

WINDOWS 10 FACT SHEET

bibliothecca selfCheck upgrade paths

As [Microsoft support for Windows 7 comes to an end](#), bibliothecca is preparing to best serve customers who want to upgrade by the end of the year. If you currently have a Support & Maintenance agreement and are running an older Operating System, not to worry. Our teams will still support your bibliothecca hardware and software. Operating System upgrades fall outside routine maintenance, as they are driven by Microsoft, not bibliothecca. However, we're offering two great upgrade paths for customers who have an active Support & Maintenance agreement in place.

FAQ	Answer
Is bibliothecca requiring libraries to upgrade selfCheck solutions to Windows 10?	No. Customers are NOT required to upgrade to Windows 10 in order to continue using their existing selfCheck solutions. bibliothecca will continue to support libraries under active Service & Maintenance agreements, even if they choose to not upgrade at this time.
Will bibliothecca still support my selfCheck solutions if I choose not to upgrade?	Yes. If a library chooses not to upgrade to Windows 10 at this time and are on an active Service & Maintenance agreement, we guarantee that you will receive the same level of service from the bibliothecca support team.
Will this upgrade affect the cost of my Service & Maintenance agreement?	Potentially. If you choose to upgrade to Windows 10, in some instances, you will see a reduction in annual Service & Maintenance costs. For example, if a library purchases new selfCheck solutions to replace older solutions running Windows Vista, the library would pay less annual for Service & Maintenance because the new solutions are much less expensive for bibliothecca to support.
If I'm not currently on a Service & Maintenance agreement, can I still upgrade to Windows 10?	Yes. If your library would like to upgrade to Windows 10, we will create a new Service & Maintenance agreement for your library. This includes upgrading the PC in older selfCheck solutions or purchasing new selfChecks.
How much do Windows 10 upgrades cost?	Pricing varies depending on specific equipment, but typically range from \$1,000-\$2,000 USD. To receive a custom quote, contact the bibliothecca team via our website .
Why is this not included in my Service & Maintenance agreement?	Service & Maintenance agreements cover hardware and software solutions developed and manufactured by bibliothecca. PC Operating Systems are driven by Microsoft and fall outside bibliothecca Service & Maintenance agreements.
Could my IT department do the Windows 10 upgrade on its own? Why do I need to involve bibliothecca?	No. Due to the fact that bibliothecca uses a specifically configured and optimized version of Windows 10 to run our selfChecks, customers should not attempt to upgrade their selfCheck PC. In order to maintain regulatory certifications, the unique commercial grade hardware and peripherals supplied by bibliothecca is required. If a library does attempt to self-upgrade, any service issues related to Windows 10 would no longer be available to be serviced through bibliothecca.
What if we recently purchased our selfChecks within the last two years?	For newer selfChecks running Windows 7, we have a software only upgrade that does not require a physical PC replacement. Please contact us to determine what type of upgrade path your library can take.

FAQ	Answer
<p>Why is there an installation charge associated with the upgrade kits?</p>	<p>For each Windows 10 upgrade, an on-site technician is required to swap out the hardware and certify the machines with the latest software.</p>
<p>Is there a Windows 10 upgrade path available for remoteLocker or sorters?</p>	<p>No. At this time, we have not made available an upgrade path for our AMH or remoteLocker range. However, our R&D teams are working to determine a path that works best for customers interested in upgrading soon.</p>
<p>When is Microsoft ending support for Windows 7?</p>	<p><u>After January 14, 2020</u>, Microsoft will no longer provide security updates or support for PCs running Windows 7.</p>
<p>What Windows 10 upgrade options are available to libraries?</p>	<p>If a library would like to upgrade to Windows 10, they can choose to either upgrade their selfCheck PC to Windows 10 or purchase new selfChecks that come with Windows 10 as standard.</p>
<p>How should I determine which upgrade path is right for my library?</p>	<p>Please <u>contact us</u> and a member of our team can help you determine which path is right for your library!</p>