



User Name

Password

[Log in](#)[Register](#) Remember Me?[What's New?](#)[Forum](#)[Tutorials](#)[News](#)[Join Us](#) Search..[FAQ](#)[Tutorial Index](#) [Forum Windows 10 Forums Tutorials](#)

Simplified IT Support? - Book an appointment online no

Uncomplicated IT support from Ventoo for your organization. Learn more now » onventoo.com

Page 1 of 4 [1](#) [2](#) [3](#) ... [»](#) [Last](#) [»](#)



Customize OEM Support Information in Windows 10

How to Customize OEM Support Information in Windows 10

Published by [Shawn Brink](#)

29 Dec 2018

Category: [General Tips](#)

How to Customize OEM Support Information in Windows 10

The OEM (Original Equipment Manufacturer) support information in Windows includes the logo, manufacturer, model, support hours, support phone, and support URL for your PC.

If you purchased a PC from a vendor, it'll usually already have all of the OEM support information in the "System" window in Settings and Control Panel.

If you build your own PCs, then you can add your own support information.

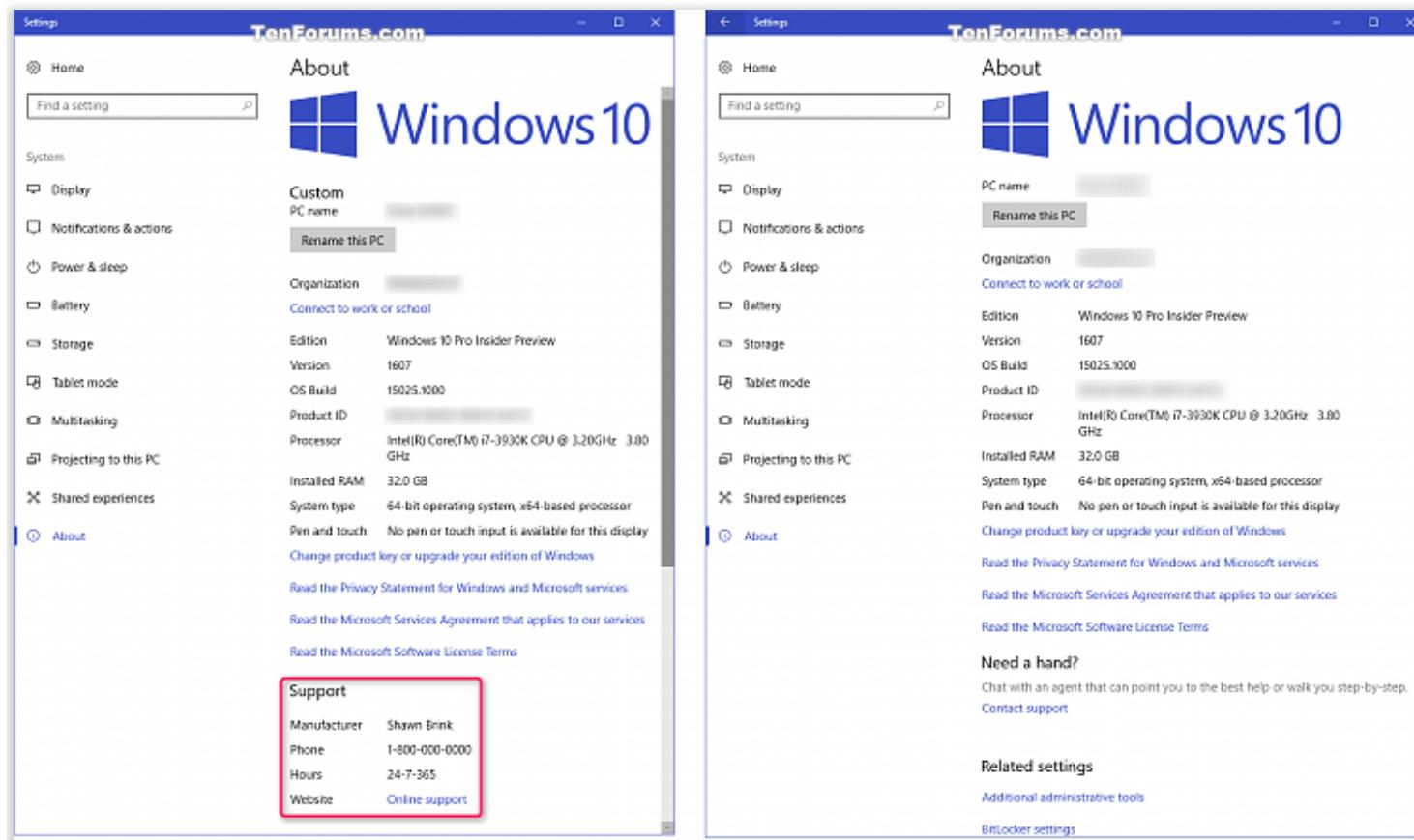
This tutorial will show you how to customize the OEM support information for your **Windows 10** PC.

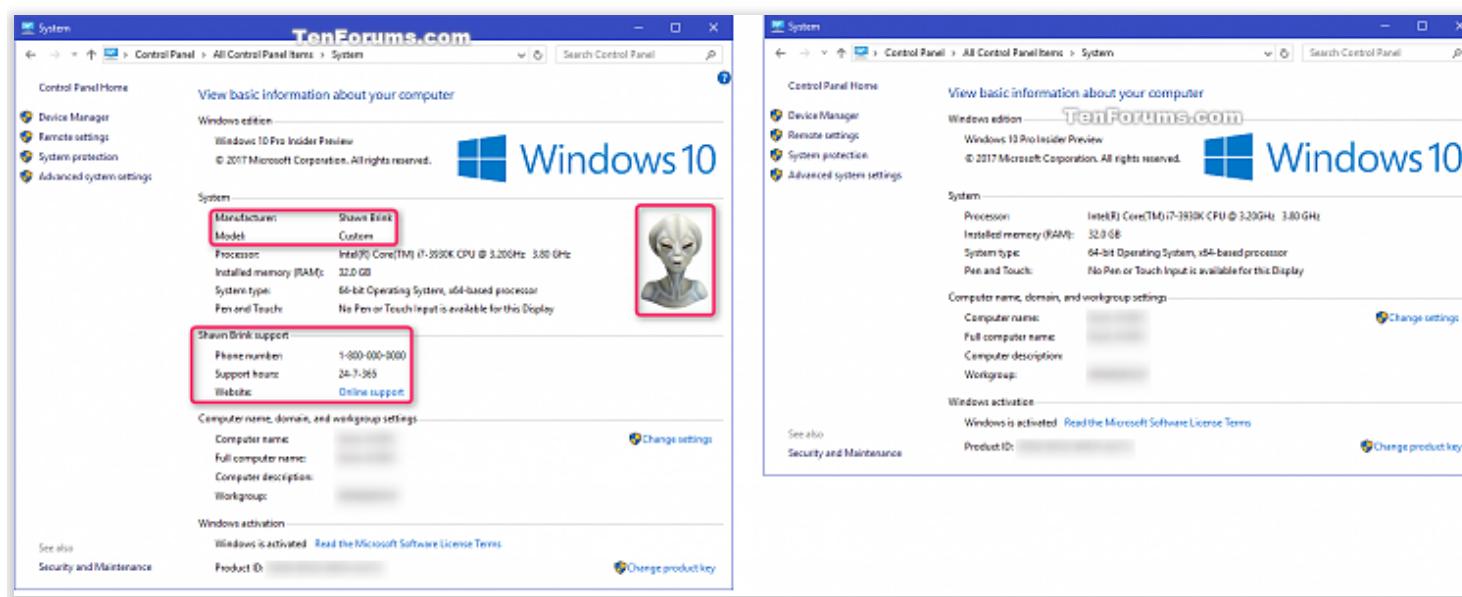
You must be signed in as an **administrator** to be able to customize OEM support information.

EXAMPLE: OEM Support Information in System window in Settings and Control Panel

This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree



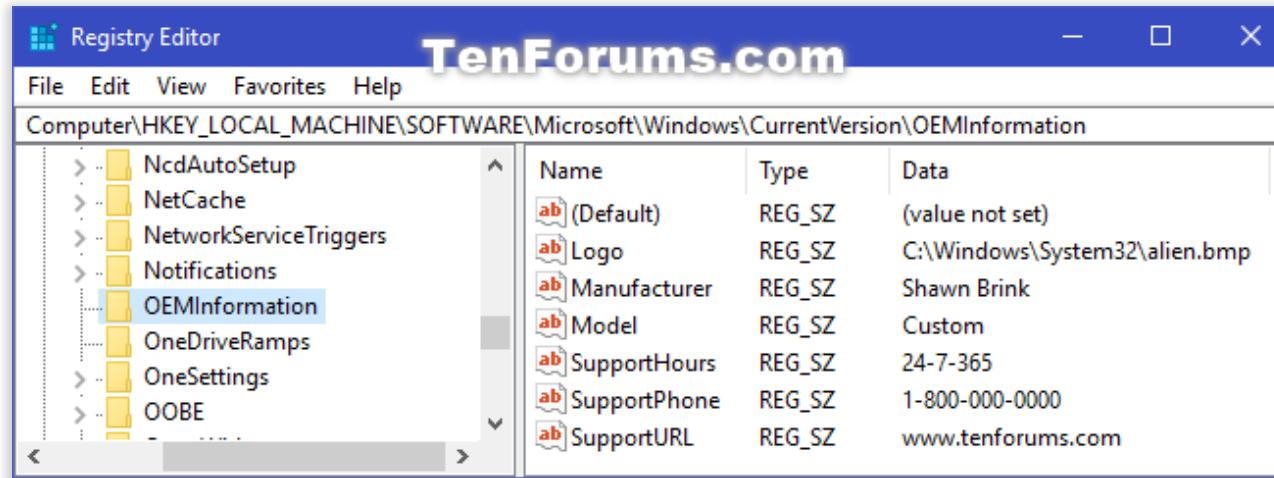


Here's How:

1. Press the **Win+R** keys to open Run, type **regedit** into Run, and click/tap on **OK** to open Registry Editor.
2. Navigate to the registry key below in the left pane of Registry Editor. (see screenshot below)



HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\OEMInformation



3. Do **step 4** (logo), **step 5** (manufacturer), **step 6** (model), **step 7** (support hours), **step 8** (support phone), and/or **step 9** (support URL) below for what OEM information you want to add, remove, or customize. When finished, go to **step 10** below.

4. To Add, Remove, or Customize "Logo"

Note

This specifies the path to the logo of the manufacturer.

- The logo must be located on the PC. It is recommended to have the logo file in the "C:\Windows\System32" folder.
- The logo must be a .bmp file.
- The logo must be a 32-bit color.
- A logo larger than 120x120 pixels will be automatically scaled to 120x120.
- The logo will only show on the System window in Control Panel, and not in Settings.

A) In the right pane of the OEMInformation key, double click/tap on the Logo string value to modify it. (see screenshot below)

This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

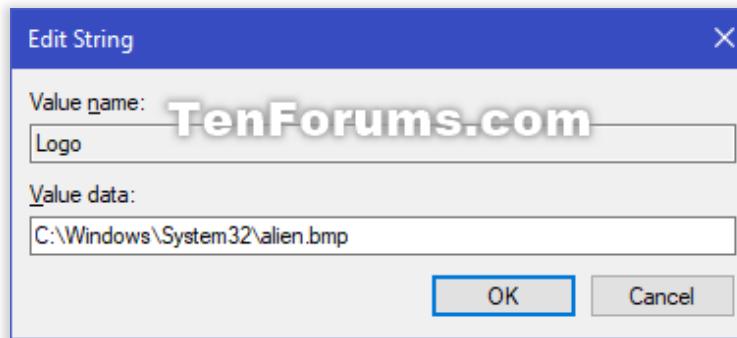
I agree

Note

If you don't have a **Logo** string value, then right click or press and hold on an empty space in the right pane of the **OEMInformation** key, click/tap on **New**, click/tap on **String Value**, type **Logo** for the name, and press **Enter**.

If you wanted to **remove the logo** from the System window instead, then right click or press and hold on the **Logo** string value, click/tap on **Delete**, click/tap on **Yes** when prompted to confirm, and go to **step 3** above.

B) Enter the full path of the logo.bmp file, click/tap on **OK**, and go to **step 3** above. (see screenshot below)



5. To Add, Remove, or Customize "Manufacturer"

Note

This specifies the name of the manufacturer with a maximum length of 256 characters.

A) In the right pane of the **OEMInformation** key, double click/tap on the **Manufacturer** string value to modify it. (see screenshot below **step 2**)

Note

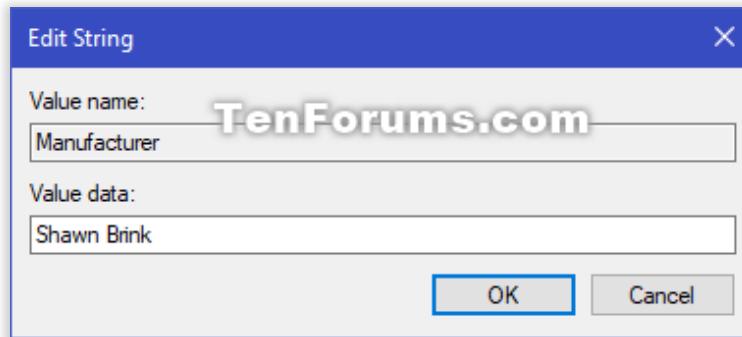
This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree

If you don't have a **Manufacturer** string value, then right click or press and hold on an empty space in the right pane of the **OEMInformation** key, click/tap on **New**, click/tap on **String Value**, type **Manufacturer** for the name, and press **Enter**.

If you wanted to **remove** the manufacturer information from the System window instead, then right click or press and hold on the **Manufacturer** string value, click/tap on **Delete**, click/tap on **Yes** when prompted to confirm, and go to **step 3** above.

B) Enter the name you want for the manufacturer, click/tap on **OK**, and go to **step 3** above. (see screenshot below)



6. To Add, Remove, or Customize "Model"

Note

This specifies the name of the PC model with a maximum length of 256 characters.

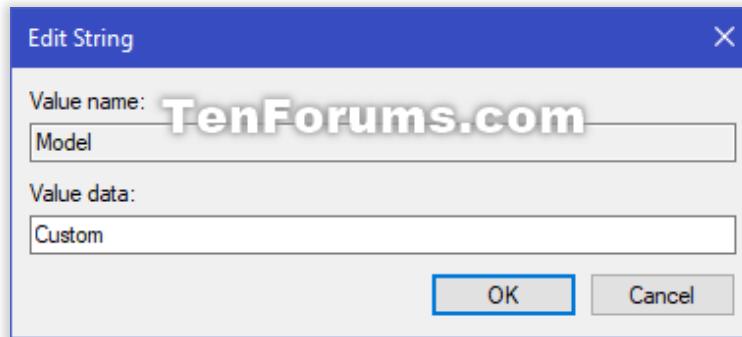
- The model information will only show on the System window in Control Panel, and not in Settings.

A) In the right pane of the **OEMInformation** key, double click/tap on the **Model** string value to modify it. (see screenshot below **step 2**)

If you don't have a **Model** string value, then right click or press and hold on an empty space in the right pane of the **OEMInformation** key, click/tap on **New**, click/tap on **String Value**, type **Model** for the name, and press **Enter**.

If you wanted to **remove the model** information from the System window instead, then right click or press and hold on the **Model** string value, click/tap on **Delete**, click/tap on **Yes** when prompted to confirm, and go to [step 3](#) above.

B) Enter the name and/or number you want for the model, click/tap on **OK**, and go to [step 3](#) above. (see screenshot below)



7. To Add, Remove, or Customize "Support hours"

Note

This specifies the hours that support is available for the OEM with a maximum length of 256 characters.

A) In the right pane of the **OEMInformation** key, double click/tap on the **SupportHours** string value to modify it. (see screenshot below [step 2](#))

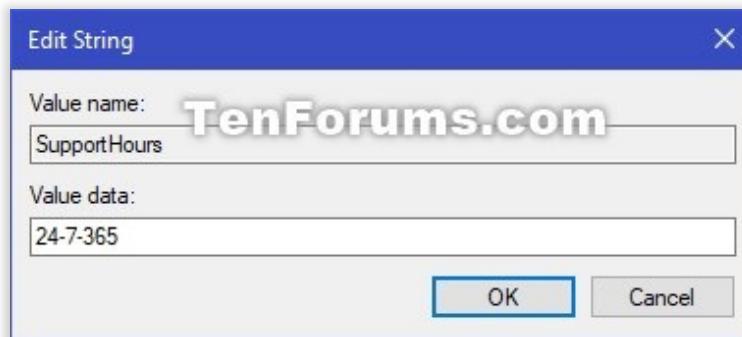
Note

If you don't have a **SupportHours** string value, then right click or press and hold on an empty space

SupportHours for the name, and press Enter.

If you wanted to remove the support hours information from the System window instead, then right click or press and hold on the **SupportHours** string value, click/tap on **Delete**, click/tap on **Yes** when prompted to confirm, and go to **step 3** above.

B) Enter the support hours you want, click/tap on **OK**, and go to **step 3** above. (see screenshot below)



8. To Add, Remove, or Customize "Support phone"

Note

This specifies the telephone number(s) to call for support for the OEM with a maximum length of 256 characters.

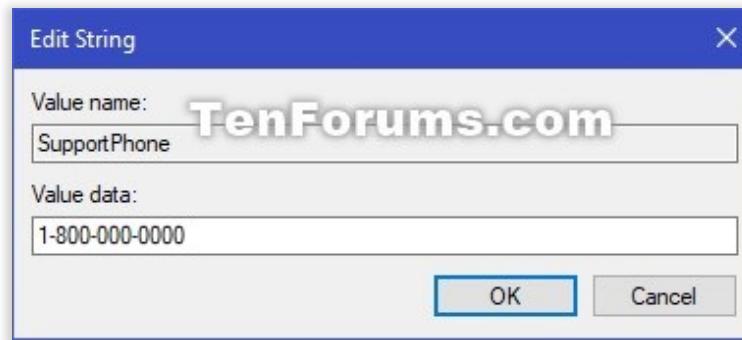
A) In the right pane of the **OEMInformation** key, double click/tap on the **SupportPhone** string value to modify it. (see screenshot below **step 2**)

Note

If you don't have a **SupportPhone** string value, then right click or press and hold on an empty space in the right pane of the **OEMInformation** key, click/tap on **New**, click/tap on **String Value**, type **SupportPhone** for the name, and press **Enter**.

If you wanted to **remove the support phone** information from the System window instead, then right click or press and hold on the **SupportPhone** string value, click/tap on **Delete**, click/tap on **Yes** when prompted to confirm, and go to **step 3** above.

B) Enter the support phone number(s) you want, click/tap on **OK**, and go to **step 3** above. (see screenshot below)



9. To Add, Remove, or Customize "Support URL"

Note

This specifies the support website page URL for the OEM.

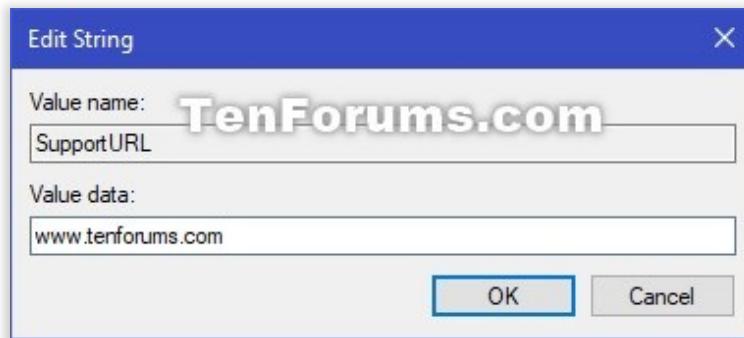
A) In the right pane of the **OEMInformation** key, double click/tap on the **SupportURL** string value to modify it. (see screenshot below **step 2**)

Note

If you don't have a **SupportURL** string value, then right click or press and hold on an empty space in the right pane of the **OEMInformation** key, click/tap on **New**, click/tap on **String Value**, type **SupportURL** for the name, and press **Enter**.

If you wanted to **remove the website "online support"** information from the System window instead, then right click or press and hold on the **SupportURL** string value, click/tap on **Delete**, click/tap on

B) Enter the URL of the website you want (ex: www.tenforums.com), click/tap on **OK**, and go to **step 3** above. (see screenshot below)



10. When finished, you can close Registry Editor if you like.

That's it,
Shawn

Related Tutorials

- [How to Change Registered Owner and Organization of your Windows 10 PC](#)
- [How to Add Support Contact Information to Windows Defender Security Center in Windows 10](#)



Reliable IT support? - Request consultation now

Ad Reliable IT support from Vent organization. Learn more »

onventoo.com

[Learn more](#)

This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree



Cliff S

EXTRME

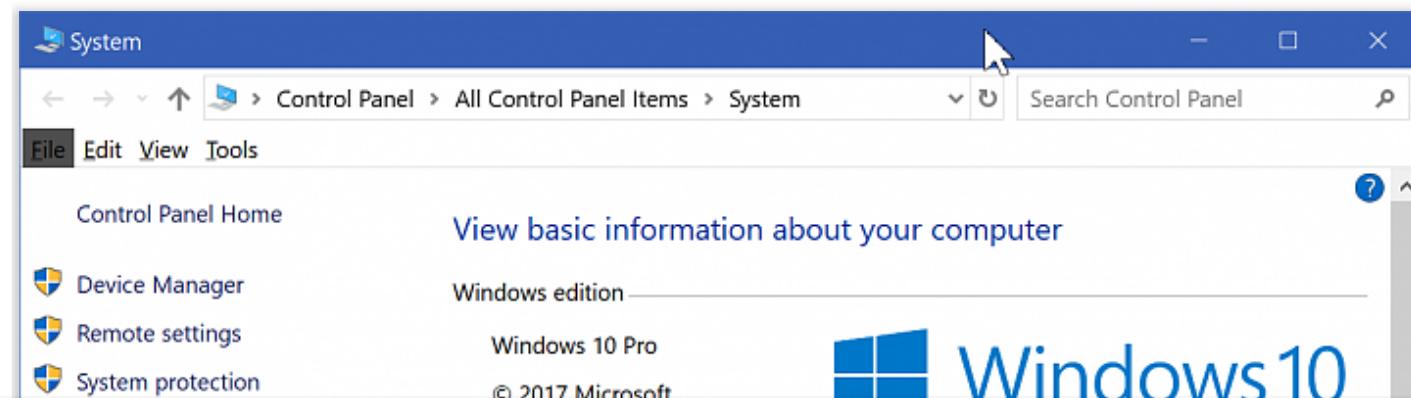
14 Jan 2018

#1

Shawn, I finally got around to updating my support in again 😊
(I put that "Model" where she belongs)

Information

Name	Type	Data
ab (Default)	REG_SZ	(value not set)
ab Logo	REG_SZ	C:\Windows\System32\oemlogo.bmp
ab Manufacturer	REG_SZ	Cliff Simonds
ab Model	REG_SZ	Catwalk?
ab SupportHours	REG_SZ	When I get 'round to it
ab SupportPhone	REG_SZ	Two tin cans and a string
ab SupportURL	REG_SZ	https://www.tenforums.com/



This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree

System

Manufacturer: Cliff Simonds
Model: Catwalk?
Processor: Intel(R) Core(TM) i7-8700K CPU @ 3.70GHz
3.70 GHz
Installed memory (RAM): 32.0 GB
System type: 64-bit Operating System, x64-based processor
Pen and Touch: No Pen or Touch Input is available for this Display



Cliff Simonds support

Phone number: Two tin cans and a string
Support hours: When I get 'round to it
Website: [Online support](#)

Computer name, domain, and workgroup settings

Computer name: DESKTOP-NBHJOCK [Change settings](#)
Full computer name: DESKTOP-NBHJOCK
Computer description:
Workgroup: WORKGROUP

See also

[Security and Maintenance](#)

Windows activation

My Computers ▾

Quote



14 Jan 2018

**Brink**

Administrator

Posts : 38,475

64-bit Windows 10
Pro build 18894**Thread Starter****My Computers ▾**

24 Dec 2018

Quote

#3

Cliff S

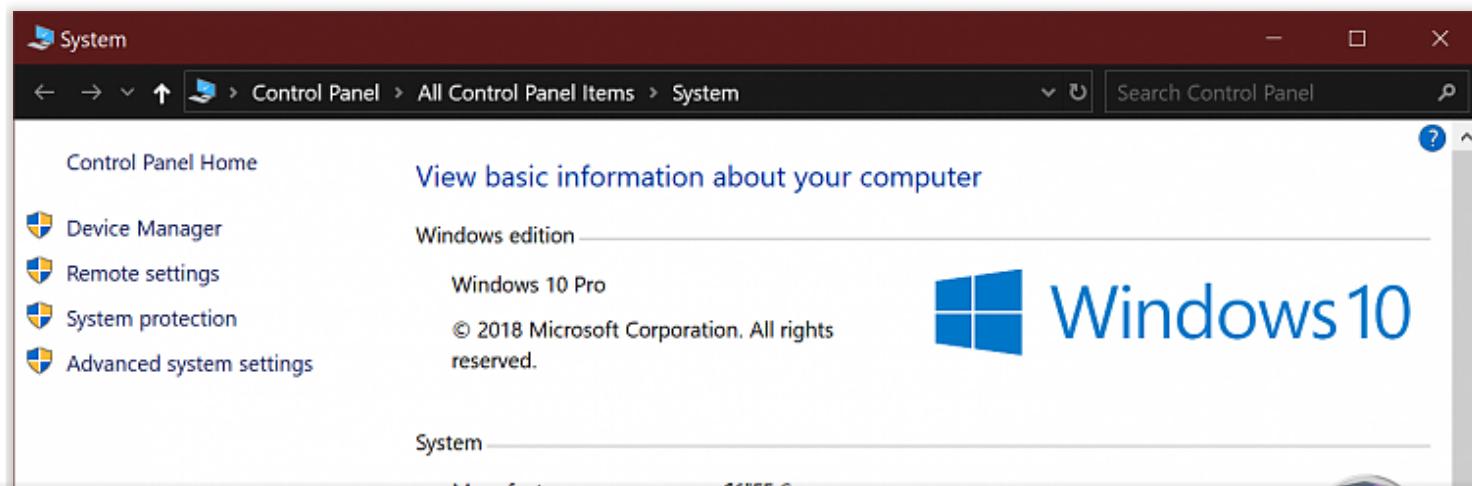
EXK†ÆME

Posts : 24,167

Win10 Pro, Win10
Pro N, Win10
Home, Win10 Pro
Insider Fast Ring,
Windows 8.1 Pro,
Ubuntu

I updated mine replacing the oemlogo with the i9 9900K package, and used Character Map for the system & support info.

Note the telephone number, I maybe 53, but my humor is 13 😊



This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree

The screenshot shows the 'About' section of the Windows Settings app. At the top, it displays system specifications: Processor: Intel(R) Core(TM) i9-9900K CPU @ 3.60GHz 3.60 GHz, Installed memory (RAM): 32.0 GB, System type: 64-bit Operating System, x64-based processor, and Pen and Touch: No Pen or Touch Input is available for this Display. Below this, there's a 'Support' section with a phone number (5318008), support hours (OC to BSOD), and a website link ([Online support](#)). Further down, it shows computer name, domain, and workgroup settings: Computer name: Maximus-X, Full computer name: Maximus-X, and Computer description: (empty). A 'See also' section links to 'Security and Maintenance'. On the right, there's a 'Change settings' button.

Cool!

The character map carries over into settings 😎

This screenshot shows the 'About' screen in the Windows Settings app. The left sidebar lists various system settings like Display, Sound, Notifications & actions, Focus assist, Power & sleep, Storage, Tablet mode, Multitasking, Projecting to this PC, and Shared experiences. The main pane is titled 'About' and contains two sections: 'Device specifications' and 'Windows specifications'. The 'Device specifications' section includes Device name (Maximus-X), Processor (Intel(R) Core(TM) i9-9900K CPU @ 3.60GHz 3.60 GHz), Installed RAM (32.0 GB), Device ID (9D4EA2F0-9325-4F13-B3F6-BC7353FD4D42), Product ID (00330-80115-21209-AAZ62), System type (64-bit operating system, x64-based processor), and Pen and touch (No pen or touch input is available for this display). The 'Windows specifications' section shows Edition (Windows 10 Pro), Version (1809), and Installed on (03-Oct-18). A 'Rename this PC' button is located at the bottom of the 'Device specifications' section.

Remote Desktop

About

Read the Microsoft Services Agreement that applies to our services

Read the Microsoft Software License Terms

Support

Manufacturer: EIFF S

Phone: 5318008

Hours: 0C to 0SOD

Website: Online support

My Computers ▾ **Quote**

24 Dec 2018 #4

 **Bree**
VIP Member

Posts : 10,959
10 Home x64
(1809) (10 Pro on
2nd pc)

Cliff S said: 

Note the telephone number, I maybe 53, but my humor is 13 😊

 I led a very sheltered childhood, apparently. Mine would be 71077345.

My Computers ▾ **Quote**

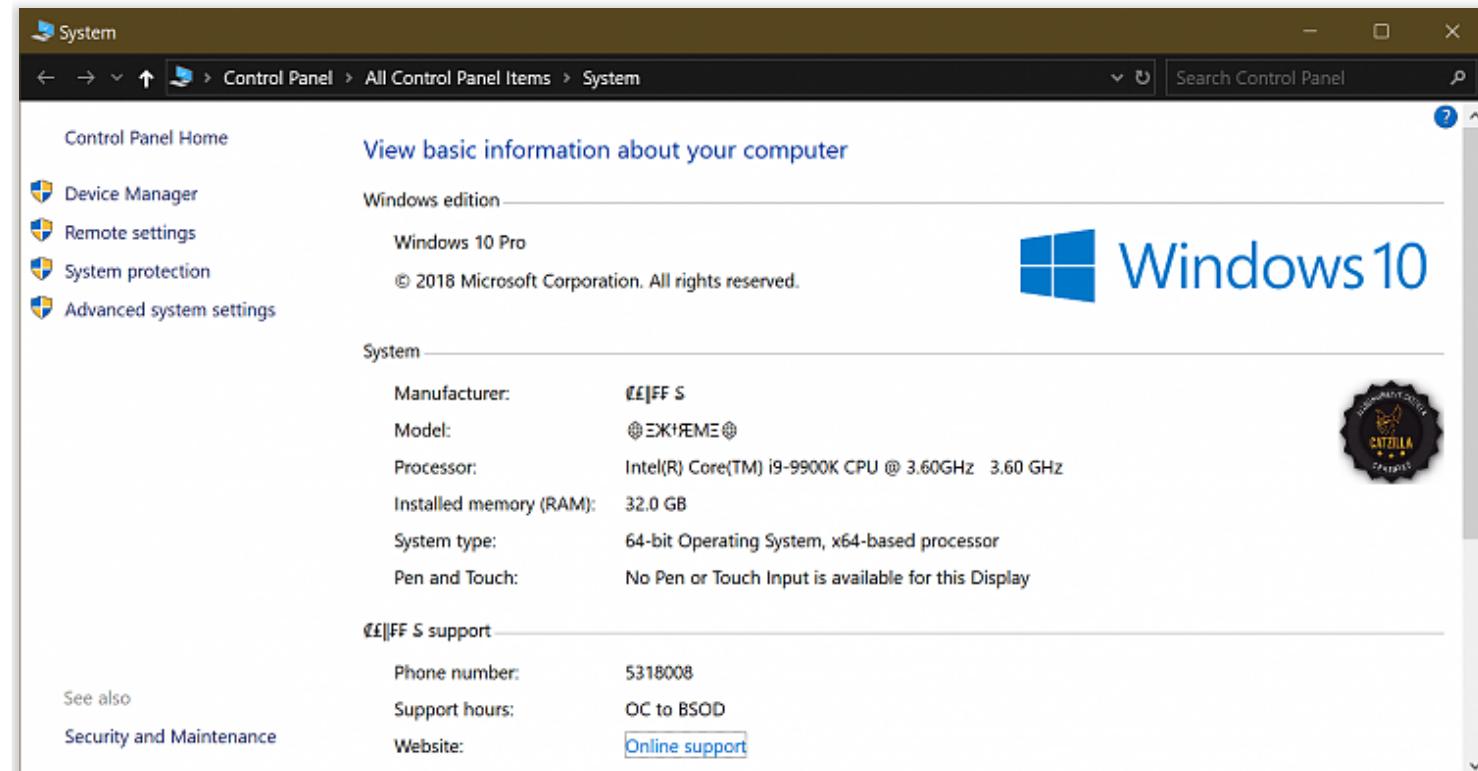
29 Dec 2018 #5

 **Cliff S**
EXKREME

This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#) [I agree](#)

[Posts : 24,167](#)[Win10 Pro, Win10
Pro N, Win10
Home, Win10 Pro
Insider Fast Ring,
Windows 8.1 Pro,
Ubuntu](#)

New logo, the Smelly Cat

[My Computers ▾](#)[Quote](#)**Brink**

Administrator

29 Dec 2018

#6



This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

[I agree](#)

Posts : 38,475
64-bit Windows 10
Pro build 18894

Thread Starter

My Computers ▾

Quote

Reliable IT support? - Request a consultation now

Reliable IT support from Ventoo for your organization. Learn more » onventoo.com



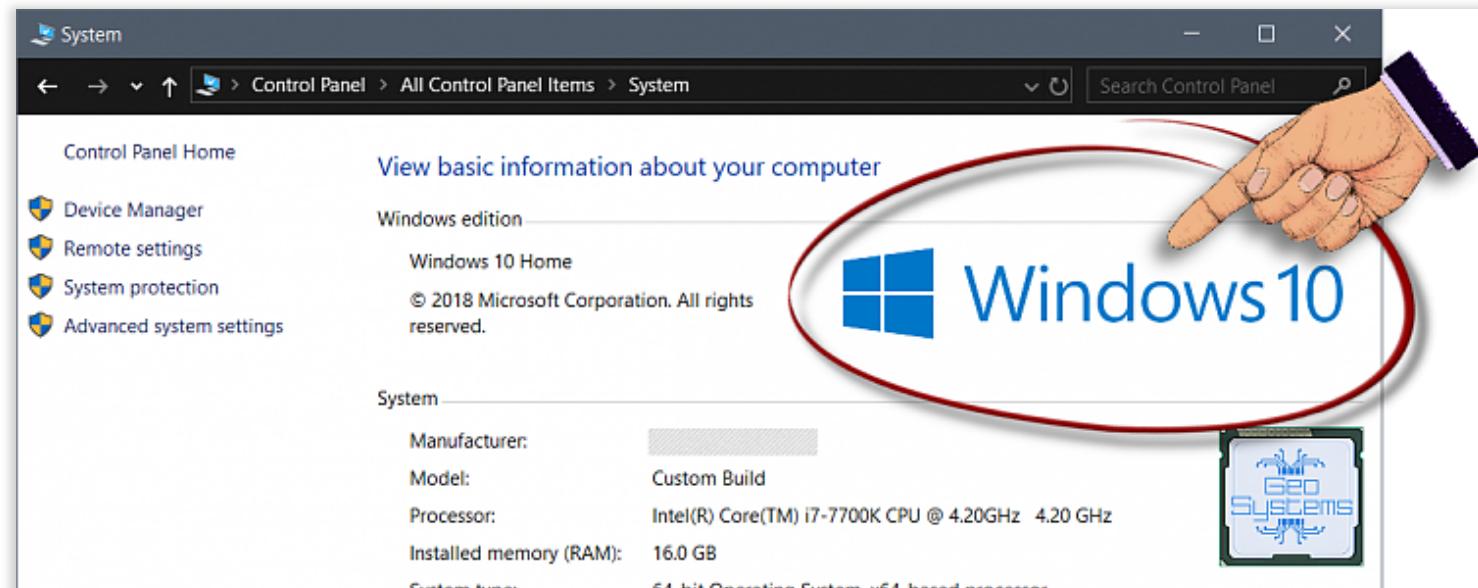
Geosammy
Member

5 Days Ago

#7

Hello Everyone.

I'm interested in changing the plain looking windows 10 edition logo, (shown below).



This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree

Computer name, domain, and workgroup settings

Computer name: [REDACTED] [Change settings](#)

Full computer name: [REDACTED]

Computer description:

Workgroup: WORKGROUP

Windows activation

Windows is activated [Read the Microsoft Software License Terms](#)

Product ID: [REDACTED] [Change product key](#)

See also

[Security and Maintenance](#)

With a much nicer looking custom image,
that I made myself.

* * *

How would I go about doing this,
and are there an image type and size requirement?

Any assistance with this would be much appreciated.

My Computer ▾

Quote



5 Days Ago

#8

Geosammy

Member

Posts : 581

Win10 Home 64

This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree

@Brink

I do recall you answering the question, I recently asked in this post: [Customize OEM Support Information in Windows 10 | Tutorials](#)

However, your post, or answer has been deleted.

My Computer ▾

Quote



5 Days Ago

#9

Hello George, 😊

Yeah, I deleted my post. It turned out not to be for that.

Brink

Administrator

Posts : 38,475

64-bit Windows 10
Pro build 18894

Thread Starter

My Computers ▾

Quote

Page 1 of 4 [1](#) [2](#) [3](#) ... [▶](#) [Last ➔](#)

Tutorial Categories

This website uses cookies to improve user experience. By using our website you consent to all cookies in accordance with our Cookie Policy. [Read more](#)

I agree



Reliable IT support? - Request a consultation now

Reliable IT support from Ventoo for your organization. Learn more

Ad onventoo.com

Related Threads

General Tips [See System Information in Windows 10 in Tutorials](#)

How to See System Information About Windows 10 The System Information tool displays a comprehensive view of the hardware, system components, and software environment on the local computer. This tutorial will show you different ways on how to...

[Can't Customize OEM Information in Customization](#)

I recently built a new computer and I want to add my own custom OEM info. I created the OEMInformation registry key and added the corresponding string values, as seen in the screenshot below. 119737 However, after adding all my info and...

[Windows 10 release information in Windows 10 News](#)

FYI - Windows 10 release information 73930 73931 Source:...

[Customize Search the Web and Windows in Customization](#)

Can "Search the web and Windows" be set to search only Windows locally? I've read that this can be done via a policy editor, but I work in Windows 10 Home, and that option isn't directly available. Thanks.

[Customize the Windows 10 Log-On and Log-Off Screen in Customization](#)

how Customize the Windows 10 Log-On and Log-Off Screen in Build 10240? i like a black color! :confused:



Best IT HelpDesk Software

100,000+ Successful IT Help Des use ServiceDesk Plus to Supercharge their IT Help Desk

Our Sites

Vista Forums
Eight Forums
Seven Forums

Site Links

Contact Us
Privacy and Cookies
Terms of service

About Us

Windows 10 Forums is an independent web site and has not been authorized, sponsored, or otherwise approved by Microsoft Corporation. "Windows 10" and related materials are trademarks of Microsoft Corp.

Find Us

© Designer Media Ltd

All times are GMT -5. The time now is 01:50.