



HP Windows 7 Upgrade Option Program

To meet customers computing needs while protecting their investment, HP is participating in the Windows Upgrade Option program to help customers transition easily to Windows 7. The program will enable customers who purchase qualifying HP PCs to enjoy the benefits of a new Windows-based PC today and receive an upgrade to Windows 7 for USD\$19.99 shipping and handling when it becomes available in October.

Following Windows 7 general availability on 22 October 2009, qualifying customers will receive the Windows 7 upgrade utility disk with a step-by-step guide for installation.

FREQUENTLY ASKED QUESTIONS

Q1: Which PC SKUs are eligible?

A1: Customers who purchase HP PCs between 26 June 2009 and 31 January 2010 may be eligible for the upgrade program. HP customers can visit www.hp.com/go/windows7upgrade to check for upgrade eligibility, register and get answers about their PC and current operating Systems

- HP Desktops and Notebooks purchased between 26 June 2009 and 31 January 2010 are eligible as long as the PC was factory installed with:
 - Windows Vista Home Premium
 - Windows Vista Business
 - Windows Vista Ultimate
 - Windows Vista Custom Downgrade to Windows XP Professional
- Customers must also have proof of purchase – either a sales receipt, packing slip, or sales slip.

Q2: Why do PCs with Windows Vista Home Basic, Windows Vista Starter or Windows XP not qualify to be upgraded?

A2: 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 Program from HP.

If the customer's system was originally pre-installed with Windows Vista Business or Windows Vista Ultimate and they downgraded to Windows XP, their system may be eligible for the Windows 7 Upgrade Option Program from HP. They will need to verify that their PC came with a Windows Vista Business or Ultimate Edition Certificate of Authenticity (COA), and a clean installation of the Windows 7 Upgrade Media will be required.

Q3: Is there a cost for an upgrade kit through the Windows 7 Upgrade Option Program from HP?

A3: There is a USD\$19.99 cost for shipping and handling of the Windows 7 Upgrade Kit from HP. Customers will be charged against their Credit card approximately two weeks before their Upgrade kit is shipped to them. The USD\$19.99 will be charged at the exchange rate of the customers bank/credit card company at the time of the transaction.



Q4: If the system is eligible for the Windows 7 Upgrade Option Program from HP, does that mean the PC is compatible with Windows 7 and ready to install the Windows 7 Upgrade?

A4: 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

Customers may need to order additional memory or a DVD drive to install the software. Product functionality and graphics may vary based on system configuration. Some features may require advanced or additional hardware; visit Microsoft for more information:

<http://www.microsoft.com/windows/windows-7/>

Q5: Is Windows 7 compatible with peripherals such as a printer, camera, or non-HP software?

A5: 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](#) . For non-HP devices, please consult the [Microsoft Software and Hardware Compatibility Center](#).

Q6: How do customers order the Windows 7 Upgrade Kit?

A6: To order a Windows 7 Upgrade Kit online, please visit the [Windows 7 Upgrade Option Program from HP](#) Find New Zealand in the country list, and then click on the Order Button. After placing their order, customers will be required to submit a proof of purchase of their PC postmarked no later than 1 March 2010.

Q7: What information is required to order the Windows 7 Upgrade Option Kit from HP?

A7: From the eligible PC, customer will need to provide:

- PC model number
- Product number
- Serial number
- Proof of purchase (sales receipt, packing slip, or sales invoice)
- Version of Windows Vista operating system that was factory installed by HP (i.e., 32-bit Windows Vista Home Premium)
- Retailer/Reseller name
- Shipping Information
- E-mail address (to contact with information about the order)
- Payment information for shipping and handling costs



Q8: Where can customers find the PC model number and serial number?

A8: To find this information, customers can use HP's "[How do I find my product name/number?](#)" tool. Click on the HP product that the customer has purchased and this tool will guide them through the process of locating this information. If they have an HP Notebook, this information can be found on the Service Tag.

Figure 1: Sample Service Tag (fastened at bottom of the notebook, on the shipping box, or printed material received when the computer was purchased)



- 1 = Model Number (below the bar codes)
- 2 = Product Number (p/n)
- 3 = Product Name (Product)
- 4 = Serial Number (s/n)

Q9: How do you submit Proof of Purchase?

A9: After the order is placed for Windows 7 Upgrade Kit online, customers will be provided with instructions on how to submit their proof of purchase information via e-mail, FAX, or postal mail. To ensure that their Windows 7 Upgrade Kit order is matched correctly with their Proof of Purchase, **customer should include their Order Number on any requested forms with their Proof of Purchase submission.** Proof of Purchase must be submitted on or before March 1, 2010.

Q10: What if the customer has lost the sales receipt or sales invoice for their PC?

A10: The sales receipt or sales invoice is the proof of purchase, and lets HP validate that the PC was purchased during the Eligibility Period for the Windows 7 Upgrade Option Program from HP. If the customer has lost or accidentally discarded their receipt, they should contact the retailer or reseller where they purchased the PC to get a replacement receipt.

Q11: How many PCs can I order upgrades for?

A11: Customers may order only one Upgrade Kit for each PC purchased within the eligibility period (26 June 2009 – 31 January 2010).

Q12: How can customers check the shipping status of their Windows 7 Upgrade Kit?

A12: The status of the order can be checked at any time by visiting [Windows 7 Upgrade Option Program from HP](#) and choosing "New Zealand" and then the "Order Status" button.

Q13: When will I receive my HP Windows 7 Upgrade Kit?

A13: Windows 7 Upgrade Kits will start shipping to eligible users shortly after Microsoft makes Windows 7 available to the public on 22 October 2009.