Microsoft Surface devices provide end users an innovative and productive experience. We’ve gathered some best practices and tips for you to setup and configure your own Surface device in a way that is tailored to your day-to-day workflow.
Surface Go 2
Mobility and connectivity
Unlock your Surface in a quick and frictionless way with facial recognition!

Windows Hello setup

1. Go to Start menu and select Settings.
2. Go to Accounts > Sign-in options.
3. Under Windows Hello, select Set up.

4. Click the Get Started button from the popup dialog box.
5. Ensure your face is centered in the camera frame and register your face in the system.
Difficulty in being recognized?
Improve Recognition once in each of these environments; with or without glasses, with or without a hat or under different lighting conditions.

Where does the biometric data go?
Your personal information is only on your device and does not roam to other systems in the cloud.

**Improve Recognition**

1. Click the **Improve recognition** button under Windows Hello.

   ![Windows Hello Face](image)
   - **Sign in with your camera (Recommended)**
   - You're all set up to sign in to Windows, apps, and services with your face.
   - **Learn more**
   - Automatically dismiss the lock screen if Windows recognizes your face.
   - **On**

   ![Improve recognition](image)

2. Click on **Get started**.
3. Enter your **PIN** to verify it's you.

   ![Windows Security](image)
   - **Making sure it's you**
   - PIN
   - I forgot my PIN
   - Cancel

4. Make sure your face is centered in the frame and keep looking directly at your screen until it has finished.
5. When finished, click **Close**.
Surface for work and play

- Carry one device for everything!

Set up “Accounts used by other apps”

1. Go to Start menu and select Settings.
2. Go to Accounts > Email and accounts.
3. Add a work or school account (@organization.com) for single sign-on to internal websites and Store for Business.
4. Add a Microsoft account (@outlook.com) for public store content and consumer experiences.
5. Install commonly used apps such as Microsoft Whiteboard, Drawboard, Netflix, Spotify, iTunes, Audible and Office Lens.

Email & accounts

Accounts used by email, calendar, and contacts

- Add an account

Accounts used by other apps

Add the accounts you use for your apps here, and sign in to your favorite apps easier and faster.

- Add a Microsoft account
- Add a work or school account

- work@microsoft.com
- Work or school account
- personal@outlook.com
- Microsoft account

Microsoft Surface
Enable Cortana to “Try to respond only to me”

1. Go to Start menu and select Settings.
2. Go to Cortana > Talk to Cortana.
3. Turn on Let Cortana respond to “Hey Cortana”.
4. Select Try to respond only to me and click Learn how I say “Hey Cortana”.

Visit this link for more information on what Cortana can do for you: https://aka.ms/AA5b1ce

Do you want a digital assistant that can send emails, set meetings and give reminders?
Surface travel and care

Cleaning recommendations

- To keep your Surface looking and working great, use a soft lint-free cloth (microfiber cloths work great) dampened with a little bit of mild soap and water, or screen wipes.
- Clean every 3-6 months or when required.

Reminder: Do not apply liquids directly to your Surface.

Store Surface Pen

- Attach your pen to the left side of your device when in active use.
- Store in a separate pocket in bag or in a way the magnetic attach holds.
Power cord

- Avoid twisting or pinching your power cord.

- Avoid pulling on the power cord when unplugging your Surface. Gently removing the connector from the charging connector can help prevent damage to your power cord.

Prevent device from accidentally waking

- Do not bump or activate Bluetooth peripherals after the device is put to sleep.

- Avoid bumping power button on Surface when you place it inside your bag.

Keep your battery healthy and maximize run time

- Once a week, let your battery drain below 50% before charging it. Let it drain below 10% once per month.

- Avoid having your Surface plugged in 24/7.

- Use Recommended setting on battery slider for ideal balance between **Best battery life** and **Best performance**.

Visit this link for more information on how to care for your Surface: [https://aka.ms/AA55qa1](https://aka.ms/AA55qa1)
Basic troubleshooting

Windows Hello fails to recognize me

- Log in with your PIN or username and password. You will get a toast notification to improve recognition.

Displays not working or peripherals connected to dock not working

- Reconnect Surface Connect cable to Surface Dock and check for debris or damage.
- If it’s still not working, check connections between the Surface Dock and peripherals. Restart monitors and device.

Device not charging

- Set battery slider to “Recommended”. Reconnect cable and check for debris or damage.

Device unresponsive

- Press and hold power button for 20 seconds until you see the Microsoft logo.

Device feels hot

- Surface is designed to heat up under occasional circumstances of heavy computing.
- Device is not overheating unless it has turned itself off and displayed a thermometer icon on the screen.
Set up Clipboard History

1. Go to Start menu and select Settings.

2. Go to System > Clipboard.

3. Turn on the toggle under Clipboard History.

4. To sync across devices, turn the toggle under Sync across devices.

Do you do a lot of copy and pasting? Setting up Clipboard History will save you a lot of time!

1. Copy three items (use snipper tool or pen or CTRL + C).
2. Press $+$ V on keyboard to access Clipboard History and see all your copied items.
3. Pick any one of them to paste in email, OneNote, etc.
## Shortcuts

<table>
<thead>
<tr>
<th>Keys</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alt + Tab</td>
<td>Switch between open apps.</td>
</tr>
<tr>
<td>Touchpad + 3 fingers</td>
<td>Switch between open apps.</td>
</tr>
<tr>
<td>Touchpad + 2 fingers</td>
<td>Scroll up or down.</td>
</tr>
<tr>
<td>+ D</td>
<td>Minimize application or desktop window.</td>
</tr>
<tr>
<td>+ V</td>
<td>Open Clipboard History.</td>
</tr>
<tr>
<td>+ Left Arrow</td>
<td>Maximize the app or desktop window to the left side of the screen.</td>
</tr>
<tr>
<td>+ Right Arrow</td>
<td>Maximize the app or desktop window to the right side of the screen.</td>
</tr>
<tr>
<td>+ Up Arrow</td>
<td>Maximize the window.</td>
</tr>
<tr>
<td>+ Down Arrow</td>
<td>Remove current app from screen or minimize the desktop window.</td>
</tr>
<tr>
<td>Swipe Left from the right bezel</td>
<td>Open Action Centre.</td>
</tr>
<tr>
<td>Swipe Right from the left bezel</td>
<td>Activate Timeline View.</td>
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