



# Microsoft Surface

## Surface Pro 9 for Business Product FAQ

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## Introduction

### The most powerful Pro

Empower flexible, all-day impact with tablet portability and laptop performance. Teams may work apart, but Surface Pro 9 keeps them connected with optional 5G,<sup>1</sup> enables work on their terms with built-in security, and delivers the power they need to succeed for your company and your customers.

- Full laptop power and the versatility of a tablet with a choice of Intel® Evo™<sup>2</sup> or Microsoft SQ® 3 with 5G.<sup>1</sup>
- Get pro-level performance and unlock workstation-class power with 12th Gen Intel Core™ processors built on the Intel® Evo platform and Thunderbolt™<sup>4</sup>.
- Get instant 5G<sup>1</sup> access, quick multitasking, longer battery life, and AI-enhanced camera experiences with the latest generation Microsoft SQ 3 processor.<sup>3</sup>
- An everyday, everywhere laptop when paired with Surface Pro Keyboard.<sup>4</sup> Adjust to the perfect angle with the built-in kickstand.
- The reasons you reach for a tablet. Long battery life,<sup>5</sup> a touchscreen designed for digital pen, high-quality audio and video for video calls, an improved camera angle that places you squarely in the frame, and lightweight, ultra-thin portability.
- Sign, annotate, and sketch with a pen and tablet pair that feel like pen and paper. Surface Slim Pen 2<sup>6</sup> is always charged and within reach, with storage and wireless charging built right into Surface Pro Signature Keyboard.<sup>7</sup>
- See true-to-life color from your warmly lit showroom to your fluorescent-bright warehouse on the virtually edge-to-edge 13" PixelSense display.
- A Secured-core PC. Secured-core PCs are the most secure Windows 11 devices for workers handling the most sensitive data.

### 2-in-1 flexibility for maximum impact

Enable true flexibility with the tablet that can replace your laptop and even create a full desktop setup with multiple monitors — all on a stunning, virtually edge-to-edge 13" PixelSense™ touchscreen designed

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1. 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.

2. Surface Pro 9 with 12th Gen Intel® Core™ processors and storage of 256 GB and above are built on the Intel® Evo™ platform.

3. At this time, Surface Pro 9 with 5G with Windows 11 Pro on ARM will not install some games and CAD software, and some third-party drivers or anti-virus software. Find out more in the [FAQ](#).

4. Sold separately. Software license required for some features.

5. Battery life varies significantly based on usage, network and feature configuration, signal strength, settings and other factors. See [aka.ms/SurfaceBatteryPerformance](https://aka.ms/SurfaceBatteryPerformance) for details.

6. Surface Slim Pen 2 sold separately.

7. Pen storage and charging available on select Keyboards.

for pen and Windows 11.

- **Customers see true-to-life color** from your warmly lit showroom to your fluorescent-bright warehouse on the virtually edge-to-edge 13" PixelSense display. Adaptive color shifts the balance of color based on your environment. Scrolling and inking with a digital pen are more fluid with a Dynamic Refresh Rate of up to 120hz.
- **Sign, annotate, and sketch with a pen and tablet pair that feel like pen and paper.** With Surface Slim Pen 2, tactile signals give you natural feedback<sup>8</sup> for greater precision when collaborating – just like in real life. Your Pen is always charged and within reach, with storage and wireless charging built right into the Surface Pro Signature Keyboard.<sup>7</sup>
- **No matter how you use your Pro, your apps adjust like so.** Hand Surface PRO 9 to a client, then dock into a monitor, and your apps will follow. With Windows 11, your apps adapt instantly in the best screen orientation and exactly how you left it last time.
- **An everyday, everywhere laptop** when paired with Surface Pro Keyboard. Adjust to the perfect angle with the built-in kickstand.

## Performance by your definition

Choose the performance employees need for their work with either Intel Evo<sup>2</sup> or Microsoft SQ 3 with 5G.<sup>1</sup> From a video call at home to building a financial model at the office to applying for a permit at a client's site, Surface Pro 9 has the next-level performance employees expect, the battery life<sup>5</sup> they depend on, and compatibility with accessories that enable them to work anywhere.

- **Choose the processor your employees need.** From CAD files to Excel spreadsheets, get pro-level performance with 12th Gen Intel Core processors built on the Intel Evo platform.<sup>2</sup> For employees on the go who need instant access, quick multitasking, and longer battery life, go with the latest generation Microsoft SQ 3 processor.<sup>3</sup>
- **The reasons you reach for a tablet.** Long battery life,<sup>5</sup> a touchscreen designed for digital pen, high-quality audio and video for video calls with an improved camera angle that places you squarely in the frame, and lightweight, ultra-thin portability.
- **A laptop that makes no compromises.** Charge accessories, dock to high-powered displays, and transfer large files quickly with two USB-C ports. Unlock workstation-class power and the ultimate desktop setup enabled by Surface Pro 9 with Intel Evo<sup>2</sup> and Thunderbolt 4.
- **Better employee experiences are where accessories excel.** However and wherever employees work, accessories designed to help people work more efficiently, more accessibly, and more flexibly are available from [Microsoft and Designed for Surface partners](#).<sup>9</sup>
- **Make the most of your investment in Microsoft 365,<sup>4</sup>** with the essential foundation of Windows 11 Pro, Microsoft Enterprise Mobility + Security protection, and the suite of Office 365 productivity apps you rely on daily.

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8. Tactile signals with Surface Slim Pen 2 can be experienced on some applications on Surface Pro 9 running Windows.

9. Sold separately. Software license required for some features.

## Surface Pro 9 with 5G: Super secure and ultra fast with 5G

5G makes the introduction, and industry-leading innovation closes the deal. Video calls feel more personal with AI-enabled, enhanced camera experiences – and at ultra-fast 5G speed,<sup>1</sup> connectivity is more reliable, too. Built-in security with Microsoft Pluton protects sensitive data. The next-generation Microsoft SQ 3 processor makes it all possible.

- **You're more personal, polished, and powered on video calls** with the Neural Processing Unit (NPU), which runs intelligent camera and audio effects on Surface Pro 9 with 5G without compromising battery life or performance. Video calls are better with Automatic Framing, which keeps you in the video frame when you move; Eye Contact, which keeps your eye contact on video calls; Portrait Background Blur, which highlights you in high definition while your background is softly blurred; and Voice Focus, which captures your voice clearly and suppresses background noise in your environment.
- **Connect to customers wherever work happens with super-fast, secure 5G.**<sup>1</sup> Download files instantly, stay connected on video calls when there's no Wi-Fi, and keep company data safe from anywhere.
- **Better protect sensitive data if your device is lost or stolen.** Surface Pro 9 with 5G with Microsoft SQ3 uses Pluton architecture to secure sensitive data directly in the CPU, making it more difficult for attackers to access even if they have physical possession of a device.
- **Battery life that keeps you going and going.** Microsoft SQ3 delivers up to 19 hours of battery life.<sup>5</sup>
- **Built cool, so it's perfect for protective cases.** Innovative passive cooling lets the Microsoft SQ3 run at top speeds without the need for fans.

## 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 with the most sensitive data in your organization.
- **Get more out of your device with more components that are replaceable.** Major components in Surface Pro 9, including the display, thermal module, Kickstand, Surface Connect port, and more are replaceable through a network of approved service providers or on-site through a skilled technician.<sup>10</sup> **thunder**

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<sup>10</sup> Components available through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required for repair. Opening and/or repairing your device can present electric shock, fire and personal injury risk 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.

- **Maintain control of your sensitive information with a removable hard drive for data retention.** The rSSD helps businesses maintain control of their sensitive information.<sup>11</sup> It also facilitates servicing and repair: Retaining data is made easy with the ability to retain the SSD.
- **More control with cloud-first device deployment and management.** Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager<sup>12</sup> and DFCI.<sup>13</sup> Every Surface ships ready for Windows Autopilot, reducing IT complexity by deploying straight to your employees.
- **Unlock more value with Surface for Business.** Save time and money with streamlined, zero-touch deployment, modern device management, and built-in cloud-powered security and connected experiences from Surface and Microsoft 365.<sup>4</sup>
- **Increasing the use of renewable content is one of several strategies we are taking to support a circular economy.** Alcantara® material in the Surface Pro Signature Keyboard in new Sapphire and Forest colors contains at least 12% renewable content<sup>14</sup> derived from sugarcane waste.
- **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.
- **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.
- **Get the best peripherals for Surface Pro 9.** See the [section below](#) for recommended monitors, cables, adapters, and docks.

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11. 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.

12. Sold separately. Software license required for some features.

13. Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. [Find out more](#) about managing Surface UEFI settings and Surface devices on which DFCI is enabled.

14 Percent of modern carbon according to ASTM-D6866 – based upon third party analytical test results by Beta Analytic.

## Surface Pro 9 technical specifications

Table 1. Surface Pro 9 commercial tech specs

Feature	Description	
	Surface Pro 9	Surface Pro 9 with 5G
Processor	<ul style="list-style-type: none"> <li>– 12th Gen Intel® Core™ i5-1245U processor</li> <li>– 12th Gen Intel Core i7-1265U processor</li> <li>– Options with storage of 256 GB and above built on the Intel Evo™ platform</li> </ul>	<ul style="list-style-type: none"> <li>– Microsoft SQ® 3 processor</li> <li>– Neural Processing Unit (NPU)</li> </ul>
Graphics	<ul style="list-style-type: none"> <li>– Intel Iris® Xe graphics</li> </ul>	<ul style="list-style-type: none"> <li>– Microsoft SQ 3 Adreno™ 8CX Gen 3</li> </ul>
Memory	<ul style="list-style-type: none"> <li>– 8 GB, 16 GB, 32 GB (LPDDR5 RAM)</li> </ul>	<ul style="list-style-type: none"> <li>– 8 GB or 16 GB LPDDR4x RAM</li> </ul>
Storage <sup>15</sup>	<ul style="list-style-type: none"> <li>– Removable<sup>16</sup> drive (SSD) options: 128 GB, 256 GB, 512 GB, 1 TB</li> </ul>	<ul style="list-style-type: none"> <li>– Removable<sup>14</sup> drive (SSD) options: 128 GB, 256 GB, 512 GB</li> </ul>
Display	<ul style="list-style-type: none"> <li>– <b>Screen:</b> 13" PixelSense™ Flow Display</li> <li>– <b>Resolution:</b> 2880 × 1920 (267 PPI)</li> <li>– <b>Color profile:</b> sRGB and Vivid Dynamic refresh rate up to 120Hz</li> <li>– <b>Aspect ratio:</b> 3:2</li> <li>– <b>Contrast ratio</b> 1200:1</li> <li>– Adaptive Color</li> <li>– Auto Color Management supported</li> <li>– <b>Touch:</b> 10-point multi-touch</li> <li>– <b>Dolby:</b> Dolby Vision IQ™<sup>17</sup> support</li> <li>– <b>Glass:</b> Gorilla® Glass 5</li> </ul>	<ul style="list-style-type: none"> <li>– <b>Screen:</b> 13" PixelSense Flow Display</li> <li>– <b>Resolution:</b> 2880 × 1920 (267 PPI)</li> <li>– <b>Color profile:</b> sRGB and Vivid Dynamic refresh rate up to 120Hz</li> <li>– <b>Aspect ratio:</b> 3:2</li> <li>– <b>Contrast:</b> 1200:1</li> <li>– Adaptive Color</li> <li>– <b>Touch:</b> 10-point multi-touch</li> <li>– <b>Glass:</b> Gorilla Glass 5</li> </ul>

15. 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 Storage for more details.

16. Components available through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required for repair. Opening and/or repairing your device can present electric shock, fire and personal injury risk 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.

17. Requires Dolby Vision® encoded content and video.

Feature	Description	
	Surface Pro 9	Surface Pro 9 with 5G
<b>Size and Weight</b>	<ul style="list-style-type: none"> <li>– <b>Length:</b> 11.3 inch (287 mm)</li> <li>– <b>Width:</b> 8.2 inch (209 mm)</li> <li>– <b>Height:</b> 0.37 inch (9.3 mm)</li> <li>– <b>Weight</b><sup>18</sup>: 1.94 lb. (879 g)</li> </ul>	<ul style="list-style-type: none"> <li>– <b>Length:</b> 11.3 inch (287 mm)</li> <li>– <b>Width:</b> 8.2 inch (209 mm)</li> <li>– <b>Height:</b> 0.37 inch (9.3 mm)</li> <li>– <b>Weight</b><sup>19</sup>: 1.95 lb. (883 g) (mmWave) or 1.94 lb. (878 g) (Sub6)</li> </ul>
<b>Battery Life</b>	– Up to 15.5 hours <sup>20</sup> of typical device usage	– Up to 19 hours <sup>21</sup> of typical device usage
<b>Security</b>	<ul style="list-style-type: none"> <li>– TPM 2.0 chip for enterprise-grade security and BitLocker support</li> <li>– Enterprise-grade protection with Windows Hello face sign-in</li> <li>– Windows 11 Secured-core PC</li> </ul>	<ul style="list-style-type: none"> <li>– Enhanced security with Microsoft Pluton</li> <li>– Enterprise-grade protection with Windows Hello face sign-in</li> <li>– Windows 11 Secured-core PC</li> </ul>
<b>Cameras</b>	<ul style="list-style-type: none"> <li>– Windows Hello face authentication camera (front-facing)</li> <li>– Front-facing camera with 1080p full HD video</li> <li>– 10.0MP rear-facing autofocus camera with 1080p HD and 4K video</li> </ul>	<ul style="list-style-type: none"> <li>– Windows Hello face authentication camera (front-facing)</li> <li>– Front-facing camera with 1080p full HD video</li> <li>– 10.0 MP rear-facing autofocus camera with 1080p HD and 4K video</li> </ul>

18. Weight not including Surface Pro Signature Keyboard and Surface Slim Pen 2 (sold separately).

19. Weight not including Surface Pro Signature Keyboard and Surface Slim Pen 2 (sold separately).

20. Surface Pro 9: Up to 15.5 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in August 2022 using preproduction software and preproduction Intel® 12th Gen 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 and Adaptive Color 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.

21 Surface Pro 9 with 5G Wi-Fi: Up to 19 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in August 2022 using preproduction software and preproduction SQ® 3, 128/256/512GB, 8/16GB 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 and Adaptive Color 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	
	Surface Pro 9	Surface Pro 9 with 5G
Audio	<ul style="list-style-type: none"> <li>– Dual far-field Studio Mics</li> <li>– 2W stereo speakers with Dolby® Atmos<sup>®22</sup></li> </ul>	<ul style="list-style-type: none"> <li>– Dual far-field Studio Mics</li> <li>– 2W stereo speakers</li> </ul>
Ports	<ul style="list-style-type: none"> <li>– 2 × USB-C<sup>®</sup> with USB 4.0/Thunderbolt 4</li> <li>– 1 × Surface Connect port</li> <li>– 1 × Surface Keyboard port</li> </ul>	<ul style="list-style-type: none"> <li>– 1 × nano SIM</li> <li>– 2 × USB-C 3.2</li> <li>– 1 × Surface Connect port</li> <li>– 1 × Surface Keyboard port</li> </ul>

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22. Requires Dolby Vision<sup>®</sup> encoded content and video.

Feature	Description	
	Surface Pro 9	Surface Pro 9 with 5G
Network and connectivity	<ul style="list-style-type: none"> <li>– Wi-Fi 6E: 802.11ax compatible</li> <li>– Bluetooth® Wireless 5.1 technology</li> </ul>	<ul style="list-style-type: none"> <li>– Wi-Fi 6E: 802.11ax compatible</li> <li>– Bluetooth Wireless 5.1 technology</li> <li>– Location: GPS, Glonass, Galileo and Beidou support</li> <li>– NanoSIM and eSIM<sup>23</sup>support</li> <li>– Supports 5G <sup>24</sup></li> </ul> <p><b>mmWave markets only:</b></p> <p><b>5G-NR NSA (mmWave):</b> Release 15 DL 64 QAM up to 4.2 Gbps 4xDL CA (400MHz), 2x2 MIMO</p> <p><b>5G-NR NSA (mmWave):</b> Release 15 UL 64 QAM, 2xUL CA (200MHz), 2x2 MIMO</p> <p>5G-NR NSA (mmWave) Bands: n257, n260, n261</p> <p><b>Sub-6 markets only:</b></p> <p>5G-NR NSA (Sub-6): Release 15 DL 256 QAM up to 2.8 Gbps, 4x4 MIMO</p> <p>5G-NR NSA (Sub-6): Release 15 UL 256 QAM</p> <p>5G-NR NSA (Sub-6) Bands: n1, n2, n3, n5, n7, n8, n20, n25, n28, n38, n40, n41, n66, n71, n77, n78, n79</p> <p>Gigabit LTE - A Pro Release 15 with 4x4 MIMO and LAA</p> <p>LTE DL Cat 20, 256 QAM up to 2 Gbps, 5xDL CA</p> <p>LTE UL Cat 13, 64 QAM Contiguous 2x ULCA</p> <p>LTE Bands: 1, 2, 3, 4, 5, 7, 8, 12, 13, 14, 19, 20, 25, 26, 28, 29, 30, 38, 39, 40, 41, 42, 46, 48, 66, 71</p> <p>WCDMA: 1,2,5,8</p>

23. eSIM support may vary by carrier. Individual device activation for eSIM is supported, however bulk activations leveraging eSIM on devices with Windows 10 are not currently available.

24. 5G not available in all areas, mmWave in US only. Supports Sub-6 GHz, not available in all areas; compatibility and performance depend on carrier network, plan and other factors. See carrier for details and pricing.

Feature	Description	
	Surface Pro 9	Surface Pro 9 with 5G
<b>Pen compatibility</b>	<ul style="list-style-type: none"> <li>– Designed for Surface Slim Pen 2<sup>25</sup></li> <li>– Integrated storage and wireless charging for Surface Slim Pen 2 with Surface Pro Signature Keyboard*</li> <li>– Supports tactile signals<sup>26</sup> with Surface Slim Pen 2</li> <li>– Supports Microsoft Pen Protocol (MPP)</li> </ul>	<ul style="list-style-type: none"> <li>– Designed for Surface Slim Pen 2<sup>25</sup></li> <li>– Integrated storage and wireless charging for Surface Slim Pen 2 with Surface Pro Signature Keyboard</li> <li>– Supports tactile signals<sup>26</sup> with Surface Slim Pen 2</li> <li>– Supports Microsoft Pen Protocol (MPP)</li> </ul>
<b>Keyboard Compatibility</b>	<ul style="list-style-type: none"> <li>– Surface Pro Signature Keyboard</li> <li>– Surface Pro Keyboard</li> <li>– Surface Pro X Signature Keyboard</li> <li>– Surface Pro X Keyboard</li> </ul>	<ul style="list-style-type: none"> <li>– Surface Pro Signature Keyboard</li> <li>– Surface Pro Keyboard</li> <li>– Surface Pro X Signature Keyboard</li> <li>– Surface Pro X Keyboard</li> </ul>
<b>Battery Capacities</b>	<ul style="list-style-type: none"> <li>– Battery Capacity Nominal (WH) 47.7 Wh</li> <li>– Battery Capacity Min (WH) 46.5 Wh</li> </ul>	<ul style="list-style-type: none"> <li>– Battery Capacity Nominal (WH) 47.7Wh</li> <li>– Battery Capacity Min (WH) 46.5Wh</li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>– Windows 11 Pro or Windows 10 Pro</li> <li>– Preloaded Microsoft 365 Apps<sup>27</sup> Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial<sup>28</sup></li> </ul>	<ul style="list-style-type: none"> <li>– Windows 11 Pro on ARM<sup>29</sup></li> <li>– Preloaded Microsoft 365 Apps<sup>27</sup> Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial<sup>28</sup></li> </ul>
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>– Compatible with Surface Adaptive Kit</li> </ul>	<ul style="list-style-type: none"> <li>– Compatible with Surface Adaptive Kit</li> </ul>

25. Surface Slim Pen 2 sold separately.

26. Tactile signals with Surface Slim Pen 2 can be experienced on some applications on Surface Pro 9 running Windows 11.

27. 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>.

28. 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>.

29. Surface Pro 9 with 5G comes with Windows 11 Pro on ARM. At this time, Surface Pro 9 with 5G with Windows 11 Pro on ARM will not install some games and CAD software, and some third-party drivers or anti-virus software. Certain features require specific hardware (see [aka.ms/windows11-spec](https://aka.ms/windows11-spec)). Find out more in the [FAQ](#).

Feature	Description	
	Surface Pro 9	Surface Pro 9 with 5G
	<ul style="list-style-type: none"> <li>– Compatible with Microsoft Adaptive Mouse</li> <li>– Include Windows Accessibility Feature – 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>	<ul style="list-style-type: none"> <li>– Compatible with Microsoft Adaptive Mouse</li> <li>– Include Windows Accessibility Feature – Learn More Accessibility Features   Microsoft Accessibility</li> <li>– Discover more Microsoft Accessible Devices &amp; Products - Accessible Devices &amp; Products for PC &amp; Gaming   Assistive Tech Accessories - Microsoft Store</li> </ul>
<b>Serviceability<sup>30</sup> (commercial only)</b>	Replaceable components include: <ul style="list-style-type: none"> <li>– Display</li> <li>– Battery</li> <li>– Surface Connect Port (Surflink)</li> <li>– Thermal Module with Fan (Surface Pro 9 only)</li> <li>– Cameras</li> <li>– Speakers</li> <li>– Buttons</li> <li>– Wi-Fi Deck (Surface Pro 9 only)</li> <li>– Back Cover</li> <li>– Removable SSD</li> <li>– Removable SSD Door</li> <li>– Kickstand</li> <li>– Motherboard</li> </ul>	Replaceable components include: <ul style="list-style-type: none"> <li>– Display</li> <li>– Battery</li> <li>– Surface Connect Port (Surflink)</li> <li>– Thermal Module (Surface Pro 9 with 5G only)</li> <li>– Cameras</li> <li>– Camera Deck (Surface Pro 9 with 5G only)</li> <li>– Speakers</li> <li>– Buttons</li> <li>– Back Cover</li> <li>– Removable SSD</li> <li>– Removable SSD Door</li> <li>– Kickstand</li> <li>– Motherboard</li> </ul>

30. 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	
	Surface Pro 9	Surface Pro 9 with 5G
<b>Exterior</b>	<b>Casing:</b> Aluminum <b>Colors:</b> <sup>31</sup> Platinum, Graphite, Sapphire, Forest <b>Physical Buttons:</b> Volume, Power	<b>Casing:</b> Aluminum <b>Colors:</b> Platinum <b>Physical Buttons:</b> Volume, Power
<b>Sensors</b>	<ul style="list-style-type: none"> <li>– Accelerometer</li> <li>– Gyroscope</li> <li>– Magnetometer</li> <li>– Ambient Color Sensor (Brightness and Color)</li> </ul>	<ul style="list-style-type: none"> <li>– Accelerometer</li> <li>– Gyroscope</li> <li>– Magnetometer</li> <li>– Ambient Color Sensor (Brightness and Color)</li> </ul>
<b>What's in the box</b>	<ul style="list-style-type: none"> <li>– Surface Pro 9</li> <li>– Power Supply</li> <li>– Quick Start Guide</li> <li>– Safety and warranty documents</li> </ul>	<ul style="list-style-type: none"> <li>– Surface Pro 9 with 5G</li> <li>– Power Supply</li> <li>– Quick Start Guide</li> <li>– Safety and warranty documents</li> <li>– SIM Card access tool</li> </ul>
<b>Warranty</b> <sup>32</sup>	1-year Microsoft limited hardware warranty	1-year Microsoft limited hardware warranty

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

32. 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](#).

## Questions

### Introducing Surface Pro 9 and Surface Pro 9 with 5G

#### What are the top three reasons to get Surface Pro 9 or Surface Pro 9 with 5G?

- **Most productive 2 in 1.** The latest generation of Surface Pro is a premium, no-compromise computer designed for utility and portability for both consumer and commercial customers. Computing performance, portability, integrated kickstand, premium multi-touch display, pen input, a selection of ports, weight, battery life and "lapability" are some of the device's aspects that define this great 2-in-1.
- **Versatility.** Key differentiators for Surface Pro are the thin form factor, the integrated kickstand and the detachable keyboard. These features allow the device to operate both as a laptop and as a tablet and to switch between those modes seamlessly. The detachable keyboard provides users with the flexibility to select from a range of keyboard options that best suit their needs. Optional 5G broadband (Surface Pro 9 with 5G only) connectivity provides users full productivity while they're on the go.
- **Surface experience.** The Surface Pro delivers a premium experience. It combines industry-leading hardware craftsmanship and quality with the best execution of Microsoft's software offers. The device moves to the background so the user can focus on what they want to do, not what the computer is making them do.

#### What are the AI capabilities in Surface Pro 9 with 5G?

- **AI capabilities.** Surface Pro 9 with 5G comes with a Neural Processing Unit (NPU), an Artificial Intelligence Engine delivering 29+ TOPS of powerful acceleration, three times greater than the previous generation, for the latest AI-enhanced camera and audio experiences for video calling and applications. Utilizing the performance and efficiency of the SoC, the AI Engine enables cloud-class models to run on Surface Pro 9 with 5G while other system resources stay responsive, so you stay productive with a battery that keeps going for up to 19 hours. Perfect for life on the go.
- **Windows Studio effects.** Feel together even when you're apart. Windows Studio effects can make staying in touch with the camera simple and natural.
  - Automatic Framing and Eye Contact ensure you are always at the center and appear to be looking directly at your audience.
  - Voice Focus and Portrait Blur make sure the focus is always on you and come across as vibrant to be the star of your show.
- **Voice Focus** for fantastic online meetings – you can talk and listen at the same time – for a natural conversation that is just like being there in person.

#### Commercial experiences

- **Secured-Core PC (new for Intel):** Out-of-the-box support for Secured-core PC and Win11 on Intel. SCPC devices promise to reduce infections by 2x.

- MAC address emulation (new): IT Admins can control access at either the device or dock level, allowing employees the flexibility of using shared office spaces.

## SKUs and availability

### What are the SKUs?

Table 2. Surface Pro 9 commercial SKUs

Configuration	Color	Price USD
i5/8/128	Platinum	\$1099
i5/8/256	Platinum, Graphite, Sapphire, Forest <sup>33</sup>	\$1199
i5/8/512	Platinum, Graphite, Sapphire, Forest	\$1499
i5/16/256	Platinum, Graphite, Sapphire, Forest	\$1499
i7/16/256	Platinum, Graphite, Sapphire, Forest	\$1699
i7/16/512	Platinum, Graphite, Sapphire, Forest	\$1999
i7/16/1TB	Platinum	\$2299
i7/32/1TB	Platinum	\$2699

Table 3. Surface Pro 9 with 5G commercial SKUs

Configuration	Color	Price USD
SQ3/8/128 5G	Platinum	\$1399
SQ3/8/256 5G	Platinum	\$1499
SQ3/16/256 5G	Platinum	\$1699
SQ3/16/512 5G	Platinum	\$1999

<sup>33</sup>. Available colors for accessories, Surface Pro Signature Keyboard (sold separately), and Surface Pro 9 & Surface Pro 9 with 5G may vary by market and configuration.

Table 4. Surface Pro Signature Keyboard options

Keyboard	Colors	Price USD
Signature Keyboard w/ Slim Pen 2	Platinum, Graphite, Sapphire, Red, Forest	\$279
Signature Keyboard	Platinum, Graphite, Sapphire, Red, Forest	\$179
Signature Keyboard w/ FPR	Graphite	\$199
Keyboard	Graphite	\$139

### Will we be offering a Surface Pro device with an AMD processor?

- No. Customers can choose Intel 12<sup>th</sup> Gen processors or the new ARM processor, Microsoft SQ3.

### Why the change in SKUs offered in certain markets?

- We regularly take a phased and measured approach to releasing new products. As always, our top priority is addressing the areas of greatest customer demand. This can vary by country, and our availability schedule reflects these differences. We will continue to listen to customers and market signals to inform future SKU availability.

### What happened to Surface Pro X?

- Surface Pro 9 with 5G and the Microsoft SQ3 ARM processor replaces Surface Pro X.

### Will Surface Pro X continue to be available for purchase? For how long?

- Pending market availability only.

### When will Surface Pro 7+ production stop?

- Surface Pro 7+ remains available along with Surface Pro 8 LTE and Surface Pro 9, providing consistency for those customers who need it.

### With so many devices in the portfolio and 'models within models, how can customers understand differences and select the best for them?

- As always, we build our portfolio to address the unique needs of our customers. Often, this means providing choice so that the customer can select the right product, with the right features, at the right price. We will continue to listen to our customers and adjust our offerings accordingly. To us, it's simple - Surface is the best device for Windows 11, and the right Surface comes down to a combination of factors unique to every individual. Whether a 2-in-1, laptop or desktop, we have a Surface product for you.

## Given the state of the economy, do you think people are in the market for higher-priced devices?

- We recognize that there are various needs and circumstances across the market, which is one reason why Surface has grown into an entire portfolio of devices. Today, customers can choose from a variety of Surface products and find the one that meets their needs and budget.

## Why are there no new form factors this time?

- We take great pride in our ability to surprise and excite people with new and innovative form factors. Still, just as important is refining and perfecting the products we know our customers love today. Surface Laptop and Surface Pro enjoy incredibly high customer satisfaction, and it's important that these products continue to set the standard for their respective categories. This announcement unveiled innovations and improvements spanning software, accessories and three device categories. Every product launch is different, but we're pleased with both the breadth and focus of our October announcements.

## Has the RAM on each of these devices been updated as well?

- Surface Pro 9 uses LPDDR5 RAM. Surface Pro 9 with 5G uses LPDDR4 RAM.

## If this is a laptop, why doesn't it come bundled with a Type Cover or Pen?

- We want to give customers the ability to choose what color and material so that their device is the best reflection of themselves. To allow our customers to mix and match, we've kept the Pen and Type Cover as separate purchases. We also want to give them a chance to look at all the accessories they might need to have the best experience, including using the Surface Dock to drive a full desktop experience.

## Is Advanced Exchange available for Surface Pro 9?

- Yes. Advanced Exchange Service<sup>34</sup> is available in supported markets at no additional charge.

## 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 available to you: 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, while Surface Pro 7+ provides more balance and capability, as well as 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—in particular, businesses that need LTE connectivity with Intel® processors.
- Surface Pro 9 with 5G is the most advanced option from a processing and connectivity perspective,

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<sup>34</sup> Advanced Exchange Service is available at no additional charge with the following Surface for Business products: Surface Go 3, Surface Pro 8, Surface Laptop, Surface Laptop 4, Surface Pro 7+, Surface Laptop Go, Surface Laptop Go 2, Surface Laptop Studio, Surface Book 3, Surface Go 2, Surface Laptop 3, Surface Pro 7, and Surface Pro X. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

and its unique efficiency gives you the most battery life of any pro.

Table 5. 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

### Is 5G available with the Intel chipset?

- No, customers looking for 5g should consider the SQ3 chip.

### What is the 5G brand?

- Qualcomm Snapdragon

## Comparing Surface Pro 9

### Which Surface Pro 9 model works for your organization?

Table 6. Evaluating the best Surface Pro 9 for your organization

Surface Pro 9	Surface Pro 9 with 5G
Peak performance with 12th Gen Intel® processor built on the Intel® Evo™ Platform <sup>33</sup>	Microsoft SQ 3 processor powered by Qualcomm Snapdragon, with Neural Processing Unit
Microsoft Secured-core PC with hardware TPM	Microsoft Secured-core PC with Microsoft Pluton
Wi-Fi 6E connectivity	Connect anywhere with fast, secure 5G and Wi-Fi 6E connectivity
Up to 15.5 hours of typical device usage <sup>35</sup>	Up to 19 hours of typical device usage <sup>36</sup>
2x USB-C® ports with USB 4.0/Thunderbolt 4	2 x USB-C 3.2 ports
Optimized for mobile information workers who need versatile, laptop-level performance	Optimized for frontline power users who need performance and anywhere connectivity

### Which Surface 2-in-1 is best for my organization?

- Across the full spectrum of 2-in-1s, Surface Go 3 is best for portability, ease of handling, and customer-facing roles.
- Surface Pro 7+ is flexible enough to handle mobile information work in a variety of settings, and it's suited for organizations with specific IT and hardware requirements, especially in government and the public sector.
- Surface Pro 9 is your most powerful 2-in-1. It's best for more performance-oriented mobile information and technical workers.
- See the following table for comparison.

<sup>35</sup> Surface Pro 9: Up to 15.5 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in August 2022 using preproduction software and preproduction Intel® 12th Gen 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 and Adaptive Color 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.

<sup>36</sup> Surface Pro 9 with 5G Wi-Fi: Up to 19 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in August 2022 using preproduction software and preproduction SQ® 3, 128/256/512GB, 8/16GB 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 and Adaptive Color 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.

Table 7. Evaluating the best 2-in1 Surface device for your organization

Feature	Surface Go 3	Surface Pro 7+	Surface Pro 9
Display	10.5" display	12.3" display	13" display
Performance	Portable power you can count on with 10th Gen Intel® or Pentium processors <sup>37</sup>	11th Gen Intel® processors	Peak performance with 12th Gen Intel® processors built on the Intel® Evo™ Platform
Type Cover or Keyboard	Surface Go Signature Type Cover	Surface Pro Signature Type Cover	Surface Pro Signature Keyboard
Operating system	Windows 11 Pro or Windows 10 Pro	Windows 10 Pro	Windows 11 Pro or Windows 10 Pro
Targeted use	Optimized for portability, ease of handling, and customer-facing roles	Flexible enough to handle mobile information work in a variety of settings	The most powerful 2-in-1 for more performance-oriented mobile information workers

## App compatibility for Surface Pro 9 with 5G

### Will Surface Pro 9 with 5G run the apps I need?

- Three years after the launch of Surface Pro X, improvements in Windows on ARM mean you can be confident that your apps and devices will work as expected. The top 200 apps run well. Surface Pro 9 with 5G comes with native 64-bit Office, including x64 plug-in support.

### 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.

### How compatible is Windows on ARM for enterprise customers?

- Windows on ARM compatibility continues to improve. Not only is there native support in Windows

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<sup>37</sup>. For Government and Public Sector customers only.

11 for 32- and 64-bit emulation, but there is also native support for first-party solutions like Teams and third-party solutions like printer support across leading brands such as HP, Canon, Brother, and Xerox. We will also continue to have App Assure available for commercial customers to take advantage of.

### What are the app compat limitations for Surface Pro 9 with 5G?

- At this time, Surface Pro 9 with 5G with Windows 11 Pro on ARM will not install some games and CAD software, and some third-party drivers or anti-virus software.

### Will Surface Pro 9 with 5G run Adobe Creative Cloud apps?

- Yes, Surface Pro 9 with 5G runs native Photoshop, Lightroom and Fresco as well as emulated Premiere and Illustrator.

### How is the printing experience for Surface Pro 9 with 5G?

- Improved Printing Experience: Cloud printing, Mopria over USB + PSA, native HP driver.

### How are we improving Windows, Microsoft 365, and Teams on ARM?

- Developers are continuing to optimize their apps for ARM, including security software and printer drivers. Services like App Assure continue to be available (at no cost) to help support customers transitioning to a Windows on ARM environment.

### Will Amazon store and applications work with the ARM chipset too?

- Yes, Android Apps through the Amazon App Store are available on ARM.

## Performance

### What are the performance improvements from the NPU chip on Surface Pro 9 with 5G?

- Microsoft SQ3 with NPU brings additional and enhanced processing capacity. The Neural engine on SQ3 is 3x faster (15 TOPs) than Microsoft SQ2 on Surface Pro X, delivering higher performance with lower power for your AI and machine learning apps.

### How does the SQ3 processor compare with Apple's M2 chip?

- To set expectations, M2 will still win in a linear speed comparison. What is more important is all of the different ways that Surface Pro 9 will continue to provide value to our customers beyond speed. This includes security with Microsoft Pluton, a more flexible form factor, and the value of Windows 11.

### How does RAM compare across the two models??

- Surface Pro 9 comes with LPDDR5 RAM. Surface Pro 9 with 5G has LPDDR4X RAM. LPDDR5 RAM offers data rates of up to 6,400 Mb/s, which is 1.5 times faster than LPDDR4X. And the newer RAM consumes up to 30% less power than the previous generation.

### How much faster is Surface Pro 9 than Surface Pro 8?

- Surface Pro 9 with 12th Gen Intel Core i5 is up to 60% faster than Surface Pro 8 with 11th Gen Intel Core i5.
- Surface Pro 9 with 12th Gen Intel Core i7 is up to 50% faster than Surface Pro 8 with 11th Gen Intel Core i7.

### How much faster is Surface Pro 9 with 5G than Surface Pro X?

- Surface Pro 9 with 5G with Microsoft SQ3 is up to 80% faster than Pro X with Microsoft SQ 2.

## Management & security

### Will Surface Pro 9 be offered with Windows 10? Is an N-1 OS supported?

- Surface Pro 9 comes from the factory with Windows 11 2022 (SV2). Customers also have the choice to get Surface Pro 9 with Windows 10 factory installed for an additional \$30. To learn more, see [OS choice for new Surface devices](#).
- Surface Pro 9 with 5G will be available with Windows 11 only.

### Do both Surface Pro 9 and Surface Pro 9 with 5G support UEFI management?

- Yes. Surface Pro 9 comes with full support for Microsoft-built UEFI on Windows 11, including DFCI settings that can be managed remotely from the cloud.

### Are there new DFCI settings?

- Yes, DFCI management is extended to include more granular camera options:
  - Front camera
  - Infrared camera (built into Front camera)
  - Rear camera
- Unlike Surface Pro X, Surface Pro 9 with 5G now supports the DFCI camera settings listed above.
- For Surface Pro 9 with 5G, admins can configure a DFCI setting to turn off access to mobile broadband.
- To learn more, see
  - [Manage DFCI on Surface devices](#)
  - [Manage Surface UEFI settings](#)

### How does Pluton technology help secure Surface Pro 9 with 5G?

- Surface Pro 9 with 5G uses the Pluton security processor to protect credentials, user identities, encryption keys, and personal data. It's the first Microsoft device to offer improved security with the Microsoft Pluton processor.
- Pluton protects credentials, user identities, encryption keys, and personal data by storing them securely within the Pluton processor, which is isolated from the rest of the system.
- Pluton offers enhanced protection around vulnerabilities in the communications bus that transfers

data from the TPM cryptography chip to the CPU and helps mitigate the risks of an attacker stealing data with physical access to the device through that communication channel.

### Are both Surface Pro 9 models Secured Core PCs?

- Yes. Both meet the criteria to be assessed as a Secured Core PC with different implementations: Surface Pro 9 with 5G is a Secured Core PC with Microsoft Pluton. Surface Pro 9 is a Secured Core PC with a Hardware TPM 2.0 Chip. Even though they both use different technology, they meet the same level of security under the Secured Core PC program.
- Secured-core PCs like Surface Pro 9 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.
- Surface Pro 9 & Surface Pro 9 with 5G Secured-core PC standards protect the device all the way down to the firmware level. This, along with Surface's chip to cloud security, helps users get tasks done with peace of mind.

### What extra value does a Secured Core PC provide?

- Secured-core PCs, like Surface Pro 9 and Surface Pro 9 with 5G, are the most secure Windows 11 devices for workers who need a multi-layered security system (L3 requirements) to handle the most sensitive data.

### What new security features shipped in Windows 11 2022 Update

- The new Windows 11 2022 Update delivers critical new 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.<sup>38</sup> 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 known to be 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?

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38. Availability may vary by region.

- 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. To learn more, see [Deploying Windows Defender Application Control \(WDAC\) policies - Windows security | Microsoft Learn](#).

### 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.

## Power and battery

### What is the battery life?

- **Surface Pro 9:** Up to 15.5 hours<sup>39</sup> of battery life based on typical Surface device usage.
- **Surface Pro 9 with 5G:** Up to 19 hours<sup>40</sup> of battery life based on typical Surface device usage.

### Will I get less battery life if I'm only connected to 5G instead of Wi-Fi?

- Possibly. No test results are available at this time. Note that battery life varies based on device usage.

### How long does it take to charge Surface Pro 9?

- It takes about an hour to charge Surface Pro 9 to 80%<sup>41</sup> using the inbox 65W PSU.

### How long does it take to charge Surface Pro 9 with 5G?

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**39.** Up to 15.5 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in August 2022 using preproduction software and preproduction Intel® 12th Gen 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 and Adaptive Color 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.

**40** Wi-Fi: Up to 19 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in August 2022 using preproduction software and preproduction SQ® 3, 128/256/512GB, 8/16GB 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 and Adaptive Color 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.

**41.** Testing conducted at Microsoft in August 2022 using pre-production devices and Software. Tested with the inbox 65W PSU under controlled conditions. Device was powered on to 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 your Surface Pro 9 with 5G to 60% in an hour<sup>42</sup> with inbox 39W PSU.

### What power supply is included?

- Surface Pro 9 includes a 65W power supply unit (PSU) with a USB charging port.
- All units are backward compatible with in-market Surface PSUs (60W and higher recommended):
  - 44W PSU Surflink
  - 65W PSU Surflink
  - 60W PSU USB-C
- Surface Pro 9 with 5G includes an inbox 39W PSU.

### Will it harm the battery to have the device plugged in and on all the time?

- No, the Surface charger is designed to adjust charging so that it is no longer charging your device once the battery reaches capacity.

### Can I charge this device with another Surface Charger?

- Yes, but if the wattage is insufficient, a message will be displayed indicating the slow charge status.

### 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.

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<sup>42</sup> Testing conducted at Microsoft in August 2022 using pre-production devices and Software. Tested with the inbox 39W PSU under controlled conditions. Device was powered on to desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.

## Ports and connections

### What peripherals have you tested for Surface Pro 9 & Surface Pro 9 with 5G?

- We have done extensive testing with external monitors, docks, cables, and adapters to bring you the best experiences on Surface devices. See Tables 9-15 below for Tested peripherals across port connections, including Surface Connect, USB-C, Display Port, HDMI, and Thunderbolt.
- For the best experience, be sure to get the latest updates. To manage your options and see available updates, select **Start > Settings > Windows Update**.
- This information will be maintained and updated in the public Surface documentation. See [Tested peripherals for new Surface devices](#).

### What if a peripheral is not included in your testing? Will it still work?

- The testing results shown here cover popular in-market peripherals but are not intended to be comprehensive. Many peripherals not shown here may still function as expected.
- Based on our research, we estimate that customers will have a generally positive experience with these peripherals. Testing took place Aug-Oct 2022 and is continuing for other devices across the Surface family.

Table 8. Tested monitors for Surface Pro 9 with 5G

USB-C	Display Port	HDMI
– ASUS PA247CV	– ASUS PA247CV	– HP X24iH
– ASUS PA247CV	– ASUS PA27A	– Viewsonic VA2447-MH
– Dell C2422HE	– ASUS VG279QM	
– Dell P2720DC	– BenQ PD3220U	
– Dell P2721Q	– Dell C2422HE	
– Dell U2720Q	– Dell P2720DC	
– Dell U3421WE	– Dell P2721Q	
– LG 27UL850-W	– Dell U2720Q	
	– Dell U3421WE	
	– HP X24iH	
	– LG 27UL850-W	

**NOTE:** Surface Pro 9 with 5G does not support daisy-chaining monitors.

Table 9. Tested docks for Surface Pro 9 with 5G

Surface Connect	USB-C
– Surface Dock 1	– Dell WD19DC
– Surface Dock 2	– Pluggable ULT-CDL

Table 10. Tested cables for Surface Pro 9 with 5G

USB-C to Display Port	USB-C to USB-C	Display Port to Display Port	HDMI to HDMI
– <b>Designed for Surface:</b> Moshi USB-C to Display Port Cable (99MO084102)	– j5Create USB-C Cable	– CableMatters Display Port Cable	– BlueRigger HDMI Cable
–		– Club3D Display Port Cable	
		– Monoprice Display Port Cable	

Table 11. Tested monitors for Surface Pro 9

USB-C	Display Port	Thunderbolt	HDMI
– ASUS PA247CV	– ASUS PA27A	– ASUS PA27A	– Viewsonic VA2447-MH
– ASUS PA278CV	– ASUS VG279QM	– BenQ PD3220U	
– Dell C2422HE	– Dell U3421WE		
– Dell P2720DC	– HP X24iH		
– Dell P2721Q	– LG 27UL850-W		
– Dell U2720Q	– LG 34GN850-B		
– Dell U3421WE			
– LG 27UL850-W			

Table 12. Tested docks for Surface Pro 9

Surface Connect	USB-C	Thunderbolt
<ul style="list-style-type: none"> <li>– Surface Dock 1</li> <li>– Surface Dock 2</li> </ul>	<ul style="list-style-type: none"> <li>– Dell WD19DC</li> <li>– Pluggable ULT-CDL</li> </ul>	<ul style="list-style-type: none"> <li>– Cal Digit TS3 Thunderbolt Station 3</li> <li>– Dell WD19TB</li> <li>– Kensington SD5700T Thunderbolt 4 Dock</li> <li>– Lenovo ThinkPad Thunderbolt 3 Dock Gen 2 - Model# DK1841</li> </ul>

Table 13. Tested adapters for Surface Pro 9 &amp; Surface Pro 9 with 5G

USB-C to Display Port	USB-C to HDMI
<ul style="list-style-type: none"> <li>– Microsoft USB-C to Display Port Adapter</li> <li>– CableMatters USB-C to Display Port Adapter (201086)</li> <li>– Club-3D USB-C to Display Port Adapter (CAC-1507)</li> </ul>	<ul style="list-style-type: none"> <li>– Microsoft USB-C to HDMI Adapter (1857)</li> </ul>

Table 14. Tested cables for Surface Pro 9

USB-C to Display Port	USB-C to USB-C	Thunderbolt to Thunderbolt	Display Port	HDMI to HDMI
<ul style="list-style-type: none"> <li>– <b>Designed for Surface:</b> Moshi USB-C to Display Port Cable (99MO084102)</li> </ul>	<ul style="list-style-type: none"> <li>– j5Create USB-C Cable</li> </ul>	<ul style="list-style-type: none"> <li>– Cable Matters 107032-BLK-0.8m</li> <li>– SIIG CB-TB0011-S1</li> </ul>	<ul style="list-style-type: none"> <li>– CableMatters Display Port Cable</li> <li>– Club3D Display Port Cable</li> <li>– Monoprice Display Port Cable</li> </ul>	<ul style="list-style-type: none"> <li>– BlueRigger HDMI Cable</li> </ul>

## What can I connect with Thunderbolt?

- **Thunderbolt devices.** Connect devices bearing the Thunderbolt logo, including docks, displays, storage, and video capture devices. Thunderbolt 3 devices and cables are compatible with Thunderbolt 4 ports. Older Thunderbolt devices will work too but require an adapter.
- **External monitors.** Connect multiple displays. One Thunderbolt 4 port can connect up to two 4K 60Hz DisplayPort or HDMI monitors through a compatible dock or an adapter. Thunderbolt-designated monitors can be connected directly.
- **Storage.** Connect a high-speed external Thunderbolt SSD to expand the storage capacity of your system and achieve speeds on par with internal drives.
- **USB peripherals.** Connect USB devices like mice, keyboards, controllers, and headsets for gaming.
- **Networking.** Connect to a high-speed 10 Gigabit Ethernet network via an adapter or use a Thunderbolt cable to connect two computers over a peer-to-peer network. This allows for transferring large volumes of data from one PC to another, which is ideal when upgrading to a new system.
- **Charging.** Connect your phone and other compatible USB devices to charge them quickly.
- **eGPUs.** Unlock workstation power with dedicated graphics by connecting an external GPU via Thunderbolt.

## What's the external monitor support?

- Surface Pro 9 supports one 5K display at 60Hz or two 4K displays at 60Hz.

## Audio and camera

### What new audio and camera capabilities are included with Surface Pro 9?

- Surface Pro 9 includes Dolby Atmos for immersive surround sound.<sup>43</sup>
- Enjoy a next-level viewing experience with Surface Pro 9 with Intel and Dolby Vision IQ™ on the PixelSense® display up to 120Hz.<sup>44</sup>
- New improved 4-degree tilt in the camera ensures that you are in the center of the image.

### What new audio and camera capabilities are included with Surface Pro 9 with 5G?

- **Automatic Framing.** New improved Automatic Framing and 4-degree tilt in the camera ensure that you are in the center of the image. The camera on Surface Pro 9 with 5G with Automatic Framing ensures that you are the star of your show, not your office ceiling/not your dog. A smart camera with Automatic Framing knows where you are. Move around freely and still stay in view.
- **Eye Contact.** Feel more confident and connected in online meetings. With Eye Contact, you appear to be looking directly at your audience.

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43. Requires Dolby Atmos® encoded content and audio.

44. Requires Dolby Vision® encoded content and video.

- **Voice Focus.** Voice Focus ensures that you are the star of your show, not your doorbell.

### Why is there no longer a microSD slot on Surface Pro 9?

- Surface Pro 9 does not support microSD.

### Why is Surface Pro 9 more expensive than before, including the type cover for the same spec?

- We set pricing to be competitive within the 2-in-1 market, such as the iPad Pro and Samsung Galaxy Tab S8 Ultra.

### What are the specific Intel Core i5/i7 CPUs for Surface Pro 9?

- 12<sup>th</sup> Gen Intel Core i5 1245U processor.
- 12<sup>th</sup> Gen Intel Core™ i7 1256U Processor.

### 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 \(DFS\)](#).

### Will voice clarity be rolling out to next-gen devices?

- Surface Pro 9 with 5G has Voice Focus, enabled by the NPU.

## Serviceability

### 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 what customers need and want 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.

### What are the serviceable components?

- Surface Pro 9: Replaceable components include:
  - Display
  - Battery
  - Surface Connect Port (Surflink)
  - Thermal Module with Fan (Surface Pro 9 only)
  - Cameras
  - Speakers
  - Buttons
  - Wi-Fi Deck (Surface Pro 9 only)

- Back Cover
  - Removable SSD
  - Removable SSD Door
  - Kickstand
  - Motherboard
- Surface Pro 9 with 5G Replaceable components include:
    - Display
    - Battery
    - Surface Connect Port (Surflink)
    - Thermal Module (Surface Pro 9 with 5G only)
    - Cameras
    - Speakers
    - Buttons
    - Camera Deck (Surface Pro 9 with 5G only)
    - Back Cover
    - Removable SSD
    - Removable SSD Door
    - Kickstand
    - Motherboard

### Where is the SSD located?

- The SSD compartment is located on the right rear of the device underneath the kickstand and is marked with key module information and applicable usage labels.

### What type of SSD is in Surface Pro 9?

- Surface Pro 9 integrates a PCIe NVMe SSD drive in an M.2 2230 form factor.

### 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](#).

### Will a commercial customer's warranty be voided if they upgrade their SSD?

- Upgrading the SSD does not void the warranty, but the warranty does not cover damage to the device resulting from the repair. Likewise, the SSD warranty will not cover the damage if the SSD (as a replaceable component) is damaged during installation. Microsoft does not advise installing an SSD that has not been tested for device configuration. Microsoft ensures product quality and tests hardware configuration before sale. Please note installing a third-party SSD or a Microsoft Surface

replaceable component with a replaceable component different from the original SSD may result in reduced performance and unsupported configurations.

### Is it possible to install third-party, off-the-shelf SSDs?

- Microsoft does not advise users to install an SSD that has not been tested for their device configuration. Microsoft takes measures to ensure product quality and test hardware configurations offered for sale. Installing a third-party SSD or a different Microsoft SSD (of another volume size) may result in reduced performance and unsupported configurations.
- Customers can take advantage of commercial spares to be offered via authorized Surface resellers.

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

- The rSSD helps businesses maintain control of their sensitive information.<sup>45</sup>
- 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.

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<sup>45</sup> 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 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 guide 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 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 subsequently 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 <sup>46</sup>

### 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](#).
- 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.

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<sup>46</sup> 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.

## 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 Loxley's packaging is ~99% recyclable on average in OECD countries.<sup>47</sup> Over 96% of the packaging material is bio-renewable, post-consumer recycled or Certified Sustainably Forested.<sup>48</sup>

## 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, 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.

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<sup>47</sup>. 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.

<sup>48</sup>. 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.

## End-user questions

### What's new for the display?

- See true-to-life color from your warmly lit showroom to your fluorescent-bright warehouse on the stunning, virtually edge-to-edge 13" PixelSense display up to 120Hz with Adaptive Color to enjoy a viewing experience that's comfortable on the eyes and Dynamic Refresh Rate (DRR) for more natural and responsive inking experience along with smoother scrolling, all while minimizing battery usage.

### What's new for audio?

- Audio: Front-facing stereo speakers are the best speakers ever in a Surface Pro device, making Surface Pro 9 and Surface Pro 9 with 5G the best sounding Surface Pro devices we've ever made, much louder and with higher bass performance than previous Surface Pro devices<sup>49</sup>. Great for movies, music, games, and outstanding clarity in online meetings.

### What else is new for Surface Pro 9?

#### Productivity

- Workload performance (improvement) Great performance for core tasks matches portfolio positioning and target workloads. Office, Browsing, Photoshop, Illustration, Video-conferencing, and Gaming.
- Best inking experience (improvement)
- Best inking on any tablet, in key apps, less jitter, improved acceleration.
- 60Hz refresh rate by default with 120Hz Dynamic Refresh Rate selectable
- Android apps optimization (improvement)
- Top tablet Windows and Android apps work best on Surface Pro 9.

#### Collaboration

- Improved speakers and mics noise isolation (improvement)
- Premium speakers, paired with Studio Mics, and software improvements make Surface best for Teams calls.
- HW universal mute (new)
- Blade and 1st party accessories support HW universal mute.

### Does Surface Pro 9 have an audio jack?

- No. Advise customers looking for features like an audio jack or USB-A to consider Surface Pro 7+.

### Do all Surface Pro 9 SKUs have fans?

- All Intel SKUs have active cooling. All 5G SKUs have passive cooling,

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<sup>49</sup> Requires Dolby Atmos<sup>®</sup> encoded content and audio.

## What's the brightness range?

- Surface Pro 9 supports brightness down to 2 NITS and a maximum of 450 NITS
- Surface Pro 9 with 5G supports brightness down to 5 NITS and a maximum of 450 NITS

## Do you recommend running Surface Pro 9 or Surface Pro 9 with 5G at the 120Hz refresh rate?

- Surface Pro 9 and Surface Pro 9 with 5G both support a dynamic refresh rate of up to 120Hz. We built Surface Pro 9 with an option to change the default 60Hz refresh rate to 120Hz, which means 120 frames per second are shown.
- When inking, the pen tip and ink flow together with near-zero latency. Upon inking on the display using a Surface Slim Pen, the user will notice how natural the pen tip and ink flow together with near-zero latency.<sup>50</sup>
- NOTE: Like turning up the brightness, a higher refresh rate will affect battery life.

## Are Surface Pro 9 and Surface Pro 9 with 5G good for gaming?

- Play together on Windows PCs with Xbox Game Pass Ultimate. Access a library of over 100 high-quality games on Surface Pro 9, including brand new games on day one.<sup>51</sup>
- Play AAA games on Surface Pro 9 with Xbox (Cloud) Ultimate Game Pass.<sup>52</sup>
- Surface Pro 9 supports AAA desktop-class gaming with Thunderbolt 4 and Thunderbolt-compliant eGPU.

## My computer won't turn on. How do I do a hard reset?

- A new hard reset procedure has been implemented: Press and hold the Power button until the device shuts down and the Surface logo appears. This takes about 20-25 seconds. This method is designed to simplify the hard reset process by no longer requiring you to press and hold the Volume down button and the Power button at the same time. Note: the device may shut down at ~10 seconds; continue pressing the power button until you see the Surface logo appear.

## Can I use my Xbox One controller to play games?

- Yes, your device comes with a wireless connection for Xbox controllers, compatible with Xbox Elite 2 and Xbox Series controllers (older controllers will not work). To learn more, see [Xbox Wireless Controller functionality across operating systems | Xbox Support](#).

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50 Tactile signals with Surface Slim Pen 2 can be experienced on some applications on Surface Pro 9 running Windows 11. Surface Slim Pen 2 sold separately.

51. Subscription required. Sold separately. Xbox Cloud Gaming (beta) requires Xbox Game Pass subscription: streaming limitations and wait times may apply. Select devices and regions. Game catalog varies over time. (accessible through Xbox.com/Play)

52. Xbox Cloud Gaming (beta) requires Xbox Game Pass subscription: streaming limitations and wait times may apply. Select devices and regions. Game catalog varies over time. (accessible through Xbox.com/Play)

## How do I connect my Xbox One controller?

- To connect, power on the controller by hitting the Black Xbox button at the top center of the controller and go to **Settings > Devices > Connected devices**. Choose **Add a device**, select and hold the pairing button on the controller until Xbox Wireless Controller appears in the devices list, select **Xbox Controller** from the list of available devices and connect.

## Where can I find the serial number?

- On the device itself, the serial number is located on the back of the device, underneath the kickstand below the Microsoft logomark. To access the serial number on the device, tilt the device over onto the display so you have a view of the base.

## Windows 11

### What features will be shipped with the Windows 11 2022 Update in October?

- With Windows 11, we gave the PC a modern refresh, added foundational security built into Windows at home and at work, and took Windows to the cloud, empowering organizations to stream the full Windows experience on any device. For more information, refer to [Available today: The Windows 11 2022 Update | Windows Experience Blog](#)

### What is new in this Windows update for general customers?

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

### Windows 11 is the OS for hybrid work and hybrid learning. Why?

- Windows 11 is the operating system for hybrid work. It was built for a hybrid world on a consistent, compatible and 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 latest 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 OOB. 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 key benefits for end users, including:
  - We see transferring from your old PC as one of the largest pain points for customers and why they hesitate moving 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 so you can get started fast.

- 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 required 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 or less 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 exact performance will depend on the specific hardware specifications of a customer's device.

### Were there any design changes/enhancements to the Windows 11 2022 Update?

- With the [launch of Windows 11](#) last year, we gave the PC a modern refresh. People are loving the new, more intuitive Windows 11 user experience, which is why we are continuing to find ways to build on that foundation with enhancements to the Start menu, Widget Panel and News Feeds to ensure the content and information you need is always at your fingertips. For more information, please see [this blog](#).

### What new security features shipped in Windows 11 2022 Update?

- The new Windows 11 2022 Update delivers critical new 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.

## Accessories

### What are recommended Microsoft-designed accessories for Surface Pro 9?

- See the following figures (Fig 1-3).

### Inputs



**Surface Pro Signature Keyboard**

Next-level versatility comes in the perfect, premium keyboard, with optional fingerprint reader for secure sign-in and built-in pen storage and wireless charging.



**Surface Pro Keyboard**

Give employees a comfortable typing experience anywhere with a large trackpad for precise navigation.



**Surface Slim Pen 2**

Slim Pen 2 features integrated storage and wireless charging with Surface Pro Signature Keyboard.\*



**Surface Arc Mouse**

Our best-selling Arc Touch Mouse, with reliable wireless freedom for precise clicking on the go.



**Modern Mobile Mouse**

Light and portable, the new Surface Mobile Mouse delivers seamless scrolling and cord-free Bluetooth connectivity.

Figure 1. Microsoft-designed input accessories

### Audio



**Microsoft Modern USB-C Headset**

Provide high-quality audio and voice, noise-reducing microphones, and intuitive call controls in a Teams-certified headset.



**Modern USB-C Speaker**

Add high-quality audio to your workspace wherever you are on a speaker that's certified for Microsoft Teams.

Figure 2. Microsoft-designed audio accessories

## Connectivity



**Surface Dock 2**

Users simply plug in the Surface Connect cable to charge their devices and leverage external accessories.



**Microsoft Audio Dock**

Workers can drop in, touch down, and immediately connect to their external monitors, power, and a speakerphone with a single plug.



**Surface USB-C Travel Hub for Business**

Transform your devices into versatile productivity companions with this elegant, multi-port adapter that includes USB-C®.



**Surface USB-C to USB Adapter**

Workers can connect in seconds to external monitors, flash drives, keyboards, and more.



**Microsoft Presenter+**

Enable presenters to advance slides, focus audience attention on key content, and quickly mute or unmute with the push of a button.

Figure 3. Microsoft-designed connectivity accessories

## What are recommended third-party accessories for Surface Pro 9?

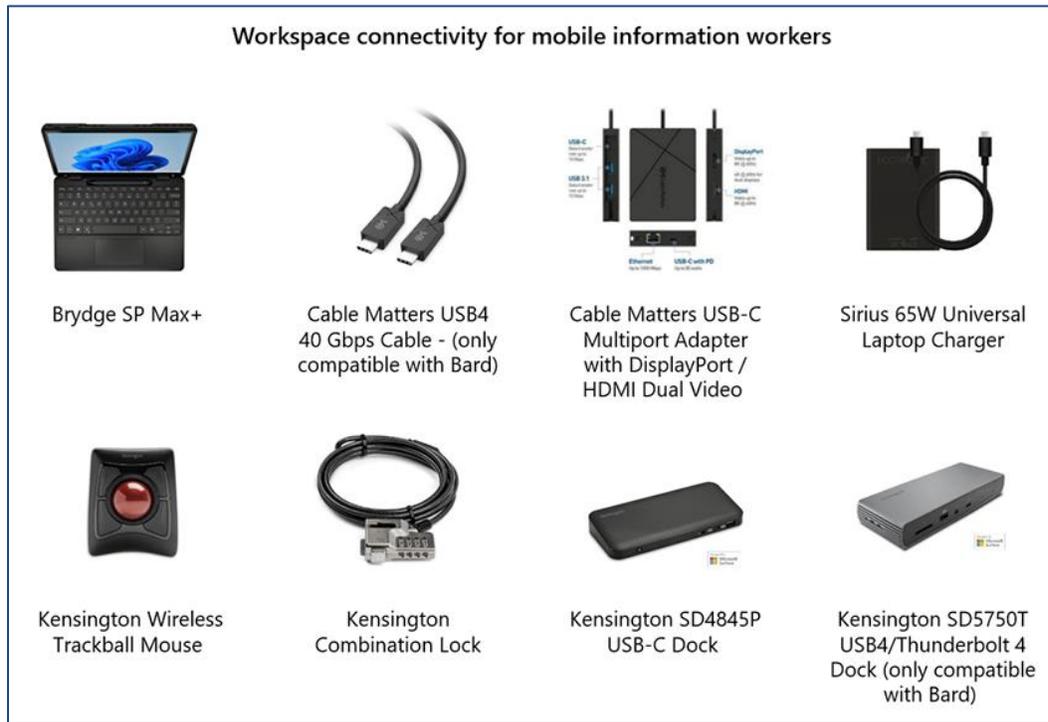


Figure 4. Workspace connectivity accessories

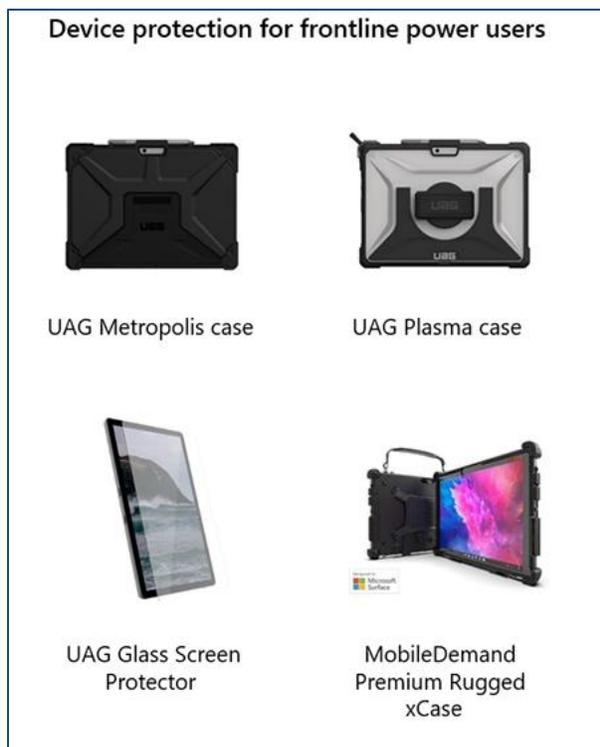


Figure 5. Device protection accessories

## Microsoft adaptive accessories

### 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.<sup>53</sup>

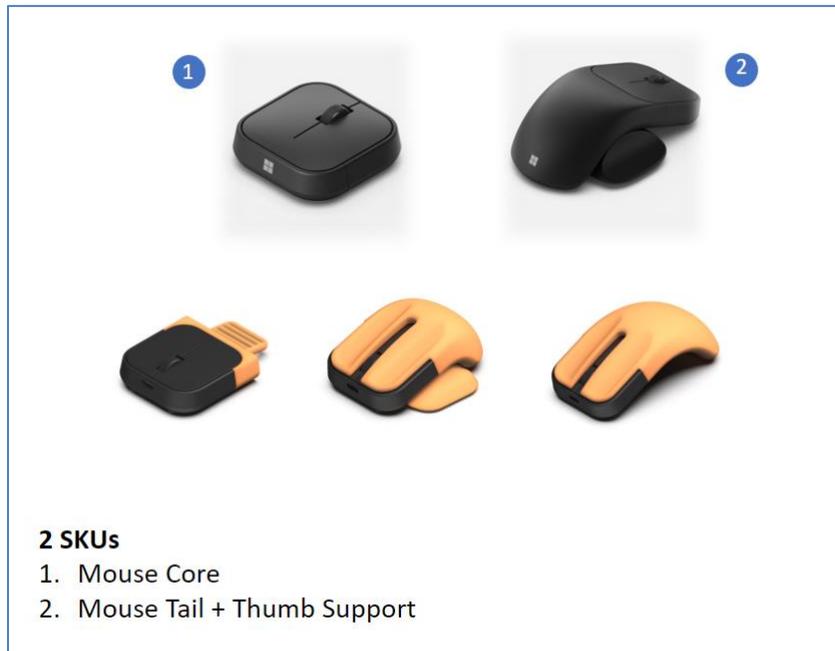


Figure 6. Microsoft Adaptive Mouse with Mouse Tail + Thumb Support

Table 15. 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. <sup>54</sup>	\$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

<sup>53</sup>. 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.

<sup>54</sup>. Microsoft Adaptive Mouse Tail and Thumb Support require Microsoft Adaptive Mouse.

Accessory	Description	Price
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	<p>Innovative, wireless buttons with eight digital programmable inputs. Customize your experience with different button options by choosing between the following components, each sold separately.<sup>55</sup></p> <ul style="list-style-type: none"> <li>– D-Pad Button</li> <li>– Dual Button</li> <li>– Joystick Button</li> </ul> <p>You can also 3D print Microsoft-designed button toppers through Shapeways<sup>56</sup> to fit your specific needs.</p>	\$39.99

### 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.

<sup>55</sup> The Microsoft Adaptive D-pad Button, Microsoft Adaptive Joystick Button, and Microsoft Adaptive Dual Button require Microsoft Adaptive Hub.

<sup>56</sup> 3D print services provided and warrantied 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 Microsoft adaptive accessories one product or different products?

- The Microsoft adaptive accessories are separate 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.

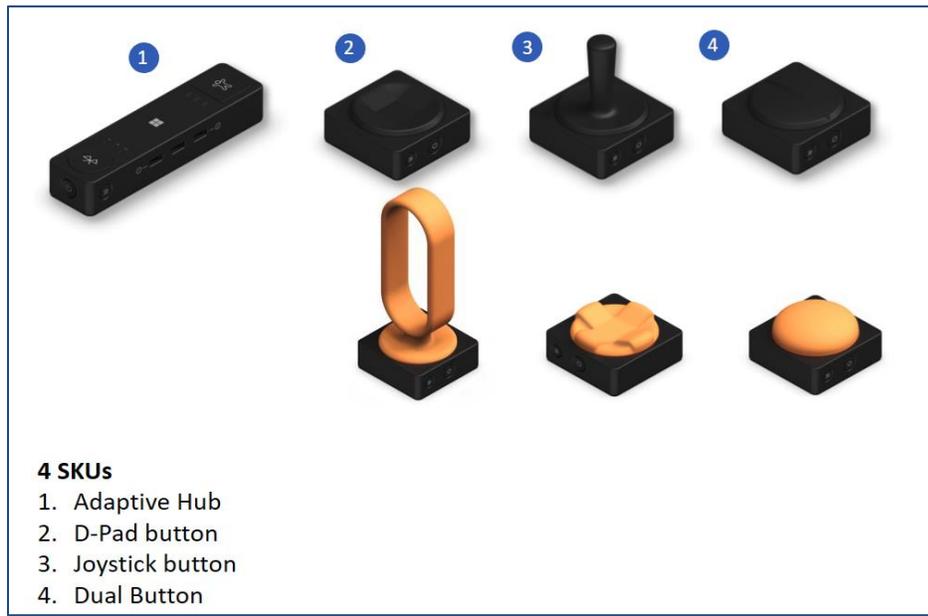


Figure 7. Microsoft Adaptive Hub with buttons

## 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 Shapeways<sup>2</sup> 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.

<sup>57</sup>

## Are the Microsoft adaptive accessories a new product category, or are there comparable products on the market out there that are already available?

- 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

<sup>57</sup>. 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.

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 the attachments for the Microsoft adaptive accessories work?

- The Microsoft Adaptive Mouse can be customized with different mouse tails. The mouse has an eject 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 the Microsoft adaptive accessories be compatible with all Surface devices?

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

### Are the Microsoft adaptive accessories comprised of sustainable materials?

- The Microsoft adaptive accessories follow Microsoft's 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 serves 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.

### 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.

### What devices is Microsoft Presenter+ compatible with?

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

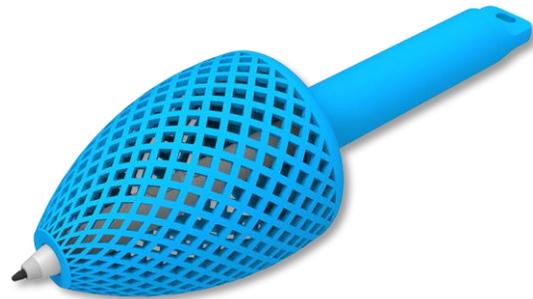
### Is Microsoft Presenter+ integrated with Teams?

- Yes, Presenter+ is certified for Microsoft Teams.



## 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 3<sup>rd</sup> party devices that support Microsoft Pen Protocol.

### How can I get the 3D-printed grips?

- Microsoft Classroom Pen 2 and Microsoft Business Pen are currently 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, and/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 adopt 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 8. Microsoft Audio Dock ports

### Why isn't it Surface-branded?

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

### 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 Pro 9](#)
- [Surface devices documentation](#)
- [Surface Pro 9 product site](#)