

## Surface Tips

Student Experiencing This	Students Should Try This	What Should the Student See
Tablet won't power on	Press & hold the power button for 15 seconds - count very slowly. The screen will turn completely black. Wait 3 seconds, turn it back on again.	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet still will not power on after doing the above	Press & hold the power button & volume button for approximately 10 seconds	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Battery is dead.	Review Power Handout, charge overnight for the following day.	Student is responsible for charging tablet overnight. The tablet needs 2 hours minimum to charge fully.
Tablet is freezing	Press & hold the power button for 15 seconds - count very slowly. The screen will turn completely black. Wait 3 seconds, turn it back on again.	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet is not functioning properly (including sound)	Restart the tablet - Start Menu - Power-Restart. Do not press the power button on the top - it will put the tablet to sleep.	Tablet should work correctly. If not, do the updates AT HOME using the instructions.
Tablet is not charging	Shut down the tablet completely. Start Menu - Power - Shut Down. Do not press the power button at the top - it will only put the tablet to sleep. Try a different outlet at home when charging - be sure to use the power brick given to you at deployment. Run updates at home if possible.	The screen should go completely black. Let it charge for 2 hours minimum. Exhaust all actions under "Student should try" before bringing to the Front Office.
Keyboard no longer responds	Detach the keyboard, then re-attach it. The student should hear a solid click when it is attached correctly. If this does not work, restart the tablet. Finally, run updates AT HOME using the instructions if the other actions do not work.	Keyboard functions normally.
Camera is on or not working properly.	Restart the tablet at least twice. Run updates FROM HOME following update instructions.	Camera should function properly.
Colors are inverted – All white screen, menus are all white, text does not display on pages.	Press and hold the Shift + Left Alt +PrtScn buttons. This will turn off/on the high contrast display setting.	The tablet color scheme should return to normal.

<p>Pairing a stylus pen to a Surface 3 tablet</p>	<p>Pair the tablet to the stylus pen. Ensure the battery in the pen has power. Go to Start – Settings – Devices. Tap the Bluetooth option on the left side of the window. If the Surface Pen does not show “connected” you will need to:</p> <ol style="list-style-type: none"><li>1. Depress the top of the stylus pen. Hold the pen top button down for 10 seconds. You should see a flashing light blinking.</li><li>2. An icon “Surface Pen – Ready to Pair” should appear.</li><li>3. Release the top button of the pen.</li><li>4. Tap the icon on the screen “Surface Pen – Ready to Pair.”</li><li>5. The box will enlarge on the tablet screen and the “pair” button will be visible. Tap the “pair” button and the device will pair (or connect) to the tablet.</li></ol>	<p>The pen should operate with the Surface 3 tablet.</p> <p>The following link is a video located on the Microsoft website. Because of the version of Windows installed on the Surface tablet, Getting to the Bluetooth screen may not match up to the video. Please follow the instructions as described in the cell to the left.</p> <p><a href="http://www.windowcentral.com/how-to-pair-surface-pen-surface-3">http://www.windowcentral.com/how-to-pair-surface-pen-surface-3</a></p>
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