

WINDOWS 7 UPGRADE FAQs

Should I upgrade to Windows 7?

- The decision to upgrade or not depends on a variety of factors. If you are satisfied with the performance of your current operating system, there may be no need to upgrade
- You can run the [Windows 7 Upgrade Advisor](#) to see if your system is capable of running it. This will also test any **printers or other equipment** you have connected to your computer. You can also check the [Windows 7 Compatibility Center](#) to check specific software and hardware
- We are currently testing our print drivers and antivirus software for use with Windows 7 and expect to have these downloads available on our website soon

What are the benefits of switching to Windows 7?

- See Microsoft's list of [new features](#) and an [operating system comparison](#)

Will I have to reinstall all my software, printers, etc. when I make the switch?

- No, if you currently have Windows Vista, and upgrade to the same type of Windows 7 (32-bit or 64-bit)
- Yes, if you currently have Windows XP - or - have Vista and switch from 32-bit to 64-bit, or vice versa

How do I make sure I don't lose any of my files when I upgrade?

- Be sure to perform a **complete backup** to an external hard drive before you begin the upgrade process. You can then use the [Windows Easy Transfer](#) utility to package files you want to move to Windows 7

What versions of Windows 7 will VLS support?

- The Helpdesk will support all versions of Windows 7 for basic troubleshooting (assistance beyond a 10-minute assessment is charged at \$60/hour)
- Full support (no fee) for our print drivers and antivirus software is only available for Windows 7 Ultimate

I bought my laptop from VLS. What support will you give me if I switch to Windows 7 now?

- We do not currently have 'images' for the student laptops with Windows 7. We will make an announcement when they are ready, and you will be able to purchase Windows 7 and have us install it with all the original software for a package deal of \$30. Data backup is available for an additional \$30
- In the meantime, we will support Windows 7 as we would for any student. If we have to reload your software due to a hardware failure or other reason, we will install Windows XP

What is 64-bit and why do I care?

- If you have 4GB of RAM or more, a 64-bit system can be more responsive when running several programs at the same time and switching between them frequently
- See [32-bit and 64-bit Windows: frequently asked questions](#) for more information

HELPFUL LINKS:

[Windows 7 How-To Videos](#)

[Upgrading from Windows XP to Windows 7](#)