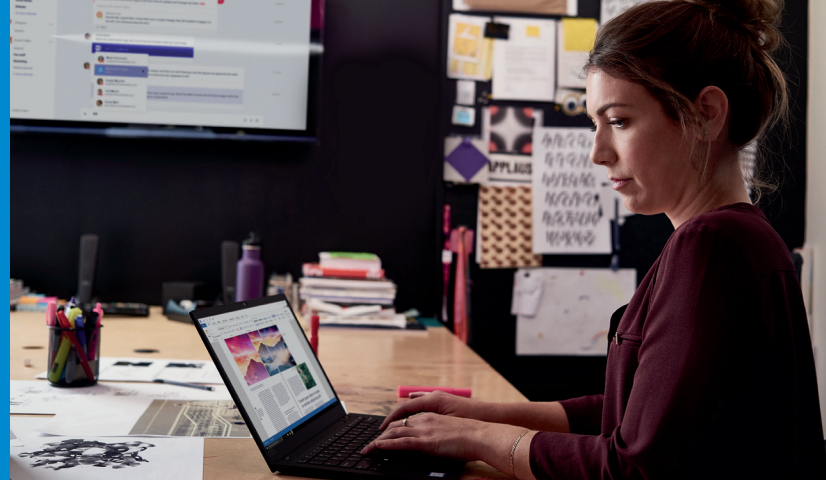


Make the shift

Frequently Asked Questions



This FAQ guidance is meant to be a resource for customers with questions about end of support for Windows 7 and Office 2010 and why now is the time to make the shift to a Windows 10 modern device with Office and the Intel® vPro™ platform.¹

- 1 When did support for Windows 7 end?**

Microsoft ended support for Windows 7 on January 14, 2020.
- 2 When does support for Office 2010 end?**

Microsoft will stop supporting Office 2010 on October 13, 2020.
- 3 Why is Microsoft ending support for these products?**

Windows 7 and Office 2010, like almost all Microsoft products, have support lifecycles. Windows 7 and Office 2010 have reached the end of their lifecycles. That means Microsoft will no longer provide security updates, bug fixes or technical support for issues. As older products, they will no longer have the level of security needed today to protect your data and credentials. A modern device installed with Windows 10, Office and the Intel® vPro platform combines the latest software features and out-of-the-box hardware security to give you the most secure Windows ever. These devices deliver long battery life, fast startup, amazing multitasking^{3,4,5} and powerful overall security.
- 4 What does End of Support mean?**

End of Support means Microsoft will stop providing security updates, bug fixes and technical support for

issues. By upgrading to a modern Windows 10 device with Office and the Intel® vPro™ platform,¹ you'll get the latest software and out-of-the-box hardware security features, productive work flows, flexible management and the freedom to choose your own device.

- 5 Can I upgrade my existing Windows 7 PC to Windows 10?**

Yes, you can upgrade compatible Windows 7 PCs based on certain requirements (visit: <https://www.microsoft.com/windows/windows-10-specifications>) with a full license. However, to take full advantage of the latest hardware capabilities, we recommend moving to a new PC with Windows 10, Office and the Intel® vPro™ platform. These devices have advanced quad-core or six core CPUs that let you get the most out of Windows 10 features. They also offer up to 1.3x faster Office multi-tasking^{3,4,5} and up to 65% better performance^{3,4,6} than a three-year-old PC running Windows 10. And Windows PCs deliver the lowest total cost of ownership ever.
- 6 Can Windows 7 and Office 2010 still be activated after January 14, 2020?**

Yes, however, they will not receive security updates or Microsoft support, leaving you much more vulnerable to security risks, viruses and cyberattacks. They will also run slower. A modern device installed with Windows 10, Office and 8th Gen Intel® Core™ vPro™ processors⁷ offers fast startup, amazing multitasking^{3,4,5} and powerful built-in security.
- 7 Will Internet Explorer still be supported on Windows 7?**

Support for Internet Explorer on a Windows 7 device has been discontinued with Windows 7 on January 14, 2020. As a component of Windows, Internet Explorer follows the support lifecycle of the Windows operating system it's installed on.

FAQ Guidance for upgrading Windows 7 to Windows 10

8 What happens if I continue to use Windows 7 and/or Office 2010?

You can continue to use Windows 7 and/or Office 2010 after support has ended, but your PC or device will be much more vulnerable to security risks and viruses. While Windows and Office will continue to start and run, you will no longer receive software updates, including important security updates, from Microsoft. We recommend purchasing a modern device with Windows 10, Office and the Intel® vPro™ platform.¹ These devices help you get the most out of Windows 10 features and run popular Microsoft apps (e.g. Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Power BI)¹ simultaneously with ease using voice, gesture, pen, touch, keyboard or mouse.⁸ They also cost less time and money to manage than older PCs. Our guide can help you choose a new PC (visit: <https://www.microsoft.com/windows/devices>).

9 How can I find out if the apps we use will run on Windows 10?

Windows 10 devices are compatible with 99% of Windows 7 apps⁹ and most peripherals, wired and wireless. To see if the apps you use will run on Windows 10, visit <https://docs.microsoft.com/configmgr/desktop-analytics/ready-for-windows>.

10 Is Windows 10 very different from Windows 7? Will I need to retrain my staff?

Your favorite features are even better in Windows 10 and with Office. Microsoft refreshed the general look and feel to help them be more efficient and productive. It's easy to set up, use, and manage. Your people can get started with almost no help from IT. With Office, they'll get more done, work better together, and safeguard their data. And with a fast boot time and more management options, Windows 10 devices with the Intel® vPro™ platform¹ offer capabilities that older systems can't.

11 Where can I find out more information about all of this?

- Windows 10 Devices Overview Page: <https://www.microsoft.com/devices/>
- Compare Windows 10 editions: <https://www.microsoft.com/windows/compare>
- Microsoft 365 Business: <https://www.microsoft.com/microsoft-365/business>
- Why New PCs matter: <https://www.intel.com/content/www/us/en/business/enterprise-computers/windows-10-migration-paper.html>

¹Sold separately.

²Security events requiring IT remediation are reduced or avoided by up to 33% with Windows 10. The Total Economic Impact™ of Microsoft Windows 10, Forrester, 2016. <https://query.prod.cms.rt.microsoft.com/cms/api/am/binary/RWrHjm>. No product or component can be absolutely secure.

³Performance results are based on testing as of March 21, 2019 and may not reflect all publicly available security updates. See configuration disclosure for details. No product can be absolutely secure. Software and workloads used in performance tests may have been optimized for performance only on Intel microprocessors. Performance tests, such as SYSmark and MobileMark, are measured using specific computer systems, components, software, operations and functions. Any change to any of those factors may cause the results to vary. You should consult other information and performance tests to assist you in fully evaluating your contemplated purchases, including the performance of that product when combined with other products. For more complete information about performance and benchmark results, visit <http://www.intel.com/benchmarks>

⁴Multitasking. As measured by Office Multi-tasking workload on Intel® Core™ i7-8665U vs. Intel® Core™ i7-6600U.

⁵REFRESH CONFIGURATIONS NEW: Intel Reference Platform with Intel® Core™ i7-8665U Processor, PL1= 15W TDP, 4C8T, Turbo up to 4.8GHz, Graphics: Intel® UHD Graphics 620, Memory: 2x4GB DDR4-2400, Storage: 512GB Intel 760p SSD, OS: Microsoft Windows® 10 RS5 Build Version 1809 (Build 1763v1), BIOS: x177, MCU: A8 VS. OEM system with Intel® Core™ i7-6600U Processor, PL1=15W TDP, 2C4T, Turbo up to 3.9GHz, Intel HD Graphics 620, Display: 14" screen with 1920x1080 resolution, Memory: 8GB DDR4, Storage: 256GB SSD, Battery size: 36 WHr, OS: Microsoft Windows® 10 Pro RS5 Build Version 1809 (Build 1763v292), BIOS: v1.0.1, MCU: C2

⁶Testing conducted by Principled Technologies in July 2015 in a closed lab environment using OEM factory default images on a representative sample of Windows 7 devices. Each boot test was run 10 times and the averages compared. Average improvement in startup was 28%. https://www.principledtechnologies.com/Microsoft/Windows_10_upgrade_boot_0815.pdf.

⁷8th Gen Intel® Core™ vPro™ i7-8665U processors and Intel® Core™ vPro™ i5-8365U processors.

⁸Hardware dependent.

⁹99% of Windows 7 apps are compatible with Windows 10. Hardware/software requirements apply; feature availability may vary. Internet connection required. To check for compatibility and other important installation information, visit your device manufacturer's website and www.windows.com/windows10specs. Additional requirements may apply over time for updates.

FY20—Make the shift to a Windows 10 modern device