

## 1

### Get Windows 10

9

Windows 10	10
Which Release is Installed?	11
Features of Windows 10	12
What's Needed	14
Get Windows 10 App	15
Windows 10 Editions	16
Selecting Your Edition	17
Upgrade to Windows 10	18
Prepare to Install	19
Installing Windows 10	20
Create a Fresh System	22
Your Windows Apps	24
Closing Windows 10	26

## 2

### Windows 10 Interface

27

Start Windows 10	28
PIN Code Sign-in	30
Multiple User Accounts	31
Desktop Layout	32
Tablet Mode Layout	34
Power User Menu	36
Moving Around	37
Start an App	38
Snap Apps	40
Close Apps	42

# 3

## Windows 10 Desktop

43

Desktop Mode	44
Taskbar	46
Taskbar Properties	48
Notification Area	50
Peek At or Show Desktop	51
Desktop Icons	52
Window Structure	55
Application Windows	56
Menus and Dialogs	57
Move and Resize Windows	58
Snap Assist	59
Universal Windows Apps	60

# 4

## Personalize Your System

61

Settings	62
Personalize Lock Screen	63
Desktop	65
Account Picture	66
Manage Tiles	67
Manage Apps	69
Create a Group	70
Name the Group	72
Change User Account	73
Picture Password	74
PIN Code	76
Ease of Access	77
Open Control Panel	78
Personalize via Control Panel	79
Display Settings	80
Ease of Access Center	82

# 5

## Search and Organize

83

Files and Folders	84
New User Account	86
Finalize New Account	88
Change Account Type	89
Set Up Assigned Access	90
User Folders	92
This PC	93
OneDrive	94
Libraries	96
Folder Navigation	97
Create Folders and Files	98
Copy or Move Files	99
Delete Files	101
Folder Views	102
File Explorer Ribbon	104
File Explorer Layout	106
Search Box	108

# 6

## Classic Applications

109

Classic Applications	110
Notepad	111
WordPad	112
Insert Pictures	113
Paint	114
Unknown File Types	116
Search the Web for Software	117
Change Default Program	119
Tablet Mode	120

## 7

## Universal Apps

121

Sources for Apps	122
Supplied with Windows 10	123
Calculator	124
Alarms & Clock	126
Weather	127
Windows Store	128
App Categories	129
Books & Reference	130
Search Windows Store	131
Installing Apps	132
Your App Account	133
Your Library	134
Updates	135
Verify Identity	136
Authenticator App	137

## 8

## Email and Calendar

139

Electronic Mail	140
Windows 10 Mail App	141
Mail App Settings	143
The Mail Window	144
View Messages	145
People	146
Managing Contacts	147
Create a Message	148
Calendar	150
Skype to Stay in Touch	152
Windows 10 and Office	154
Outlook 2016	155

## 9

## Internet

157

Internet Connection	158
Browse the Web	160
Reading View	162
Settings	163
Light and Dark Themes	164
Web Notes	165
The Hub	166
Right-click Menus	168
Desktop Internet Explorer	170
Tabbed Browsing	172
Zoom Web Page	173
RSS Feeds	174

## 10

## Windows Games

175

Games in Windows 10	176
Games at the Windows Store	177
Word Games	179
Microsoft Solitaire Collection	180
Microsoft Minesweeper	182
Microsoft Mahjong	184
Xbox App	186

## 11

## Music and Pictures

187

Sound Card and Speakers	188
Recording	190
Play Audio CD	192
Copy Tracks	194
Media Library	195
Groove Music App	196
Playing Music	198

Film & TV	200
Digital Pictures	202
Photos App	204
Edit Pictures	206

## 12

### Networking

207

Create a Network	208
Network Classification	209
Create a HomeGroup	210
Connect to a Wireless Network	212
Join the HomeGroup	213
View Network Devices	214
View HomeGroup	215
Network and Sharing Center	216
Network Settings	218

## 13

### Security & Maintenance

219

Get Started App	220
Microsoft Support	222
Contact Support App	224
Windows Action Center	226
Program Compatibility	228
Windows Defender	229
Windows Firewall	230
Windows Update	231

### Index

233

# 1

# Get Windows 10

*This chapter explains how Windows 10 has evolved, identifies the new features, and helps you recognize what's needed to upgrade your existing computer. You can upgrade to the appropriate edition of Windows 10, and sign in to its redesigned Start menu Desktop or work in the new Tablet mode.*

- 10** Windows 10
- 11** Which Release is Installed?
- 12** Features of Windows 10
- 14** What's Needed
- 15** Get Windows 10 App
- 16** Windows 10 Editions
- 17** Selecting Your Edition
- 18** Upgrade to Windows 10
- 19** Prepare to Install
- 20** Installing Windows 10
- 22** Create a Fresh System
- 24** Your Windows Apps
- 26** Closing Windows 10



Within each Microsoft Windows release there are several editions catering for different types of users, such as Home, Pro and Enterprise (see page 16).



Windows RT and 8.1 RT are versions of Windows designed for tablet PCs with the ARM processor, used in cell phones, etc. These devices are now supported by Windows 10 Mobile.



From Windows 7 onwards, the requirements are more standardized, so there's less need for changes to processor, memory or storage specifications.

# Windows 10

Windows 10 is the latest release of Microsoft Windows, the operating system for personal computers. There has been a long list of Windows releases including:

- 1995 Windows 95
- 1998 Windows 98
- 2000 Windows Me
- 2001 Windows XP
- 2003 Windows XP MCE
- 2007 Windows Vista
- 2009 Windows 7
- 2012 Windows 8 and Windows RT
- 2013 Windows 8.1 and Windows 8.1 RT
- 2014 Windows 8.1 and 8.1 RT Update 1
- 2015 Windows 10 and its updates

When you buy a new computer, it is usually shipped with the latest available release of Windows. This takes advantage of the hardware features generally available at the time. Each year sees new and more powerful features being incorporated into the latest computers. In line with this, the requirements for Microsoft Windows have increased steadily. For example, the minimum and recommended amounts of system memory have increased from 4MB to 8MB in Windows 95 and 1GB to 2GB in Windows 10. There's a similar progression in terms of the processor power, the video graphics facilities and hard disk storage.

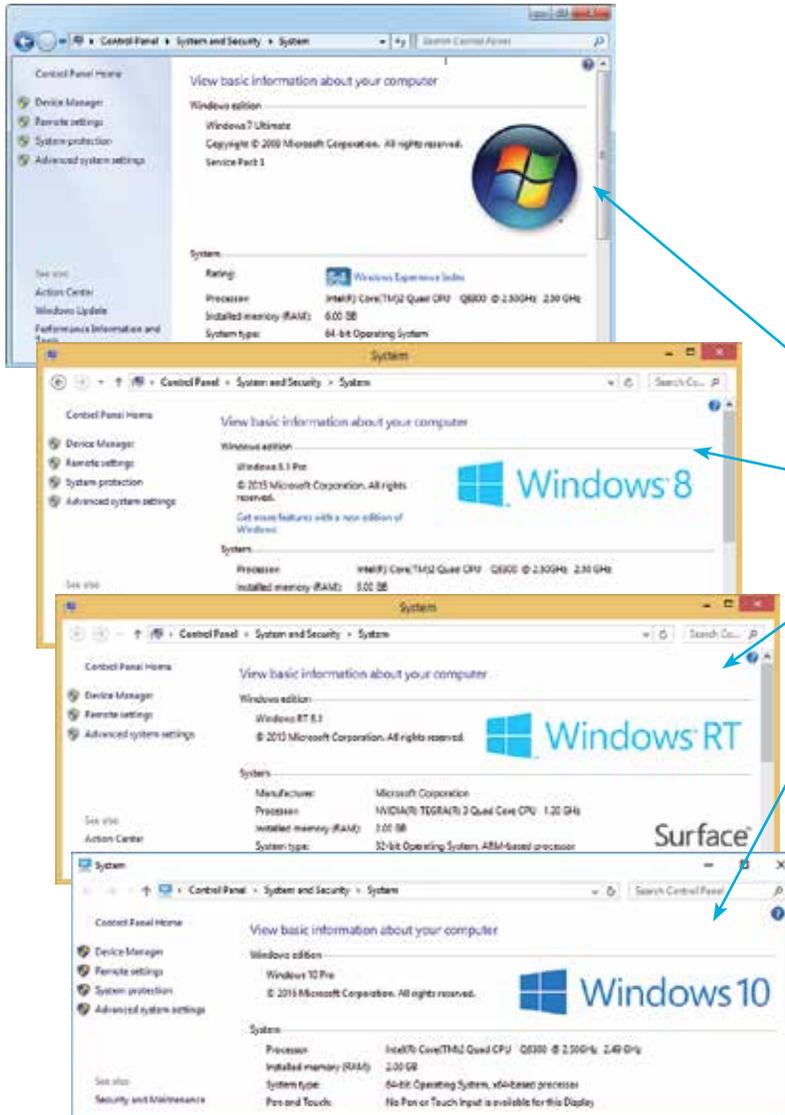
This means that your computer may need upgrading or extending in order to use a later release of Windows, especially if you want to take advantage of new capabilities such as Multitouch. To take full advantage of new features, you may need a new computer, for example a tablet PC.

Each release enhances existing features and adds new facilities. Thus, the new Windows 10 is able to support all the functions of Windows 8.1, Windows 8, Windows 7 and prior releases, often with enhancements, plus its own unique new features. This allows you to use your computer to carry out tasks that might not have been supported with previous releases of the operating system.

# Which Release is Installed?

To check which release of Windows is currently installed on your system, you can look at the System panel.

- 1 Press the WinKey + Break key in any version of Windows to display the System panel
- 2 The operating system details will be shown (along with user, memory and processor information)



WinKey is normally used to represent the Windows Logo key. The Break key is normally labeled Pause/Break.



These images show the System panel for computers with:

Windows 7

Windows 8.1 Pro

Windows RT 8.1

Windows 10 Pro



The System panel show the Windows edition and service level. Other details vary, e.g. versions after Windows 7 have no Experience Index (system rating).



The Start menu returns in place of the Start screen introduced in Windows 8, and the Desktop is used for Universal apps as well as traditional Windows applications.



There are some new Windows 10 apps and some traditional desktop applications (now commonly known as Windows classic apps) provided with Windows 10 at installation, but you may need to visit the Windows Store for some functions that were previously included.

# Features of Windows 10

Windows 10 retains the tablet PC and touch capabilities that were introduced in Windows 8, while reintroducing the Start menu and Desktop familiar from earlier versions, along with an improved, more secure operating system with a new browser, the Cortana Personal Digital Assistant, Office functionality and other Ease of Use facilities. Windows 10 is also designed to run on Windows phones, small tablets, and other devices such as the Xbox One.

It was free to upgrade during the first year, for systems with Windows 7 or Windows 8.1, or for Windows Phone 8.1 users. Upgrades now cost \$99 upwards.

## Universal Apps

What used to be called Modern apps or Windows Store apps are now known as Universal apps, because the same code can be used to run on a variety of devices, not just PCs.

There's a new Windows Store for Windows 10, where you can download desktop programs as well as the Universal apps. These include Office for Windows apps such as Word, Excel, Outlook Mail and Calendar.

## Start Menu

Windows 10 replaces the Start screen introduced in Windows 8 with a Start menu that provides a scrollable list of programs (frequently used and recently installed or all programs) in a single column, with the rest of the pane assigned to app tiles. You can resize this pane or make it full-screen.

## Task Switcher

To display all running apps and programs, there's a redesigned task switcher with bigger thumbnails that appears when you press Alt + Tab, or you can select Task View from the Taskbar.

## Snap Assist

Since Universal apps now run in windows on the Desktop, just like programs, Split Screen view has been replaced by

...cont'd

Snap view where you can drag windows into the corners of the screen. You can use all four corners and have each window take up a quarter of the screen, to have up to four programs or apps displayed.

### Multiple Desktops

When you have a number of windows active, and you don't have multiple monitors, you can put the windows on multiple virtual Desktops, to manage several projects or to separate personal and business activities.

### Tablet Mode

As an alternative for touch-enabled systems, you can change the appearance of Windows 10 by turning on Tablet mode, either via the appropriate setting or by removing or folding the keyboard on a hybrid or convertible PC.

The Taskbar is removed, and you have a full-screen Start menu that shows the tiles and hides the scrolling list of apps. All your windows switch to full-screen, or you can use Snap view with two apps displayed simultaneously.

### File Explorer

File Explorer is a file management app in Windows. The Navigation bar in File Explorer now includes the new Home command and a Quick Access list of frequently visited locations and folders, plus a list of recently opened files underneath it.

### Microsoft Edge Browser

Microsoft has replaced the aging Internet Explorer with the new Edge browser, with better support for web standards and faster speed. Internet Explorer is still available in Windows 10 for those websites that aren't compatible with Edge.

### Cortana Personal Digital Assistant

This was introduced in the Windows Phone, and appears as a Search box on the Taskbar, with voice access. You can search the Start menu, installed apps, documents, apps from the Store, and search results from the web. Cortana also lets you speak to your PC to do simple tasks such as set reminders, book appointments, make calculations, and even identify songs!



Some features are only available in particular editions of Windows 10, or have specific hardware prerequisites.



The Windows Media Center editions (or add-ons from previous versions of Windows) are no longer supported in Windows 10.



The terms 32-bit and 64-bit relate to the way the processor handles memory. You'll also see the terms x86 and x64 used for 32-bit and 64-bit respectively.

# What's Needed

The minimum configuration recommended by Microsoft to install and run Windows 10 is as follows:

- Processor 1GHz 32-bit or 64-bit
- System memory 1GB (32-bit) or 2GB (64-bit)
- Graphics DirectX 9 graphics device with WDDM 1.0 driver
- Hard disk drive 16GB (32-bit) or 20GB (64-bit) free
- Optical drive DVD/CD (for installation purposes)
- Display SVGA monitor with 1024 x 600 or higher resolution

There may be additional requirements for some features, for example:

- Internet access for online services and features such as Windows Update
- Five point Multitouch hardware for touch functions
- A network and multiple PCs running Windows 10 for HomeGroup file and printer sharing
- An optical drive with rewriter function for DVD/CD authoring and backup function
- Trusted Platform Module (TPM) 1.2 hardware for BitLocker encryption
- USB flash drive for BitLocker To Go
- Audio output (headphones or speakers) for music and sound in Windows Media Player

If you were running Windows 7 or Windows 8.1, your system would have qualified for the Windows 10 upgrade. However, you needed the latest versions of those systems: Windows 7 with Service Pack 1, or Windows 8.1 with Update 1. Windows Update would detect this automatically and add the Get Windows 10 app to the system tray, if your system is eligible.

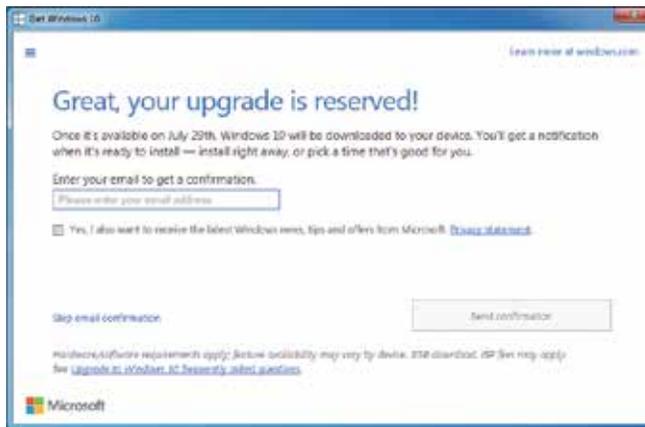


The product functions and the graphics capabilities may vary depending on the system configuration.

# Get Windows 10 App

If your system qualified for the upgrade to Windows 10, the Get Windows 10 app would have been displayed on the Taskbar.

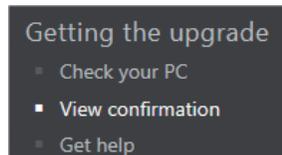
- 1 You'd Right-click the icon to display the options and select Reserve your free upgrade (or left-click the icon) to register



- 2 Then the icon would offer the option to Check your upgrade status



From here, you'd have got the latest information about the compatibility of the apps and devices on your machine.



Microsoft withdrew the free upgrade on July 29th 2016. However, the Get Windows 10 app may continue to be displayed on some systems. There is still a free upgrade available for users of assistive technologies such as Narrator and Magnifier (see [www.microsoft.com/en-us/accessibility/windows10upgrade](http://www.microsoft.com/en-us/accessibility/windows10upgrade)).

If you didn't reserve the free upgrade, you'll have to purchase Windows 10 directly from [www.microsoft.com](http://www.microsoft.com)



You can upgrade from Windows 7, but you might not be able to keep all of your files, programs and settings.



The Home edition has the Microsoft Edge browser, and apps such as Photos, Maps, Mail, Calendar, Music, and Video. It even includes Xbox One integration, to allow you to access your games libraries.



Home and Pro are available as retail packages. Pro is also available under the Volume Licensing program, intended for purchasing in bulk and is the only way to obtain the Enterprise and Education editions.



The IoT Core edition offers the futuristic prospect of remotely managing your home via Windows 10.

# Windows 10 Editions

Microsoft provides seven editions of Windows 10, to suit various groups of users:

## Windows 10 Home

This is for home and personal use, and includes all the essential features for desktops, laptops, tablet PCs and hybrid computers.

## Windows 10 Mobile

Evolving from the Windows Phone, Windows 10 Mobile provides apps equivalent to the desktop PC range, including Microsoft Office apps such as Word, Excel, and PowerPoint, for mobile phone and tablet users.

## Windows 10 Pro

In addition to all the features of Windows 10 Home, this edition adds apps and utilities for small businesses, including Secure Boot, Device Guard, and Cloud technology support. Pro is for PC enthusiasts, professionals and small business users.

## Windows 10 Enterprise

Building on Windows 10 Pro, Windows 10 Enterprise adds advanced capabilities to protect devices, identities, applications and sensitive information. This edition is for medium and large organizations.

## Windows 10 Education

Microsoft provides a version of Windows 10 explicitly for academic purposes. Similar in content to Windows 10 Enterprise, this is for schools, universities and students.

## Windows 10 Mobile Enterprise

There is a version of Windows 10 Enterprise designed for the workplace use of smartphones, tablets and other small touch-enabled devices, providing an environment compatible with the Windows 10-based PCs in the office.

## Windows 10 IoT Core

Finally, Windows 10 IoT Core will run customizable versions of Windows 10 on household appliances like smart thermostats, factory machinery, and even toasters.

# Selecting Your Edition

Your choice of Windows 10 edition may be predetermined by the type of equipment you are using, or by the organization you belong to.

However, if you are an individual user or a member of a small business, and you are using a desktop computer, laptop, tablet PC or hybrid PC, then you may need to look more closely at the particular options in the Home, Pro, Education and Enterprise editions. Some of the features to look at are:

Features	Home	Pro	Enterprise	Education
Customizable Start menu	Y	Y	Y	Y
Windows Defender & Windows Firewall	Y	Y	Y	Y
Fast start with Hiberboot & InstantGo	Y	Y	Y	Y
TPM support	Y	Y	Y	Y
Battery Saver	Y	Y	Y	Y
Windows Update	Y	Y	Y	Y
Cortana Personal Digital Assistant	Y	Y	Y	Y
Windows Hello login	Y	Y	Y	Y
Virtual desktops	Y	Y	Y	Y
Snap Assist	Y	Y	Y	Y
Continuum Tablet & Desktop modes	Y	Y	Y	Y
Microsoft Edge	Y	Y	Y	Y
Device Encryption	Y	Y	Y	Y
Easy Upgrade Home to Education	Y	-	-	Y
Easy Upgrade Pro to Enterprise	-	Y	Y	-
Group Policy Management	-	Y	Y	Y
BitLocker	-	Y	Y	Y
Remote Desktop	-	Y	Y	Y
Windows Update for Business	-	Y	Y	Y
Direct Access	-	Y	Y	Y
Windows To Go Creator	-	-	Y	Y
Start Screen Control with Group Policy	-	-	Y	Y
AppLocker	-	-	Y	Y
BranchCache	-	-	Y	Y



You can upgrade your existing system using a DVD or USB drive containing the files for the new version, or you may be able to update the existing system using Windows Update to download and install the changed files. For Windows Update, you'll need to be at the latest level i.e. Windows 7 SP1 or Windows 8.1 Update 1.



If you install directly from DVD or USB, rather than running Setup from your existing Windows, you will be unable to retain Windows settings, personal data and applications.

# Upgrade to Windows 10

If you are planning to install Windows 10 on an existing computer running a previous version of Windows, you may be able to upgrade and retain your existing Windows settings, personal data and applications.

The upgrade paths available include:

- Upgrade to the Windows 10 Home edition from Windows 7 Starter, Windows 7 Home Basic or Windows 7 Home Premium editions.
- Upgrade to the Windows 10 Pro edition from Windows 7 Professional and Windows Ultimate editions.
- Upgrade to the Windows 10 Home edition from Windows 8.1 base edition.
- Upgrade to the Windows 10 Pro edition from Windows 8.1 Pro edition.
- Upgrade to the Windows 10 Enterprise edition from Windows 7 Enterprise edition.
- Upgrade to the Windows 10 Enterprise edition from Windows 8/8.1 Enterprise editions.
- Upgrade to the Windows 10 Mobile edition from Windows Phone 8.1 edition.

You won't be able to upgrade or retain Windows settings, personal data and applications if you make a move between 32-bit and 64-bit configurations, whichever edition of Windows you are using.

There is no upgrade path to Windows 10 offered for Windows 8.1 RT for the Microsoft Surface RT and similar devices. However, the Windows 8.1 RT Update 3, delivered in September 2015 via the Windows Update service, added some Windows 10 functionality. For example, it gave Windows 8.1 RT the capability of using a Start menu similar to that in Windows 10, in place of the Start screen. This is implemented as an option managed via Taskbar Properties.

# Prepare to Install

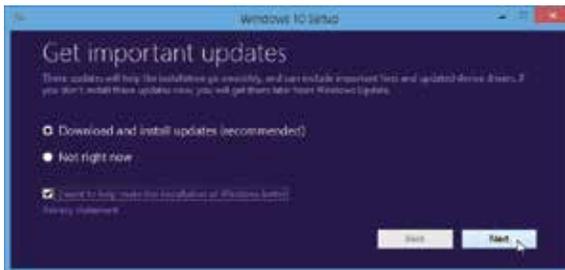
When you received notification that your upgrade was ready, you could upgrade your existing Windows to Windows 10, via Windows Update.

You may also install Windows 10 from a DVD, running the Setup program included on this.



In either case, you can retain the Windows settings, personal files and apps from your existing system (see page 20).

- 1 Follow the prompts to install Windows 10
- 2 Allow current updates to be added during the install



- 3 You'll be told of any issues or concerns that may apply to your system



If you choose not to apply current updates at this time, they can be added later via Windows Update.

In this example, there's a change of display language. However, this can be adjusted later if required, after the installation has completed.



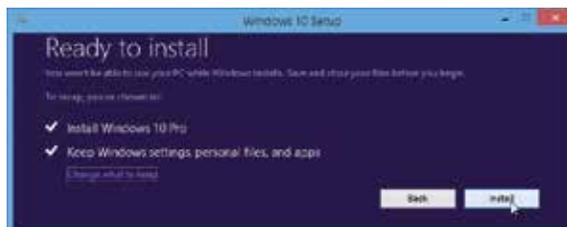
You need a Microsoft Account to synchronize your settings and to give you access to the Windows Store to download apps and updates. If you don't have a Microsoft Account you can create one from Accounts in the Settings app. Provide your name, email address and password, and then follow the registration process.



When there is already a PC associated with the Microsoft Account, you can choose to copy Windows apps and settings from that PC, or set up your system as a new PC.

# Installing Windows 10

- 1 Choose to retain your existing Windows settings, personal files and apps and click Install



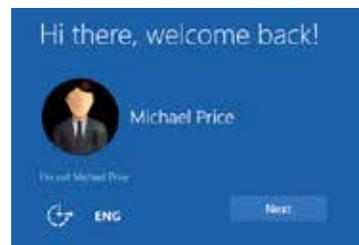
- 2 You are warned that your PC will restart several times as the installation proceeds



- 3 A progress report will be displayed as files are copied, features and drivers are installed, and settings are configured



- 4 If you are upgrading from Windows 8.1, your existing Microsoft Account will be detected



You can switch to a different Microsoft Account if you wish. With upgrades from Windows 7, you'll be asked to provide an existing Microsoft Account or create a new one.

...cont'd

- 5 As the installation continues, you'll get information updates such as details of the new apps available



- 6 When the installation completes, you'll see the Lock screen, from where you can sign in to your account
- 7 Click or swipe up to enter your account details (see page 28) and start a session



Windows 10 has new versions of the Photos and Music apps, plus the Microsoft Edge browser that replaces Internet Explorer. There are also apps for Movies and TV. All these apps will run on your smartphone and your tablet as well as on your PC.



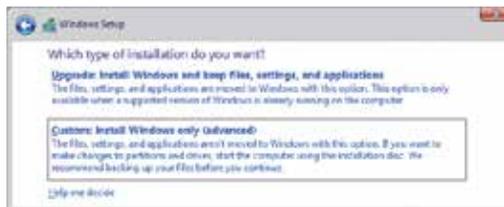
You can change the image that is displayed on the Lock screen, and even provide your own image (see page 63 for details).



When Windows 10 is installed from a DVD onto an existing system, you will lose the current data files and settings.

# Create a Fresh System

You can install Windows 10 from a DVD to create a fresh new system on a new PC, or to completely replace the existing system on your current computer:



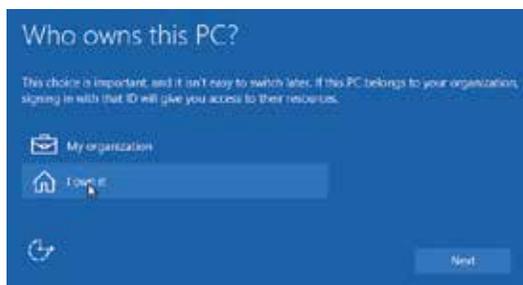
1 Setup proceeds to copy files, and then installs features and updates



2 You may be asked to provide the product key required to activate your copy of Windows 10



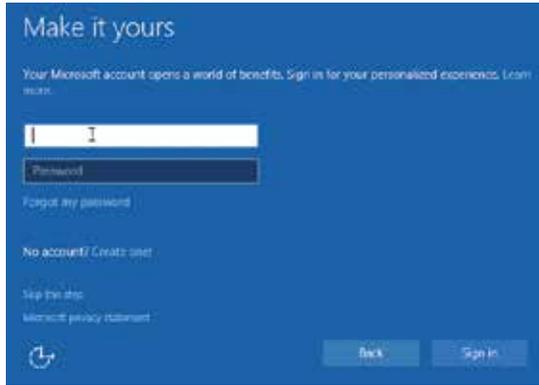
3 Identify your PC as a personal system, or a company machine provided to you for business purposes



You need to identify company PCs as such, so that they can be set up to access the resources of your organization.

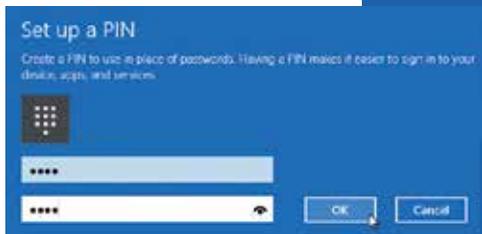
...cont'd

- 4 Provide your Microsoft Account email address and password, or choose to create a new account



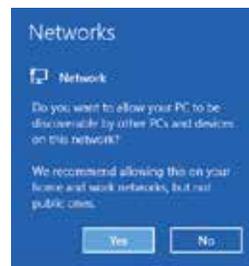
You can skip this step, and start off with a Local Account that won't have access to the Windows Store.

- 5 You can set up a four digit PIN code to use as an alternative to your account password



A Personal Identification Number (PIN) code is faster to use, yet even more secure than your password.

- 6 If you are connected to your home or work network, you should choose to make the PC discoverable by other PCs on the network



Do not allow your PC to be discoverable if you are setting it up on a public network such as at a library or airport location.



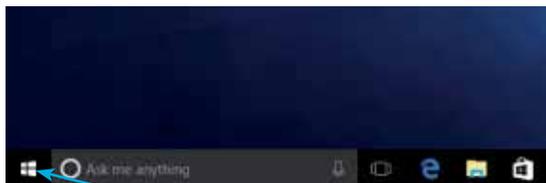
Windows 10 systems start up on the Desktop, and you can display the Start menu using the Windows key or Start button.

# Your Windows Apps

When you start Windows 10, you can see the apps and programs that are provided. These vary, depending on the type of Windows 10 installation.



- 1 From the Lock screen, sign in using your PIN code or password (see pages 28-29) to display the Desktop



- 2 On the Desktop, click the Start button at the left of the Taskbar (or press or tap the WinKey)



- 3 The Windows 10 Start menu displays Recently added, Most used and the All Apps list, plus a panel of app tiles, like the Windows 8/8.1 Start screen



This Start menu is from a fresh install of Windows 10. You'd expect more entries for an active system that was upgraded to Windows 10. More entries will be added as you use the system

...cont'd

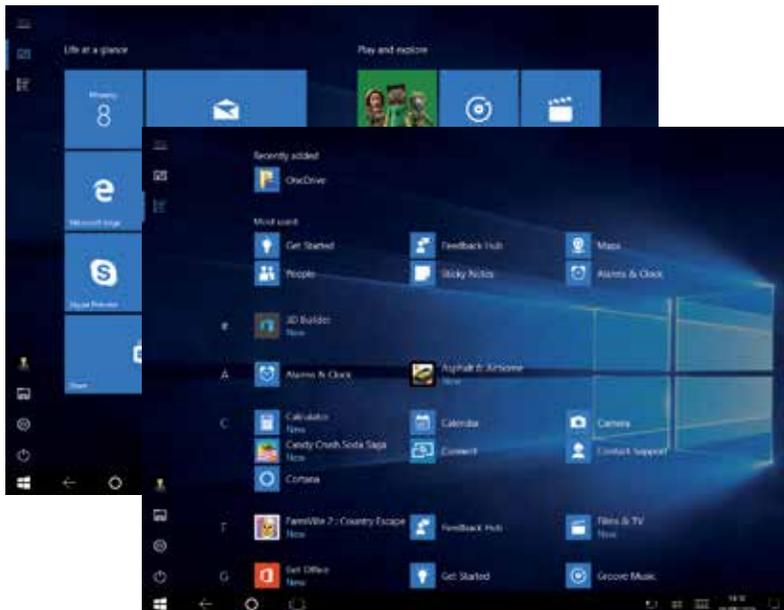
- 4 Scroll the All Apps list to see the apps and programs



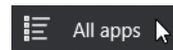
Entries with a Folder icon expand when you click them, and contain groups of items, for example:



- 5 On a tablet PC, or hybrid PC without a keyboard, the Start menu displays in full-screen Tablet mode



In Tablet mode, click the All apps button to show 3 columns of Recently added, Most used and All apps.



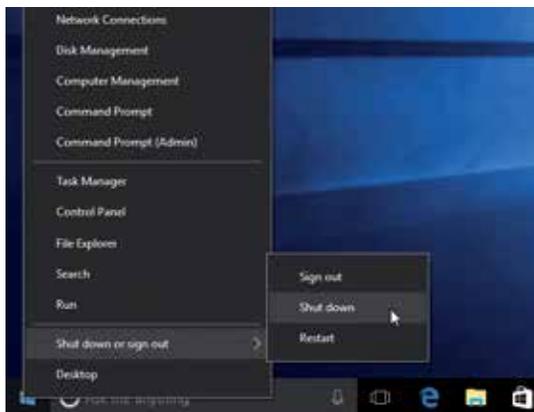
Click the Pinned tiles button to restore the full-screen Start menu.



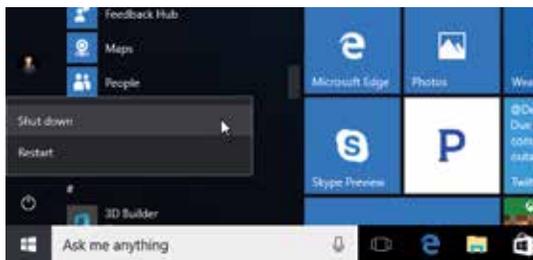
# Closing Windows 10

When you finish working with Windows 10, you'll want to Shut down or Sign out. Here are three examples:

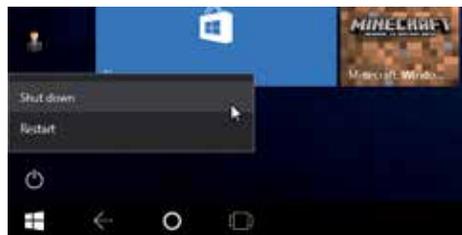
- 1 As with Windows 8.1, you can right-click the Start button and select Shut down or sign out, then choose the required option



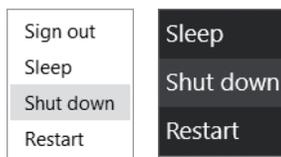
- 2 On the Start menu, click the Power button to select Shut down or Restart



- 3 The Power button menu is also available in Tablet mode



If supported by your hardware, you will also be offered the option to put the PC to Sleep.



You can use Sleep when you're going to be away from your PC for a while. It uses very little power, and when you return and touch the screen or move the mouse, the PC starts up quickly, and you're back to where you left off.



You can also press Alt + F4 to display the Shut down dialog and select an action.

