Microsoft Surface Frequently Asked Questions

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General Questions

Where can I find technical specs?
- Visit our Partner Resources at http://microsoft-us.synnexcorp.com/surface/
- Surface Drumbeat

Where can I find Marketing Resources?
- Surface Drumbeat

What Surface devices are currently available?
- Surface Pro 4
- Surface Book
- Surface Studio
- Surface Laptop
- Surface Pro 3 (EOL – Depleted in channel. No longer available)
- Surface 3 (EOL – Depleted in channel. No longer available)

Can I add RAM to Surface devices?
- No. Surface hardware cannot be changed from the configuration in which it was purchased.

Who should I contact for Surface-related questions?
- microsoftsurface@synnex.com

Surface 3

**Surface 3 has gone EOL and is no longer available.**

What's the difference between Surface Pro 3 and Surface 3?
- The Surface 3 was created essentially to fill a gap in the Surface line, adding a few lower-end models to the spectrum. This allows the S3 to be priced lower, making it more attractive to education customers.
- The screen is smaller; the device is slightly thinner.
- The processor is a bit less powerful, but still plenty for doing the typical web browsing, document management, etc. This processor makes it possible to run longer on a charge.
- There is also an LTE version of the Surface 3, making it ideal for mobile workers.
- The SP3 and the S3 have the same audio/visual adapters, pen, miniDP port, and VGA port, but require different type covers, power adapters, screen protectors, etc.

How long does the Surface 3 battery last?
- Up to 10 hours.
What networks are the Surface 3 LTE devices compatible with?
- T-Mobile and AT&T

What ports are included on Surface 3?
- Full-size USB 3.0 port
- Micro USB charging port
- MicroSD card slot
- Mini DisplayPort version 1.1
- 3.5 mm headset jack
- Cover connectors

**Surface 3**

**Surface 3 has gone EOL and is no longer available.**

How long does the Surface 3 battery last?
- Up to 9 hours.

What ports are included on Surface Pro 3?
- Full-size USB 3.0 port
- MicroSD card slot
- Mini DisplayPort version 1.2
- Charging port and 36-watt power supply
- Cover port

**Surface Pro 4**

Where can I find more information regarding Surface Pro 4 Processors?
- Please visit [http://ark.intel.com/compare/88198,88190,91497](http://ark.intel.com/compare/88198,88190,91497)

How many cores does the SP4 have?
- SP4 Core M, i5, and i7 each have a total of 2 cores.

Does the Core M on the lowest model of SP4 support vPro?
- No. However, SP4s (i5 and i7) and Surface Books support vPro Technology.

Does Surface Pro 4 support 4K video?
- Yes, both SP4 and Surface Book devices support 4K video.

What are the main advantages of SP4 over SP3?
- 30% faster
- 40% louder speakers
- 8% thinner
- Log in with Windows Hello
• Lighter
• Intel Core “SkyLake” M option
• Faster processing, yet less heat
• Higher resolution
• 12.3” display VS. 12” display
• 16GB RAM options
• Better rear-facing camera – 8MP AutoFocus compared to SP3’s 5MP

**Can the Surface Pro 4 be downgraded to Windows 8.1?**
- NO. Surface Pro 4 was engineered to enable the best possible experience with Windows 10.

**Why is there no 4G/LTE Option on Surface Pro 4?**
- Microsoft did not include mobile connectivity in this device because in designing Surface Pro 4, they focused on the features most needed to be a laptop replacement, including improving the display, processing power and upgraded cameras, all while working to keep the device lightweight and portable.

**Can Surface Pro 4 be upgraded to have 4G/LTE capability?**
- No, the only devices designed for LTE are the Surface 3 LTE models.

**How long does the Surface Pro 4 battery last?**
- Up to 9 hours.

**What ports are included on Surface Pro 4?**
- Full-size USB 3.0
- Mini DisplayPort
- microSD™ card reader
- Micro USB charging port
- Headset jack
- Cover port

**Surface Book**

**Where can I find more information regarding Surface Book Processors?**
- Please visit [http://ark.intel.com/compare/88190,88192](http://ark.intel.com/compare/88190,88192)

**Does Surface Book support 4K video?**
- Yes, both SP4 and Surface Book devices support 4K video.

**Can the Surface Book be downgraded to Windows 8.1?**
- NO. Surface Book was engineered to enable the best possible experience with Windows 10.

**Can Surface Book be upgraded to have 4G/LTE capability?**
• No, the only devices designed for LTE are the Surface 3 LTE models.

**How long does the Surface Book battery last?**
• Without GPU – Up to 12 hours
• With GPU – Up to 12 hours
• With GPU2 (Performance Base) – Up to 16 hours

**What ports are included on Surface Book?**
• Mini DisplayPort
• Full-Size SD Card
• (2) USB 3.0 ports
• Headphone jack
• Surface Connect

## Accessories

**Are SP4 accessories compatible with SP3?**
• SP4 type covers will work on SP3. The type cover with finger print scanner is backwards compatible but the scanner will ONLY work if the customer installs Windows 10 on their SP3.
• The new Surface Pen is backwards compatible and all the new functionality works on the SP3. Customers will need to be running Win10 to use the Cortana (hold button) feature, but one click to OneNote and two click for screenshot will work with both devices.
• All adapters are compatible with both SP4 and SP3 including:
  o R7X-00021
  o EJQ-00001
  o Q7X-00019
  o EJU-00001
  o Q4X-00028
  o EJS-00002
  o Q7X-00018
  o R7X-00018
  o 3U7-00001
  o CG4-00001
  o P3Q-00001
• SP4 Docking station is compatible with SP3.

**What ports are included on new Docking Station?**
• (2) Mini DisplayPorts
• Gigabit Ethernet
• (4) USB 3.0 ports
• 3.5mm audio

Where can I find examples of what the different type covers look like?
Where do I get a car charger for the Surface?

- Surface Pro 3 does not have a car charger available.
- Surface Pro 4 does not have a car charger available.
- Surface Book does not have a car charger available.
- Surface 3 has a micro-USB charging port, so any car charger that includes micro-USB should work with it if it's rated for 5.2V/2.5A.

Are SP3 accessories compatible with SP4?

- SP3 type cover will work with SP4.
- The Surface Pro 3 Pen and power adaptor is compatible with both Surface Pro 4 and Surface Book.
- Surface Pro 3 docking station is compatible with SP4.
- Surface Pro 3 screen protector is **NOT** compatible with SP4.

What comes with each individual device?

- **Surface Book** – With each device purchase, you automatically also receive a Surface Pen, a power adapter, a one-year standard warranty.
- **Surface Pro 4** – With each device purchase, you automatically also receive a Surface Pen, a power adapter, a one-year standard warranty.
- **Surface Pro 3** – With each device purchase, you automatically also receive a Surface Pen, a power adapter, a one-year standard warranty.
- **Surface 3** – With each device purchase, you also receive the power adapter and one-year standard warranty.
- **Surface Studio** – With each device purchase, you automatically also receive a power adapter, one-year standard warranty, Surface Pen, Ergonomic Keyboard, and Surface Mouse.
- **Surface Laptop** – With each device purchase, you automatically also receive the power adapter and one-year standard warranty. DOES NOT SHIP WITH SURFACE PEN.
- Type covers and docking stations are not included.

Does Office365 come with the devices?

- O365 comes preinstalled, but only as a 1-month trial.

What does the Pen Tip Kit contain? 80 pack?

- Pen Tip Kit contains 1 kit with 4 different types of pen tips. This is meant for customers who bought SP4 or Surface Book and are interested in additional tips.
- The 80 pack Pen Tip Kit contains 80 pen tips with 2 extraction tools. This is offered only to commercial and is meant for centralized IT teams to handle tip placements upon request.

How do I hook up an external display?

- EJU-00001 - HDMI adapter
- EJQ-00001 - VGA adapter (from the miniDP port)
- MDP2DPM6 - Full DisplayPort adapter
- MDP2DVI3 - DVI-D adapter
- USBVGAЕ3 - External USB to VGA video card
How many monitors can I hook up to one Surface Pro 3/4?
- Windows limits the total number of screens to 3 including the Surface Pro 3/4 screen. The Surface Pro 3/4 screen itself counts as one monitor out of a maximum of 3 supported by Windows, although you can turn off the Surface Pro 3 screen and use 3 external monitors. There are also resolution limitations. Surface Pro 3/4 can support a single external display of up to 4096x2304 @ 24Hz. The i5 and i7 variants can support up to 2 external displays of up to 2880 x 1800 @ 60 Hz each, and 3 displays (internal display is off) of up to 1920 x 1200 @ 60Hz each.

Surface Reseller Authorization/Operations

Does Surface Authorization include Surface Hub?
- No. Surface Hub authorization is a separate approval and is still restricted.

Does Surface Authorization include Surface Studio?
- Yes. Microsoft has approved all Surface authorized resellers to purchase Surface Studio.

Can I sell into retail space (Amazon, eBay, etc.)?
- Absolutely NOT! Devices and accessories purchased through commercial channels can only be sold into commercial space; they cannot be sold to individual end users. Resellers caught violating this rule will be removed from the program.
- The only exception is College/University Bookstores.

Can the devices be shipped to the reseller or must they be shipped directly to the end user?
- All orders require end user information and must be shipped to the end user (unless an exception is granted because of services being offered by the reseller).

How do I get a quote?
- Please send your quote request to your SYNNEX sales team’s email, and copy the Microsoft Surface team alias (microsoftsurface@synnex.com). For quickest turnaround, consult our Surface SKU list for the appropriate part numbers and include them in the request.

Are EDU bundles available to just anybody?
- EDU bundles are available to Educational end users ONLY.
- Microsoft monitors where these are shipped to and resellers caught violating this rule will be removed from the program.

Is it necessary to get Surface authorization if an unauthorized reseller just wants to purchase accessories?
- Surface accessories follow the same rules as Surface devices. If a reseller is not authorized, they cannot sell any Surface-specific Microsoft parts of any kind.

What extra discounts can I get if we need to get the price lower?
- The only discounts we can give (besides already-discounted bundles or demo units) are Bid Grid, Deal Registration, and Special Pricing (also called Volume Discount).
Microsoft periodically runs promotions that can also be utilized.

Pricing Programs

What pricing programs are available?

- **Bid Grid**
  - **Surface Studio is not eligible for Bid Grid**
  - Tiered rebate for resellers purchasing 5-499 devices at a time.
  - End User Information is required, cannot be the same as Reseller.
  - Quantities MUST be placed on ONE PO (no roll outs).
  - This rebate is setup to auto-populate in the system when you have entered the deal quantity.
  - These rebates stack with Deal Registration.
  - Not all skus qualify for Bid Grid. Please reach out to microsoftsurface@synnex.com for most up to date list of qualifying skus.
  - Discount must be applied at time of shipment and cannot be added after product ships.

- **Deal Registration**
  - An opportunity must be projected to reach a minimum quantity of **50 devices** to qualify for Deal Registration.
  - Microsoft offers a 3% off MSRP rebate for the first three resellers to register a deal (2% for EDU SKUs).
    - DMP accounts must submit completed Deal Registration/Special Pricing form to microsoftsurface@synnex.com. SYNNEX will submit form to Microsoft on your behalf.
    - ADR accounts submit their own opportunities to Microsoft.
  - Microsoft will respond with approvals or denials within 2 business days.
  - Synnex will provide a quote with the reflected discount approved by Microsoft.
  - Deal Registration STACKS with the auto-populating Bid Grid on eligible SKUs. (Keep in mind the rules of Bid Grid when considering pricing)
  - Deal Registration discounts allows roll outs and the discount will not change. The Bid Grid discount may change based on QTYs purchased at different times during the rollout.
  - Discount must be applied at time of shipment and cannot be added after product ships.

- **Special Pricing (Volume Discount)**
  - **Surface Laptop and Surface Studio is not eligible for Special Pricing**
  - An opportunity must be projected to reach a minimum quantity of **500 devices** to qualify for Deal Registration.
  - Approved discount varies based on SKUs and QTYs.
  - You can combine various device models/SKUs, if total QTY is 500+
  - More than one reseller can receive Special Pricing for the same opportunity.
    - DMP accounts must submit completed Deal Registration/Special Pricing form to microsoftsurface@synnex.com. SYNNEX will submit form to Microsoft on your behalf.
    - ADR accounts submit their own opportunities to Microsoft.
  - Microsoft will respond with approvals or denials within 1-2 business days
Synnex will provide a quote with the reflected Special Pricing approved by Microsoft.

Can Stack with Deal Registration Discount Approvals and allows rollouts. Pricing will not change based on QTY.

Discount must be applied at time of shipment and cannot be added after product ships.

What pricing programs can I stack/combine?

- Bid Grid STACKS with Deal Registration on Opportunities QTY 5-499 eligible device SKUs.
- Special Pricing STACKS with Deal Registration on Opportunities QTY 500+ eligible device SKUs.
- Bid Grid DOES NOT STACK with Special Pricing.
- Please reach out to microsoftsurface@synnex.com for questions regarding current promotions.

Do accessories qualify for Pricing Programs?

- Microsoft does not approve Bid Grid, Deal Registration, or Special Pricing discounts on accessories.

How do I get a Deal Registration or Volume Discount extended?

- DMP Accounts:
  - Send a request to microsoftsurface@synnex.com. Email must include:
    - Case Number
    - Pre-sales activity explanation
    - Reason for extension

- ADR Accounts:
  - Submit your extension request through your Deal Registration portal.

Demos

What is the discount offered on demo units?

- Discount offered is 50% off MSRP. This discount will not vary.
- Demo units are not eligible for rebates, promotions, pricing programs or other incentives from Microsoft.

What is the Microsoft Surface demo program?

- The Program is comprised of two programs, the Business Development Demo Program and the Deal Registration Demo Program. The two programs offer different paths to acquiring Demo units for different use scenarios.

What is the discount offered on demo units?

- Discount offered is 50% off MSRP. This discount will not vary.

What is the Business Development Demo Program (Internal Reseller Purchase)?

- Each half of the calendar year, Resellers are eligible to purchase a number of Demo units decided by Distributor, based on Microsoft guidance, as part of the Business Development Demo Program.

Can Demo devices purchased through the Business Development Demo Program be sold?
- Absolutely NOT! These Demo units are not-for-resale. They should be purchased for Reseller internal business development purposes only, e.g. customer-facing events, internal use, loaning to customers, or other Reseller internal business development purposes.

How does a reseller purchase demo units as part of a Business Development Demo Program?
- Reseller must provide to Distributor, at time of purchase, a description of reason for purchase, and the number of Demo units requested.

How many demo units can a reseller purchase for internal use as part of the Business Development Demo Program?
- Reseller may not order more than the number designated by Distributor based on guidance from Microsoft Business Development Demo Program.
- Reseller purchases of Demo units for the Business Development Demo Program must not exceed the eligible number in the below chart.

<table>
<thead>
<tr>
<th>Previous Half’s purchases from Distributor</th>
<th>Eligible Number of Demo units</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;$10,000</td>
<td>1</td>
</tr>
<tr>
<td>$10,00 to $50,000</td>
<td>2</td>
</tr>
<tr>
<td>$50,000 to $100,000</td>
<td>5</td>
</tr>
<tr>
<td>$100,000 to $500,000</td>
<td>10</td>
</tr>
<tr>
<td>$500,000 to $1,000,000</td>
<td>20</td>
</tr>
<tr>
<td>&gt;$1,000,000</td>
<td>40</td>
</tr>
</tbody>
</table>

Can an extended warranty be added to a demo device purchased through the Business Development Demo Program?
- These devices are not eligible for extended warranty, accidental damage, or out of warranty repair service.
- The Demo units purchased through the Program will be covered by the standard warranty that comes with the device.

What is the Deal Registration Demo Program?
- Resellers are eligible to purchase Demo units for resale to customers when the sale is associated with a specific customer order that has been registered and approved by the Microsoft Deal Registration Desk. A deal may qualify for deal registration only if it exceeds a minimum order quantity of 50 units.

How does the reseller order demo units as part of the Deal Registration Demo Program?
- Reseller is required to provide Distributor, at time of purchase, the Case ID# received from the Microsoft Deal Registration Desk for the approved registered deal.
Can the reseller seed the unit(s) to the end user?
- Yes. Reseller is required to choose to either recover their cost by selling to the customer at the Reseller purchasing price, or seed the unit(s) to the customer, i.e. give the unit to the customer at no cost to the customer.
- If Reseller chooses to seed the Demo unit to the customer, then Demo units still must be included in regular sales reporting to Microsoft.

How many demo units can an end user purchase as part of the Deal Registration Demo Program?
- The Number of demo units available through the Deal Registration Demo Program is contingent upon deal size:

<table>
<thead>
<tr>
<th>Deal Size</th>
<th>Demo Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>50-99</td>
<td>1</td>
</tr>
<tr>
<td>100-249</td>
<td>2</td>
</tr>
<tr>
<td>250-499</td>
<td>3</td>
</tr>
<tr>
<td>500-999</td>
<td>4</td>
</tr>
<tr>
<td>1000-2499</td>
<td>6</td>
</tr>
<tr>
<td>2500-4999</td>
<td>8</td>
</tr>
<tr>
<td>5000+</td>
<td>10</td>
</tr>
</tbody>
</table>

Can an extended warranty be added to a demo device purchased through the Deal Registration Demo Program?
- These devices are eligible for extended warranty, accidental damage, or out of warranty repair service.
- The Demo units purchased through the Deal Registration Demo Program will be covered by the standard warranty that comes with the device.

Can I return a Demo?
- Not unless it's DOA.

Are demos refurbished devices?
- The discounted demo devices and demo accessories are brand new. They are not refurbished, used, or opened.

Why is it taking so long to get my demo?
- We put all demo devices on a hold (so that we can control who purchases them), and do not release the held inventory unless we're provided with a Deal Registration case number or until the reseller is qualified for an internal purchase.
- If you're waiting for a demo device, please follow up by sending your Deal Registration case number or internal order details to microsoftsurface@synnex.com and request that the device(s) be released.

Can demo accessories be purchased?
• Yes, not to exceed a 1:1 ratio of accessories to devices. For example, if a Deal Registration is approved for QTY 1 device, end user can purchase QTY 1 demo docking station, QTY 1 demo type cover, etc. The end user cannot purchase QTY 1 demo device and QTY 2 demo type covers.

GSA/TAA

Are there any TAA-compliant Surface devices?
• Yes. TAA SKUs are listed on our SKU list under the SP4 tab.

What is ETA for TAA SKUs if SYNNEX doesn’t currently have stock?
• Build time for TAA-compliant devices is eight weeks.

What’s the Country of Origin (COO) of the devices?
• Surface devices are manufactured in China. The TAA-compliant devices are manufactured in Mexico.

Warranties/Service/Returns

How do I get a Surface serviced?
• Call 1-800-Microsoft [1-800-642-7676]
  • Say ‘Business’
  • Say ‘Technical Support’
  • Say ‘Other’
  • Say ‘Surface’
• Call routes to the Professional and Premier TechRouters who create a MSSolve case for warranty support.

What’s the return policy for Surface?
• For defective devices with extended warranties, work with Microsoft (by calling 1-800-642-7676) to get a replacement.
• DOA devices without extended warranties can be returned through SYNNEX within 60 days of purchase. (DOA Devices must be approved and shipped back to MS within those 60 Days)
  • If the RMA process falls outside of the 60-day window, please email microsoftsurface@synnex.com to request an exception – no guarantees!
• Factory-sealed product can be returned through SYNNEX within 60 days, but only for current models (EOL products can be returned by special approval only).
• Open-box product cannot be returned unless it’s DOA.
• Accessories
  • Before 30 days: can be returned if DOA within 30 days. Submit why its DOA (detailed info required).
  • After 30 days – call Microsoft support number.

What warranty comes with the device automatically?
• All Surface devices come with an automatic one-year standard warranty.
Do Surface Pro 4 and Surface Book have the same warranties?
- No. See our SKU list for more info.

What extended warranty options are available?

- **Surface Studio**
  - W47-00007 - one-year extended warranty for a total of 2 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)

- **Surface Laptop**
  - A9W-00072 - two-year extended warranty for a total of 3 years of coverage
  - VP3-00041 - three-year extended warranty for a total of 4 years of coverage
  - CXQ-00022 - EDU two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - F9W-00094 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - HP3-00038 - three-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - WJ3-00032 - Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)

- **Surface Book**
  - A9W-00060 - two-year extended warranty for a total of 3 years of coverage
  - VP3-00005 - three-year extended warranty for a total of 4 years of coverage
  - F9W-00083 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - HP3-00029 - three-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - CXQ-00002 – EDU two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - WJ3-00027 – Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)

- **Surface Pro 3/4**
  - A9W-00001 - two-year extended warranty for a total of 3 years of coverage
  - VP3-00031 - three-year extended warranty for a total of 4 years of coverage
  - A9W-00005 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - HP3-00002 - two-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - CXQ-00001 – EDU two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
  - WJ3-00018 – Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
Surface 3
- A9W-00045 - two-year extended warranty for a total of 3 years of coverage
- F9W-00068 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
- HP3-00013 - three-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
- WJ3-00005 – Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)

How much time does an end user have to purchase a warranty after the device is purchased?
- An end user may still purchase an extended warranty if it is within 45 days of device purchase.

Can I service the Surface myself?
- No, only Microsoft can service the device because of the complexity of its design. See above information on how to have the device serviced.

What are the differences between the retail warranties and the commercial warranties?
- To begin with, a device purchased through commercial distribution cannot be paired with a retail warranty, and a device purchased through retail channels cannot be paired with a commercial warranty. In other words, devices and warranties must be purchased through the same channel.
  - **Retail extended warranties:**
    - Two-year coverage available with optional Accidental Damage Protection
    - Limited phone support
    - $49 deductible on up to two accidental damage claims (assuming accidental damage is covered by that warranty).
  - **Commercial extended warranties:**
    - Three or four-year coverage with optional Accidental Damage Protection
    - In-depth business support
    - No deductible on up to two accidental damage claims (assuming accidental damage is covered by that warranty).

Surface Studio

How do I become authorized to sell Surface Studio?
- Surface authorized resellers can sell Surface Studio. If you are not a Surface authorized reseller, please reach out to microsoftsurface@synnex.com for the wait list form.

What’s included with the Surface Studio device?
- Surface Pen
- Surface Keyboard
- Surface Mouse
• Power cord with Grip Release Cable

What Pricing Programs do Surface Studio devices qualify for?
• Surface Studio does not qualify for Bid Grid, Deal Registration, or Special Pricing.

Surface Laptop/Windows 10S

How do I become authorized to sell Surface Laptop?
• Surface authorized resellers can sell Surface Laptop. If you are not a Surface authorized reseller, please reach out to microsoftsurface@synnex.com for the wait list form.

What’s included with the Surface Laptop device?
• Power cord

What operating system does Surface Laptop run?
• Windows 10S (Devices cannot be returned due to operating system).

What is Windows 10S?
• Windows 10 S is a specific configuration of Windows 10 Pro that offers a familiar, productive Windows experience that’s streamlined for security and performance. By exclusively using apps in the Windows Store and ensuring that you browse safely with Microsoft Edge, Windows 10 S keeps you running fast and secure day in and day out.

How does Windows 10 S compare to Windows 10 Home and Windows 10 Pro?
• Windows 10 S is a specific configuration of Windows 10 Pro and has many of its features, but for security and performance it exclusively runs apps from the Windows Store and uses Microsoft Edge as its default browser.

Who is Windows 10S designed for?
• Windows 10 S was inspired by students and teachers and it’s the best Windows ever for schools. It’s also a great choice for any Windows customer looking for consistent performance and advanced security. By limiting apps to those in the Windows Store, Windows 10 S is ideal for people who have everything they need in the Windows Store and prefer the peace of mind that comes with removing the risk of downloading apps from other places.

Which apps and hardware work with Windows 10S?
• Windows 10 S works exclusively with compatible apps from the Windows Store. Since Windows 10 S has just been recently announced, we are working with our partners on app compatibility and to provide more detailed information. Many hardware peripherals (such as printers) that work with Windows 10 today will work with Windows 10 S, but may have limited functionality. Since Windows 10 S has just been recently announced, Microsoft is working with partners to provide more detailed information.
I bought an app on another Windows 10 PC. Can I use it on my Windows 10S PC?

- Apps purchased from the Windows Store are linked to your Microsoft account. In most cases, if you install an app from the Windows Store on another Windows 10 PC, you should be able to install it on your Windows 10 S configured PC if you sign in with the same Microsoft account.

Can I change my default web browser on my Windows 10S PC?

- Microsoft Edge is the default web browser on Windows 10 S and Bing the default search engine in Microsoft Edge when customers are in Windows 10 S configuration. Customers are always in control of their Windows experience. When in Windows 10 S configuration, you can download any browser available in the Windows Store and can navigate to any other search engine website. If you want to download a browser (or any other application) not in the Windows Store, you can switch to Windows 10 Pro, at which time you can set the browser and search engine defaults of your choice.

What happens if I need to use an app that is not compatible with Windows 10S?

- If you try to use an app that is not available in the Windows Store, you will see a reminder that apps used with Windows 10 S must come from the Windows Store. In some instances, you may also see a suggestion for a category of similar apps or a specific app that is already available in the Windows Store. Since Windows 10 S has just been recently announced, we are working with our partners to provide more detailed information. Please check with your app publisher or back on this page in June for the latest information. Ultimately, if you want to download an application not in the Windows Store, you can choose to switch out of Windows 10 S configuration to Windows 10 Pro.

Can Surface Laptop be upgraded to Windows 10 Pro?

- Yes, this can currently be done through the following link: https://www.microsoft.com/en-us/windows/get-windows-10?step=Win10Question1

If a Surface Laptop is switched to Windows 10 Pro from Windows 10S, can it be switched back?

- No. Switching to Pro is one-way. If you make the switch, you won’t be able to go back to Windows 10S.

How much is an upgrade to Windows 10 Pro?

- Through the end of 2017, the upgrade from Windows 10S to Windows 10 Pro is free for MOST users. The upgrade will cost $49 starting in 2018.

How much does Windows 10S cost?

- You cannot buy Windows 10S by itself. It can only be purchased by buying devices that are preloaded with it.