



## Important Notice:

### Windows 10 support changes

Microsoft support for Windows 10 Home and Professional ended on 14 October 2025. This means devices running these versions will no longer receive security updates from Microsoft.

#### Does this affect your device?

If you're working with an Accent device shipped between 2015 and 2024, it may be affected by this change.

The affected devices are:

- Accent 800 devices shipped between July 2015 and December 2022
- Accent 1000 devices shipped between July 2015 and December 2022
- Accent 1400 devices shipped between April 2015 and August 2024

#### If you have an Accent that's affected...

We want to make sure your device stays secure and reliable.

To support this, we're offering upgrades to Windows 10 IOT LTSC, which will receive security updates until October 2032.

#### Your Upgrade Options:

##### Option 1: Send the device to Liberator HQ

Contact [support@liberator.net.au](mailto:support@liberator.net.au) or call 02 9124 9945 to arrange your upgrade – we'll help you organise your device's safe delivery to the technical team.

##### Option 2: Do the upgrade yourself at home

Contact [support@liberator.net.au](mailto:support@liberator.net.au) or call 02 9124 9945 to let us know you need an upgrade. We'll send you a USB drive with everything you need and clear, step by step instructions.

#### We're Here To Help

We understand that technical changes can feel overwhelming, but we're here to guide you through every step. Connect with our team on 02 9124 9945 or via email at [support@liberator.net.au](mailto:support@liberator.net.au).



#### Ready to Upgrade?

Contact our team to confirm your device upgrade and discuss your options.  
[liberator.net.au/contact-us](https://liberator.net.au/contact-us) | (02) 9124 9945



# Frequently Asked Questions

## General Questions

### **Q: What is happening with Windows 10?**

A: Microsoft is ending support for Windows 10 Home and Professional on 14 October 2025. After this date, these versions won't receive security updates from Microsoft.

### **Q: Will my device stop working on 14 October 2025?**

A: No, your device will continue working normally. This change only affects security updates from Microsoft, not the basic functionality of your device.

### **Q: Do I need to do anything right now?**

A: You don't need to rush, but it's good to plan ahead. Contact us to discuss your options and we can help you decide the best time to upgrade.

## Upgrade Options

### **Q: Is my device affected?**

A: Your device is affected if it's:

- Accent 800 shipped Jul 2015 - Dec 2022 (Serial Numbers 3000AC8-17999AC8)
- Accent 1000 shipped Jul 2015 - Dec 2022 (Serial Numbers 5000AC10-19999AC10)
- Accent 1400 shipped Apr 2015 - Aug 2024 (Serial Numbers 999AC14-14227AC14)

### **Q: How do I find my device's serial number?**

A: The serial number is typically found on a label on the back of your device or in your device settings. If you're unsure, contact our team and we can help you check.

### **Q: Can my device upgrade to Windows 11?**

A: Newer Accent 800 and 1000 devices (shipping since January 2023) already come with Windows 11. Earlier versions and all Accent 1400 devices don't meet Windows 11 requirements.

## Pricing and Support

### **Q: How much does the upgrade cost?**

A: It's free for all customers.

### **Q: Will this affect my device software?**

A: No, updates to our software aren't affected by this Windows change. We're committed to supporting your device for at least five years after purchase.

**Q: What if I don't upgrade?**

**A:** Your device will continue working, but over time an out-of-date operating system increases security risks from viruses and other malicious software.

**Q: Can I change my mind later?**

**A:** Yes, you can upgrade anytime. However, we recommend doing it sooner rather than later for security reasons.

## Technical Questions

**Q: Will I lose my settings or files?**

**A:** The upgrade process preserves your communication settings and files. However, we always recommend backing up important information before any major system change.

**Q: What if something goes wrong during the DIY upgrade?**

**A:** Our USB includes comprehensive instructions and troubleshooting guides. If you encounter issues, our technical support team is available to help you through the process.

**Q: Do I need special technical skills for the DIY option?**

**A:** The process is designed to be straightforward with step-by-step instructions. However, if you're not comfortable with technology, the repair option might be better for you.

## Microsoft's Extended Support

**Q: What is Microsoft's Extended Security Updates program?**

**A:** Microsoft offers one year of free extended security updates for unlocked devices linked to a Microsoft account. [Learn more here.](#)

**Q: Should I use Microsoft's program instead of upgrading?**

**A:** Microsoft's program only lasts one year, while our upgrade gives you security updates until 2032. We recommend our upgrade for long-term security.

## Getting Help

**Q: How do I arrange an upgrade?**

**A:** Contact our team to discuss your options and schedule your upgrade. We can help you choose the best approach for your situation.

**Q: What information should I have ready when I call?**

**A:** Have your device model and serial number ready. This helps us quickly determine if your device is affected and what options are available.



**Got questions?**

Connect with our team for more resources, training and personalised support.  
[liberator.net.au/contact-us](https://liberator.net.au/contact-us) | (02) 9124 9945

