partitions of different sizes and format them. One of these partitions must be at least 20GB in size to allow for the installation of windows 8. Using this method allows you to set aside separate partitions of storage space to be used in Windows 8 as additional drive volumes (in File manager and Computer). Once you have one partition and it is formatted, select a partition that is 20GB or larger and click **Next** to continue.



15. After Windows 8 is installed, a **Personalize** prompt displays. Use the horizontal slider to choose a background and text **color**, enter a **name** for the computer, and then click **Next**.

**Figure 24: Personalize Windows 8**



16. When the **Wireless** prompt displays, you may either connect to your network now or later.

**Figure 25: Wireless network connection**



Select your wireless network from the list and click **Connect** .

If you do not wish to connect to a wireless network, click **Connect to a wireless network later**.

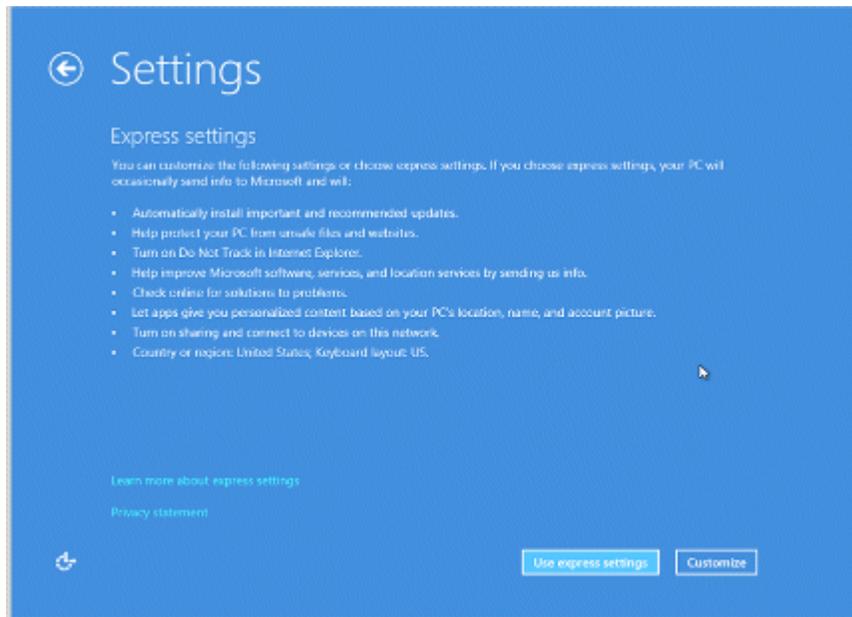
**NOTE:**

The wireless network option is not displayed if the computer was not previously connected to a wireless network, or if there is no wireless

network detected in the area. You can setup the wireless network later after the installation completes.

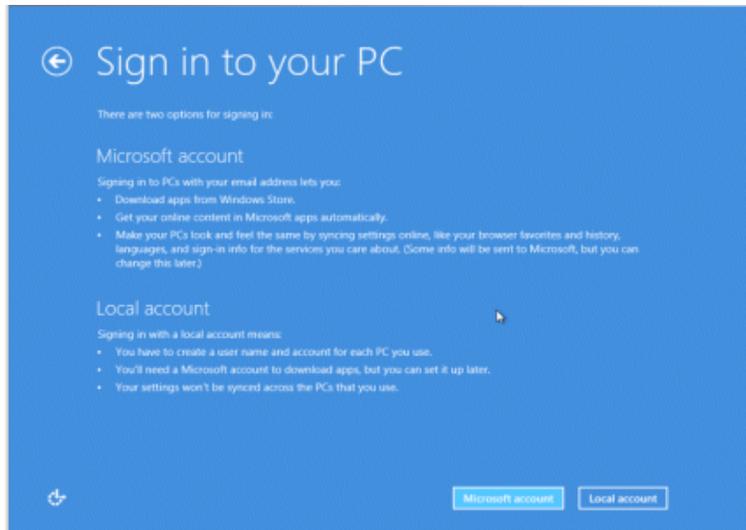
17. When the **Settings** screen opens, review the list of network and sharing options.

By default, to complete the installation as quickly as possible, Microsoft recommends that you use **Express Settings**.

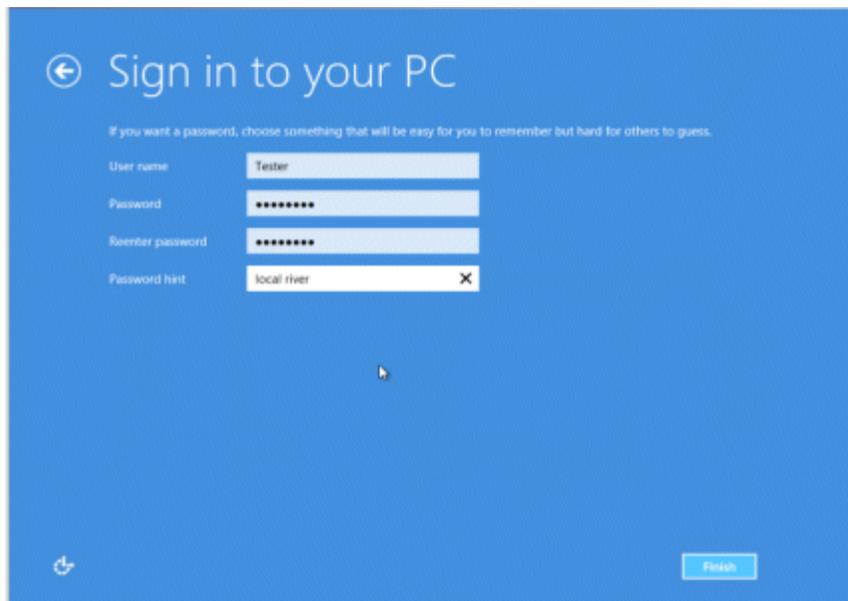


- If you want to accept the default settings and allow Microsoft to manage your computer, click **Use express settings**.
  - If you wish to review options and make changes to these settings, click **Customize** and select the individual options.
18. When prompted to **Sign in to your PC**, you must make a choice as to how you want to manage this computer:
- Select **Local account** to keep this computer as an independent device that is not linked to other devices. You can change settings at a later time to share files and resources with other devices.
  - Select **Microsoft account** to link this computer to other mobile devices and user information you have stored on the Microsoft network.

**Figure 26: Sign in to your PC**



19. Once you select the type of account, when prompted to **Sign in to your PC**, enter the required **User Name** and **Password**, and click **Next**.



If you login using a Microsoft connected account, enter security verification info. You may also change the listed phone and alternate email info from your existing Microsoft connected account at this time.

20. Allow the computer to continue the installation. A message **PC is Ready** displays for a few seconds when the installation is complete.

Once installation is complete, update drivers, install software and restore your backed up files. Go to the **Steps to take after upgrading to Windows 8** section for more information.

## + Disable Legacy Support and enable Secure Boot in the BIOS (optional)

Computers configured with UEFI for Windows 8 should be configured to boot without the Legacy Support enabled in the BIOS and can be configured to use Secure Boot. Use the following instructions to disable Legacy Support in the BIOS and enable Secure Boot on your computer:

1. Shut down and then turn on the computer again. When the computer starts, repeatedly press the **F10** key to enter the BIOS or Setup menu.
2. Use the arrow keys to select the **System Configuration** tab.
3. Select **Legacy Support** and press **Enter**. Select **Disabled** and press **Enter**.

**Figure 27: Legacy Support in Boot Options**



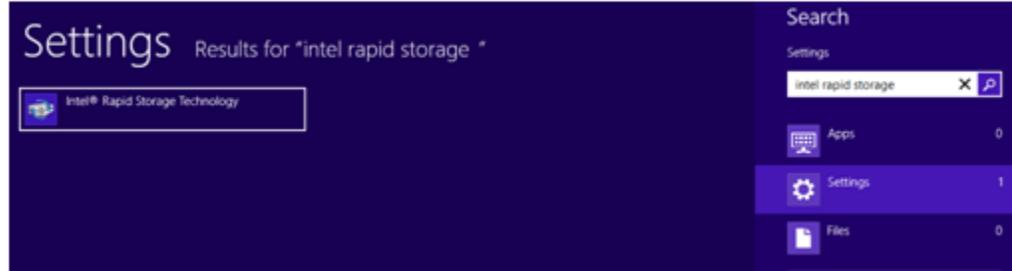
4. When prompted by the message Changing this setting may make the system unable to boot the OS. Do you want to make this change?, select **Yes** and then press **Enter**.
5. Use the arrow keys to select **Load HP Factory Default Keys** and press **Enter**.
6. Select **Yes** and press **Enter** when the warning message appears.
7. Select **Secure Boot** and press **Enter**. Select **Enabled** and press **Enter**.
8. Press **F10** to exit the BIOS menu and save the current changes.

After the computer starts, if you are prompted to confirm that you wish to enable Secure Boot, enter the 4 digit number displayed in the message and press **Enter**.

## + Enable mSATA cache drive and acceleration (optional)

If your computer is configured with an mSATA cache drive, use the following instructions to set up the drive for Windows 8.

1. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number.
2. Select Windows 8 from the menu.
3. Download and install Intel Rapid Storage Technology (version 11.5.4.1001 or greater) from the Software and Drivers page.
4. After the software is installed, from the Windows 8 Start Screen type **Intel** and double-click the Intel Rapid Storage Technology icon.

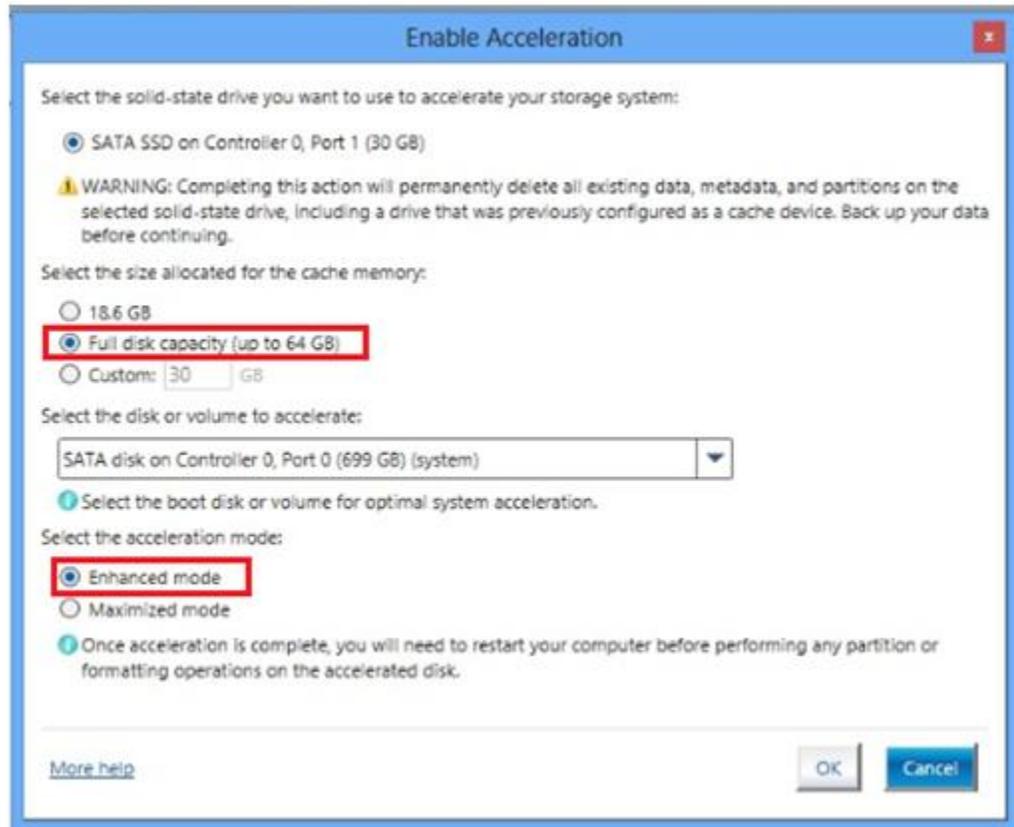
**Figure 28: Intel Rapid Storage Technology in Windows 8**

5. Click the **Accelerate** button and then click **Enable acceleration**.

**Figure 29: Enable acceleration in Intel Rapid Storage Technology**

6. In the Enable Acceleration options, select **Full disk capacity (up to 64 GB)** and then select **Enhanced mode**. Click **OK**.

**Figure 30: Enable Acceleration options**



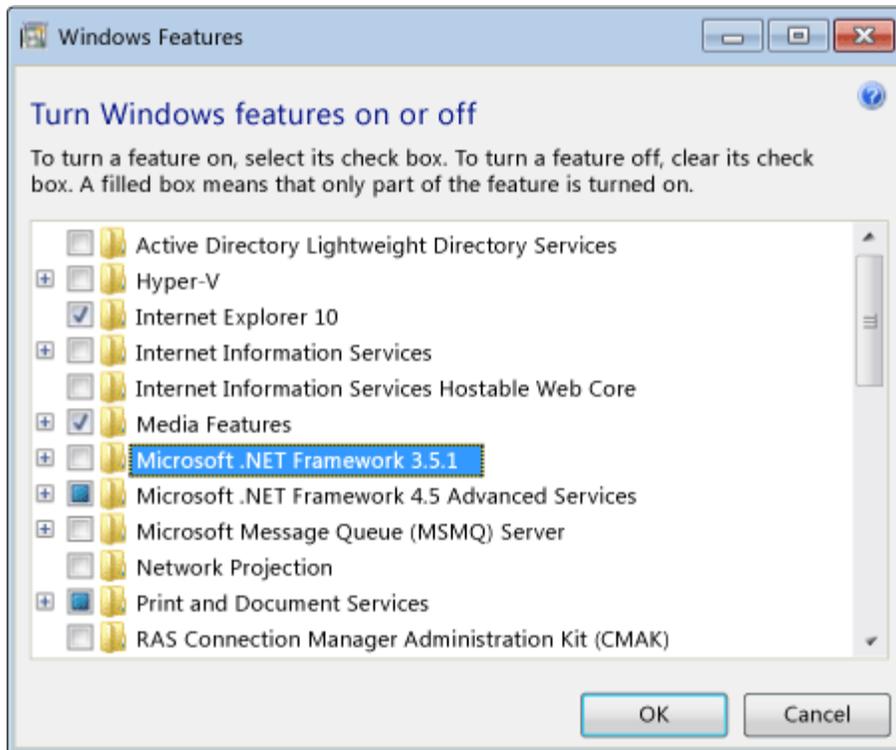
7. Restart the computer.

## Steps to take after upgrading to Windows 8

1. Connect to the Internet if your computer is not already connected.
2. **Install .NET Framework 3.5** - Many important drivers and programs require .NET Framework 3.5.

In Control Panel, select **Programs and Features, Turn Windows features on or off**, and then select **Microsoft .NET Framework 3.5.1**.

**Figure 31: .NET Framework in Windows Features**

**NOTE:**

If you performed the In-place upgrade then .NET Framework 3.5 may already be installed.

3. **Install HP Support Assistant** - HP Support assistant scans your computer and automatically detects and installs the latest software drivers available from HP.

Go to [www.hp.com/go/hpsupportassistant](http://www.hp.com/go/hpsupportassistant) to download and install HP Support Assistant for Windows 8.

4. **Install updated video drivers** - For the best possible viewing experience, download and install the latest graphics drivers for your computer.

Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer's model number. Download and install the Windows 8 video drivers for your computer.

5. **Install updated wireless network drivers and wireless button software** - The wireless button on your computer should sync with Windows 8 Airplane Mode when the required software is installed.

Go to the HP Customer Care Web site (<http://www.hp.com/support>) and install the latest BIOS for your computer if you have not already done so. Then install the latest wireless and bluetooth drivers. Finally, install the HP Wireless Button softpaq.

6. **Install updated Beats audio drivers** - Audio from your speakers and headphones will work properly after Windows 8 is installed, but if your computer came with Beats Audio you must install the latest HP audio drivers to get the most from your audio system.
7. **Install updated Touchpad drivers** - The touchpad will work properly after Windows 8 is installed, but installing the Windows 8 Touchpad driver will allow you to use Edge swipe features from the touchpad to switch between open applications, open the Charms bar and other useful functions.
8. **Get DVD or Blu-ray playback software** - If you cannot watch DVD movies on your computer after upgrading, you need to install the Windows 8 Media Center or install new DVD playback software that is compatible with Windows 8.

Windows 8 Media Center Pack is available in the "Add features to Windows 8" section of the Settings menu in Windows 8.

If your computer came with a Blu-ray drive, download and install the CyberLink DVD playback software for your computer from the HP Customer Care Web site (<http://www.hp.com/support>).

9. **Restore backup files** - If you upgraded to Windows 8 using a Clean Installation you can restore the files that you backed up before the installation. See [Restoring Files from Backup](#) (<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c00854616>) for instructions.

**Learn how to use Windows 8** - Read HP's support document [Learning about Windows 8](#) (<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c03325557>) to learn new Windows 8 features, the apps that come with Windows 8, using Charms to find software and access more options, and much more.