

## Dear Customer,

In the unlikely event you decide to go back to your earlier version of Windows after upgrading to Windows 10 you can use either of the 2 options below.

- **Option I:** Windows 10 now supports a Recover / Rollback feature that allows you to go back to the version of Windows installed on your PC prior to installing the latest build of Windows 10. **This is a onetime only rollback to the previous build and is only available within 30 days of upgrading.**
- **Option II:** Use System Recovery.  
*NOTE: You must have recovery media available to use this option.*

### Prior to Recover / Rollback

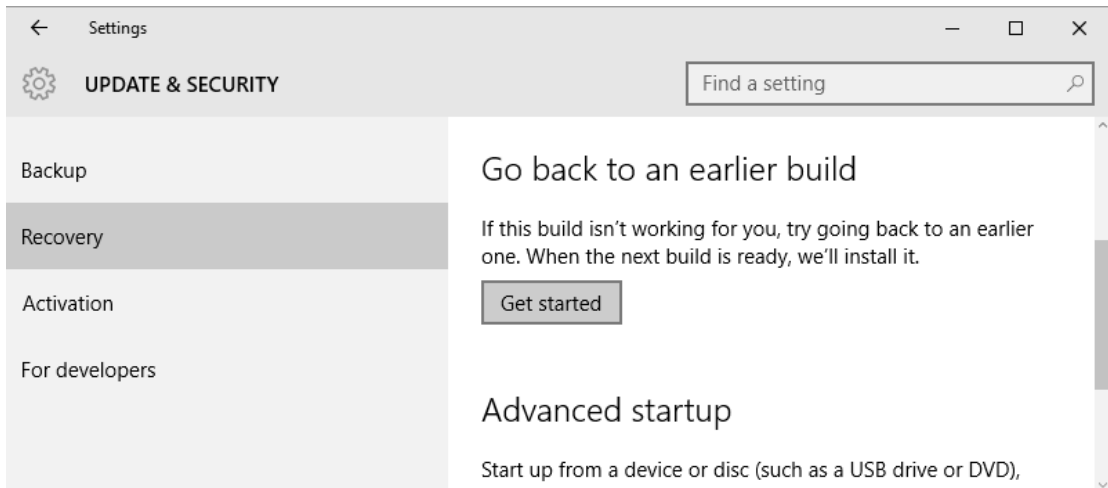
(!) Make sure that the AC adaptor is connected during whole restoring process.

(!) When you reinstall the Windows operating system, the hard disk may be reformatted and all data may be lost, so it is recommended to backup all your files and settings before restoring.

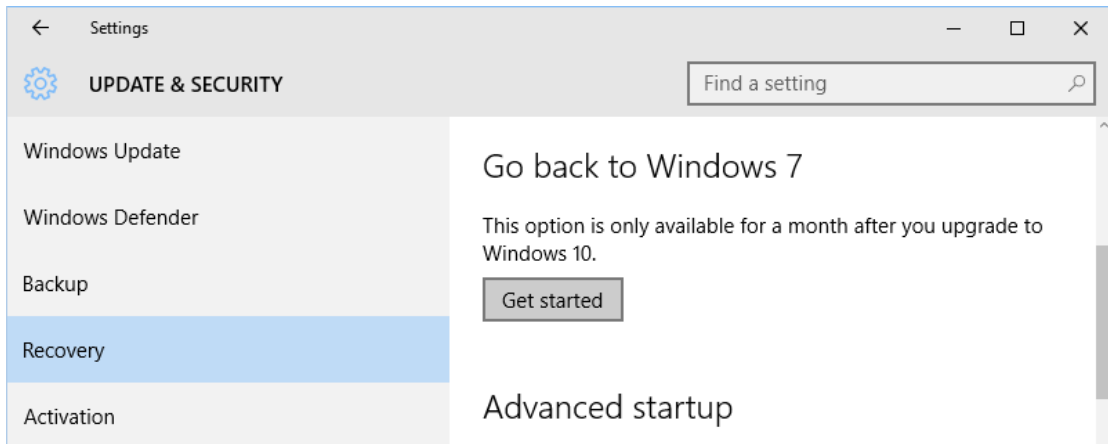
*Do not back up files to the same hard disk that Windows is installed on. For example, do not back up files to a recovery partition. You can back up to another drive or DVD.*

### Option I:

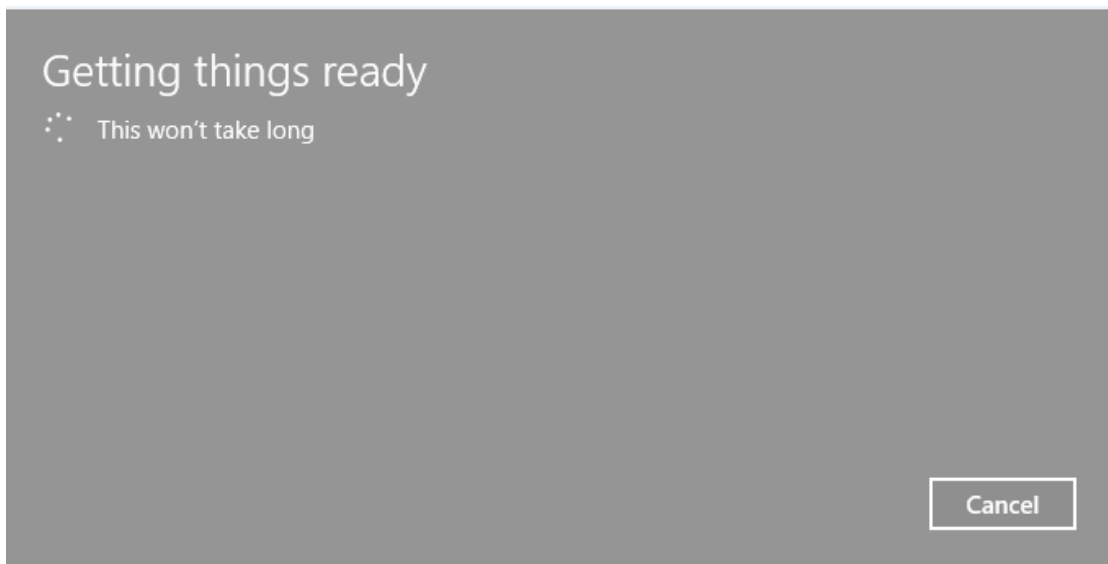
- 1) In the **Action Center**, click **Update & Security**.
- 2) Click **Recovery** tab.
- 3) **Restore to Your Earlier Version.**
  - (a) **If you upgraded to Windows 10 from Windows 8.1:** Click **Get started** under Go back to an earlier build



(b) If you upgraded to Windows 10 from Windows 7: Click **Get started** under Go back to Windows 7



4) Follow the on screen instructions to finish the recovery.



## Why are you going back?

- My apps or devices don't work on this build
- Earlier builds seemed easier to use
- Earlier builds seemed faster
- Earlier builds seemed more reliable
- For another reason

Tell us more

If you're up for troubleshooting, [contact support](#).

Next

Cancel

## What you need to know

This might take a while and you won't be able to use your PC until it's done. Leave your PC plugged in and turned on.

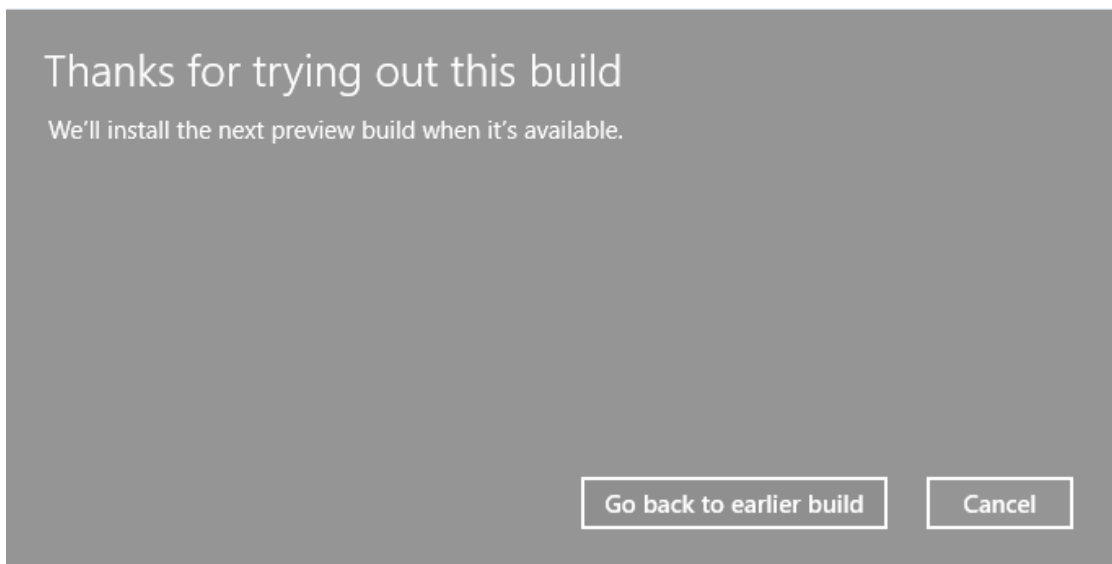
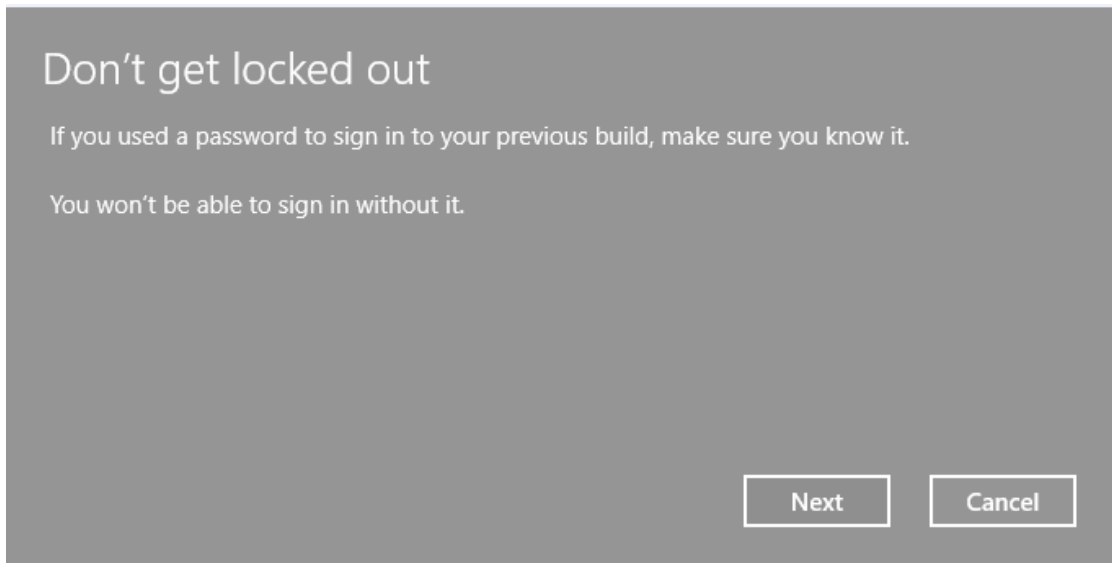
After going back:

- You'll have to reinstall some apps and programs.
- You'll lose any changes made to settings after installing the latest build.

Are your files backed up? This shouldn't affect them, but it's best to be prepared.

Next

Cancel



**Option II: (please refer to the “System Recovery” section in user guide)**

- 1) Make sure your computer is turned off.
- 2) Do one of the following:
  - a) If your recovery files are on a USB flash drive, connect the USB flash drive to your computer.
  - b) If your recovery files are on DVDs, insert the first recovery DVD into your optical disc drive.  
You may need to insert the DVD into your optical drive prior to step 1 while the computer is on.
- 3) Turn on your computer while pressing the F12 key on your keyboard.  
The Boot menu displays.
- 4) Using the arrow keys, select the DVD option or the USB Flash option, depending on which type of media you are using, and then press the ENTER key.
- 5) A warning screen appears, stating that when the recovery is executed all data on your internal storage drive will be deleted and rewritten. Click or touch Yes to continue.
- 6) Follow the on-screen instructions to complete the recovery process.  
When the process is complete, a message displays indicating that the drive has been recovered.
- 7) Click or touch Finish to restart the computer.