

Cambridge Surface Tips and Tricks for Deployment

Student Experiencing This	Student Should Try This	What Student Should See
Windows is getting ready Or Windows Updates	Be patient and wait	Tablet will finish given time.
Tablet won't power on	Press & hold the power button for 15 seconds - count slowly . The screen will turn completely black. Wait 3 seconds , turn it back on.	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Battery is dead	Plug in to power if you can. If not, you can attend a later make-up session for your Surface setup.	In the future, student is responsible for charging tablet overnight. The tablet needs 2 hours minimum to charge fully.
Tablet is freezing	Press & hold the power button for 15 seconds - count very slowly. The screen will turn completely black. Wait 3 seconds, turn it back on again.	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet is not functioning properly (including sound)	<u>Restart</u> the tablet - Start Menu – Power - <u>Restart</u> . Do not press the power button on the top - it will put the tablet to sleep.	Tablet should work correctly.
Keyboard or Touch Pad does not work.	Detach Keyboard, wait 5 seconds , then re-attach	Keyboard functions normally.
Wireless not working - no internet	<u>Restart</u> the tablet - Start Menu – Power - <u>Restart</u> . Do not press the power button on the top	Wireless is now connected and working
When setting up Outlook, Student gets a User Profile Error	This has to be fixed by the School Techs. Complete a Problem Ticket and find a Hallway Helper to take the Surface to a Tech Table.	Tech will fix the issue