Samsung NC10 XP to Windows 7 Upgrade Instructions

Version: 0.6
Last Updated: 30 Oct 09

Before you start

Assumptions / Prerequisites:
- User has purchased a copy of Windows 7
- NC10 is in a working condition
- **User has a Huawei E160 or E169 USB modem – the Novatel MC930D is not currently supported under Windows 7 but we plan to support this modem soon**
- User has an external USB DVD Drive
- User has a 3G Mobile Broadband or WiFi connection
- **The user has downloaded the correct O2 Windows 7 upgrade instructions and software upgrade package relevant to their computer from the O2 web site and has saved the files to an external Hard Disk Drive, USB Memory Stick or other external storage device. This is very important since the software upgrade package contains a new version of O2 Connection Manager that you will need to be able to connect to the Internet using your 3G dongle.**
- The user has made a note of their O2 McAfee username and password that was sent to them in their original welcome SMS / Email. If you can't find this, don't worry – we'll show you how to get these details below.

Notices:
- The upgrade process described in this document assumes that the user is very experienced in the use of Microsoft Windows. O2 does not recommend that novice users undertake this upgrade. **O2 Tech Support will be able to help you upgrade to Windows 7. For more details on this package, please see www.o2.co.uk/techsupport**
- Upgrading from Windows XP to Windows 7 will take in excess of **4 hours** – users should not start the upgrade process unless they have ample time available.
- By upgrading from XP to Windows 7 on the Samsung NC10, the user should acknowledge that all programs will have to be re-installed, and that some of their old programs may not be compatible with Windows 7 and may therefore fail to operate correctly or at all.
- **The user is responsible for backing up all personal data prior to installation of Windows 7 and then restoring the personal data to the computer when the upgrade has completed. Data that is not backed up will be lost**. Personal data may reside in many different places on the user's Hard Disk Drive and may include personal documents, pictures, video, music etc (usually stored in My Documents) and other data including email, calendar, contacts, bookmarks and other application data that may reside in other locations. The user must ensure that all data associated with all of the installed applications is properly backed up. Please consult the user manuals for the relevant applications as necessary. O2 can not accept any responsibility for loss of data.

McAfee Password / Username Recovery

You will need your McAfee username and password since the McAfee software will need to be re-installed after the Windows 7 upgrade. These details were sent to you by email and SMS within 48 hours of your original purchase date. If you can't find your McAfee username and password then please go to the following web address and complete the online form (you can click the link in this document):

https://www.o2.co.uk/apps/help/help?qid=1&q1=1&case=Win7%20Laptop%20McAfee%20Password%20Request

In answer to the question 'What does your query relate to?' select **Mobile Broadband**. Answer the other questions and specify that you need to receive a copy of your McAfee username and password in the query box. You will then receive an email from O2 with your McAfee username and password.

Windows 7 Upgrade Advisor

Before you begin, ensure your external USB DVD drive is connected to your mini laptop, and that you have a working internet connection.

1. Insert the Windows 7 DVD into the USB DVD drive. The Windows 7 upgrade application should start automatically (if it doesn't, open **My Computer** and double click the DVD Drive, and then double click **Setup**)

2. Select the Check Compatibility option

3. In the browser window that is opened, select **Download Windows 7 Upgrade Advisor**

4. Click **Download** on the new page that appears

5. Click **Run** on the Window that appears.

6. Click **Run** on the Security message.

7. Once downloaded, the installation will start.

8. Click **Next**

9. Tick the box **I accept the license terms**.

10. Click **Install**

11. Tick the box **Launch Windows 7 Upgrade Advisor**. Click **Close.**

12. Windows 7 Upgrade Advisor will now automatically open.

Important
Before continuing, make sure all accessories are connected to your PC (examples: USB Mobile Broadband Modem, USB Memory Sticks, Portable Hard Disk Drive, etc)

13. Now click **Start Check**

14. You will see some information about incompatible programs. We will show you how to resolve the specific issues below:

Windows Mail and Parental Control
Huawei Mobile Connect 3G Modem
Huawei 3G Application Interface
Huawei 3G PC UI Interface
McAfee Security Centre

Note
Some other non-O2 programs may appear in this list. This guide will not show you how to fix these issues. **O2 Tech Support** may be able to help you with this (see **www.o2.co.uk/techsupport** for more information).

Backing Up Personal Data

Before upgrading from Windows XP to Windows 7, you will have to backup any files you want to keep. **Files that are not backed up will be lost.** This section will show you how to use **Windows Easy Transfer** to backup your files.

1. Open **My Computer**

2. Right click on the DVD Drive and select **Explore**

3. Double click on **Support**

4. Double click on **Migwiz**

5. Double click on **Migsetup** – this will start the Windows Easy Transfer Wizard

6. **Click Next**

7. Select the method of storage for your backup. This is where your files will be stored temporarily.

   Note
   We suggest using a **USB Memory Stick** or **External Hard Disk Drive**

8. Click **This is my old computer**

   Note

The Windows Easy Transfer program will now run a search for all personal files on your PC. Windows Easy transfer may not find all the files you want to save, so it is recommended that you double check that all important files have been selected to be saved.

If you want to add any other files to the backup, you can do this by clicking **Customize** and then **Advanced**, and then ticking any other files or locations you want to backup.

9. Click **Next**

10. Pick a password if you want (it can be left blank). Click **Save.**

11. Select where you want the backup file to be saved. Click **OK.**

    Note
    Windows Easy Transfer will now create your backup. This could take over an hour.

12. Click **Next**.

13. Click **Next.**

14. Click **Close.**

Installing Windows 7

1. Open My Computer. Double click the DVD Drive.

    Note:
    If the Windows 7 installer does not appear, double click Setup.

2. Click Install Now

3. Click **Do not get latest updates for installation.** We'll download these later.

4. Read the license agreement. Tick **I accept the license terms.** Click **Next.**

5. Click **Custom Installation**

6. Select **Drive C:** as your installation location. Click **Next.**

7. You'll see a message about a previous Windows installation. Click **OK.**

8. The Windows 7 installation will now start. This can take over an hour to complete. Your computer will restart once complete.

    Note

You may see an error message stating that **tscui.exe** is not responding. Click **End Now.**

9. Once your computer restarts the installation will continue.

10. Choose your **Region, time format and keyboard layout.**

11. Choose a username. Click **Next.**

12. Set a password and a hint if you want.

    Note
    It is recommended that you choose a password.

13. Enter your Windows 7 license key. Click **Next.**

14. Choose **Use recommended settings.**

15. Select your time zone and check that the time and date settings are correct. Click **Next.**

16. You will now be asked to setup your wireless network connection. Click **Skip.** We'll show you how to setup your internet connection later.

17. Click **Finish.**

18. Your computer will now restart and Windows 7 will load.

    Note
    If you have entered a password, you will be asked for it now.

Restoring your Backup Files

Now that you have installed Windows 7, you will have to restore the personal files that you backed up at the start of the process.

This section will show you how to do this using **Windows Easy Transfer.**

1. Select **Computer** from your **Start Menu.**

2. Double click **Support**

3. Double click **Migwiz**

4. Double click **Migsetup**

    Note
    If you backed up using a USB Hard Disk or memory stick, you should make sure that this is connected to your computer now.

5. Click **Yes** when the security warning appears.

6. Click **Next**

7. Click your restore method. This should be **USB Memory Stick or External Hard Disk Drive.**

8. Click **This is my new computer**

9. Click **Yes**

10. Choose the backup file that you created previously and click **Open**

11. Choose the data you want to restore. We recommend you tick **all** the boxes. Click **Transfer.** This may take some time depending on the size of the backup.

12. Click **Close.**

13. When prompted, click **Restart now.**

14. Once the restore is complete, you will find your backed up files in the C:\windows.old folder. You may want to move individual files to more appropriate folders. If you need help restoring data (such as email, bookmarks … etc) then O2 Tech Support may be able to help. For information on O2 Tech Support, see **www.o2.co.uk/techsupport**

Installation of Windows 7 Drivers and Applications

For Windows 7 to operate properly you will need to install some new hardware drivers. You may also want to reinstall some of the applications and utilities that were originally installed on the machine by Samsung. You can download Windows 7 drivers, applications and utilities from the Samsung NC10 support download website at (click this link to get there):

http://www.samsung.com/uk/support/detail/supportPrdDetail.do?menu=SP01&prd_ia _cd=05012600&prd_mdl_cd=NP-NC10-KA02UK&prd_mdl_name=NP-NC10&prd_ia_sub_class_cd=P

To install drivers and software click on the **Description** text and follow the installation instructions that are displayed.

Tip: We recommend that you first install the **Samsung Update Plus** utility that can be found under **Dowloads** and then **Software** at the above address. When this application has been installed, run it and click **Check for updates**. A number of the required drivers will then be installed. You should manually install all other Windows

7 drivers that were not downloaded by **Samsung Update Plus.** Other utilities and applications will also need to be downloaded manually.

Tip: If you find that some of the keyboard hotkeys no longer work (for example, Fn + F9) then you need to install the Windows 7 version of **Easy Display Manager** that can be found under **Software** at the download website address above.

Note: We recommend that you download these files using a wi-fi connection as this will not use your Mobile Broadband data allowance. If however you need to use your Mobile Broad Band connection to download the drivers then follow the instructions below regarding the installation of O2 Connection Manager before starting this stage.

Installation of O2 Applications

Now that you have installed Windows 7, you will need to reinstall O2 Applications such as O2 Connection Manager and McAfee.

To follow the processes below, you will have to unpack the files that are stored inside the O2 Windows 7 software upgrade package file that you previously downloaded from the O2 Website.

1. Insert the USB Drive that you used to store the O2 Windows 7 software upgrade package file.

2. Browse to the location where you have stored the O2 Windows 7 Upgrade file.

3. Copy the upgrade file to your computers desktop.

4. **Right click** on the O2 Windows 7 Upgrade file and choose **Extract files here**

5. A new folder will appear on your desktop which will have all the files required for the following steps.

O2 Connection Manager

Depending on the Mobile Broadband Modem that you have, you will have to select the correct version of O2 Connection Manager from the software upgrade package.

The Model number of your Mobile Broadband Modem can be found on the back of the casing.

1. Find the correct installer file for your Mobile Broadband Modem in the software upgrade package:

   For Huawei E160 use: **O2-CE_Huawei_EM_3[1].4.R1.107.exe**
   For Huawei E169 use: **O2-CE_Huawei_EM_3[1].4.R1.107.exe**
   For Novatel MC930D use: **Not yet available**

Please check **www.o2.co.uk/win7** for an update on the availability of Connection Manager for the Novatel MC930D modem.

2. Double click the installer file.

3. Click **Yes** to the security message that appears.

4. Tick **I accept the terms in the license agreement.** Click **Next.**

5. Click **Install.**

6. The installation wizard will now install O2 Connection Manager on your laptop. This may take up to 10 minutes.

7. Click **Finish.**

8. For instructions on connecting to the internet using **O2 Connection Manager**, please refer to the Mobile Broadband guide that was bundled with your Laptop, or download a new copy from www.o2.co.uk/mobilebroadbandupdate

O2 Assistant

1. Find the O2 Assistant Installation file named **O2Assistant_2_0_09030.msi** in the software upgrade package.

2. Double click the O2 Assistant Installation file.

3. Click **Yes** at the Windows security message.

4. **O2 Assistant** will now install. When the installation is completed, an O2 Assistant icon will appear on your desktop.

5. Double Click **O2 Assistant** on the desktop.

6. Click **Next.**

7. Tick **I accept the License Agreement.** Click **Finish.**

You have now successfully set up the O2 Assistant. You will receive a Welcome Message from O2 in the next couple of minutes that will give you more information.

McAfee

Note
Once McAfee is installed, it will automatically update. Updates can be large files. We recommend that you are connected to a WiFi network, such as your home broadband network, or The Cloud prior to completing the installation.

1. Find the McAfee installation file named **O2_MIS_en-gb_30d_r2.exe** in the software upgrade package.

2. Double click the McAfee Installation file.

3. Select **Yes** at the Windows Security message.

4. Click **Next.**

5. Read the license agreement. Click **Accept.**

6. Click **Next.**

7. McAfee will now be installed. This may take up to 10 minutes.

8. Click **Next.**

9. Click **Finish.**

10. Double click the **McAfee Security Center.**

11. Enter your McAfee username and password – you should already have made a note of them or asked O2 to send you them as per the instructions at the start of this guide.

12. Read the license agreement. Click **I agree**. Click **Next.** Click **Finish.**

Wallpapers

In the software upgrade package that you downloaded, there are 3 wallpapers for your laptop. These will be in a folder called **Wallpapers.**

1. Browse to the location where the wallpapers are stored.

2. Select the wallpaper files by holding the **Ctrl key** and clicking on each file.

3. Select **Copy** from the **Edit** menu.

4. Open **Pictures** from the **Start Menu.**

5. Choose **Paste** from the **Edit** menu.

6. Choose which background you would like to use.

7. **Right click** your chosen file and click **Set as Desktop Background.**

Installation of Open Office

1. Ensure you are connected to the internet via Wi-Fi or Ethernet

2. Open Internet Explorer and go to www.openoffice.org

3. Select the link **I want to download OpenOffice.org**

4. Then select **Download Now**

5. Click **Save** on the window that appears. You can select anywhere on the PC, but pick somewhere you will remember.

   Note:
   If the pop up doesn't appear, you may need to give permission. There might be a blue security message that appears at the top of the browser. Click it and select download file.

6. Once downloaded, double click the file and follow the on screen instructions to install.

7. The installation is now complete. You will find OpenOffice by going to the Start menu, All Programs, OpenOffice.org 3.1 or by clicking the desktop icon.

8. Before you upgraded to Windows 7 O2 had configured OpenOffice for you so that documents were saved by default in Microsoft format. In order to manually restore these settings you will need to follow these steps: In OpenOffice go to **Tools-Options**, select **Load/Save-General** and change settings accordingly on section **Default file format and ODF settings**.

Installation of other Applications

Windows 7 does not include an email application. There are numerous email applications that you can purchase or download for free. Microsoft offer their Windows Live Mail application which is a successor to Outlook Express as a free download at: http://download.live.com/wlmail

If you have any other applications that you want to reinstall, you will have to follow the instructions that were provided with the software. Please note that not all applications that you installed under XP will be capable of being re-installed under Windows 7. In some instances, you may need to purchase new Windows 7 compatible software. You may be able to purchase a software upgrade from the supplier.

If you need assistance with reinstalling non-O2 applications, then O2 Tech Support may be able to help. For information on O2 Tech Support, see **www.o2.co.uk/techsupport**

Creating a Backup of your PC

Now that you have installed Windows 7 and all basic drivers, utilities and applications we recommend that you create a backup so that in the unlikely event that your notebook encounters serious problems it can be restored to this original state.

To create a backup of your entire netbook:

1. After installing the O2 Software, go to Start, All Programs, Maintenance, and select Backup and Restore.

2. Select the option 'Create a System image'

3. Next, select where you would like to store the image. It is advisable to store the image on an external hard disk drive, as the file is approximately 12GB in size. Otherwise, you can store it on the D: drive. Then click Next.

4. Next you will be asked to select which drive you want to backup. The C: drive should already be selected. This is where the Windows 7 files are stored. Click Next.

5. Finally, you will asked to confirm the backup, click Start Backup

6. The process should take approximately 10 to 15 minutes depending on the amount of data to be backed up

7. Once done, you will be given the option to create a disc, click No.

To restore the netbook from the backup:

1. Go to Start, All Programs, Maintenance and select Backup and Restore

2. Select 'Recover system settings or your computer'

3. Select 'Advanced recovery methods'

4. Select 'Use a system image you created to recover your computer'

5. You will be given the option to backup your data. Click Back up now if you wish to backup your data or skip to continue.

6. Next select Restart. (if you have saved the backup to an external HD you will need to plug it in now)

7. After restarting, Windows will enter the recovery mode

8. Select the language and keyboard input and select next

9. The system will scan for the most recent system image (click 'Select a system image' if you wish to restore from a previous image). Then click Next.

10. If you have any additional restore options, select them now, otherwise click next.

11. Finally click finish, and select yes. The computer will not restore to the selected image. This can take between 10 to 15 minutes.

12. Once Windows loads, you will be given an option to restore your personal files if you saved them. If you don't want to do it now, you can use the Windows Easy Transfer tool (Start, All Programs, Accessories, System Tools) to restore your files later.

If you are unable to boot your computer, you will need to reinstall Windows 7 from the original Windows 7 DVD. Refer to the Installing Windows 7 section of this document for instructions.

For both of these restore options, your personal data (music, documents, videos, etc) stored on the PC will not be backed up. The user will have to do this manually. Users are advised to backup their data regularly to avoid it being lost. You can use the Windows Easy Transfer tool (Start, All Programs, Accessories, System Tools) to back up your personal data at any time.

If you need further assistance with installing Windows 7, then O2 Tech Support may be able to help. For information on O2 Tech Support, see **www.o2.co.uk/techsupport**