



Microsoft Surface

Surface Laptop 5 for Business Product FAQ

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Introduction

Surface Laptop 5 - Superpowered for serious work

It's hard work, but you make it look easy. Effortless multitasking like this is only possible with serious 12th Gen Intel® Core™ processing power built on the intel Evo™ platform. Lead a video call, crush a few spreadsheets, open another huge file – and do it all on multiple monitors with battery life for days.



- **Do it all, all at the same time.** Take video calls, co-author presentations, and run analytical models simultaneously. Spreadsheets with a million lines or demanding more from your CRM can't stop you. Fast, multitasking power comes from 12th Gen Intel Core i5 or i7 processors built on the Intel Evo platform.
- **Battery life for real life.** Battery life lasts up to 18 hours on Surface Laptop 5 13.5" and up to 17 hours on Surface Laptop 5 15".¹
- **Get back to work within seconds of opening the lid** with Instant On. Sign in securely with Windows Hello password-free sign-in.

Design with purpose

When you're the top talent, you expect a device designed for impact. Be more productive wherever you work with ultra-slim portability, versatile Thunderbolt™² connectivity, and an industry-leading keyboard that enables faster and more accurate typing.

- **How you work should be your choice.** Choose the 13.5" size if you're constantly on the move or the larger 15" display if you need to multitask with split screens.
- **Looks sleek, feels light, and says you're worth it.** Slip it into your bag without hesitation because it's so thin and light. Pull it out of your bag with pride and panache because it's so stunning.
- **Type accurately and quickly with exceptional comfort.** Enjoy backlit keys and the perfect balance of key travel, responsiveness, typing accuracy, and easy navigation on the large glass trackpad.

¹ Battery life varies significantly based on device configuration, usage, network and feature configuration, signal strength, settings and other factors. See aka.ms/SurfaceBatteryPerformance for details.

- **One cable, two screens, zero need to bring your charger.** With USB-C® and Thunderbolt, you can connect to an external monitor and charge your device.
- **Surface devices are designed to be compatible with accessible accessories** to open the ecosystem and give you more choices when customizing your devices for your specific needs.
- **Durable finishes and a choice of colors.** Choose from warm, comfortable Alcantara® and smooth, cool metal in bold colors.

Uplevel the way you work

Be authentic and fully engaged. Reach out and touch your work on the vibrant, high-definition PixelSense™ touchscreen, and be heard clearly with Studio Mics. Look your best with an enhanced camera that adjusts to movement and light, and experience effortless interactions with touch and more personal productivity suggestions powered by Windows 11.

- Feel like you're face-to-face with clients and colleagues in video calls.
- Appear more engaged and be your authentic self in flattering, true-to-life video with great low-light performance. Video calls feel more natural with Windows 11 interactive features.
- Hear colleagues and customers clearly on calls. Listen in and be more fully engaged in meetings with Omnisonic® speakers.
- Land your point loud and clear with Studio Mics that isolate the background and capture your voice crisply and clearly.
- Vibrant, high-definition PixelSense touchscreen. See more and do more with Microsoft 365* apps that are optimized for the Surface signature 3:2 screen ratio. Even works with digital pen for markups.

Deploy, manage, and stay secure from anywhere

Give IT peace of mind knowing that your company, customer, and employee data are safe and secured with a Windows 11 Secured-core PC. Surface customers save time and money with streamlined deployment, modern device management, and built-in, cloud-powered security. Empower people, data, and systems with connected experiences from Surface and Microsoft 365.

- **Secured-core PCs are the most secure Windows 11 devices for workers handling the most sensitive data.** Secured-core PCs are designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for workers that handle the most sensitive data in your organization.
- **More control with cloud-first device deployment and management.** Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager* and DFCI.³ Every Surface

3. Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. DFCI is currently available for Surface Laptop 5, Surface Laptop Go, Surface Book 3, Surface Laptop 3, Surface Pro 7+, Surface Pro 7, and Surface Pro X. [Find out more](#) about managing Surface UEFI settings.

*Sold separately.

ships with Windows Autopilot, reducing IT complexity by deploying straight to your employees.

- **Get more out of your device with more components that are replaceable.** Major components in Surface Laptop 5, including the display module, keyboard assembly, battery, storage, and more,⁴ are replaceable through a network of approved service providers.
- **Make the most of your investment in Microsoft 365⁵** with the essential foundation of Windows 10 or Windows 11 Pro, Microsoft Enterprise Mobility + Security protection, and the suite of Office 365 productivity apps you rely on daily.
- **Maintain control of your sensitive information with a removable hard drive for data retention.**⁶
- **Surface plays a key role in Microsoft's commitment to be carbon-negative, water positive, and zero waste by 2030.** That's why we aim to create devices that reduce carbon impact across their lifecycles, reduce waste, and are built with integrity.

4. Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorize 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

5. Activation required. If your device is managed by your organization's IT department, contact your IT administrator for activation. After 30 days, you will be charged the applicable monthly or annual subscription fee. Credit card required. Cancel any time to stop future charges. See <https://aka.ms/m365businesstrialinfo>.

6. Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Drive (SSD) Retention is included in Microsoft Complete for Business Plus and is available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business. Except for Surface Pro X and Surface Pro 7+, devices returned to Microsoft with a missing SSD are subject to a SSD replacement fee unless the user is enrolled in the Drive (SSD) Retention offer.

Surface Laptop 5 technical specifications

Table 1 Surface Laptop 5 tech specs

Feature	Description
Processor	<p>Surface Laptop Laptop 5 13.5"</p> <ul style="list-style-type: none"> – 12th Gen Intel® Core™ i5-1245U processor – 12th Gen Intel Core i7-1265U processor – Built on the Intel Evo platform <p>Surface Laptop Laptop 5 15"</p> <ul style="list-style-type: none"> – 12th Gen Intel Core i7-1265U processor – Built on the Intel Evo platform
Graphics	<ul style="list-style-type: none"> – Intel Iris® Xe Graphics
Memory & storage ⁷	<ul style="list-style-type: none"> – 8GB, 16GB or 32 GB LPDDR4x RAM – Removable⁸ solid-state drive (SSD) options: 128GB, 256GB, 512GB, or 1TB
Display	<p>Surface Laptop 5 13.5"</p> <ul style="list-style-type: none"> – Screen: 13.5" PixelSense™ Display – Resolution: 2256 x 1504 (201 PPI) – Aspect ratio: 3:2 – Contrast ratio: 1300:1 – Color profile: sRGB and Vivid individually color-calibrated display – Dolby: Dolby Vision IQ™⁹ support – Touch: 10-point multi-touch – Glass: Gorilla® Glass 3 display on laptop with Alcantara® material palm rest Gorilla Glass 5 display on laptop with metal palm rest <p>Surface Laptop 5 15"</p> <ul style="list-style-type: none"> – Screen: 15" PixelSense Display – Resolution: 2496 x 1664 (201 PPI) – Aspect ratio: 3:2 – Contrast ratio: 1300:1 – Color profile: sRGB and Vivid – Individually color-calibrated display – Dolby: Dolby Vision IQ™³ support – Touch: 10-point multi-touch

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

8. Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorize 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

9 Requires Dolby Vision® encoded content and video.

Feature	Description
	<ul style="list-style-type: none"> – Glass: Gorilla Glass 5
Size & weight	<p>Surface Laptop 5 13.5"</p> <ul style="list-style-type: none"> – Length: 12.1" (308 mm) – Width: 8.8" (223 mm) – Height: .57" (14.5 mm) – Weight: Fabric 2.80 lbs (1,270 g) Metal 2.86 lbs (1,297 g) <p>Surface Laptop 5 15"</p> <ul style="list-style-type: none"> – Length: 13.4" (340 mm) – Width: 9.6" (244 mm) – Height: .58" (14.7 mm) – Weight: 3.45 lbs (1,560 g)
Battery life ¹⁰	<p>Surface Laptop Laptop 5 13.5" Intel Core i5</p> <ul style="list-style-type: none"> – Up to 18 hours of typical device usage <p>Surface Laptop Laptop 5 13.5" Intel Core i7</p> <ul style="list-style-type: none"> – Up to 17 hours of typical device usage <p>Surface Laptop Laptop 5 15" Intel Core i7</p> <ul style="list-style-type: none"> – Up to 17 hours of typical device usage
Security	<ul style="list-style-type: none"> – TPM 2.0 chip for enterprise security and BitLocker support – Enterprise-grade protection with Windows Hello face sign-in – Windows 11 Secured-core PC.
Cameras	<ul style="list-style-type: none"> – Windows Hello face authentication camera – 720p HD front-facing camera
Audio	<ul style="list-style-type: none"> – Dual far-field Studio Mics

10. Up to 18 hours of battery life based on typical Surface device usage on Surface Laptop 5 13.5". Testing conducted by Microsoft in August 2022 using preproduction software and preproduction 13.5" Intel® Core™ i5, 256GB, 8GB RAM device. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, OneNote and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows Version 11.0.22621 (21H2). Battery life varies significantly with settings, usage and other factors.

Up to 17 hours of battery life based on typical Surface device usage on Surface Laptop 5 15". Testing conducted by Microsoft in August 2022 using preproduction software and preproduction 15" Intel® Core™ i7, 256GB, 8GB RAM device. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, OneNote and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows Version 11.0.22621 (21H2). Battery life varies significantly with settings, usage and other factors.

Feature	Description
	<ul style="list-style-type: none"> – Omnisonic Speakers with Dolby Atmos^{®11}
Ports	<ul style="list-style-type: none"> – 1 x USB-C with USB 4.0/Thunderbolt 4 – 1 x USB-A 3.1 – 3.5 mm headphone jack – 1 x Surface Connect port
Network & connectivity	<ul style="list-style-type: none"> – Wi-Fi 6: 802.11ax compatible – Bluetooth[®] Wireless 5.1 technology
Pen & accessories compatibility	<ul style="list-style-type: none"> – Designed for Surface Pen* – Supports Microsoft Pen Protocol (MPP)
Battery Capacities	<ul style="list-style-type: none"> – Battery Capacity Nominal (WH) 47.4 – Battery Capacity Min (WH) 45.8
Software	<ul style="list-style-type: none"> – Windows 11 Pro – Preloaded Microsoft 365 Apps¹² – Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial¹³
Accessibility	<ul style="list-style-type: none"> – Compatible with Surface Adaptive Kit – Compatible with Microsoft Adaptive Mouse – Include Windows Accessibility Feature – Learn More Accessibility Features Microsoft Accessibility – Discover more Microsoft Accessible Devices & Products - Accessible Devices & Products for PC & Gaming Assistive Tech Accessories - Microsoft Store
Serviceability ¹⁴	<p>Replaceable components include:</p> <ul style="list-style-type: none"> – SSD – AB Cover module (display) – C Cover – Battery + bucket – Motherboard – Charging Port (Surflink connector) – Thermal Module – Feet

11. Requires Dolby[®] Atmos[®] encoded content/audio.

12. Requires license or subscription (sold separately) to activate and use.

13. Activation required. If your device is managed by your organization's IT department, contact your IT administrator for activation. After 30 days, you will be charged the applicable monthly or annual subscription fee. Credit card required. Cancel any time to stop future charges. See <https://aka.ms/m365businesstrialinfo>.

*. Sold separately.

14. Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorize 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

Feature	Description
Exterior	<ul style="list-style-type: none"> – Casing: Aluminum – Power and Volume buttons on keyboard
Colors ¹⁵	<p>Surface Laptop 5 13.5" colorsError! Bookmark not defined.:</p> <ul style="list-style-type: none"> – Platinum with Alcantara material palm rest – Sage with metal palm rest – Matte Black with metal palm rest – Sandstone with metal palm rest <p>Surface Laptop 5 15" colors:</p> <ul style="list-style-type: none"> – Platinum with metal palm rest – Matte Black with metal palm rest
Sensors	Ambient light sensor
What's in the box	<ul style="list-style-type: none"> – Surface Laptop 5 13.5" or Surface Laptop 5 15" – Power Supply 65W – Quick Start Guide – Safety and warranty documents
Keyboard layout	<ul style="list-style-type: none"> – Activation: Moving keys – Backlight – Layout: QWERTY, full row of function keys (F1 – F12) – Windows key and dedicated buttons for media controls, screen brightness, & Keyboard backlight
Warranty ¹⁶	<ul style="list-style-type: none"> – 1-year limited hardware warranty
Best-in-class support from Microsoft Store	<ul style="list-style-type: none"> – 60-day return policy. 90 days of free technical phone support. – Free virtual workshops and training.

15. Colors available on selected models only. Available colors, sizes, finishes, and processors may vary by store, market, and configuration.

16. Microsoft's Limited Warranty is in addition to your consumer law rights. See also: [Surface Warranty, Service Offerings & Support Plans – Microsoft Surface for Business Warranties](#).

Introducing Surface Laptop 5

What's new for Surface Laptop 5?

- Surface Laptop 5 delivers lightning-fast performance, sleek portability, an enhanced camera for more engaging video calls, and built-in security that enables impactful work on your terms.
- Its multitasking power comes from 12th Gen Intel® Core™ i5 or i7 processors. High-quality cameras and Studio Mics mean employees show up on calls like they're in the room.
- Depending on your employees' needs, you can go with a 13.5" or 15" PixelSense touchscreen, as well as the choice of four colors and two finishes.
- USB-C and Thunderbolt 4 deliver superfast connections. Employees can connect to external monitors and charge their devices simultaneously.
- Surface Laptop 5 goes as long as your employees need with all-day battery life.
- The PixelSense touchscreen is optimized for seamless Windows 11 touch experiences.
- Like all Surface devices, Surface Laptop 5 makes the most of Windows 11 and Microsoft 365.
- Secured-core PC protection helps make Surface Laptop 5 among the most secure Windows 11 devices.
- Finally, replaceable components¹⁷ make new Surface devices more serviceable than ever, which helps deliver a better ROI.

SKUs and availability

What are the SKUs for Laptop 5?

Table 2. Surface Laptop 5 13.5-inch Commercial SKUs

Configuration	Material	Color	Price USD
i5 8/256	Alcantara & Metal	Black	\$1099
i5 8/512	Alcantara & Metal	Black, Sandstone & Sage	\$1399
i5 16/256	Alcantara & Metal	Black	\$1499
i5 16/512	Alcantara & Metal	Black, Sandstone & Sage	\$1599

¹⁷ Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorize 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

Configuration	Material	Color	Price USD
i7 16/256	Metal only	Black	\$1699
i7 16/512	Alcantara & Metal	Black, Sandstone & Sage	\$1799
i7 32/512	Metal only	Black	\$2199
i7 32/1TB	Metal only	Black	\$2399

Table 3. Surface Laptop 5 15-inch Commercial SKUs

Configuration	Material	Color	Price USD
i7 8/256	Metal only	Platinum	\$1399
i7 8/512	Metal only	Platinum & Black	\$1599
i7 16/256	Metal only	Platinum & Black	\$1799
i7 16/512	Metal only	Platinum & Black	\$1899
i7 32/1TB	Metal only	Black	\$2499

What's different about the SKU lineup compared with Surface Laptop 4?

- In response to customer feedback, Laptop 5 has fewer SKUs than its predecessor. And we reduced the price of entry-level SKU from \$1,499 to \$1,399.

Are we no longer offering AMD chip options in the Laptop 5 lineup?

- No, the AMD timeline did not align for this launch. With Laptop 5, we provide Intel processors running on the Evo platform and Thunderbolt USB-C.

I need mobile connectivity. What are my options?

- There are lots of options for mobile connectivity. Depending on your IT needs, there are four choices: Surface Go 3 with LTE, Surface Pro 7+ with LTE, Surface Pro 8 with LTE, and Surface Pro 9 with 5G.
- Surface Go 3 will be your most portable option. At the same time, Surface Pro 7+ provides more balance and capability and options to satisfy unique IT requirements for the government and public sector.
- Surface Pro 8 fulfills a similar function for other organizations with unique needs—particularly businesses that need LTE connectivity with Intel processors.

- Surface Pro 9 with 5G is the most advanced option from a processing and connectivity perspective, and its exceptional efficiency gives you the most battery life of any pro.

Table 4. Comparing mobile connectivity for Surface 2-in-1 devices

Surface Go 3 with LTE	Surface Pro 7+ with LTE	Surface Pro 8 with LTE	Surface Pro 9 with 5G
10.5" display	12.3" display	13" display	13" display
LTE Advanced	LTE Advanced	LTE Advanced	5G for ultra-fast, super-secure connectivity
Portable power you can count on with a 10th Gen Intel or Pentium processor	Balanced performance with an 11th Gen Intel processor	Balanced performance with an 11th Gen Intel processor	The next generation of Microsoft SQ 3 processor powered by Qualcomm Snapdragon, featuring a Neural Processing Unit for the most efficient pro ever
Strong security with TPM 2.0 chip for enterprise security and BitLocker support	Strong security with TPM 2.0 chip for enterprise security and BitLocker support	Strong security with TPM 2.0 chip for enterprise security and BitLocker support	Microsoft Secured Core and Microsoft Pluton provide enterprise-level security
Up to 10.5 hours of typical device usage	Up to 13.5 hours of typical device usage	Up to 14 hours of typical device usage	Up to 19 hours of typical device usage
Optimized for portability, ease of handling, and customer-facing roles	Optimized for mobile information workers with specific IT needs requiring Windows 10 Pro and USB-A	Optimized for mobile information workers with specific IT needs requiring Intel processors	Optimized for frontline power users with fast, ultra-quiet, and efficient performance and the most battery life of any Pro

Why are we no longer offering the 8/128 SKU?

- For Laptop 5, we focused on optimizing the line while offering more storage for the same price.

When will Surface Laptop 5 be publicly available?

- Surface Laptop 5 will GA Oct. 26.

Can you and your OEM partners deliver new Windows 11 PCs in light of the current global supply shortage?

- The demand for PCs in all customer segments is strong. We're seeing incredible durable demand, leading to some component shortages.
- To address this, we have mobilized an entire ecosystem across silicon partners, OEMs, and retailers to ensure great Windows 11 devices are available today.
- That said, there are Windows 10 PCs in the market today that are eligible to upgrade for free to Windows 11.

Is there a form factor update for Surface Laptop 5?

- No physical changes to the form factor, but technology changes with Surface Laptop 5. We're improving the display by adding new technology, Dolby Vision IQ, and changing the current USB-C to Thunderbolt.

Will specific colors only be available in certain markets?

- Colors are available on selected models only. Available colors, sizes, finishes, and processors may vary by store, market, and configuration.

Which models include 32 GB of RAM?

- For Surface Laptop 5, 32 GB RAM is only available in 15" with 1TB storage

Is there a fanless model for Surface Laptop 5?

- All SKUs have fans. However, Surface Laptop 5 is whisper quiet, thanks to optimized cooling for uninterrupted productivity and performance.

Does Surface Laptop 5 have DDR4 or DDR5 RAM?

- 8GB, 16GB or 32 GB LPDDR4x RAM. For SKUs, see [Tables 2 & 3 above](#).

Why isn't Surface Laptop 5 available in my region?

- We continue to take a measured and phased approach to availability to meet customer demand and partner expectations.

Do you expect the availability to differ across regions?

- We continue to take a measured and phased approach to availability to meet our customers' and partners' demands and expectations. Please stay tuned for updates.

Comparing Surface Laptop 5

How does Surface Laptop 5 compare with Apple devices?

- Up-level your productivity with Surface Laptop 5 connected natively to up to two 4K monitors with 60 Hz refresh. MacBook Air can only connect to one.¹⁸
- See below for how the camera compares to MacBook Air with M2 capabilities.

How does the camera on Surface Laptop 5 compare with MacBook Air's capabilities?

- Compared to MacBook Air with M2, the Surface Laptop 5 camera delivers the following:
 - Better image texture details than MacBook Air with M2 camera under low light conditions.¹⁹

18. According to Apple published [tech specs for MacBook Air with M2](#)

19. Surface Laptop 5 camera delivers better image contrast on photos and video than MacBook Air with M2 under normal to bright lighting conditions.

- More vivid photos and video than MacBook Air with M2 under all light conditions.²⁰
- Better image contrast on photos and video than MacBook Air with M2 under normal to bright lighting conditions.²¹

How does Surface Laptop 5 compare with Surface Laptop Go 2 and Surface Laptop Studio?

Table 5. Comparing Surface Laptop 5 with other Surface laptops

Surface Laptop Go 2	Surface Laptop 5	Surface Laptop Studio
Sleek and light with performance you can count on	Do it all with style, speed, and performance	Incredibly powerful, infinitely flexible
For people who need to work and connect on the go	For your power multitaskers and top talent	For pro users and creatives
Optimized for portability with the power to get the job done	The best all-around Surface Laptop to do it all and make an impact with lightning speed, high performance, and a light, sleek style.	Designed for creativity and professional apps, with exceptional inking and an innovative three-mode form factor
A great typing experience balanced against portability	An exceptional typing experience with a full-sized, backlit keyboard	An excellent typing experience, with the angle to optimize for touch
Compact and portable screen at 12.4."	Your choice of screen size, more compact at 13.5" or a maxed out 15", with two finishes and four colors to choose from, including the new Sage ²²	Balanced screen size at 14.4", with a refresh rate of up to 120 Hz
Windows Hello with Fingerprint Power Button and One Touch sign-in	Windows Hello with face sign-in	Windows Hello with face sign-in
USB-A and USB-C 3.1	1 USB-A, USB-C 4.0 with Thunderbolt 4	2 USB-C 4.0 ports with Thunderbolt 4
Strong performance with 11th Gen Intel processors, with up to 8 GB of memory and 256 GB of storage	Blazing speed with 12th Gen Intel processors built on the Intel Evo platform, with up to 32 GB of memory and 1 TB of storage	Incredible power with 11th Gen Intel processors, with up to 32 GB of memory and 2 TB of storage and NVIDIA® Laptop GPUs on i7 models

20. Comparison of MacBook Air with M2 vs. Surface Laptop 5 color saturation image quality data conducted by Microsoft, August 2022.

21. Comparison of MacBook Air with M2 vs. Surface Laptop 5 contrast image quality data conducted by Microsoft, August 2022.

22. Colors available on selected models only. Available colors, sizes, finishes, and processors may vary by store, market, and configuration.

What are the primary use cases for Surface Laptop 5 compared with other Surface laptops?

- The following table shows how Surface Laptop 5 meets the computing demands for key roles, including Mobile power users, Client impact drivers, High-level employees, and Executive talent.

Table 6. Find the right fit for your employees

Surface Laptop Go 2	Surface Laptop 5			Surface Laptop Studio
Highly mobile professionals	Mobile power users & Client impact drivers	High-level employees & Executive talent		Creatives & Crunchers
<ul style="list-style-type: none"> - Sales - Mobile finance - Customer success - Mobile information workers 	<ul style="list-style-type: none"> - High-value consultation - Client-side flex desks - High-computation worksites 	<ul style="list-style-type: none"> - Heavy multitasking - Data-driven work - Performance-hogging apps - Project management - Collaborative working sessions 	<ul style="list-style-type: none"> - Leadership settings - High-level conferencing - High-profile presenters - Design and engineering - Elaborate workplace setups 	<ul style="list-style-type: none"> - Mobile creatives - Visual consultants - Frontline schematic presentations - Mobile creatives - R&D - 3D modeling - Medical modeling

Performance

How does performance compare with Surface Laptop 4?

- Surface Laptop 5 is up to 50% faster than Laptop 4.
- Surface Laptop 5 13.5" with 12th Gen Intel Core i5 is up to 61% faster than Surface Laptop 4 with 11th Gen Intel Core i5.
- Surface Laptop 5 13.5" with 12th Gen Intel Core i7 is up to 53% faster than Laptop 4 with 11th Gen Intel Core i7.
- Surface Laptop 5 15" with 12th Gen Intel Core i7 is up to 51% faster than Laptop 4 with 11th Gen Intel Core i7.
- Surface Laptop 5 features a USB-C with Thunderbolt 4 port that supports data transfer at 40 Gbps, 4x faster than Surface Laptop 4 with USB-C.

Management & security

What are the top management and security features of Surface Laptop 5?

- Maximize Microsoft 365²³ with the essential foundation of Windows 11 Pro, the protection of Microsoft Enterprise Mobility + Security, and the suite of Office 365 productivity apps your teams rely on daily.
- Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager. Every Surface ships with Windows Autopilot, reducing IT complexity by deploying straight to your employees.
- Secured-core PCs are the most secure Windows 11 devices. Surface is designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for employees that handle the most sensitive data in your organization.
- For face authentication, employees can sign in quickly and securely with Instant On and an improved Windows Hello camera and Windows 11.
- Maintain control of your sensitive information with a removable²⁴ hard drive for data retention.

Will Surface Laptop 5 be offered with Windows 10? Is an N-1 OS supported?

- For Surface Laptop 5, customers can install Windows 10 for an additional \$30. Otherwise, Surface Laptop 5 comes with Windows 11 2022 (SV2). To learn more, see [OS choice for new Surface devices](#).

Where can customers get help with app compatibility?

- Go to [App Assure with Microsoft FastTrack](#) and get app compatibility assistance when deploying Windows 10 and Windows 11, including ARM64 devices, Microsoft 365 Apps, Microsoft Edge, Azure Virtual Desktop, and Windows 365. This is included at no additional cost with your [eligible Microsoft 365 or Windows 10/11 plans](#). There is no minimum number of licenses required.

Is App Assure just for Microsoft software?

- No. App Assure can help remediate custom line-of-business apps, engage third-party software vendors to help with Windows 10/11 apps, and address issues with Microsoft 365 Apps macros and add-ins.

23. Microsoft 365 subscription required. Sold separately.

24. Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Drive (SSD) Retention is included in Microsoft Complete for Business Plus and is available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business. Except for Surface Pro X and Surface Pro 7+, devices returned to Microsoft with a missing SSD are subject to a SSD replacement fee unless the user is enrolled in the Drive (SSD) Retention offer.

What is the advantage of Microsoft's UEFI compared with third-party UEFI?

- Microsoft developers write the UEFI²⁵ on Surface Laptop 5, a security-driven decision that ensures full oversight and direct control over every line of code. This eliminates the complexity and risk of relying on third-party vendors or subcontractors.
- Third-party UEFI that relies on outside vendors or subcontractors may be more exposed to security vulnerabilities.
- Microsoft's UEFI is automatically updated via Windows Update.

Is support for DFCI the same as Surface Laptop 4?

- Yes, commercial SKUs of Surface Laptop 5 can be managed using Device Firmware Configuration Interface (DFCI) profiles via Microsoft Endpoint Manager with Intune.

Are there new DFCI settings for Surface Laptop 5?

- No. For all supported DFCI settings, refer to [Manage DFCI on Surface devices](#).

What new features/capabilities are available on the latest devices with Surface Enterprise Management Mode (SEMM)?

- Microsoft Surface Enterprise Management Mode (SEMM) is a feature of all Surface for Business devices that allows organizations to remotely secure and manage device firmware. This provides an additional layer of security and control for commercial customers, allowing organizations to adjust settings at the firmware level, like the ability to turn off cameras, control access to USB ports, Bluetooth settings and more. To learn more, see [Surface Enterprise Management Mode \(SEMM\)](#).

What is the complete list of UEFI settings that can be managed with SEMM?

- To manage Surface Laptop 5 with SEMM, refer to [Configure advanced settings with SEMM](#).

What are some other enterprise management features?

- Support Remote Wipe with Computrace, including perpetual wipe and selective wipe.
- Enable use of BitLocker + TPM + PIN via soft keyboard (no physical keyboard).
- **Asset tag setting:**
 - Ability to set and read Asset Tag in UEFI
 - Date Time enable/disable
- **Network Stack:**
 - Enable/disable for network BitLocker authorization.

25. Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. DFCI is currently available for Surface Laptop 5, Surface Laptop Go, Surface Book 3, Surface Laptop 3, Surface Pro 7+, Surface Pro 7, and Surface Pro X. [Find out more](#) about managing Surface UEFI settings.

Is Surface Laptop 5 Evo certified?

- Surface Laptop 5 is now certified for the Intel Evo platform. To learn more about Intel Evo, see [Overview of Intel Evo Platform in Intel Laptops](#).

What's good about a Secured-Core PC?

- Designed with deep integration between hardware and software and featuring the most advanced CPUs available, Secured-core PCs are intended to handle mission-critical data in some of the most data-sensitive industries. A Secured-core PC is a modern Windows device that comes with the highest level of hardware, software and identity protection ready right out-of-the-box. To learn more, see [Windows 11 Secured-Core PCs | Microsoft](#).
- Secured-core PCs are the most secure Windows 11 devices. Surface is designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for employees that handle the most sensitive data in your organization.

What new security features shipped in Windows 11 2022 Update

- The new Windows 11 2022 Update delivers critical security features and new management tools for increased IT efficiency, including Microsoft Defender SmartScreen, a presence sensing optional feature for Windows Hello for Business, and remote help.

What is Smart App Control in Windows 11 2022 Update?

- Smart App Control is a new feature for individuals or small businesses designed to help prevent scripting attacks and protect users from running untrusted or unsigned applications often associated with malware or attack tools.²⁶ This feature creates an AI model using intelligence, based on the 43 trillion security signals gathered daily, to predict if an app is safe. App control is one of the most effective approaches to protecting against malware, but it can be complex to deploy. Windows 11 uses the power of AI to generate a continually updated app control policy that allows common and known safe apps to run while blocking unknown apps often associated with new malware. Our customers have asked us to make this simpler and we have responded.
- The Smart App Control approach achieves the goal of making advanced app control protection widely available. Smart App Control is built on the same OS core capabilities used in [Windows Defender Application Control](#). To learn more, see [New Windows 11 security features are designed for hybrid work - Microsoft Security Blog](#).

Can I turn off Smart App Control?

- You can turn it off, but you can't turn it back on without performing a reset or clean install of the operating system.

Is Smart App Control installed by default?

- Smart App Control is provided on all Windows client editions with clean installations of Windows 11 2022 Update.

26. Availability may vary by region.

How can IT admins manage Smart App Control?

- IT can use Microsoft Intune with Windows Defender Application Control to remotely apply policies to control what apps run on workplace devices. To learn more, see [Deploying Windows Defender Application Control \(WDAC\) policies - Windows security | Microsoft Learn](#).

Does Surface Laptop 5 support virtualization-based security?

- Surface Laptop 5 supports Virtualization Based Security (VBS) and Hypervisor Code Integrity (HVCI), which helps protect the system. VBS protects user identity by running Credential Guard in protected memory. HVCI maintains code-data separation to help guard against many common security attacks.

What TPM is supported on Surface Laptop 5?

- Commercial versions of Surface Laptop 5 utilize a discrete Trusted Platform Module (TPM) and are certified for government and security-minded enterprise standards, achieving FIPS 140-2 Level 2 with Intrusion Detection and Common Criteria / EAL4.
 - Ability to turn on network stack in UEFI.

Power and battery

How does battery life²⁷ vary on different models?

- **Surface Laptop 5 13.5" Intel Core i5:** Up to 18 hours of typical device usage.
- **Surface Laptop 5 13.5" Intel Core i7:** Up to 17 hours of typical device usage.
- **Surface Laptop 5 15" Intel Core i7:** Up to 17 hours of typical device usage.

Is the battery size the same as Surface Laptop 4?

- Yes, the battery size across 13.5" & 15" models of Surface Laptop 5 remains the same:
 - Battery Capacity Nominal (WH) 47.4
 - Battery Capacity Min (WH) 45.8

27. Up to 18 hours of battery life based on typical Surface device usage on Surface Laptop 5 13.5". Testing conducted by Microsoft in August 2022 using preproduction software and preproduction 13.5" Intel® Core™ i5, 256GB, 8GB RAM device. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, OneNote and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows Version 11.0.22621 (21H2). Battery life varies significantly with settings, usage and other factors.

Up to 17 hours of battery life based on typical Surface device usage on Surface Laptop 5 15". Testing conducted by Microsoft in August 2022 using preproduction software and preproduction 15" Intel® Core™ i7, 256GB, 8GB RAM device. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, OneNote and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows Version 11.0.22621 (21H2). Battery life varies significantly with settings, usage and other factors.

How long does it take to charge?

- Surface Laptop 5 integrates fast charging technology to reach 80%²⁸ in about an hour or 50% in just over a half-hour.²⁹

Can I charge Laptop 5 via the USB-C port?

- Yes, with Surface Laptop 5, you can charge your devices in two ways – via Thunderbolt or the inbox PSU. For the best experience when charging with Thunderbolt, ensure your charger delivers sufficient watts, equal to or greater than 65 watts.

How do you measure battery run time?

- We measure battery run time based on a user profile that reflects how Surface customers use their devices.

What is typical device usage in your new battery claim?

- We leverage qualitative and quantitative data from numerous sources to determine typical Surface device usage. This reflects how our customers use our devices and includes time in modern standby, browsing websites, working in Office, and applications running in idle mode when the device is open.

How can I compare to other devices that use local video playback to measure battery run time?

- Battery measurements based on local video playback are only one type of use scenario. Device settings (e.g., brightness settings, network connection, media player, audio output) vary and can affect the battery run time claim for local video playback from manufacturer to manufacturer. By moving to a battery test based on a model that represents how our customers typically use our device, we strive to give consumers the best information possible.

Ports and connections

Does Surface Laptop 5 have Thunderbolt 4.0?

- Surface Laptop 5 features a USB-C with Thunderbolt 4 port that supports data transfer at 40 Gbps. It transfers data 4x faster than Surface Laptop 4 with USB-C. You can now enjoy the high bandwidth for connecting with high-speed devices.

28. Testing was conducted at Microsoft in August 2022 using pre-production devices, software, and the inbox PSU under controlled for both 13.5" & 15" devices. Charge your Laptop 5 up to 80% in just under one hour. conditions. The device was powered on to the desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C. Charge from 5% to 80%.

29 Testing was conducted at Microsoft in August 2022 using pre-production devices, software, and the inbox PSU under controlled conditions. The device was powered on to the desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C. Charge from 5% to 50%.

Does Surface Laptop 5 come with a USB-A port?

- Yes.

What is the external monitor support on Surface Laptop 5?

- Surface Laptop 5 supports multiple external monitors, including 4K HDTV displays, via the in-chassis USB-C port. The following display resolutions are available on one or more external displays:

Table 7. External monitor support

Interface	One external display (plus internal LCD)	Two external displays (plus internal LCD)
Mini display port on Surface Connect Dock	Up to 5120 × 4096 @ 30hz Up to 5120 × 2160 @ 60hz	Up to 2 × 4096 × 2160 @ 30Hz Up to 2 × 2960 × 1440 @ 60hz
USB-C on-Surface Connect Dock 2	Up to 7680 × 4320 @30hz Up to 5120 × 3200-@60hz	Up to 2 × 5120 × 3200@30Hz Up to 2 × 3840 × 2160@60Hz (4K.UHD)
USB-C on Surface Laptop	Up to 7680 × 4320 @30hz Up to 5120 × 3200 @60hz	Up to 2 × 5120 × 3200 @30Hz Up to 2 × 3840 × 2160 @60Hz (4K UHD)

With Thunderbolt 4 coming, are we going to support Thunderbolt docks?

- We have a DFS dock that supports Thunderbolt. See [Kensington SD5750T Thunderbolt 4 Dual 4K Dock \(DFS\)](#).

Audio & camera

Will Surface Laptop 5 help me look better in video calls?

- The 720p HD front-facing camera comes with the new Windows 11 Face Detector. It tracks your face in different lighting conditions and posture so you always look your best.
- Surface Laptop 5 camera delivers true-to-life video that adjusts to light and posture changes powered by Windows 11 Face Detector. No disclaimer needed
- The Surface Laptop 5 camera offers excellent contrast and color saturation in photos and videos.
- Windows Hello camera provides consistent, fast, secure, and seamless face authentication with Windows 11 technology.

Servicing Surface Laptop 5

What do you mean by serviceability?

- Serviceability refers to our commitment to providing customers with options for servicing their devices.
- We are committed to designing our products to deliver customers' needs and wants in a premium device, including multiple service options. We are working with our industry partners to provide repair options that ensure the quality of repairs, safeguard consumers' privacy and security, and protect consumers from injury.

How is Surface Laptop 5 more serviceable than Laptop 4?

- Surface Laptop 5 is designed to be more serviceable³⁰ than Surface Laptop 4. Skilled technicians can service devices by replacing components like the AB-cover (display assembly) and C-cover with keyset and touchpad, battery and bucket, motherboard, charging port, thermal module, feet and SSD.
- Surface Laptop 5 can now last longer as it can be repaired with more replaceable components and service options that can help increase your return on investment.

What are the serviceable components

- Replaceable components²⁸ include:
 - SSD
 - AB Cover (display)
 - C Cover
 - Battery + bucket
 - Motherboard
 - Charging Port (Surflink connector)
 - Thermal pad
 - Thermal module
 - Feet

When and where will replaceable components be available to purchase?

- Components will be available from [Authorized Microsoft Resellers](#) shortly after the initial launch; the timing of availability varies by component and market.
- New SSDs will be available for purchase through the known commercial channels and published on pricelist. To learn more, see [Authorized Microsoft Reseller List](#).

30. 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

What is the primary purpose of having a removable SSD for commercial enterprises?

- The rSSD helps businesses maintain control of their sensitive information.³¹
- It also facilitates servicing and repair: Retaining data is made easy with the ability to retain the SSD.

When will the Surface Drive Retention service plan offer be available for purchase?

- Surface Drive (SSD) Retention is available on Surface devices where the SSD is marketed as removable, subject to terms and conditions. To learn more, see [Surface Warranty, Protection Plans & Support](#).

Are replaceable components available to send to the customer on-demand for in-warranty repair events?

- Surface Laptop feet are the only component Microsoft has made available directly to commercial customers upon request. If the feet come off a Surface Laptop and the device is covered by a Microsoft warranty or an extended protection plan, a customer can contact Microsoft support, and Microsoft will ship the replacement feet free of charge. All other replaceable components must be purchased through a Microsoft Authorized Device Reseller.

How will Customer IT Pros learn to make repairs? Do they need to be certified by Microsoft?

- Commercial customers do not require certifications to repair or service a Surface device using replaceable components. Self-service repairs should only be performed on eligible devices by a skilled technician following Microsoft-provided service guide instructions. A non-skilled technician attempting to perform a repair may cause injury to themselves or others or may cause damage to the device. Microsoft is not liable for any damage or injuries sustained. Device damage caused during a repair will not be covered under Microsoft's Hardware Warranty or extended protection plans.

What comes in the box when I purchase a commercial spare? Are there installation instructions?

- The rSSD Commercial Spare Package includes only the replacement SSD and basic instructions. For complete instructions, refer to the appropriate service guides available on the [Microsoft Download Center](#). It is recommended to store the rSSDs in their original packaging until they are used to prevent potential damage due to stacking.

How do I get data off an SSD removed from a Surface Laptop 5?

- The Surface Laptop 5 SSD uses a standard M.2 form factor that supports installation in standard M.2 external device readers. Note that the M.2 external chassis must support M-Key devices of 2230 size

31. Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Drive (SSD) Retention is included in Microsoft Complete for Business Plus and is available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business. Except for Surface Pro X and Surface Pro 7+, devices returned to Microsoft with a missing SSD are subject to a SSD replacement fee unless the user is enrolled in the Drive (SSD) Retention offer.

with support for the NVMe protocol.

Is there a software tool to erase the content of my old SSD?

- You can use [Surface Data Eraser](#) or reimage the device to securely wipe all data stored on the SSD. The SSD must be installed during the process. Surface SSDs are encrypted by default.

Does the commercial spare SSD need to be imaged?

- Yes. After a new SSD has been introduced in a host PC, users can either clone the old SSD to the new SSD using third-party tools and then recover the BitLocker volume via BitLocker Recovery or reimage the device with the [Surface Recovery Image](#) and re-configure the device.

What is the support process for returning a Surface Laptop 5 after removing the SSD?

- When the SSD is removed for the purposes of data retention following Microsoft instructions and sent for repair or replacement services, a replacement device, including a functioning SSD, will be issued. Customers who wish to retain the SSD may do so but will be charged the cost of the missing SSD unless they have purchased a Surface Drive Retention service plan, which allows customers to retain their SSD and control their data without incurring additional costs.
- In all cases, the device must be returned to Microsoft — closed and in assembled condition — to ensure adequate protection for the device's internal circuitry and battery during shipment. See [Packing and shipping instructions for Surface devices](#) for more information.
- For information on Microsoft Surface Support, visit [Surface Warranty Information](#).

Sustainability considerations

How can customers estimate the carbon footprint of their Surface devices?

- We have developed a new, dynamic way for commercial customers to gain insight into the carbon footprint of their entire Surface device fleets. Sellers can use the Surface Emissions Estimator to help customers estimate the carbon reduction associated with adopting new devices.³²

How does Surface compare to other computers in the industry?

- We applaud any meaningful steps taken to advance the cause of sustainability. This is an area of focus for Microsoft as well. Progress will require effort and innovation from everyone. You can learn more about Microsoft's work in sustainability at [Environmental Sustainability | Microsoft CSR](#).

What are you doing to reduce the environmental impact of your devices?

- Sustainability has long been a core priority for Microsoft, and that commitment is embedded in all we do – including our devices. The best source of information about the Devices team's work on sustainability is our [Devices Sustainability Report](#).

³² The Microsoft Surface Emissions Estimator is only available in certain markets and only applies to Surface devices currently for sale. Contact your Surface seller for more details.

- Over the past decade, we've steadily improved energy efficiency, decreased packaging waste, reduced or eliminated hazardous substances, and improved our devices' serviceability and recyclability.
- We have also worked to help improve the sustainability of our suppliers and supply chain. For example, this year, we converted our main European distribution center for Surface devices into a facility [powered 100% by Renewable Energy](#). We have also engineered new manufacturing techniques that reduce carbon emissions and waste, such as our new "stamping" method used to produce the base of the Surface Laptop Studio, eliminating significant amounts of manufacturing waste.
- This year, there's less overall Surface packaging and what remains is sustainably forested and more recyclable than ever before. Further, all Surface Go, Pro, Laptop, and Book devices are registered to the leading global ecolabel for the IT sector (EPEAT), which requires registered products to meet high standards for environmental performance from design to energy to recycling. Our most recent Surface product launches have all achieved EPEAT Gold registration status - the highest rating in this standard. And energy consumption has gone down while performance has gone up. This has been true for Surface Pro every year since its introduction in 2013.
- This is all progress – but we're still on this journey to improve sustainability. Our [recent announcement](#) on cutting carbon in our supply chain includes emission reductions during the manufacturing and shipping of our devices. We're confident that we'll reduce emissions across the portfolio by at least 30 percent by 2030, if not sooner. We're investing in new approaches and materials, from finding alternatives to virgin plastic to improving device and manufacturing efficiency. We're also continuing to take steps to increase device recyclability and repairability.

What is Microsoft's stance on the Right to Repair?

- Microsoft has a longstanding commitment to environmental sustainability. We also have a longstanding commitment to building high-quality, innovative, and safe devices that customers love. We have been taking steps for years to improve device repairability and to expand the available choices for device repair.
- For more information on our work around sustainability, including repairability, please consult the [Microsoft Sustainability Report](#).

How much sustainable packaging is included for commercial Surface Laptop 5 devices?

- Surface Laptop 5's packaging is ~99% recyclable on average in OECD countries.³³ Over 96% of the packaging material is bio-renewable, post-consumer recycled or Certified Sustainably Forested.³⁴

Why did you only offer sustainable packaging for Surface for Business Customers?

- Sustainability has long been a core priority for Microsoft, and that commitment is embedded in all we do – including our devices. We are committed to achieving 100% recyclable packaging by 2030,

33. Recyclability is dependent on recycling options in markets where products are discarded. In OECD countries, Microsoft operates recycling programs either independently or through third parties covering Microsoft Devices. Check local recycling programs for availability.

34. Packaging suppliers provide documentation for verifications that meets the standards of how they manage forests. Our packaging suppliers substantiate post-consumer recycled content with documentation for the components they provide.

and our Surface packaging is well on its way to meeting that goal.

- Our Surface packaging is more sustainable than ever. Across both consumer and commercial, there's less overall packaging, and what remains has more recycled content than ever before and is highly recyclable.
- The Surface for Business packaging is optimized for large-scale deployments by featuring a no-frills, recycled cardboard box to limit waste and increase efficiency.

Why don't improvements in repairability or serviceability come to all Surface products at the same time?

- Surface has grown into a portfolio of products, each of which is on a different development timeline. As we innovate across each, we do so with the goal of steady improvements to repairability.

Windows 11

What is new in this Windows update for general customers?

- For more information, please see this blog: [Available today: The Windows 11 2022 Update](#).

You're saying that Windows 11 is the OS for hybrid work and hybrid learning. What do you mean by that?

- Windows 11 is the operating system for hybrid work. It was built for a hybrid world on a consistent, compatible, familiar foundation that is easy for IT to manage. And designed with security in mind to meet the challenges organizations face in this work environment and beyond.

Why do you require an Internet connection and MSA on Home & Pro SKUs to set up with Windows 11?

- Requiring connectivity through setup helps ensure that customers can update to the latest versions of Windows tools and protect their devices by downloading essential security patches before they reach the desktop for the first time. Being on the newest build helps ensure you have the latest updates based on threat intelligence, changes in the threat landscape, and new proactive protections.
- The user is required to sign in with an MSA during OOBE. Users that opt out of their MSA login after initial setup will not have a diminished or limited experience beyond the inability to sync content across multiple devices or have recommended documents sourced from other devices appearing in search/new document menus.
- Having an MSA enables several vital benefits for end users, including:
 - We see transferring from your old PC as one of the most significant pain points for customers and why they hesitate to move to a new PC. By backing up and syncing before starting up a new device, you can now download and sync apps, preferences, and files from your previous devices to get started quickly.
 - Seamlessly activate your M365 services and Office apps, sync/store your files in the cloud through OneDrive and move seamlessly between devices and many of Microsoft's services so you can get

to work fast – no need to re-sign in, including for some of the new experiences we are announcing later this week.

- Safeguard your data with options to easily manage your account information, options to enhance security, and options to sign in without a password.
- Modern operating systems, like the ones on your phone, require a customer ID, which is widely accepted in the industry and needed both by Apple and Google – with Apple ID and Google Account.
- For information regarding Internet connection and MSA requirements on Home & Pro SKUs, check out the following resources:
 - [Windows 11 System Requirements \(microsoft.com\)](#)
 - [Windows 11 Specs and System Requirements | Microsoft](#)

What happens to Windows 10?

- We know people love Windows 10 – we'll continue to support Windows 10 until Oct. 14, 2025. More information can be found on our [lifecycle page](#).

How much more powerful and performant is Windows 11 compared to Windows 10?

- Windows 11 is faster, more battery efficient, and improves the ability to multitask with several things running side-by-side. The actual performance will depend on the specific hardware specifications of a customer's device.

End users

How can teams benefit from Surface Laptop 5?

- Meaningful connections make work happen. But navigating those connections with a dispersed workforce has been a massive challenge since the pandemic's start. Especially in highly collaborative teams, we need to be intentional about technology that supports strong connections through great calling experiences and immersive, hands-on work. Think about people who make high-value customer calls or have a desk in a client's space. Project managers and people who run many collaborative work sessions rely on solid connections.

How can employees benefit from Surface Laptop 5?

- Authentic, fully engaged employees are powerhouses for your organization. Surface Laptop 5 keeps them connected.
- Windows 11 interactive features and high-quality cameras help teams appear more engaged and feature great low-light performance. Make sure team members can hear their colleagues and customers clearly on calls. They can listen and be more fully engaged in meetings with Omnisonic® speakers.
- Dual far-field Studio Mics isolate the background and Capture voices crisply and clearly. With Microsoft 365* apps optimized for the Surface signature 3:2 screen ratio, workers can see more and do more.⁸ It even works with digital pen for markups. Those are the primary employee-side features and benefits of Surface Laptop 5.

Accessories

What are recommended Microsoft-designed accessories for Surface Laptop 5?

- Accessories are a crucial part of employees making Surface Laptop 5 their own. Many Microsoft and third-party, Designed for Surface options are available to build the ultimate workspace. These are especially important for employees who need more adaptive workspaces to meet their accessibility requirements.

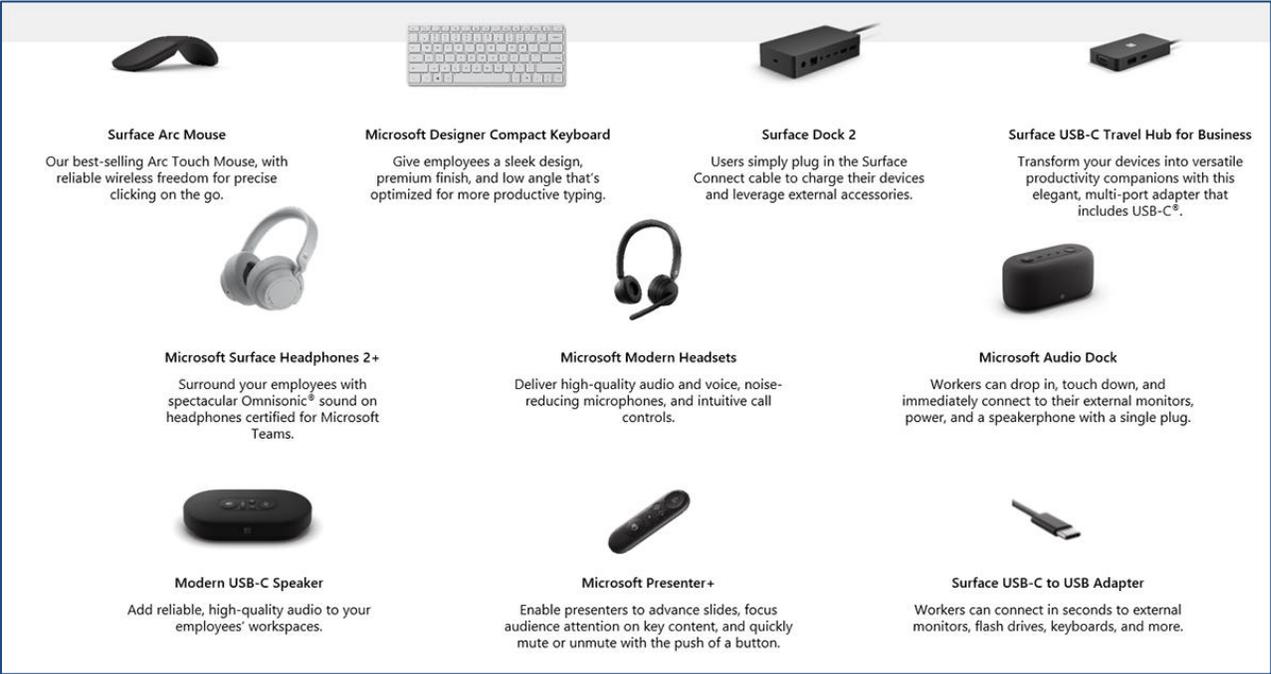


Figure 1. Microsoft-designed accessories

What are recommended third-party accessories for Surface Laptop 5?



Figure 2. Designed for Surface accessories

Will Surface Laptop 5 support Slim Pen 2 & Haptics?

- Yes. See the following table for details.

Table 8. Choosing a pen

Surface device	Surface Pen	Surface Slim Pen	Surface Slim Pen 2	Microsoft Classroom Pen 2	Microsoft Business Pen
Surface Laptop 5	Yes	No	Yes	Yes	Yes
Surface Studio 2+	Yes	Yes, but not recommended	Yes, but not recommended	Yes	Yes
Surface Pro 9	No	Yes, but not recommended	Compatible charging/storage with keyboard, tilt, and tactile signals with Windows 11	Yes	Yes
Surface Pro 9 with 5G	No	Yes, but not recommended	Compatible charging/storage with keyboard, tilt, and tactile signals with Windows 11	Yes	Yes

What are Microsoft adaptive accessories?

- The Microsoft adaptive accessories are highly adaptable, easy-to-use accessories that let you customize your mouse, keyboard inputs, and shortcuts—empowering you to create your ideal setup, increase productivity, and use your favorite apps more effectively. For more customization, you can 3D print additional designs through Shapeways.³⁵

35. Sold separately. 3D print services provided and warranted exclusively by Shapeways, Inc. subject to Shapeways Sales Terms and Conditions and Warranty at: <https://aka.ms/ShapewaysTermsConditions>. Microsoft is not responsible for their performance or compliance with applicable regulatory, compliance, safety, or any other requirements.

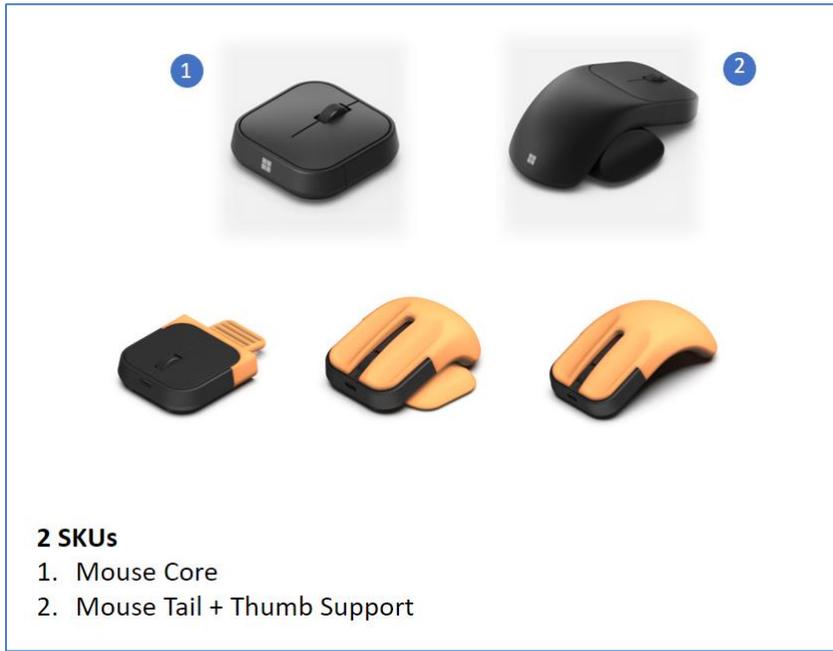


Figure 3. Microsoft Adaptive Mouse with Mouse Tail + Thumb Support

Table 9. Microsoft adaptive accessories

Accessory	Description	Price
Microsoft Adaptive Mouse	An Adaptive Mouse you can customize with a Microsoft Adaptive Mouse Tail and Thumb Support or 3D printed tails to make a mouse that truly works for you. ³⁶	\$44.99
Microsoft Mouse Tail + Thumb Support	The Adaptive Mouse Tail and Thumb Support can be easily attached to the Microsoft Adaptive Mouse to create a traditional mouse that's incredibly light and portable. The thumb support accessory quickly switches sides for left or right-handedness.	\$14.99
Microsoft Adaptive Hub	A central Adaptive Hub that can pair with up to four wireless buttons and standard wired connections to let you design the setup that works best for you. Augment traditional keyboards and increase productivity through a hub and wireless buttons that let you create custom inputs.	\$59.99
Microsoft Adaptive buttons	Innovative, wireless buttons with eight digital programmable inputs. Customize your experience with different button options by choosing between the following components, each sold separately. ³⁷	\$39.99

36. Microsoft Adaptive Mouse Tail and Thumb Support require Microsoft Adaptive Mouse.

37. The Microsoft Adaptive D-pad Button, Microsoft Adaptive Joystick Button, and Microsoft Adaptive Dual Button require Microsoft Adaptive Hub.

Accessory	Description	Price
	<ul style="list-style-type: none"> – D-Pad Button – Dual Button – Joystick Button <p>You can also 3D print Microsoft-designed button toppers through Shapeways³⁸ to fit your specific needs.</p>	

Are the Microsoft adaptive accessories only for people with disabilities?

- The Microsoft adaptive accessories are great for all customers who want to adapt their device to make it easier for them to use in ways that will best support their needs and those who wish to increase their PC productivity.

Are there specific disabilities the Microsoft adaptive accessories may best support?

- The Microsoft adaptive accessories are not limited to only supporting people with a specific disability. Throughout the development process, people with limited mobility provided feedback to help inform its design. However, we believe everyone's experience is unique, and the Microsoft adaptive accessories may be helpful for some customers. Still, we also understand that they may not be as valuable to others.

Who are Microsoft adaptive accessories for?

- Everyone. Microsoft adaptive accessories were created in partnership with the disability community. They can help remove the barrier that a traditional mouse and keyboard may present for people with limited mobility and can be extended to anyone looking for new ways of being more productive when using a PC, tablet or phone.

Are Microsoft adaptive accessories one product or different products?

- The Microsoft adaptive accessories are different products that work individually and together as a connected ecosystem designed to replace or augment traditional mouse and keyboard input for people with limited mobility and extended to anyone who wants to increase their PC productivity.

³⁸. 3D print services provided and warranted exclusively by Shapeways, Inc. subject to Shapeways Sales Terms and Conditions and Warranty at: <https://aka.ms/ShapewaysTermsConditions>. Microsoft is not responsible for their performance or compliance with applicable regulatory, compliance, safety or any other requirements

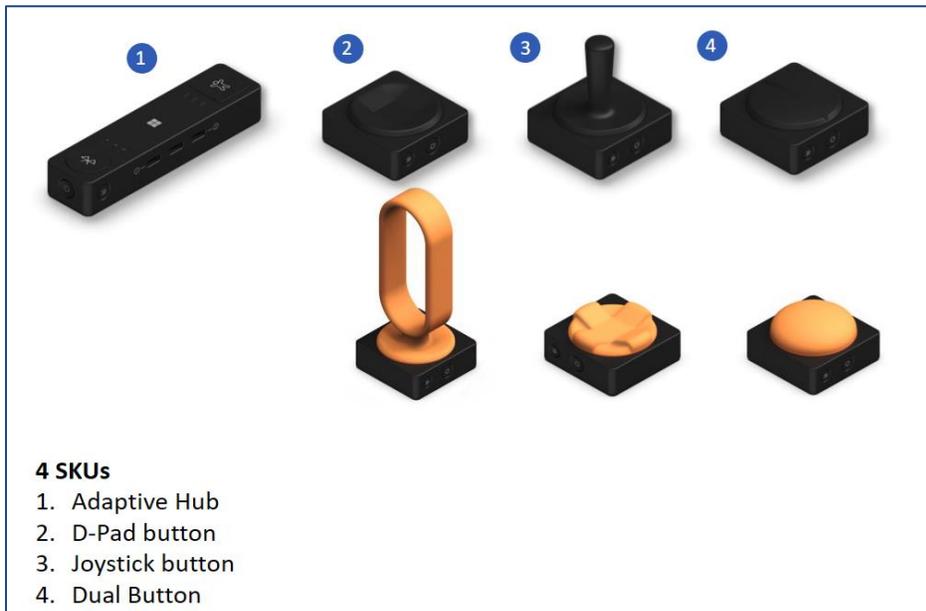


Figure 4. Microsoft Adaptive Hub with buttons

How does the Microsoft Adaptive Mouse work?

- The Microsoft Adaptive Mouse is small, lightweight, highly portable, and easy to pack. You can quickly transform The Microsoft Adaptive Mouse into a traditional mouse with the Microsoft Adaptive Mouse Tail and Thumb Support or customize the mouse through 3D printed tails from Shapeways² to make a mouse that truly works for you. The Microsoft tail attachment for the mouse includes a thumb support accessory that makes it easy to switch from left to right hand or vice versa. This mouse is straightforward to pair; you can connect it wirelessly to up to three devices or via a USB-C connection. Or use it by itself as a compact travel mouse. The Adaptive Mouse will also work wherever a mouse works and is compatible with Windows 10/11, macOS, iOS, Chrome, and Android.

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Are Microsoft adaptive accessories a new product category? Or are there comparable products on the market?

- At Microsoft, we want to empower every person to achieve more and access to technology can help accomplish that. But traditional hardware can be a barrier for people with disabilities to access technology. Assistive devices for technology have been available for people with disabilities for many years, but those assistive devices tend to be expensive and have limited functionality. Microsoft first entered the assistive and adaptive technology space with gaming and the Xbox Adaptive Controller. With these new accessories, we are expanding to the PC and phone adaptive technology space.

How do attachments for Microsoft adaptive accessories work?

- The Microsoft Adaptive Mouse can be customized with different mouse tails. The mouse has an eject

39. Requires Windows 10/11. To use with companion devices running macOS, iOS, Chrome, and Android, configure using the Microsoft Accessory Center on your Windows PC.

button that removes the back of the mouse, allowing you to easily attach the Microsoft Adaptive Mouse Tail or 3D-printed mouse tails. On the Microsoft adaptive buttons, you can replace the top of the button with different toppers through 3D printing optimized for your specific needs. To swap out the topper, you just need to twist and remove the topper.

Will Microsoft adaptive accessories be compatible with all Surface devices?

- The Microsoft adaptive accessories are compatible with all Windows devices, including Surface devices.

Are Microsoft adaptive accessories comprised of sustainable materials?

- The Microsoft adaptive accessories follow the Microsoft commitment to sustainability in hardware. You can read more about that commitment here <<https://www.microsoft.com/en-us/sustainability>>

Does this device count as assistive technology?

- Microsoft adaptive accessories are consumer electronic devices.

Can I use the Microsoft adaptive accessories with my own assistive technology?

- The Microsoft adaptive accessories work in tandem with your existing products. The Microsoft Adaptive Hub is compatible with standard 3.5mm assistive tech switches.

How can customers increase productivity with the Adaptive Hub and Microsoft adaptive buttons?

- The Adaptive Hub and Microsoft adaptive buttons allow you to create custom inputs and shortcuts. The Adaptive Hub can be connected to up to four Microsoft adaptive buttons. You can choose between three button options: the Microsoft Adaptive D-pad Button, Microsoft Adaptive Joystick Button, or the Microsoft Adaptive Dual Button (each sold separately) that best serve your needs. The Adaptive Hub and buttons allow you to create sequence macros to simplify complex tasks on a PC or phone. For example, you can activate a sequence macro, such as select>highlight>copy>paste, with the push of a single button.

Why aren't the Microsoft adaptive accessories Surface-branded, like the Surface Adaptive Kit is?

- The Surface Adaptive Kit was designed specifically for Surface devices. The Microsoft adaptive accessories are designed for any PC, tablet or phone.

What type the battery do the adaptive accessories have? How long does it last?

- The adaptive accessories have an internal Lithium-Ion rechargeable battery that can be charged through a USB-C port. The battery life can vary greatly depending on how they are used and what attachments or accessories are connected to the product. Below are examples of the battery life of each product, assuming typical usage.
 - Microsoft Adaptive Mouse alone or with Microsoft Adaptive Tail and Thumb Support – up to 6 months
 - Microsoft Adaptive Hub with two wireless Microsoft adaptive buttons and two 3.5mm assistive

- tech switches – up to 20 days
- Microsoft Adaptive Button wirelessly connected to Microsoft Adaptive Hub – up to 15 months

Microsoft Presenter+

Who is Microsoft Presenter+ for? Who do you see buying it?

- Microsoft Presenter+ is designed for the modern mobile worker who wants to deliver engaging presentations to online and in-person audiences in a hybrid environment and control their online meeting participation with the click of a button.

What is the pricing for Microsoft Presenter+?

- \$79.99 USD ERP

When and where will Microsoft Presenter+ be sold?

- Wave 1, 10/12/22: US, Canada, Australia, NZ, Austria, Germany, UK, Ireland, France, Switzerland, Belgium, Netherlands, and Lux across the Consumer and Commercial channels.
- It will be available in additional worldwide markets in early 2023.

What devices is Microsoft Presenter+ compatible with?

- Operating System: Windows 11, Windows 10, macOS 12. The device must support Bluetooth 4.0 or Higher
- Conference Software: Microsoft Teams
- Presentation Software: Microsoft PowerPoint, Prezi, Keynote

Is Microsoft Presenter+ integrated with Teams?

- Yes, Presenter+ is certified for Microsoft Teams.

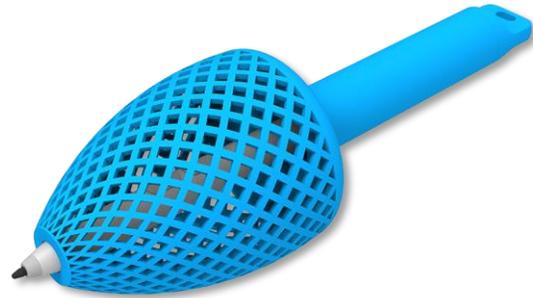
Why isn't it Surface-branded?

- Microsoft has a rich history of designing and developing PC accessories for nearly 40 years. Microsoft Presenter+'s development and core audience aligned with our Microsoft-branded portfolio.



3D printed grips for Microsoft Classroom Pen 2 and Microsoft Business Pen

These 3D printed grips are highly adaptable, easy-to-use pens that let you customize how you use Microsoft Classroom Pen 2 and Microsoft Business Pen. This empowers you to create your ideal digital pen, increase productivity, and use your favorite apps more effectively.



Who are 3D-printed grips for?

- The 3D-printed grips were created in partnership with the disability community. They can help remove the barrier that a traditional digital pen may present for people with limited mobility.

How do the 3D-printed grips work?

- Through our partner Shapeways you can get Microsoft-approved pen grips designed specifically for Microsoft Classroom Pen 2 and Microsoft Business Pen. These pen grips have been developed in various forms and sizes, so you can create a pen grip tailored to your needs and quickly assemble it. Find out more at <https://aka.ms/customizeadaptiveaccessories>.

What can I use the 3D-printed grips with?

- The 3D printed grips are compatible only with Microsoft Classroom Pen 2 and Microsoft Business Pen. They will not work on Surface Pen or Surface Slim Pen 2.
- Microsoft Classroom Pen 2 and Microsoft Business Pen will work on all Surface PCs that support inking and other 3rd party devices that support Microsoft Pen Protocol.

How can I get the 3D-printed grips?

- Microsoft Classroom Pen 2 and Microsoft Business Pen are only available to education and commercial customers through [authorized resellers](#) or [Microsoft Store](#). The 3D-printed grips will be made available on Shapeways.com for end-users or organizations to purchase. Find out more at <https://aka.ms/customizeadaptiveaccessories>.

Why aren't 3D printed grips available for other pens like Surface Pen, Surface Slim Pen 2, and Surface Hub 2 Pen?

- We know that the impact of working with a pen in educational settings is very positive and can unlock many learning opportunities. Microsoft Classroom Pen 2 is our best-selling pen in the education space, so we focused our efforts there, extending to Microsoft Business Pen, which shares the same design.

How much will the 3D printing components cost?

- Prices for 3D-printed parts will vary per design. Customers can also download the designs for free and print them on any 3D printer.

How will the 3D printed components impact the warranty for Microsoft Classroom Pen 2 and Microsoft Business Pen?

- Microsoft's warranty does not cover self-designed, self-printed, or misused 3D parts that impact device performance.
- 3D design configuration and print services provided and warranted exclusively by Shapeways, Inc. subject to Shapeways Sales Terms and Conditions and Warranty at: <https://aka.ms/ShapewaysTermsConditions>. Microsoft is not responsible for their performance or compliance with applicable regulatory, compliance, safety or any other requirements

Are the 3D-printed grips only for people with disabilities?

- 3D printed grips for Microsoft Classroom Pen 2 and Microsoft Business Pen are for all customers who want to adapt a digital pen to make it easier for them to use in ways that will best support their needs and those who wish to increase their PC productivity.

Are there specific disabilities the 3D-printed grips may best support?

- The 3D printed grips for Microsoft Classroom Pen 2 and Microsoft Business Pen are not limited to only supporting people with a specific disability. Throughout the development process, people with limited mobility provided feedback to help inform its design. However, we believe everyone's experience is unique, and it may be helpful for some customers, but we also understand that it may not be as valuable to others.

Microsoft Audio Dock

Microsoft Audio Dock is designed for the modern mobile worker who wants to simplify their desk setup, quickly connect to their accessories and monitors with a single plug and upgrade their audio and microphone quality for music and meetings.



How much will Microsoft Audio Dock cost?

- \$249.99 USD ERP

What devices is Microsoft Audio Dock compatible with?

- Operating System: Windows 11 Home/Pro, Windows 10, macOS.
- Conference Software: Microsoft Teams, Zoom, Google Meet.

When and where will Microsoft Audio Dock be sold?

- **Wave 1, Oct. 12, 2022:** US, Canada, Australia, NZ, Austria, Germany, UK, Ireland, France, Switzerland, Belgium, Netherlands, and Lux across the Consumer and Commercial channels.
- It will be available in additional worldwide markets in early 2023.

What ports does Microsoft Audio Dock offer?

- Microsoft Audio Dock offers four different ports (HDMI, USB-C x2, USB-A) and a power pass-through to keep your PC fully charged all day.

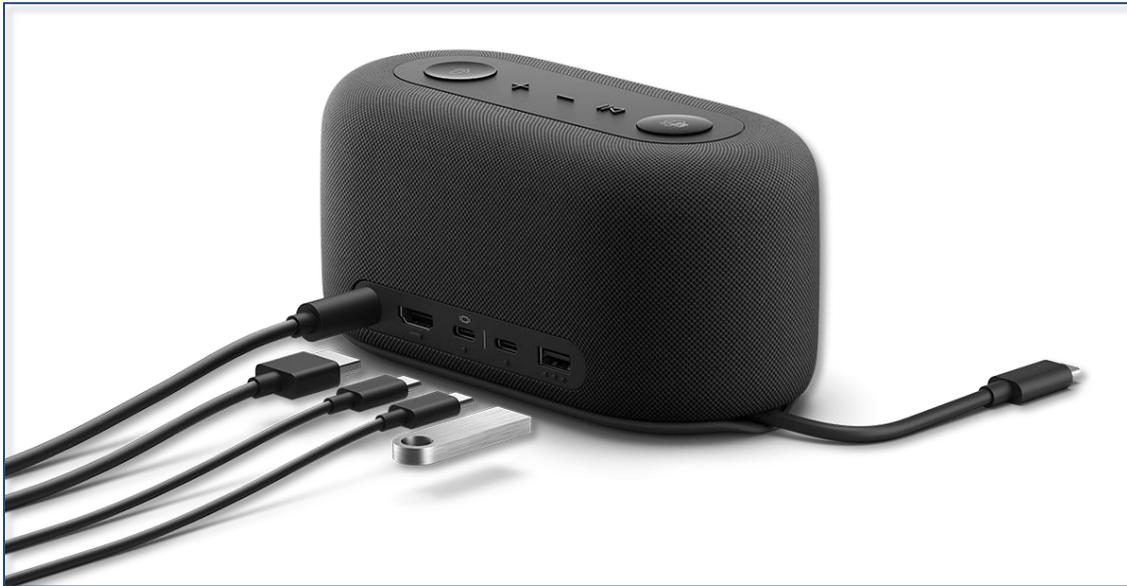


Figure 5. Microsoft Audio Dock ports

Is Microsoft Audio Dock integrated with Teams?

- Yes, Microsoft Audio Dock is certified for Microsoft Teams.

Can I manage Microsoft Audio Dock from Intune?

- Not at this time.

Learn more

- [Order Surface Laptop 5](#)
- [Surface devices documentation](#)
- [Surface regulatory information](#)
- [Surface Catalog \(licensedhardware.azurewebsites.net\)](#)