For VAIO PC users running Windows 8

Microsoft has released Windows 8.1, a free upgrade to Windows 8. Follow the steps below to upgrade to Windows 8.1.

Prepare to Upgrade

Before you upgrade:

- Windows 8 users

    - If you're already running Windows 8, your PC is supported. You can upgrade to Windows 8.1 for free by following the steps in the "Upgrade to Windows 8.1" section below.

- Windows 7 users

    - Only models that were eligible for the windows 8.0 upgrade program are supported. To check if your model is supported, please check the compatibility chart here

    - If your PC is supported, you will need to upgrade to Windows 8 before upgrading to Windows 8.1. Follow the Windows 8 Upgrade Instructions for VAIO PCs to learn more.

    - A direct upgrade from Windows 7 is not supported

▪ **IMPORTANT**
- Click here for the list of limitations that may occur following an upgrade to Windows 8.1.

Upgrade to Windows 8.1

Steps to upgrade:

- Step 1 - Prepare computer for installation/precautions

- Step 2 - Run VAIO Update

- Step 3 - Run Windows Update

- Step 4 - Install Windows 8.1

- Step 5 - Run VAIO Update again

Step 1 - Prepare computer for installation /precautions

Complete all steps before beginning the upgrade.

1. Remove any external hardware (such as USB drives or printers) from the computer.

2. Plug the computer's AC adapter into a working power outlet. Do not operate on battery power while performing the upgrade.

3. Create recovery media. **(Strongly recommended.)**

   - Recovery media enables you to return your operating system to its original state.

     o Create recovery media.
        > Please check your Troubleshooting Guide for detailed instructions.

4 Perform a backup of your data. **(Strongly recommended.)**

   - It is your sole responsibility to back up your data.

   - Backing up your data enables you to recover your data in case of loss.

     o How to perform a backup

5. Check your Anti-Spyware software's support website before upgrading to Windows 8.1.

   - You may need to update to the latest version.

6. Note to the Music by Sony users:

   - Before upgrading to Windows 8.1, update to the latest version of the Music by Sony app in the Windows Store. If you don't follow this step, you may lose part of your playlist.

Step 2 – Run VAIO Update

Installs the latest updates from Sony to prepare your VAIO computer for the upgrade.

1. Start **VAIO Update**.

2. Select all listed drivers, applications and utilities and click **Install**.

Step 3 – Run Windows Update

Installs the latest updates from Microsoft to prepare the Windows 8 operating system for the upgrade.

1. Start **Windows Update**.

2. Select all listed drivers, applications, and utilities and click **Install**.

Step 4 - Install Windows 8.1

1. On the **Start** screen, click the **Store** tile.

2. Search for **Windows 8.1** and click **Download**.

   - The download may take several hours depending on your Internet connection.

3. When the file has finished downloading, you will be prompted to restart your computer. Click **Restart Now**.

4. When your computer restarts, read the License terms and click **I accept** to continue.

5. Select one of the following settings for installation:

   - **Express Settings**: Allows Windows to select the recommended settings (recommended).

   - **Customize**: Allows you to customize your preferred Windows settings.

     - If you choose the customize option:

       - Decide if you would like to share resources on the network.

         - **Yes**, turn on sharing and connected devices for networks in public places.

         - **No**, don't turn on sharing or connect to devices for networks in public places.

       - Select the various options related to automatically installing Windows and drivers updates, as well as an option related to the SmartScreen© filter. Click Next.

- o The next page includes options related to providing usage and other related information to Microsoft for product improvement. Select the desired options and click Next.

- o The next page includes options related to Microsoft services to fix problems and lets you configure what information that you want to share with your apps. Select the desired options and click Next.

6. On the **Sign in to your Microsoft account** screen, input your user name and password and click Next.

7. Input the security verification information for the Microsoft Account and click Next.

   - This information can be used to verify ownership of a Microsoft Account for account recovery or other support scenarios.

8. On the **SkyDrive is your cloud storage** screen, select whether or not to use SkyDrive as your cloud storage.

   - To use SkyDrive for cloud storage, click Next.

   - Select **Turn off these SkyDrive settings** if you do not wish to use SkyDrive for cloud storage.

9. The **Start** screen appears.

   - **Installation of the Windows 8.1 operating system is now complete, but you still need to install drivers created specifically for your VAIO computer.**

Step 5 – Run VAIO Update again

Installs the necessary drivers, applications, and utilities your VAIO computer needs for Windows 8.1.

1. Start **VAIO Update**

2. Select all listed drivers, applications and utilities and click **Install**.

3. **VAIO Update** will install the applicable drivers, applications, and utilities.

-Or-

1. Visit the Sony Support website at http://www.sony.co.uk/support/en/hub/NOTEBOOK .

2. Navigate to the support page for your model.

3. Open the **Downloads** tab.

4. Select Windows 8.1 under Latest Downloads.

5. Select, download and install all drivers, applications and utilities.

   Notes:

   - Some third-party software may not download and install after the upgrade. Please visit the third-party vendor web site for further information and updates related to Windows 8.1 for that software.

Windows 8.1 upgrade limitations

Some PCs may experience limitations following the upgrade to Windows 8.1.

All Windows 8.0 preinstalled VAIO's

> Sony discovered that some peripherals might not be able to recharge via USB. More information can be found here.

SVD13 Series

> Before upgrading to Windows 8.1, update the BIOS. Otherwise, the upgrade will fail.

> Before upgrading to Windows 8.1, it is necessary to update to the latest version of Intel Anti-Theft Service.

> In Windows Media Player, while playing an AVCHD file, changing the output setting from external display only to internal LCD results in an error message from the player.

> Before upgrading to Windows 8.1, update to the latest driver for the front-facing camera. Otherwise, FastAccess will not work.

> DPI settings will change automatically following the upgrade.

SVF14 Series

> In Windows Media Player, while playing an AVCHD file, changing the output setting from external display only to internal LCD results in an error message from the player.

SVP Series

> ➢ VAIO Manual cannot be launched normally. Please find the online manual here
> ➢ Before upgrading to Windows 8.1, it is necessary to update to the latest version of Intel Anti-Theft Service.

SVZ Series

> ➢ FingerPrint device feature does not work correctly.
>
> ➢ The PC will hang up when resuming from sleep if both a VGA monitor and HDMI monitor are connected to the Power Media Dock.

SVT Series

> ➢ Before upgrading to Windows 8.1, it is necessary to update to the latest version of Intel Anti-Theft Service.

SVS1311/SVS1511/SVS13A1 Series

> ➢ Upgrading to Windows 8.1 may sometimes fail. It is recommended to continue to use Windows 8.

SVE11 Series

> ➢ Fn+F5/F6 does not work. Please use the **Settings** charm to change the brightness level.

VPCSA/VPCSB/VPCSE Series

> ➢ FingerPrint device feature does not work correctly.
>
> ➢ When playing movies, the following symptoms may occur:
>
>   ✦ Error messages may show.
>
>   ✦ Playback occurs with audio only (no video).
>
>   ✦ PowerDVD hangs.
>
> ➢ Fn+F5/F6 does not work. Please use the **Settings** charm to change the brightness level.
>
> ➢ Noise will appear when output to HDMI monitor.
>
> ➢ Blank screen is shown when resolution is set to 1920x1200 on SPEED mode.

➢ The Device Manager may show a yellow explanation mark.

VPCCA/VPCCB Series

➢ When playing movies, the following symptoms may occur:

◇ Error messages may show.

◇ Playback occurs with audio only (no video).

◇ PowerDVD hangs.

➢ Noise will appear when output to HDMI monitor.

➢ Blank screen is shown when resolution is set to 1920x1200 on SPEED mode.

➢ The Device Manager may show a yellow explanation mark.

VPCL2 Series

➢ When playing movies, the following symptoms may occur:

◇ Error messages may show.

◇ Playback occurs with audio only (no video).

◇ PowerDVD hangs.

VPCJ2 Series

➢ Bluetooth may have the following symptoms.

◇ Searching devices may fail.

◇ Uploading or downloading files may fail.

➢ Fn+F5/F6 does not work. Please use the **Settings** charm to change the brightness level.

➢ When playing movies, the following symptoms may occur:

◇ Error messages may show.

◇ Playback occurs with audio only (no video).

◇ PowerDVD hangs.

VPCEJ Series

> ➢ When playing movies, the following symptoms may occur:
>
> > ✧ Error messages may show.
> >
> > ✧ Playback occurs with audio only (no video).
> >
> > ✧ PowerDVD hangs.

VPCYB Series

> ➢ Bluetooth may have the following symptoms:
>
> > ✧ Searching devices may fail.
> >
> > ✧ Uploading or downloading files may fail.
>
> ➢ Fn+F5/F6 does not work. Please use the **Settings** charm to change the brightness level.

VPCEL Series

> ➢ Bluetooth may have the following symptoms:
>
> > ✧ Searching devices may fail.
> >
> > ✧ Uploading or downloading files may fail.
>
> ➢ Fn+F5/F6 does not work. Please use the **Settings** charm to change the brightness level.

Restrictions related to Sony provided software

VAIO Transfer Support

> ➢ Cannot be used after upgrading to Windows 8.1.

Music by Sony

- Before upgrading to Windows 8.1, update to the latest version of the Music by Sony app in the Windows Store. Otherwise, you may lose part of your playlist.

Additional information

- **What in case I already installed Windows 8.1 *Preview*?**

  ➢ If you have installed Windows 8.1 Preview, you will have to rollback to Windows 8 and then upgrade to Windows 8.1 final version. Please refer to your Troubleshooting Guide on how to recover your VAIO.

- **What will happen when recovering after upgrading to Windows 8.1?**

  ➢ If you restore the computer to factory defaults by doing a recovery it will be restored to your factory installed OS (depending on your specification to Windows 7 or Windows 8).

  What is the exact moment Windows 8.1 will be released?

  ➢ Starting on October 17th 2013 Windows 8.1 will begin rolling out worldwide as a free update for consumers on Windows 8 through the Windows Store.

  For more information on this announcement, please review the Windows Blog: http://blogs.windows.com/windows/b/bloggingwindows/archive/2013/08/14/mark-your-calendars-for-windows-8-1.aspx

- **Can I do a clean install of Windows 8.1 on my VAIO PC?**

  ➢ Sony does not recommend a clean install of Windows 8.1 on a VAIO PC. We will only support the upgrade path as explained before.