

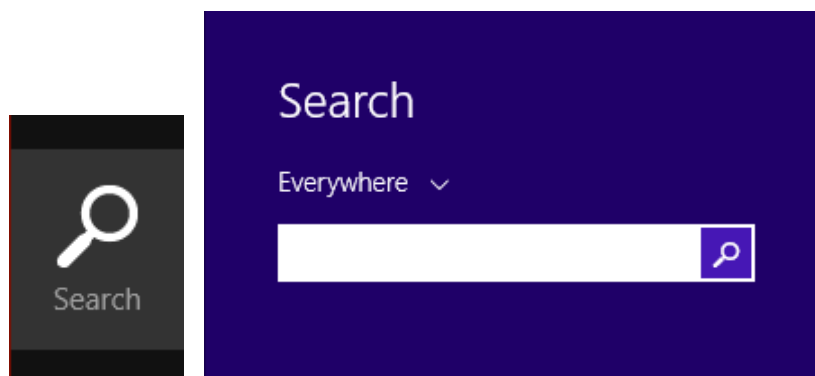
**FAQ No. 01633****Windows 8/8.1 Phone Activation**

Affected Model: All models with Windows 8/8.1 operating system

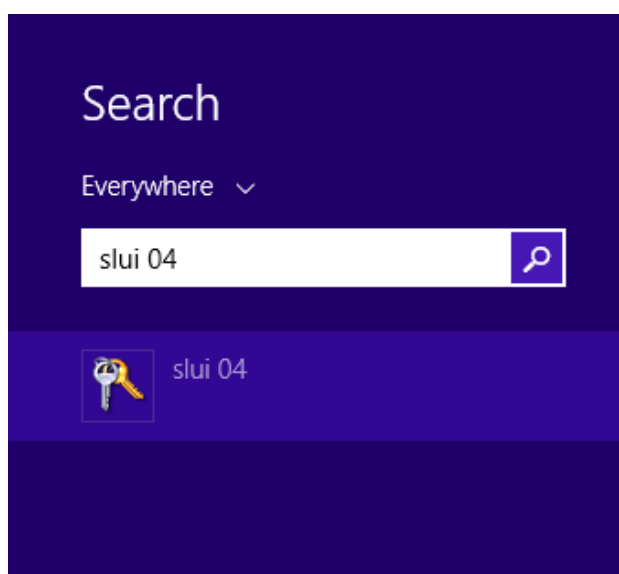
**Q:** What should I do if the system shows "Windows is not activated"?

**A:** There are many reasons which can affect the Windows activation. If there is no hardware upgrade or software changes on the original unit/system, follow the steps below to active Windows by phone.

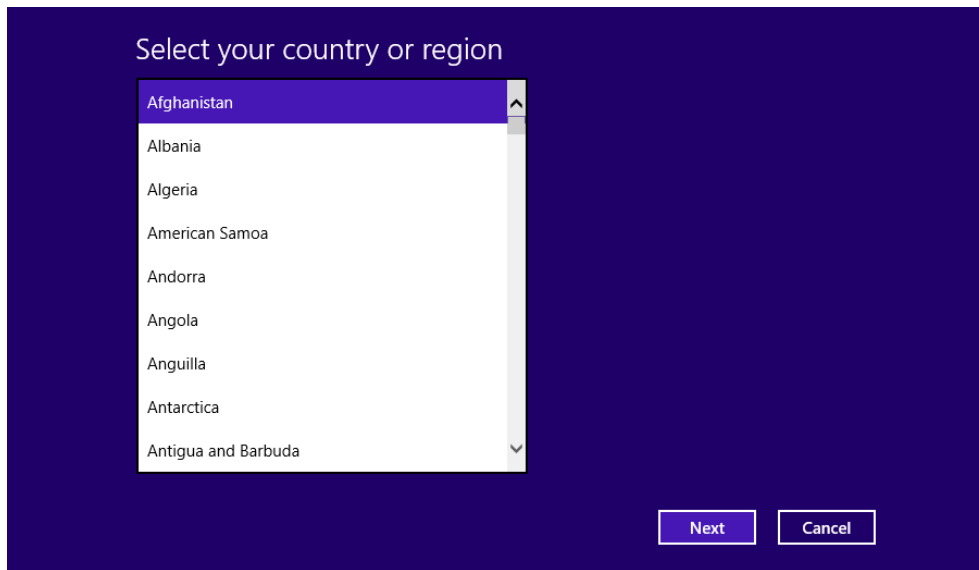
- I. Swipe in from the right edge of the screen, and then tap [Search].  
(If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click [Search].)



- II. Type "SLUI 04" in the search box, and then tap or click [SLUI 04].



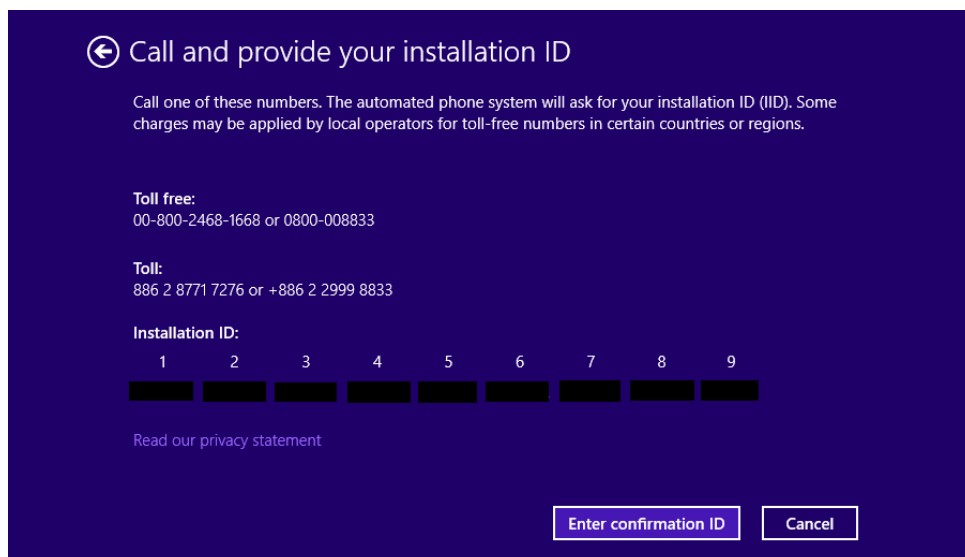
III. Follow the on screen instructions to finish the process.



Select your country or region

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda

Next Cancel



← Call and provide your installation ID

Call one of these numbers. The automated phone system will ask for your installation ID (IID). Some charges may be applied by local operators for toll-free numbers in certain countries or regions.

**Toll free:**  
00-800-2468-1668 or 0800-008833

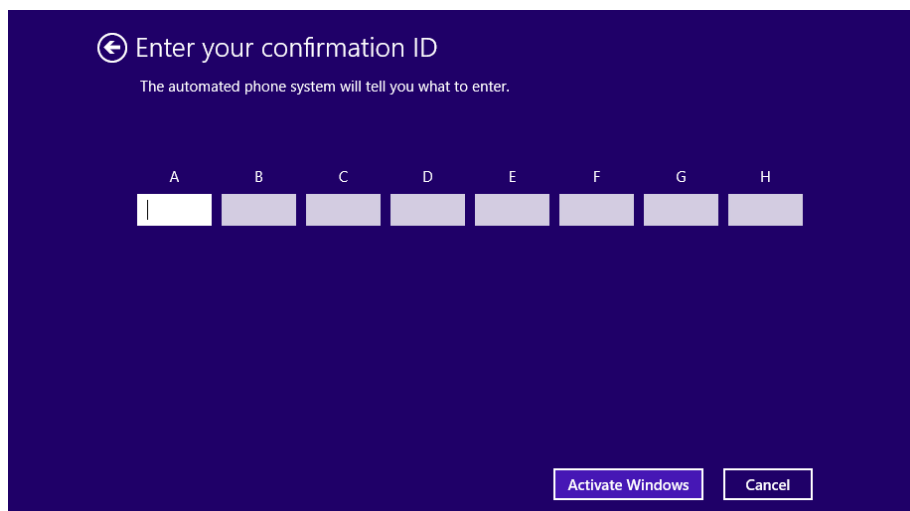
**Toll:**  
886 2 8771 7276 or +886 2 2999 8833

**Installation ID:**

1	2	3	4	5	6	7	8	9

[Read our privacy statement](#)

Enter confirmation ID Cancel



← Enter your confirmation ID

The automated phone system will tell you what to enter.

A	B	C	D	E	F	G	H

Activate Windows Cancel