

How to upgrade your TOSHIBA Windows® PC or Tablet to Windows 10

Dear Customer,

The information in this document explains how to upgrade certain TOSHIBA Windows PC or Tablets pre-installed with Windows 7 or Windows 8.x to Windows 10.

TOSHIBA Windows PC or Tablet models supported for upgrade to Windows 10

Models preinstalled by TOSHIBA with Windows 7 or 8.x for upgrade to Windows 10:

- For a list of supported models visit the TOSHIBA Windows 10 upgrade site for your region at: <http://win10upgrade.toshiba.com>
- For details on Microsoft's Windows 10 upgrade offer for qualified Windows 7 and Windows 8.1 devices, see <http://www.microsoft.com/en-US/windows/windows-10-upgrade>.

Important items to review and consider before upgrading to Windows 10

The following TOSHIBA information is accurate at the time of publication only and Microsoft is continuously updating Windows 10 upgrade information. You should regularly check the Microsoft Windows 10 website for the most up-to-date information and details at <http://www.microsoft.com/en-US/windows/windows-10-upgrade>

- The time it will take to download and install Windows 10 to your device may vary depending on your configuration, speed and amount of traffic on your internet connection.
- Always backup your files and any applications you installed prior to upgrading to Windows 10 in the unlikely event of loss or damage to these files and applications.
- Some third party hardware and software may not work properly after the upgrade process.
- If your device comes with a fingerprint registration utility the registered fingerprints will no longer be valid after upgrading to Windows 10. Confirm your passwords before upgrading and you will need to re-register fingerprints after upgrading to Windows 10.
- View Information from TOSHIBA regarding possible loss/limit of any features/functionality that may occur after upgrading to Windows 10 by visiting the TOSHIBA Windows 10 upgrade site for your region at: <http://win10upgrade.toshiba.com>
NOTE: *The list of loss/limit of features/functionality may not be complete and subject to change without notice.*
- After upgrading to Windows 10, if you should decide to return to Windows 7 or 8.x you may need to recover or restore your device to factory settings. To review recovery options see your User's Guide.

Prior to upgrading to Windows 10

This includes recommended app / driver updates and actions that need to be taken prior to upgrading

- Make sure that the AC adaptor is connected during the entire upgrade process.
- Make sure to keep Internet access available during the entire upgrade process.
- Use the TOSHIBA Recovery Media Creator utility if available to create recovery media (DVD or USB Flash Memory). This will allow you to restore the factory preinstalled software if you have issues during the Windows 10 upgrade or if you should choose to uninstall Windows 10. To see if TOSHIBA recovery media creator is available for your laptop and to find instructions on using recovery media creator see your device user guide.
- Backup your data and files to an external storage device.
- Uninstall certain programs. See [APPENDIX A](#) for detailed instructions.
- Locate and run TOSHIBA Service Station (TSS). If you need to install TOSHIBA Service Station see the link on the

TOSHIBA Windows 10 upgrade site for your region at: <http://win10upgrade.toshiba.com>

- Update your TOSHIBA components and drivers by using TOSHIBA Service Station.
- To access the TOSHIBA Service Station:
 - On **Start** menu/screen, type **Service Station**, and then click **Service Station** from the list that appears.
 - Review and accept **TOSHIBA Service Station Utility (TSS) Software Notice & Acceptance** if required.
 - Click **Check for Updates** and install any updates that appear.

NOTE: It may be necessary to move the TSS application screen to the right side of the display to reveal any warning notices that appear.

- If you have security software installed, check and install any updates.
- Update all third party software installed to the latest version.
NOTE: Some software currently installed on your device might not be compatible with Windows 10 and may not work properly after the update process. Check the software company's website for more information.
- Remember your Windows password. You may need to enter it after upgrading.

Upgrading to Windows 10

NOTE: To find the current version of Windows you are running press the Windows Key + R and then type msinfo32 in the entry box and press OK. The current OS Name (version) will display on the right.

Prior to Windows 10 installation, you must install the newest version and/or service pack of your current version of Windows as follows:

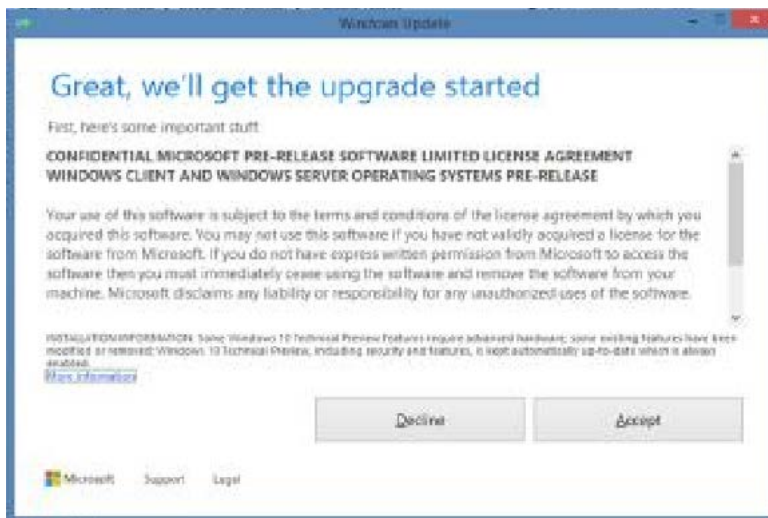
- For Windows 7 - Run Windows Update (see [APPENDIX B](#)) to ensure you have the latest Windows 7 service pack installed.
- For Windows 8 - Upgrade to the latest version of Windows 8.1. For help upgrading to the latest version of Windows 8.1 visit the Service & Support site for your region at <http://www.toshiba.co.jp/worldwide/region/index.html>
- For Windows 8.1 – Run Windows Update (see [APPENDIX B](#)) to ensure you are running the latest version of Windows 8.1.

Checking for Windows 10 Upgrade

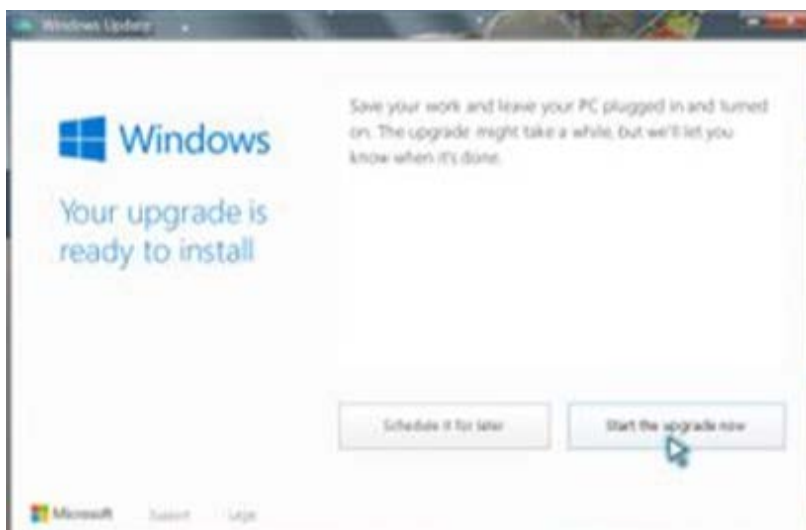
- After all Windows updates have been installed, reboot your device and go to Windows Update again, you will see this screen and click **Get Started**.



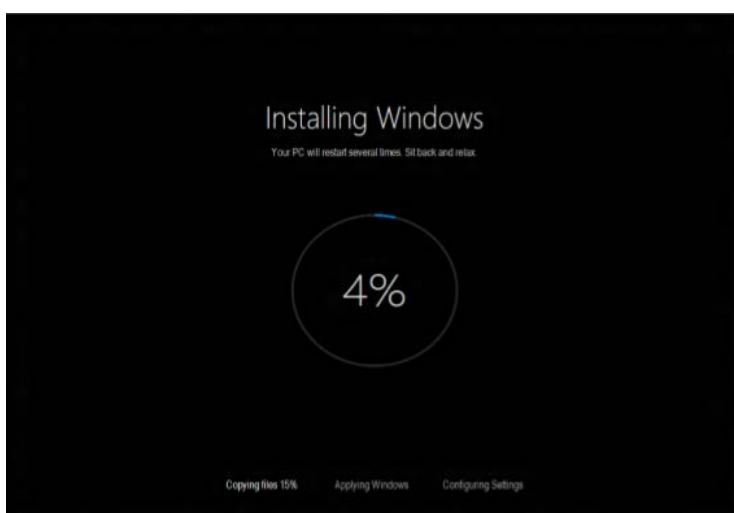
- Review and click **Accept** to accept the end-user licensing agreement (EULA).



- Select **Start Upgrade now** to upgrade immediately.



- Your system will restart and the upgrade install will begin.



- After installation your system will restart and you should follow any onscreen instructions in order to sign-in to Windows 10.

NOTE: Please keep internet access during whole upgrade process.

After upgrading to Windows 10

This includes recommended app / driver updates and actions that need to be taken after upgrading

1. Update your current version of Windows 10 by using Windows Update.

To use Windows Update:

- a. Select **settings** in start menu box, or open **Action Center** and select **All settings**.
NOTE: To open the start menu press the Windows Key on the keyboard or tablet.
 - b. Select **Update & security**.
 - c. Select **Windows Update** tab, and select **Advanced options**.
 - d. Set **Choose How updates are installed** as **Automatic (recommended)**.
 - e. Go back **Windows Update** and **check for updates**.
2. Run TOSHIBA Service Station again to update any programs needed for Windows 10.
NOTE: You may need to restart your device before continuing the next step.
 3. Open the Windows Store by selecting the **Store** icon on the **Start Menu**.
 4. Check for updates in the upper right area of the store screen (indicated by an arrow-down icon) and install any updates available.
 5. Your Windows 10 upgrade is now complete.
 6. You can now restore any data or applications and be sure to check for any application software updates from the application software vendor websites

APPENDIX A

Check if the following programs are installed on your device and uninstall them.

- Device Access Control
- TOSHIBA Smart Data Encryption

How to uninstall above programs:

- a. Open Programs and Features.
- b. Double click or tap the programs name to uninstall them.

APPENDIX B

How to check for updates in Windows 8.1

1. Open Windows Update in Control Panel by swiping in from the right edge of the screen, tapping **Search** (or, if you're using a mouse, pointing to the upper-right corner of the screen, moving the mouse pointer down, and then clicking **Search**), entering **Windows Update** in the search box, tapping or clicking **Settings**, and then tapping or clicking **Install updates**.
2. In the left pane, tap or click **Check for updates**, and then wait while Windows looks for the latest updates for your device.
3. If updates are found, tap or click **Install updates**.

Check for and install any optional updates. See [APPENDIX C](#) for how to check for optional updates.

How to check for updates in Windows 7

1. Open Windows Update in Control Panel by entering **Windows Update** in the search box.
2. In the left pane, tap or click **Check for updates**, and then wait while Windows looks for the latest updates for your device.
3. If updates are found, tap or click **Install updates**.

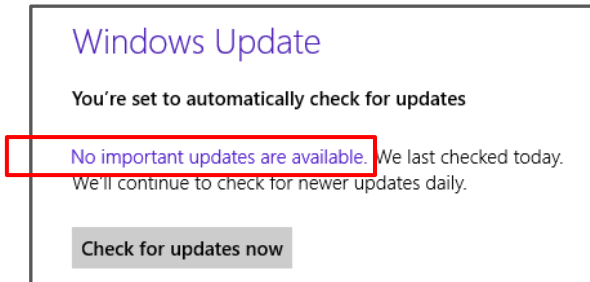
APPENDIX C

How to check for optional updates in Windows 8.1

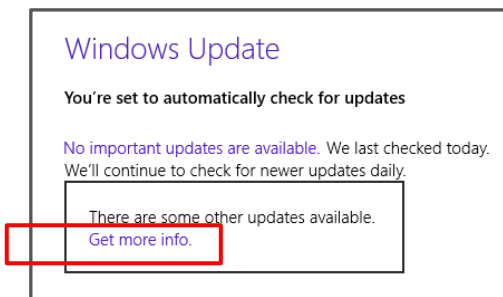
The following instructions explain how to check for and install optional updates when using Windows 8.1.

NOTE: This procedure should be used after you have installed all Windows 8.1 Important Updates.

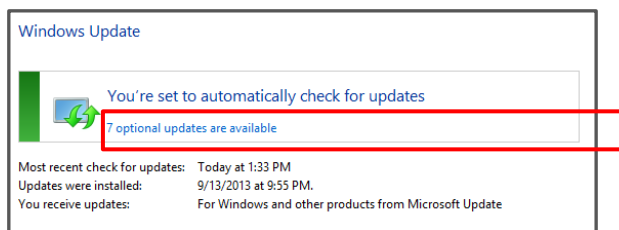
1. After checking for and installing any important updates go back into Windows Update and select **Check for updates now**
2. Select **No important updates are available.**



3. Select **Get more info.**



4. Select **optional updates are available.**



5. **Select and install** all optional updates.