# Top support solutions for Surface devices

Article • 01/03/2023 • 3 minutes to read • Applies to:  Windows 10, Windows 11

> ⓘ **Note**
>
> **Home users**: This article is only intended for use by IT professionals and technical support agents, and applies only to Surface devices. If you're looking for help with a problem with your home device, please see **Surface Devices Help** .

These are the Microsoft Support solutions for common issues you may experience using Surface devices in an enterprise. If your issue is not listed here, contact Surface Support for Business and Education customers .

# Warranty and service

## Self-Serve your Surface Service Orders on the Microsoft 365 Hardware Support Portal

The Microsoft 365 Hardware Support Portal provides a centralized solution for commercial customers to look up current warranty and protection plans, create service requests, and track the status of device repairs. Learn more about this service by reading the walkthrough tutorial .

To access the portal, sign in to your M365 Admin Center (active access is required) and then register to use the platform by using this link .

> ⓘ **Note**
>
> This service does not address Surface accessories, Surface Hub, or product safety concerns. The Hardware Support Portal is accessible in the following countries only: Australia, Austria, Belgium, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, and USA.

# Technical support scenarios

## First troubleshooting steps

- Surface update history
- Download drivers and firmware for Surface
- Manage and deploy Surface driver and firmware updates
- How to manage Surface driver updates in Configuration Manager

## Next troubleshooting steps

Click on the relevant support article from the table below and follow the recommended next steps to resolve the issue.

| Issue category | Support article |
|---|---|
| Display and screen issues | What to try if your Surface screen is distorted, is flickering, or has lines running through it <br> Troubleshoot connecting Surface to a second screen <br> Troubleshoot Surface Dock or Surface Docking Station |
| Performance and Maintenance | Surface won't turn on or start <br> Surface turns on but is stuck on a logo screen <br> Windows doesn't respond or stops working on Surface <br> Surface Go or Surface Go 2 turns on and shows "No Bootable Device" |
| Power and Battery | Surface battery won't charge or Surface won't run on battery <br> Caring for your Surface battery <br> What to do if your Surface power supply or charger doesn't work <br> Troubleshoot Surface Dock or Surface Docking Station <br> Maximize your Surface battery life <br> Best practice power settings for Surface devices |
| Sound and Camera | Optimize video conferencing on Surface devices <br> Take photos and videos with Surface <br> Camera doesn't work in Windows |
| Wi-Fi and Internet | Fix Wi-Fi connection issues in Windows |
| Keyboard, Touchpad and Input | Troubleshoot your Surface Pen <br> Troubleshoot Surface Type Cover or Keyboard <br> Fix touchpad problems in Windows |

| Issue category | Support article |
|---|---|
| Surface Dock issues | Troubleshoot Surface Dock and docking stations<br>Troubleshoot connecting Surface to a second screen<br>Microsoft Surface Dock 1 Firmware Update |
| Reset device | Creating and using a USB recovery drive for Surface<br>FAQ: Protecting your data if you send your Surface in for service<br>Microsoft Surface Data Eraser |
| Deployment issues | DISK0 not found when you deploy Windows on a Surface device that has 1TB drive configuration<br>Surface Device that has a 1TB drive configuration shows two drives<br>System SKU reference |

# Enterprise (Deploy, Manage, IT Tools)

Surface devices documentation

Surface Registration Support for Windows Autopilot

How do I use the BIOS/UEFI on Surface devices

How to use Surface UEFI

# Safety and Security

Surface security overview

# Device Enroll and Management in Intune

Surface Management Portal overview

# Need more help?

To expedite your support request, make sure to include your device(s) serial number and your shipping address in the Issue Description field. If your issue was not listed or you need more help, contact Surface Support for Business and Education customers.