



Windows® XP Downgrade FAQs

Question	Response
How do I get XP installed on my tablet when I buy one after 6/30/08?	Customers can ask their resellers for value-added service such as re-imaging a custom image.
Why can't Motion install XP on its tablets after 6/30/08?	In accordance with Motion's licensing agreement with Microsoft, Motion is not able to ship a unit out of the factory after 6/30/08 with XP loaded.
Where do I get XP recovery media?	<p>Customers who purchase a tablet with Vista after 6/30/08 may exercise their downgrade rights and purchase XP recovery media by calling Motion Technical Support at 1-866-322-9783, Option 9.</p> <p>Recovery media may also be purchased as a point of sale option at the time of the tablet purchase.</p>
How much does it cost to downgrade?	A single recovery CD costs \$9.99.
Can one copy of the XP recovery media be used to downgrade more than one Vista tablet?	Customers are required to purchase one copy of recovery media for each Tablet PC that needs an XP downgrade.
Why can't I buy XP downgrade media from Motion's web store?	Recovery media can only be purchased at point of sale for new tablet purchases or through Motion Technical Support for existing tablets.
Why can't I download the XP downgrade from Motion's web site?	Motion is only able to distribute an operating system with a tablet from the factory or via recovery media. Microsoft does not permit Motion to make download available.
If I buy a tablet with Vista, downgrade to XP, then send the tablet to Motion for repair, which operating system will they restore?	In the event your hard drive gets replaced, or needs to be re-imaged at the depot, Motion may restore the image that matches the original shipping image. If the tablet was purchased with Vista, the depot will restore Vista.