R519 Vista to Windows 7 Upgrade Instructions

Version: 0.7
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Before we start

Assumptions / Prerequisites:
- User has purchased a copy of Windows 7
- R519 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 a 3G Mobile Broadband or WiFi connection
- **The latest McAfee updates have been downloaded from the internet – this is necessary to ensure that the version of McAfee running on your laptop is Windows 7 compatible**
- 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.

Notices:
- The upgrade process described in this document assumes that the user is experienced in the use of Microsoft Windows. O2 does not recommend that novice users undertake this upgrade without help from an experienced user. **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 Vista to Windows 7 will take in excess of **2 hours** – users should not start the upgrade process unless they have ample time available.
- By upgrading from Vista to Windows 7 on the R519, the user should acknowledge that some 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.** 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.

Windows 7 Upgrade Advisor

1. Insert Windows 7 DVD into 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. Click **Continue** at the Windows Security Message.

3. Select the **Check Compatibility** option

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

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

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

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

8. Once downloaded, the installation will start.

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

10. Click **Install**

11. Click **Close.**

12. Double click the **Windows 7 Upgrade Advisor** icon on the desktop. If a UAC message is displayed click **Continue**.

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

13. Now click **Start Check**

14. You may 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

    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

Although user data should be preserved during the Vista to Windows 7 upgrade process it is highly recommended that the user backs up all data. 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.**

If you ever need to restore these files to your computer then start the Windows Easy Transfer application (steps 1-6 above) and then do the following:

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

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

3. Click **Yes**

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

5. 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.

6. Click **Close.**

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

8. If you need help restoring data then O2 Tech Support may be able to help. For information on O2 Tech Support, see **www.o2.co.uk/techsupport**

Installing Windows 7

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

   Note
   Click **Continue** on any Windows security warnings you receive

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.**

5. Click **Upgrade**

6. Windows 7 Upgrade will now check the compatibility of your computer for Windows 7. Click **Next.**

   Note
   If you receive any errors at this stage, follow the recommendations made by the Windows 7 installer.

7. The Windows 7 installation will now start. This will take 1 - 2 hours to complete. The computer will restart several times during the installation.

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

8. Once your computer restarts the installation will continue.

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

10. Choose **Use recommended settings.**

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

12. Windows 7 will now start.

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

<u>Installation of O2 Applications</u>

Now that you have installed Windows 7, you will need to reinstall some O2 Applications.

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. After clicking **Yes** to the security message, click **Next**.

6. Click **Repair** (this will come up since you already have an older version of Connection Manager on your laptop).

7. Click **Install.**

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

9. Click **Finish.**

10. 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

Creating a Backup of the PC

Now that you have installed Windows 7 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 notebook:

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 will be at least 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 notebook 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**