



# Microsoft Surface Hub

## Surface Hub 3 Product FAQ

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## The premium meeting experience for hybrid teams

Bring hybrid teams together with a more inclusive way to meet and co-create. Empower teamwork anywhere with Surface Hub 3 (50/85”), a collaborative canvas and meetings device certified for Microsoft Teams. Whether remote or in the same space, teams can whiteboard ideas, contribute to projects, and connect dynamically with video conference experiences that engage people wherever they work.



Surface Hub 3<sup>1</sup>

## Hybrid meetings that include everyone

Dissolve boundaries for hybrid teams with a meetings and collaboration device built for Microsoft Teams. Inclusively engage everyone with a vibrant, dynamic view of in-room interactions when you use the Surface Hub Smart Camera. Whether hopping on a quick call with your colleagues or joining a more formal conversation with a client or partner – the experience on Surface Hub is seamless.

- **A powerful meetings platform that’s certified for Microsoft Teams.** Collaboration and co-creation in a Microsoft Teams meeting is seamless on Surface Hub. Anyone can walk up and join a Microsoft Teams meeting with one touch, instantly interacting in a familiar experience optimized for Surface Hub 3.
- **Remote participants have the best possible view of the room with Surface Hub Smart Camera.** With sharp focus on the foreground and background, remote participants can see people interact with content on Surface Hub, even as they can see everyone else in the room. AI-powered Surface Hub Smart Camera dynamically adjusts the video feed, re-framing the view when someone leaves, more people come in, or a person interacts with content on the display. Surface Hub Smart

<sup>1</sup> Screen background shown will be available for download. Appearance may vary

Camera has an ultra-wide field of view of 136 degrees, automatic framing, high-quality glass optics, and a great low light sensor.

- **One-touch-join a Microsoft Teams, Zoom or Webex meeting from the home screen.** Join meeting requests from partners or customers without hassle.
- **Make better human connections – facial expressions and body language are brought to life on the big screen.** Images and video appear crisp and clear on a brilliant, 4K screen with incredibly high resolution and amazing graphics performance.

## Manage remotely and stay secured anywhere

Deploy with ease, manage from anywhere, and maintain secure control of every Surface Hub 3. Centrally manage settings and policies remotely through Microsoft Endpoint Manager and monitor the health and status of your Surface Hub devices through the Microsoft Teams Admin Center. Windows keeps operations safe and secured.

- **Windows keeps your organization's data safe and secured.** Surface Hub 3 delivers enterprise-grade modern security enabling IT admins to enforce data protection with BitLocker and Trusted Platform Module 2.0 (TPM) plus cloud-powered security with Microsoft Defender.
- **Manage settings and policies remotely** to enhance productivity and ensure device compliance wherever your teams work. Centrally manage settings and policies in Microsoft Endpoint Manager, and track room health status with active monitoring through Microsoft Teams Admin Center and the Pro Management Portal.

## Make any place teamwork space

Future-proof your meeting spaces. Flexible, modular accessories enable Surface Hub 3 to adapt as your space and technology needs change. Whether your space is big enough to need a robust, large-display experience and third-party audio devices, or your teams meet in smaller, intimate groups, you can configure the perfect collaboration space. For teams on the move, relocate from one room to another when you use Surface Hub 3 with Designed for Surface mobile stands.<sup>2</sup>

- **Find the right fit whatever your meeting space.** (85") is a large-room solution, while (50") is perfect for smaller spaces. Complete your experience with peripherals certified for Microsoft Teams Rooms. With Microsoft Teams Coordinated Meetings, Surface Hub can be used as an interactive companion or side-of-room device.
- **Unlock unique collaboration scenarios with Portrait on (50").** With Smart Rotation, seamlessly adjust the device to the orientation that's best for your meeting or collaboration needs in the moment.
- **Mobile stands make it easy to move, raise and lower Surface Hub 3.** Salamander Designs Electric Lift Mobile Stands<sup>1</sup> are height adjustable and can move with you. Unplug and power brainstorming to go further with the APC™ Charge Mobile Battery<sup>1</sup> for (50").

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2. Salamander Designs Electric Lift Mobile Stands and APC™ Charge Mobile Battery for Surface Hub 50" models are sold separately.

- **For a personal desktop experience**, re-configure with Windows 11 Pro and Enterprise.
- **Built for easy installation in modern spaces.** Simplify installations with wall mounts and packaging designed to move through elevators and around tight corners.
- **Adapts to grow with you.** Modular, interchangeable components mean Surface Hub 3 is built to last through technology advancements and the evolution of your space requirements.

## Seamlessly share and co-create together

Give everyone, no matter where they work, equal opportunity to co-create and collaborate in real time. Empower people to see their contributions come to life for the whole team, whether inking directly on Surface Hub 3 or working from their own PCs.

- **Engage everyone in collaborative sessions with Microsoft Whiteboard on Surface Hub 3.** Active, dual-pen inking feels natural on a digital canvas for team brainstorming – it's like taking pen to paper with fast, fluid responsiveness and a working eraser. Everyone can contribute content and ink from their own screen, whether from a full at-home setup, on the go from their phone, or in the conference room in front of their laptop or tablet.
- **Seamlessly share and co-create together on the big screen.** Wirelessly project and share content from a PC using Microsoft Teams Cast.
- **Showcase the content and people critical for your meeting** with the full suite of Microsoft Teams Rooms layouts and features. See the meeting chat clearly in the room or bring Front Row for everything you need for the meeting at your fingertips – including content, chat, hands raised, and a large gallery view.
- **Everyone can contribute.** With Surface Slim Pen compatibility, in addition to Surface Hub Pen, everyone can join in the brainstorming – even with their own personal pen.

## Technical specifications

Table 1. Surface Hub 3 tech specs

Component	Description	
Processor	Intel i5	
Graphics	iGPU	
Memory	32 GB LPDDR4x	
Storage <sup>3</sup>	512 GB	
	Surface Hub 3 50"	Surface Hub 3 85"
Resolution	3840 x 2560	3840 x 2160
Display	<ul style="list-style-type: none"> <li>– PixelSense™ Display</li> <li>– 3:2 aspect ratio</li> <li>– 8-bit color</li> <li>– 15.5mm border</li> <li>– Anti-glare, IPS LCD</li> <li>– In-cell Touch with 10 simultaneous touch points and two pens</li> </ul>	<ul style="list-style-type: none"> <li>– PixelSense™ Display</li> <li>– 16:9 aspect ratio</li> <li>– 8-bit color</li> <li>– 30.5mm border</li> <li>– Anti-glare, IPS LCD</li> <li>– In-cell Touch with 20 simultaneous touch points and two pens</li> </ul>
Size <sup>4</sup>	<ul style="list-style-type: none"> <li>– Height: 29.2" (741 mm)</li> <li>– Width: 43.2 in (1097 mm)</li> <li>– Depth: 3.0 in (76 mm)</li> </ul>	<ul style="list-style-type: none"> <li>– Height: 44.5 in (1130 mm)</li> <li>– Width: 77.1 in (1959 mm)</li> <li>– Depth: 3.4 in (85.6 mm)</li> </ul>
Weight <sup>3</sup>	– Weight: 61.6 lbs. (28 kg)	– Weight: 185 lbs. (84 kg)
Security	– Trusted Platform Module 2.0	
Audio	<ul style="list-style-type: none"> <li>– 100 Hz-12 kHz range front-facing 3-way stereo speakers, including (6) front-facing mid-range, (3) front-facing tweeter and (1) rear bass drivers</li> <li>– 2x full band 8-element MEMS microphone arrays</li> <li>– Smart AV optimizes audio to Portrait or Landscape</li> </ul>	<ul style="list-style-type: none"> <li>– 100 Hz - 12 kHz range 3-way stereo speakers, including (4) front-facing mid-range, (2) front-facing tweeter and (1) rear bass drivers</li> <li>– Full band 8-element MEMS microphone array</li> </ul>
Ports	<ul style="list-style-type: none"> <li>– (4) USB-C® including two camera ports (on display)</li> <li>– (1) USB-A™ (on display)</li> <li>– RJ45 Gigabit Ethernet</li> <li>– Mini-DisplayPort™ Video Output<sup>5</sup></li> <li>– HDMI Video Input<sup>6</sup></li> <li>– USB-C with Alt-Mode DisplayPort Input<sup>5</sup></li> </ul>	<ul style="list-style-type: none"> <li>– (3) USB-C (on display)</li> <li>– (1) USB-A (on display)</li> <li>– RJ45 Gigabit Ethernet</li> <li>– Mini-DisplayPort™ Video Output<sup>4</sup></li> <li>– HDMI Video Input<sup>5</sup></li> <li>– USB-C with Alt-Mode DisplayPort Input<sup>5</sup></li> </ul>
Network & connectivity	<ul style="list-style-type: none"> <li>– Wi-Fi 5 (IEEE 802.11 a/b/g/n/ac compatible)</li> <li>– Bluetooth® Wireless 5.1 technology</li> <li>– Gigabit Ethernet</li> <li>– Microsoft Teams Cast<sup>7</sup></li> </ul>	<ul style="list-style-type: none"> <li>– Wi-Fi 5: IEEE 802.11 a/b/g/n/ac compatible</li> <li>– Bluetooth Wireless 5.1 technology</li> <li>– Gigabit Ethernet</li> <li>– Microsoft Teams Cast<sup>6</sup></li> </ul>

3. System software uses significant storage space. Available storage is subject to change based on system software updates and apps usage. 1 GB = 1 billion bytes. 1 TB = 1,000 GB. See [Surface.com/Storage](https://surface.com/storage) for more details.

4. Size and weight vary by configuration and manufacturing process.

5. Available in Windows Desktop only when running Windows 11 Pro/Enterprise.

6. Available via Source button on underside of Surface Hub. Visit [Surface Hub | Microsoft Learn](https://surface.com/microsoft-learn) to learn more about how to connect devices to Surface Hub.

7. For additional information on casting content to Microsoft Teams Rooms, visit [Microsoft Support](https://support.microsoft.com).

<b>Audio</b>	<ul style="list-style-type: none"> <li>– 100 Hz-12 kHz range front-facing 3-way stereo speakers, including (6) front-facing mid-range, (3) front-facing tweeter and (1) rear bass drivers</li> <li>– 2 x full band 8-element MEMS microphone arrays</li> <li>– Smart AV optimizes audio to Portrait or Landscape</li> </ul>	<ul style="list-style-type: none"> <li>– 100 Hz - 12 kHz range 3-way stereo speakers, including (4) front-facing mid-range, (2) front-facing tweeter and (1) rear bass drivers</li> <li>– Full band 8-element MEMS microphone array</li> </ul>
<b>Sensors</b>	<ul style="list-style-type: none"> <li>– Doppler occupancy sensor</li> <li>– Accelerometer</li> <li>– Gyroscope</li> </ul>	<ul style="list-style-type: none"> <li>– (2) Doppler occupancy sensor</li> </ul>
<b>What's in the box</b>	<ul style="list-style-type: none"> <li>– (1) Surface Hub 3 50"</li> <li>– (1) Surface Hub Pen</li> <li>– (1) Surface Hub Smart Camera</li> <li>– 3m AC Power Cable</li> <li>– Quick Start Guide</li> </ul>	<ul style="list-style-type: none"> <li>– (1) Surface Hub 3 85"</li> <li>– (2) Surface Hub Pen</li> <li>– (1) Surface Hub Smart Camera</li> <li>– 4m AC Power Cable</li> <li>– Quick Start Guide</li> </ul>
<b>Cameras</b>	<ul style="list-style-type: none"> <li>– Microsoft Surface Hub Smart Camera<sup>8</sup>, 4K, USB-C connection, 136-degree HFO</li> </ul>	
<b>Pen &amp; accessories compatibility</b>	<ul style="list-style-type: none"> <li>– Active, dual-pen inking support</li> <li>– Microsoft Surface Hub Pen<sup>9</sup> (active)</li> <li>– Microsoft Surface Slim Pen, Microsoft Surface Slim Pen 2</li> <li>– Compatible with Microsoft Teams Rooms certified peripherals</li> </ul>	
<b>Software</b>	<ul style="list-style-type: none"> <li>– Windows 11 IoT Enterprise with the Microsoft Teams Rooms on Windows experience</li> <li>– Configurable to Windows 11 Pro/Enterprise<sup>10</sup></li> </ul>	
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>– Compatible with height-adjustable, mobile stands<sup>11</sup></li> <li>– Includes Teams Accessibility Features – Learn More <a href="#">Accessibility Features   Microsoft Accessibility</a></li> <li>– Discover more Microsoft Accessible Devices &amp; Products - <a href="#">Accessible Devices &amp; Products for PC &amp; Gaming   Assistive Tech Accessories - Microsoft Store</a></li> </ul>	
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>– Made with recyclable plastics</li> </ul>	
<b>Serviceability<sup>12</sup></b>	<p>Replacement components include:</p> <ul style="list-style-type: none"> <li>– Modular compute cartridge with removable SSD</li> <li>– Surface Hub Smart Camera<sup>7</sup></li> <li>– Surface Hub Pens<sup>8</sup></li> </ul>	
<b>Exterior</b>	<p><b>Casing:</b> Precision machined aluminum with mineral-composite resin  <b>Color:</b> Platinum  <b>Physical Buttons:</b> Power, Volume, Source</p>	
<b>Warranty<sup>13</sup></b>	<p>1-year limited hardware warranty</p>	

8. Formerly known as the Surface Hub 2 Smart Camera.

9. Formerly known as the Surface Hub 2 Pen.

10. Software license and image required. Sold separately. For additional information, visit [Microsoft Learn](#).

11. Sold separately.

12. Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's [Service Guide](#). Opening and/or repairing your device can present electric shock, fire and personal injury risks and other hazards. Use caution if undertaking do-it-yourself repairs. Device damage caused during repair will not be covered under Microsoft's Hardware Warranty or protection plans. Availability of replaceable components and service options may vary by market and/or at initial product launch.

13. Microsoft's Limited Warranty is in addition to your consumer law rights.

Table 2. Surface Hub 3 Pack tech specs

Component	Description
Processor	Intel® i5
Graphics	iGPU
Memory	32 GB
Storage <sup>2</sup>	512 GB
Size <sup>3</sup>	10.8 in x 8.7 in x 1.3 in (275 mm x 220 mm x 32 mm)
Weight <sup>3</sup>	2.1 lbs. (954gm)
Security	Trusted Platform Module 2.0
Ports	<ul style="list-style-type: none"> <li>– USB-A</li> <li>– RJ45 Gigabit Ethernet</li> <li>– Mini-DisplayPort Video Output<sup>14</sup></li> <li>– HDMI Video Input<sup>15</sup></li> <li>– USB-C with Alt-Mode DisplayPort Input<sup>13</sup></li> </ul>
Software	<ul style="list-style-type: none"> <li>– Windows 11 IoT Enterprise with the Microsoft Teams Rooms on Windows experience</li> <li>– Configurable to Windows 11 Pro/Enterprise<sup>9</sup></li> </ul>
Accessibility	Physical tactile feature to identify (Surface Hub 3 Pack).
Serviceability <sup>11</sup>	User-replaceable components include: Removable SSD
Exterior	<b>Casing:</b> Stainless steel with mineral-composite resin <b>Color:</b> Platinum
What's in the box	Surface Hub 3 Pack Setup Guide
Warranty <sup>12</sup>	1-year limited hardware warranty

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**NOTE:** See [Appendix](#) for tech specs on Surface Hub Camera and Surface Hub Pen

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14. Available in Windows desktop only.

15. Available via Source button on underside of Surface Hub. Visit [Surface Hub | Microsoft Learn](#) to learn more about how to connect devices to Surface Hub.

## Questions

### Overview

Surface Hub is joining the Microsoft Teams Rooms family as the first touch-enabled Board running Teams Rooms on Windows. Newly released Teams Rooms features will now come to Surface Hub on Day 1, so look forward to great hybrid meetings with layouts like Front Row (which will look beautiful on the 85" screen). And with streamlined management and compatibility with any Teams-certified Rooms devices, it's easier than ever to add a Surface Hub for premium collaboration alongside traditional setups.

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**Field Teams:** Please leverage the details and high-level product overview slides to support customer conversations. Please get in touch with your local GBB should you need support on Q4 pipeline opportunities.

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### What is the Microsoft Teams Rooms on Windows experience?

- The Teams Rooms on Windows experience refers to Windows 11 IoT Enterprise 22H2 ("Windows Collaboration SKU") running the Microsoft Teams Rooms application in a customized appliance configuration. Please visit [Microsoft Teams Rooms - Microsoft Teams | Microsoft Learn to learn more.](#)

### What are the benefits of aligning Surface Hub with Teams Rooms?

Surface brings the best experiences from Surface Hub together with the latest Teams Rooms features.

- **Improved management capabilities:** Richer functionality in Teams Admin Center and Pro Portal consistent with other Teams Room devices.
- **Teams Rooms feature parity with Teams Rooms on Windows:** The latest features like Front Row, Chat, and more come to Surface Hub without delay.
- **Compatibility with third-party Teams devices:** Now Hub can pair with Teams-certified accessories for use in any meeting space.
- **Continued best-in-class Whiteboard experience:** Walk up and use Whiteboard with easy-to-save and share functionality.
- **Streamlined Direct Guest Join functionality:** One-click join to Zoom and WebEx meetings.
- **Delivering priority feature requests:** Support for Teams Room consoles, extend mode for dual-screen experiences.

### Why are you doing this transition?

- Microsoft remains committed to deepening and expanding collaboration capabilities through Microsoft Teams, and ensuring the best of these experiences are reflected on Surface Hub. Our Surface Hub customers now include not just IT administrators, but also facilities planning groups rethinking space, and decision-makers from HR focused on inclusivity and employee retention. Across these customers, we've heard a consistent desire for familiar experiences – for both end users operating conference room equipment, and for IT administrators who are managing thousands of devices.
- That's why we've made a strategic shift to align Surface Hub to Microsoft Teams Rooms on Windows. Now top-requested features from our customers will be available on Surface Hub 3 and Surface Hub 2S – including support for third-party Microsoft Teams Rooms-certified peripherals, native one-touch-join for Zoom and Webex meetings, new Teams Rooms features at first launch, and alignment to the Teams Rooms management suite.

### How much longer can I purchase Surface Hub 2S?

- March 31, 2024.

### How does the performance on Surface Hub 3 compare with Surface Hub 2S?

- Customers will benefit from a 60% CPU performance increase and a 160% GPU performance increase over Surface Hub 2S.

### Will I be able to rotate Surface Hub on the new experience?

- Yes. Surface Hub 3 50" is the only device in its class with Smart Rotation and portrait mode.

### Will I be able to rotate Surface Hub 3 85"?

- No. Due to form factor constraints and expected use cases, rotation to portrait mode is supported on 50" devices only.

### Can I prevent users from rotating Surface Hub 3 50"?

- This is not supported.

### How can I get the new Teams Rooms on Windows experience?

- There are several ways to get the new Surface Hub experience:
  - Purchase a new Surface Hub 3 when it begins shipping December 2023.
  - Purchase the Surface Hub 3 Pack (aka replacement cartridge) for your existing Surface Hub 2S device. See the [section below](#) to learn more.
  - Migrate your existing Surface Hub 2S to the new experience following public release of migration software and instructions early next year (February 2024). See the [section below](#) to learn more.

## Purchase & licensing

### Is there a change in price from Surface Hub 2S?

- Yes – Surface Hub 3 ships starting at \$9,499 MSRP for the 50" and \$24,999 MSRP for the 85".

### Will Teams Rooms on Windows be competitively priced for customers who consider Surface Hub too expensive?

- Surface Hub with Teams Rooms on Windows will be competitively priced to reflect customer value in line with market conditions.

### Will Surface Hub on Teams Rooms for Windows include the Windows 11 IoT OS license by default?

- Yes.

### Will Surface Hub 3 or the Surface Hub 3 Pack require a Teams Rooms License?

- Yes. A [Teams Rooms](#) license is required. Although a Teams Rooms Basic license will work, we strongly recommend the Teams Rooms Pro license for advanced management features like remote device management, conditional access policies, and detailed device analytics. To learn more, see [Microsoft Teams Rooms licenses - Microsoft Teams | Microsoft Learn](#).

### Do I still need a Teams Room Pro or Basic license on my existing Surface Hub 2S device?

- Yes, customers need a Teams Room Pro or Basic License by September 30, 2023. The deadline was extended by 90 days from July 1.
- Any Teams Rooms device using a user license will be blocked from logging into their account until a valid Teams Rooms license is applied once the grace period expires. Depending on the device type, this could disrupt your Teams Rooms experience, including the ability to join meetings or make calls. For more information about these changes, continue reading and refer to the Teams Room blog [here](#).
- To ensure that our customers can continue to use Surface Hub and Teams Rooms devices, we will work to help them obtain a Microsoft Teams Rooms Pro or Basic license before September 30, 2023.

To learn more, see the following resources:

- [Staying compliant: Get ready for Microsoft Teams Rooms Licensing Policy Enforcement - Microsoft Community Hub](#) ( [aka.ms/MTRLlicenseNoticeBlog](https://aka.ms/MTRLlicenseNoticeBlog) )

- [New Microsoft Teams Rooms licensing requirements for Surface Hub - Microsoft Community Hub \(aka.ms/HubLicenseNoticeBlog\)](#)

### Is a Teams Rooms license required for Surface Hubs migrated to run Windows 10/11 Pro or Enterprise?

- No. If Surface Hub is running Windows 10/11 Pro or Enterprise (and functioning as a full PC), customers should use a user license to run Teams just like they would on any other PC.

### When will Surface Hub start shipping with Microsoft Teams Rooms on Windows experience?

- Surface Hub 3 and Surface Hub 3 Pack will begin shipping in all markets December 2023.

### How will this be different from existing Teams Rooms on Windows solutions?

- Surface Hub will be on the same OS/SW stack as other Teams Rooms on Windows, but as a Surface device, Surface Hub will lead as the premium expression of Teams Rooms on Windows and showcase new experiences that help drive traction in the ecosystem.

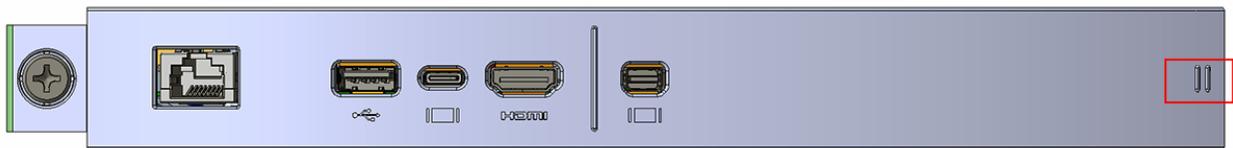
### When is the Copilot experience I saw today going to be available on Surface Hub 3?

- We will have more to share on this topic at Ignite.

## Surface Hub 3 Pack (cartridge)

### What is the Surface Hub 3 pack?

- As detailed in Table 2 above, the Surface Hub 3 Pack is an upgrade that replaces the Surface Hub 2S cartridge. It's the same shape and size as the Surface Hub 2S cartridge and includes tactile bumps to differentiate it from the cartridge for Surface Hub 2S, as shown in the following figure.



- The Surface Hub 3 Pack enables you to rotate 50" Hub devices: Unlock unique collaboration scenarios with Portrait on Surface Hub 3 50" devices. With Smart Rotation, seamlessly adjust the device to the orientation that's best for your meeting or collaboration needs in the moment.
- Customers will benefit from a 60% CPU performance increase and a 160% GPU performance increase over Surface Hub 2S.

### Does this pack turn my Surface Hub 2S into Surface Hub 3?

- Yes, the Surface Hub 3 Pack is a hardware upgrade that transforms your Surface Hub 2S device into a Surface Hub 3.

### How do I install Surface Hub 3 Pack?

- The Surface Hub 3 Pack is designed for easy removal and replacement of the existing Surface Hub 2S cartridge. Using a Phillips-head screwdriver to unscrew the retaining bolt, you can remove the Hub 2S cartridge and insert the new Surface Hub 3 Pack. Press power, and the installation is complete.

### Who is Surface Hub 3 Pack for? Who do you see buying it?

- Surface Hub 3 Pack is an upgrade for Surface Hub 2S. Owners of existing, in-market Surface Hub 2S devices can purchase Surface Hub 3 Pack, starting at \$2699, to enable new collaboration scenarios and enhance the performance of Surface Hub 2S.
- Surface Hub customers span a diverse array of industries – including healthcare, education, manufacturing, financial services, and the public sector – equipping both large enterprises and small businesses with a collaboration tool designed end-to-end by Microsoft.

## What is new with Surface Hub 3 Pack?

- Surface Hub 3 Pack brings all the newest features of Pula and Java to Surface Hub 2S. Surface Hub 3 Pack aligns Surface Hub 2S to Microsoft Teams Rooms on Windows. Now top-requested features from our customers will be available on Surface Hub 2S – including support for third-party Microsoft Teams Rooms-certified peripherals, native one-touch-join for Zoom and Webex meetings, new Teams Rooms features at first launch, and alignment to the Teams Rooms management suite.
- Artemis is also a power upgrade for Surface Hub 2S, with up to 60% faster performance and 160% faster graphics performance than Surface Hub 2S.
- On the 50" Surface Hub 2S, Artemis also unlocks Portrait with Smart Rotation and Smart AV – making Teams meetings and Whiteboarding sessions more dynamic.

## What advances in sustainability are present in Artemis?

- Surface Hub 2S is the only device in its class with modular, upgradeable compute\*. Artemis enables existing Surface Hub 2S customers to upgrade to the latest performance enhancements without having to replace the entire device. We are working on sustainability initiatives for Surface Hub but do not have details to share at this time.

## How can I place an order for Surface Hub 3 Pack?

- Contact your Microsoft Sales representative or [Surface device reseller](#).

## Will the new cartridge extend the warranty on my Surface Hub 2S?

- No. Surface Hub 3 Pack comes with a 1-year limited hardware warranty and does not affect your Surface Hub 2S warranty.

## If I install the new cartridge on my Surface Hub 2S will it get all the same firmware, driver and feature updates as Surface Hub 3?

- Yes, purchasing the Surface Hub 3 Pack helps extend the working life of your current Surface Hub 2S.

## Can I recycle the old cartridge after installing the Surface Hub 3 Pack?

- Yes. Packaging includes a "return kit" that you can use to return your old cartridge to Microsoft for recycling, if desired.

## Where can I learn more about the Surface Hub 3 Pack?

- Packaging will include a link to installation instructions: [aka.ms/HubPack](https://aka.ms/HubPack) that will be activated pending public availability. For related documentation, see [Surface Hub Admin Guide on Microsoft Learn](#).

## Camera & Audio

### What camera is included and is it the same as the Surface Hub 2 Smart Camera you already released?

- The Surface Hub Smart Camera offers HFOV an upgraded visual experience for both 50" and 85" models, a higher quality lens (including 11 glass elements), and faster lens aperture (f1.8).
- It's the same camera that released as an [optional accessory](#) for Surface Hub 2S 50" and is included in the box for Surface Hub 2S 85".
- Surface Hub 3 offers the only modular, AI-equipped camera in its class.

## Compete

### With Hub running the Microsoft Teams Rooms on Windows experience, how will it stack up against competitors?

- Surface Hub is the premium meeting experience for hybrid teams. Surface Hub maximizes your investment – the modular design allows you to upgrade to the latest hardware and extend the product's lifespan, as shown with the launch of the Surface Hub Smart Camera. And iconic Surface

design and premium hardware – a thin edge and bezel, dual active inking, and 20-point multi-touch – provide users with a natural experience for enhanced collaboration. All on a more versatile device, with two sizes (50" and 85"), untethered mobility on a mobile stand with APC mobile battery<sup>16</sup> and now compatible with any Teams-certified Room device – Surface Hub optimizes any meeting.

### How does Teams Rooms on Windows differentiate from Teams Rooms on Android?

- Not all Teams Rooms on Windows features are available when running Teams Rooms on Android with [Neat](#), [DTEN](#), or other devices. As Microsoft brings new features to Teams and to Teams Rooms, we strive to bring them to all platforms, but features may roll out at different times due to a number of factors, including things like technical feasibility and customer feedback for each platform. This means you may see some features rolling out on Windows before they come to the Android platform.
- See Table 2 below for the main differences between the Windows and Android platforms, as of July 2023. To learn more, refer to [Teams Rooms on Windows and Android feature comparison - Microsoft Teams | Microsoft Learn](#).

Table 3. Windows vs. Android support on Microsoft Teams Rooms

Feature	Windows	Android
Direct guest join	BlueJeans ✓ Webex: ✓ Zoom: ✓	BlueJeans: ✗ Webex: ✓ Zoom: ✓
SIP/H.323 calling	✓	✗
Pin multiple participants	✓	✗
Teams Live Event (Presenter role)	✓	✗
Overflow Meeting Join	✓	✗
Coordinated meetings	✓	✗
Cross cloud meeting join (Commercial > GCC or GCC High > GCC)	✓	✗
Pin multiple participants	✓	✗
Microsoft Defender for Endpoint	✓	✗
Cortana voice skills	✓	✗
Third party custom controls (aka second page / page-flip)	✓	✗
Connected peripheral health monitoring	✓	✗
Custom theme	✓	✗

## Manageability

### What happens to the IT management experience with this transition?

- Just like the end-user experience will now benefit from consistency and updates with the rest of the Teams Room System ecosystem, the IT experience will also. We know from customer feedback that consistency in both end user/IT experience has been a top request, and we are excited that this transition will help drive that.

### Will there be new guidance for managing Surface Hub 3?

- Yes. We will publish recommended configuration guidance the [Surface Hub Admin Guide on Microsoft Learn](#)

<sup>16</sup>. Available for 50-inch models. Sold separately.

## Can admins manage Teams Rooms on Windows via mobile device management (MDM) solutions like Intune?

- Yes. Moving to Windows IoT Enterprise as the baseline operating system for Teams Rooms will provide more options for managing Surface Hub. Today Intune and third-party MDM providers are supported. With this change, you can use tools like [Microsoft Configuration Manager](#) and [Windows Group Policy](#). On top of these flexible solutions, you'll continue to benefit from the Teams-based management of Teams Admin Center.
- To learn more, see: [Manage Microsoft Teams Rooms - Microsoft Teams | Microsoft Learn](#) – Teams Admin Center

## Will Intune recognize the devices as Windows PCs or Teams Rooms on Windows devices?

- Intune will recognize it as a Windows device. For policy purposes, Azure supports [filtering](#) on the full SKU, which for Teams Rooms on Windows OS is **IoTEnterprise**.

## What's taking so long for Autopilot? Will this transition include Autopilot support?

- We are working to bring Autopilot support but do not have timelines or implementation details to discuss at this time.

## Will configuration service provider (CSP) policies still apply to devices running Teams Rooms on Windows?

- As an integral part of the Windows OS implementation of mobile device management (MDM) policies, CSP technology will be supported. To learn more about CSP support, see [Configuration Service Provider - Windows Client Management | Microsoft Learn](#).

## Will the new Teams Rooms on Windows OS support Group Policy management?

- Yes. Group Policy management is supported.

## Will Surface Hub have the same equivalent value in the Teams Rooms Pro Management Portal?

- The [Teams Rooms Pro Management Portal](#) will have more options for Surface Hubs running Teams Rooms on Windows. We anticipate that with this transition, Surface Hubs running Teams Rooms on Windows will show up alongside other Teams Rooms on Windows devices, not in the "Surface Hubs" tab (which will only be used for Hubs running Windows Team Edition).

## Are there any changes in creating Resource Accounts for Teams Rooms on Windows?

- No.

## Will Teams Rooms on Windows also bring a firmware upgrade to the Surface Hub Smart Camera?

- Firmware updates for Surface Hub Smart Camera are released as needed, independently from other changes.

## How will Surface Hubs running Teams Rooms on Windows receive updates to the OS, apps, and drivers?

- Via Windows Update and Microsoft Store. Like all Microsoft Teams Room Systems, Surface Hub running Teams Rooms on Windows will receive updates via Windows Update and the Microsoft Store. Surface Hubs will have the same tools to manage updates, such as the Teams Room Pro Portal's Update Rings. To learn more, see [Microsoft Teams Rooms Pro Management update management - Microsoft Teams | Microsoft Learn](#).

## Will I be able to remotely reset the device when it runs Microsoft Teams Rooms on Windows?

- Yes, this is consistent with Intune-managed devices' change and configuration management capabilities. To learn more, see [Manage Microsoft Teams Rooms - Microsoft Teams | Microsoft Learn](#).

## Will Teams Rooms on Windows have feature-parity with Teams Rooms-Android?

- Yes. As Microsoft brings new features to Teams and to Teams Rooms, we strive to bring them to all platforms, but features may roll out at different times due to a number of factors, including things like technical feasibility and customer feedback for each platform. This means you may see some features rolling out on Windows before they come to the Android platform. See [Teams Rooms on Windows and Android feature comparison - Microsoft Teams | Microsoft Learn](#).

## Will conditional access policies be supported when I upgrade from Windows 10 Team OS to Teams Rooms?

- Yes, CA is supported on Teams Rooms on Windows (including TAC).

## Will the configuration, management and positioning of Coordinated Join change?

- Not at all. Teams Admin Center is the place to configure Surface Hubs whether running Windows 10 Team or Teams Rooms on Windows.
- You can also configure Coordinated Meetings within the Settings of the Microsoft Teams Rooms application (admin access required) on each device set up to Coordinate (whether Hub + non-Hub Teams Rooms device or two Hubs).
- To learn more, see [Set up coordinated meetings with Microsoft Teams Rooms and Surface Hub - Microsoft Teams | Microsoft Learn](#).

## Migration

### Will Surface Hub 2S devices automatically convert to Teams Rooms on Windows, or must customers trigger the update?

- This upgrade will be optional once available and will not be automatically applied.

### When can current in-market Surface Hub 2S devices migrate to Teams Rooms on Windows?

- We anticipate Surface Hub 2S customers will be able to migrate to the new experience early next year (Q1 CY2024) following instructions that will be posted to the [Surface Hub Admin Guide on Microsoft Learn](#).

### Can Hub v1 devices migrate to Teams Rooms on Windows?

- Hub v1 devices will **not** be able to migrate to Teams Rooms on Windows.

### What if we want to avoid migrating to Teams Rooms on Windows in our environment?

- Migration will be optional. The [support lifecycle for Windows 10 Team edition](#) remains unchanged with mainstream support continuing for another 2 years until Oct 14, 2025.

### Will I still be able to choose to re-image a Hub I buy to Windows Pro/Enterprise?

- Yes, Surface Hub 2S and Surface Hub 3 will still be able to be re-imaged to Windows Pro/Enterprise for use in an executive or home office.

### Will I be able to choose to re-image a Hub I buy (after the transition) back to Windows Team Edition?

- No, once new Hubs begin shipping with the Microsoft Teams Rooms experience, we will no longer support reimaging those Hubs to the Windows Team Edition experience.

### Are any changes to the networking features expected when moving to Teams Rooms on Windows?

- Teams Rooms on Windows supports Proxy. However, the current Teams Rooms solution does not support authenticated Proxy. To learn more, see [Proxy Authentication](#).

### What changes in the customer environment are required to support Teams Rooms on

## Windows?

- Proxy authentication will need to be exempted. To learn more about Proxy issues and other requirements, refer to [Prepare your Environment - Microsoft Teams | Microsoft Learn](#).

## Can I use the same account after the migration, or must I create a new one?

- After Surface Hub transitions to the Teams Rooms on Windows platform, Hub devices will continue to use Device/Resource Accounts licensed either with Teams Rooms Basic or Teams Rooms Pro (recommended) licensing to unlock the complete set of Teams Rooms features (end user and IT management including Pro Management Portal access).

## How will device logging and reporting change when moving to Teams Rooms on Windows?

- We anticipate that existing options for managing Teams Rooms on Surface Hub will continue to be supported. See [Manage Microsoft Teams Rooms - Microsoft Teams | Microsoft Learn](#).

## Will IT admins be able to remotely migrate Surface Hub 2S devices?

- Yes, admins will be able to remotely migrate multiple Surface Hub 2S devices following instructions posted to the [Surface Hub Admin Guide on Microsoft Learn](#).

## Will devices require reconfiguration after migrating to the new OS?

- Other than recommendations for policies and related security settings, no reconfiguration will be required. Guidance will be published to the [Surface Hub Admin Guide on Microsoft Learn](#).

## Support lifecycle

### How long will Surface Hub 2S be supported on the current OS?

- The current OS for Surface Hub based on [Windows 10 version 22H2](#) will continue to be supported for another 2 years with mainstream support ending on [October 14, 2025, as previously published](#).

### What type of updates to Windows 10 Team OS will continue until mainstream support ends?

- At a minimum, consistent with previously announced support for Windows 10, Surface Hubs will continue to receive security updates. We will only drive bug fixes and security updates. We will no longer add new features to the Windows 10 Team OS.

### What happens after mainstream support ends on October 14, 2025?

- Surface Hub devices running Windows 10 Team will no longer receive security updates from Microsoft after October 14, 2025.

### How will this change affect replacement options for Surface Hub 2S devices under warranty?

- Warranty terms may vary depending on the customer's region and date of purchase. To learn more, refer to [Warranty and Protection Plan Terms & Conditions](#).

## Customer engagement

### Will there be a private or public preview of Teams Rooms on Windows? How can customers get nominated for previews?

- We are not seeking nominations at this time.

### How can I learn more about this new experience? How can I purchase a Surface Hub with Microsoft Teams Rooms?

- Check out the Getting Started overview in the [Surface Hub Admin Guide on Microsoft Learn](#).

- Detailed installation and deployment guidance will be available in the [Surface Hub Admin Guide](#) pending public availability of Surface Hub 3.
- See related content on [Surface IT Pro Blog - Microsoft Community Hub](#).

## App compatibility

### Will the Surface app and Surface Hub Hardware Diagnostic tools work on the new Teams Rooms on Windows OS?

- Yes, but they will require admin access to launch.

### Will the Teams Rooms on Windows experience support Miracast?

- Teams Cast will enable you to share content from your PC. To learn more, see [Cast content from your desktop to a Microsoft Teams Room - Microsoft Support](#).
- When in a Teams meeting on Surface Hub, you can utilize the share tray to share content from your PC into the call and onto the Surface Hub screen.

### Will the Teams Rooms on Windows experience support Front Row and other layouts like other Teams Rooms?

- Yes, Surface Hub will inherit all existing Teams Rooms layouts and receive any updated or new layouts day and date with other Teams Rooms devices once transitioned to Teams Rooms on Windows.

### Will I still be able to walk up and begin whiteboarding on a Hub with the Teams Rooms on Windows experience?

- Yes, it will be as easy to walk up to a Hub and begin whiteboarding as it is today, and in some ways, the experience will get even better. An ad-hoc Whiteboard session can be escalated into an actual meeting to include remote participants without switching or setting up a different meeting.

### Will Surface Hub still run PWAs and native Microsoft 365 apps like Edge and PowerPoint?

- No. Surface Hubs that ship with or are migrated to the new Teams Rooms on Windows experience cannot run M365 apps or Progressive Web Apps (PWAs). There are a couple of ways to share M365 content on Surface Hub with Teams Rooms:
  - (1) Teams Cast allows you to share wirelessly from your PC.
  - (2) In a Teams meeting on the device, you can utilize the share tray to share content from your PC into the call and onto the Hub screen.

### What is the app store for customers who are using customized apps?

- As indicated above, with Teams Cast and related sharing capabilities, customers can use apps from their PC.

### Will the new experience support GCC/GCC-H scenarios?

- Surface Hub 3 conforms to the same Sovereign Cloud support story as the rest of Teams Rooms on Windows devices: GCC-Moderate and GCC-High. In the future, as Teams Rooms on Windows evolves, Surface Hub 3 will stay in sync.

### Can users run third-party whiteboard apps on the new experience?

- No. This is not currently supported.

### Will users be able to sign in to OneDrive for Business?

- Not directly but users can sign in on their PC and cast wirelessly to Surface Hub 3.

### Can customers install Windows 10 Team on a Surface Hub shipped with Teams Rooms

## on Windows OS?

No, downgrading to Windows 10 Team on Surface Hub 3 is not supported.

## Will all 3rd party Teams Rooms certified accessories be supported once a Surface Hub is converted to Teams Rooms on Windows?

- Yes, with Surface Hub running Microsoft Teams Rooms on Windows, the full catalog of Microsoft Teams Rooms-certified accessories will now be compatible with Surface Hub. To learn more, see [Microsoft Teams Rooms Accessories and Add-Ons | Teams devices](#).

## Hardware compatibility

### Will Teams Rooms on Windows support multiple simultaneous pen inking?

- As supported today on Surface Hub and on Whiteboard in Teams on Hub, we expect this will continue being supported in Whiteboard in the Microsoft Teams Rooms application on Hub after the transition.

### Will Hub 2S 50" rotation be enabled or supported?

- Yes.

### Will the capabilities of the Surface Hub Smart Camera change with Teams Rooms on Windows?

- Along with other Teams certified accessories, the Surface Hub Smart Camera will continue to be supported.

### Will Teams Rooms on Windows support connecting devices via HDMI ingest/USB C ingest?

- No. There are a couple of ways to share M365 content on Surface Hub with Teams Rooms:
  - (1) Teams Cast allows you to share wirelessly from your PC.
  - (2) In a Teams meeting on the device, you can utilize the share tray to share content from your PC into the call and onto the Hub screen.

### Will Teams Rooms on Windows let me use Mini DP out to mirror the display to another projector?

- No.

### Will Teams Rooms on Windows maintain the Hub's 20 points of touch?

- Yes.

### What features of Hub will be adjustable from a 3rd party touchscreen console?

- We don't have anything to share today.

### Will Microsoft make a Surface-branded touchscreen or other peripherals for Teams Room devices?

- We don't have anything to share today.

### Can we use a Surface Go as a touchscreen?

- Teams Rooms on Windows as shipped on Surface Hub 2S will be a standard Teams Room experience. Re-imaging any device meeting requirements to that OS will make it a Teams Rooms on Windows device.

## Security

Will Microsoft Defender for Endpoint (MDE) be supported on Teams Rooms on Windows?

- Yes.

What adjustments should I consider for Surface Hub from a security posture for Teams Rooms on Windows?

- Best practices to secure Surface Hub with the Teams Rooms on Windows experience will be published on don't have anything to share today.

For Teams Rooms on Windows, will there be any value in the fingerprint reader, or is it only intended for Surface Hubs running Windows 10 Pro or Enterprise?

- No. The Surface Hub 2 Fingerprint reader is only supported on Hubs that have [migrated to run Windows 10/11 Pro or Windows 10/11 Enterprise](#). This is because Teams Rooms on Windows is designed to allow multiple users to interact with the device in a conference room environment.

## Appendix

Table 4. Surface Hub Camera tech specs

<b>Dimensions</b>	<ul style="list-style-type: none"> <li>– 43mm high (54.6mm high with foot) x 67mm wide x 66mm deep (42mm wide foot)</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>– 1 GB DRAM, 8 GB eMMC (Not user accessible)</li> </ul>
<b>Processor</b>	<ul style="list-style-type: none"> <li>– Intel Myriad X 2085 (Image Signal Processor and NN SOC with 1 TFLOPS of DNN acceleration and 18 cores)</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>– Camera software is updatable through Windows Update via Hub</li> <li>– Software updates protected by signature security process</li> </ul>
<b>Software</b>	<p><b>Intelligent functionality:</b></p> <ul style="list-style-type: none"> <li>– IntelliFrame support on Microsoft Teams Rooms<sup>17</sup></li> <li>– Automatic framing<sup>18</sup> (automatically frames people in field of view)</li> <li>– Image optimization (auto exposure, auto white balance, anti-flicker)</li> <li>– Tilt angle adapting de-warp/un-distortion for natural faces across the field of view</li> </ul> <p><b>Upgradability:</b></p> <ul style="list-style-type: none"> <li>– Internal Camera firmware can be updated with new functionality or bug fixes through Windows Update</li> </ul>
<b>Sensors</b>	<ul style="list-style-type: none"> <li>– <b>Sensor Resolution:</b> 12MP</li> </ul>
<b>Connections</b>	<ul style="list-style-type: none"> <li>– <b>Mounting:</b> Top of Surface Hub 2S and Surface Hub 50/85"</li> <li>– <b>Mechanical &amp; Electrical Interface to Hub:</b> USB-C break-away magnetic attach to top of bezel</li> <li>– <b>Interface to Surface Hub 2S, 50/85":</b> Customized USB-C</li> <li>– <b>Reversible USB-C connection:</b> Not supported.</li> </ul>
<b>Camera &amp; video features</b>	<ul style="list-style-type: none"> <li>– Fixed focus lens with 11 glass elements</li> <li>– 1 RGB Camera Module</li> <li>– <b>Working Distances:</b> 1.0 – 7.4m</li> <li>– <b>HFOV:</b> &gt; 136 degrees</li> <li>– <b>Tilt range:</b> +20deg and -20deg from horizontal. Surface Hub Smart Camera<sup>4</sup> adapts its de-warp mesh to un-distort the image according to the camera tilt angle, so the image always looks natural.</li> <li>– <b>Video Format:</b> 16:9 (NV12 at 360p, 720p, 1080p, 1440p)</li> <li>– Privacy cover magnetically attaches to front of camera for privacy, and magnetically attaches to back of camera for convenient storage</li> </ul>
<b>Exterior</b>	<ul style="list-style-type: none"> <li>– <b>Casing:</b> Anodized Aluminum</li> <li>– <b>Color:</b> Platinum</li> <li>– <b>Physical buttons:</b> None</li> <li>– One white LED indicator for camera status (indicator is only visible when 'On')</li> </ul>
<b>Warranty</b> <sup>11</sup>	<ul style="list-style-type: none"> <li>– 1-year limited hardware warranty (All Countries)</li> </ul>
<b>What's in the box</b>	<ul style="list-style-type: none"> <li>– Microsoft Surface Hub Smart Camera<sup>7</sup> with privacy cover</li> <li>– Quick Start Guide</li> <li>– Safety and warranty documents</li> </ul>
<b>Weight</b> <sup>3</sup>	<ul style="list-style-type: none"> <li>– 180g with privacy cover</li> </ul>

17. Software license required. Sold separately.

18. Available when running Windows 10 Team Edition or Windows 10/11 Pro/Enterprise

Table 5. Surface Hub Pen tech specs

Component	Description
Dimensions	– 5.94" x 0.64" x 0.56" (151 mm x 16.3 mm x 14.3 mm)
Weight <sup>3</sup>	– 0.09 lb. (41g)
Buttons	– Barrel button and tail eraser
Color	– Grey
Connector type	– Bluetooth 4.0
Compatibility <sup>19</sup>	– Surface Hub 3 50/85" – Surface Hub 2S

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<sup>19</sup> Also compatible with select Surface devices. Visit [Microsoft Support](#) for additional information.

## Learn more

- [Surface Hub 2S: Now a Microsoft Teams Rooms on Windows device](#)
- [Surface Hub Admin Guide on Microsoft Learn](#)