

What Should I do Before Trying to Upgrade to Windows 10?

Support For Windows 10

Windows 10 has just been released and many customers are looking to try out the new features. We've written a short list of things to do below to help it go smoothly.

- [Reserve Your Copy](#)
- [Use the Compatibility Checker](#)
- [See which Version of Windows 10 you will be Upgraded to](#)
- [Check the Stone Knowledgebase for any known issues with your Stone Product and Windows 10](#)
- [Make a Backup of Important Documents and other files](#)
- [Check for Updated Drivers and Applications](#)

Please contact Support if you have any questions about this process.

Reserve Your Copy

Reserve your copy of Windows 10 by following these instructions [here](#). If you don't have the little Windows 10 upgrade icon in the system tray, you might need to install this [update](#) if you are running Windows 7 or Windows 8.1. The update should appear as an important update to Windows, in the list of Windows Updates.

Select the updates you want to install


<input checked="" type="checkbox"/>	Name	Size	
Important (2)			
<input checked="" type="checkbox"/>	Windows Defender (1)		
<input checked="" type="checkbox"/>	Definition Update for Windows Defender - KB2267602 (Definition 1.195.2233.0)	1.8 MB	
Windows 8.1 (1)			
<input checked="" type="checkbox"/>	Update for Windows 8.1 for x64-based Systems (KB3035583)	492 KB	

Update for Windows 8.1 for x64-based Systems (KB3035583)

Recommended Update

Install this update to resolve issues in Windows. For a complete listing of the issues that are included in this update, see the associated Microsoft Knowledge Base article for more information. After you install this item, you may have to restart your computer.

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 You may need to restart your PC after installing this update.

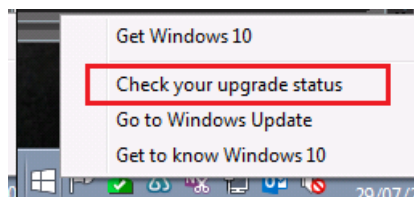
If you are running Windows 8 (not 8.1) you will need to upgrade to Windows 8.1 first.

Note: If you are running Windows 7 Enterprise or Windows 8.1 Enterprise, you will not get the Windows 10 upgrade icon in the system tray. Please speak to your IT administrator or your Stone account manager regarding Windows enterprise upgrades. Upgrades to Windows 10 are not currently available for Windows RT users.

Use the Compatibility Checker

When going through the reservation process, use the Check your PC option to check your PC for compatibility. This doesn't 100% guarantee that your system can run Windows 10, but it should point out any major issues.

Or alternatively, right hand click on the Windows 10 upgrade icon, and then click on Check compatibility status.



Then click on the Menu button on the top left.

Get Windows 10

Learn more at windows.com

How to get Windows 10 for free!

- 1 **Reserve** your copy of Windows 10 now. It will download once available.*
- 2 **Install** when you receive a notification after 29 July
- 3 **Enjoy** Windows 10 for £99.99 free!*

Introducing Windows 10 - The best Windows yet

1:14

** Yes, free. Full version of Windows 10, not a trial. 3 GB download required, Internet access fees may apply. Estimated retail price of Windows 10 Home full licence; actual prices may vary.*

Microsoft

Then finally click on Check my PC.

About Windows 10

- Upgrade for free
- Familiar and easy
- Designed for speed
- Amazing new features
- Apps & games
- Reserve Now

Getting the upgrade

- Check your PC
- View confirmation
- Get help

Microsoft

See which Version of Windows 10 you will be Upgraded to

Windows 10 has a revised number of editions. We recommend you see which version you will be upgraded to. Most customers will be upgraded to a version with more features than their previous edition. Have a look at the chart below, or see [here](#).

Windows 7³

From Edition	To Edition
Windows 7 Starter	Windows 10 Home
Windows 7 Home Basic	
Windows 7 Home Premium	
Windows 7 Professional	Windows 10 Pro
Windows 7 Ultimate	

Windows 8⁴

From Edition	To Edition
Windows Phone 8.1 ⁵	Windows 10 Mobile
Windows 8.1 ⁶	Windows 10 Home
Windows 8.1 Pro	Windows 10 Pro
Windows 8.1 Pro for Students	

"N" and "KN" editions follow the upgrade path of the parent edition (e.g. Windows 7 Pro N upgrades to Windows 10 Pro N).

Some editions are excluded: Windows 7 Enterprise, Windows 8/8.1 Enterprise and Windows RT/RT 8.1. Active Software Assurance customers in volume licensing have the benefit to upgrade to Windows 10 enterprise offerings outside of this offer.

Make a Backup

Windows 10 should be able to upgrade Windows 7 or Windows 8.1 to Windows 10 and leave all of your documents, music, pictures and videos etc. in place.

However, it is always a good idea to have a full backup of anything important before making major changes to your system. We recommend that you backup your files to a network location, to a USB pen drive / external hard drive, or the cloud.

Note: We don't recommend the use of Windows Backup as the program to make backups before upgrading to Windows 10, as you will not be easily able to restore the files in Windows 10, if at all.

Check the Stone Knowledgebase

As we become aware of any compatibility issues we will post them in our new Windows 10 section of the Stone Knowledgebase, [here](#).

Check for Updated Drivers and Applications

Most drivers will be automatically available, either as part of Windows 10, or from Windows update. Some Stone specific applications though will not be available from Microsoft, so we recommend that you check the [Stone Driver Finder](#) for Windows 10 support for your model or serial number.

- Download Windows 10 versions of Stone specific applications, such as the NT310 Hotkey utility, before attempting the upgrade by using the [Stone Driver Finder](#). See more advice [here](#).
- Check that your peripherals - especially printers, scanners and cameras - are compatible with Windows 10.
- Uninstall Windows 7 specific Stone software such as the Hotkey utility, before attempting the upgrade.
- Check that your anti-virus or internet security software is compatible with Windows 10. If in doubt, uninstall it before attempting the upgrade, and reinstall it afterwards.
- Always run Windows Update and check for Optional updates too after doing the upgrade, to update the main drivers.
- Install new versions of the Hotkey software once the upgrade is complete.

Applies to:

- All Systems running Windows 7 non-Enterprise or Windows 8.1 non-Enterprise.

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Third Party Products -> Desktop Operating Systems (Windows etc.) -> Installation and Software -> What Should I do Before Trying to Upgrade to Windows 10?

<https://kb.stonegroup.co.uk/index.php?View=entry&EntryID=496>