

FAQ No. 01820

Q: Why Cortana isn't working after updating my OS to Win10?

A: Currently, Cortana is only available in the following countries/regions: China, France, Germany, Italy, Spain, United Kingdom, and United States. Cortana is available in these languages: Chinese (Simplified), English (U.K.), English (U.S.), French, Italian, German, and Spanish.

To use Cortana, all these settings must be set to the same language:

Languages (this is your device language)

Speech language

Country or region

Note: If you change your region, you might not be able to shop at Store, or use things you've purchased, like memberships and subscriptions, games, movies, and music.

Update (8/5/15) - A fix was released as part of a Cumulative Update for Windows 10: August 5, 2015, for a problem Cortana was experiencing when installing language packs. If your settings are aligned as described above but you still can't use Cortana, installing the latest Windows Updates might fix the problem.

You can read the Microsoft article as following linkage.

<http://windows.microsoft.com/en-us/windows-10/why-isnt-cortana-in-my-region-or-language>