

## FREQUENTLY ASKED QUESTIONS:

# Windows 11

Designed for hybrid work, Windows® 11 optimises productivity, collaboration, security and consistency. Here are some of the most frequently asked questions about unlocking potential with this powerful Operating System (OS).

**Q.** When and where can I buy a PC with Windows 11?

**A.** PCs with Windows 11 pre-installed will be available later this year from Insight.

**Q.** I am buying a new PC now; will it be eligible for the free upgrade? How will I know when the upgrade is available for my Windows 10 PC?

**A.** Most devices available for purchase now can be upgraded to Windows 11. Look for devices that indicate that they are eligible for the upgrade. You can also ask your Insight sales representative to confirm. Please note, after Windows 11 is released, Windows Update will confirm when the free upgrade is available for your PC. Internet Service Provider (ISP) fees may apply for any upgrade occurring in locations with metered internet.

**Q.** What edition of Windows 11 will I get when I upgrade?

**A.** The upgrade to Windows 11 is for the same edition you have on your Windows 10 device. Devices with Windows 10 Pro installed will be upgraded to Windows 11 Pro. Devices running Windows 10 Enterprise will upgrade to Windows 11 Enterprise. Windows 11 Pro will not offer Windows 11 Pro in S mode, so you will need to switch out of S mode to upgrade.

**Q.** How will I know when the upgrade is available for my Windows 10 PC?

**A.** You'll receive a notification once your eligible PC has been tested and validated for the free upgrade. Or you can go to Windows Update and see for yourself. Please note that a significant download is required to complete this upgrade. ISP fees may apply in areas where the internet is metered.

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**Q. What are the benefits of Windows 11 over Windows 10?**

**A.** Windows 11 offers new productivity features and functionality designed to meet the challenges of the hybrid world, with a completely refreshed look and feel that helps you get more done with less stress.

**Q. Will my current Windows 10 applications, devices and accessories work with Windows 11?**

**A.** Yes, most applications, devices and accessories that worked with Windows 10 will be compatible with Windows 11. You can also check with the software, device or accessory manufacturer to confirm compatibility.

**Q. What is the upgrade path from Windows 10 to Windows 11? My company still has some Windows 7 devices. If they meet the hardware floor, can these be upgraded directly to Windows 11?**

**A.** Most devices available for purchase now will be upgradeable to Windows 11. You will have the option to upgrade, clean install or reimage Windows 10 devices to move to Windows 11. For Windows 7 devices that meet hardware requirements, you will need to clean install or reimage to go directly to Windows 11. Please view <https://www.microsoft.com/windows/windows-11-specifications> to access the full minimum hardware requirements and specs.

**Q. What does this announcement mean for the roadmap for Windows 10?**

**A.** Windows 10 remains supported through October 14, 2025, as originally announced at its launch. Clients using long-term service releases (LTSC and LTSB) will continue to be supported through those published end-of-support dates.