Guide for Microsoft Surface Laptop that does not turn ON / Power ON issue

Check Battery Status:

Connect the Surface laptop to a power source using the original charger that came with your device. Make sure that the power adaptor is securely plugged in, and the charging indicator light is on. Let it charge for at least 30 minutes before attempting to power it on again.

Perform a Soft Reset:

Press and hold the Power button for 15-20 seconds, then release it. Wait 10 seconds, then press the Power button to turn on the Surface laptop.

Check Display Connections:

If you use any external monitor, disconnect it from your Surface laptop and try turning it on again. A faulty connection can sometimes interfere with device turning on.

Try a Hard Reset:

If the soft reset method didn't work, you could try a hard reset.

1. Press and hold the Power button for about 30 seconds, then release it.

2. Press and hold the Volume Up button and the Power button simultaneously for about 15 seconds, then release both buttons.

3. Wait for 10 seconds, then press the Power button to turn on the Surface laptop.

If the troubleshooting steps did not resolve your issue, please raise a helpdesk request in Voice portal at https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx in the category below:

1. **Category:** Select **"Technical Issues"**.

2. **Sub Category:** Choose **"Hardware Problems"**

3. **Type:** select **"Laptop"** as the type of device you're experiencing issues with.