

SUFACE 3 NOT WORKING RIGHT?

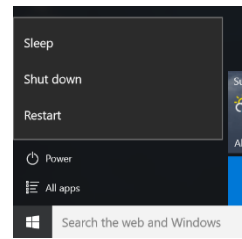
Is it charged over 20%?

A well charged device works best. To avoid frustration, shut down your device and charge it to 100% **every** night and follow the Surface Power Checklist to make your battery last longer.

Restart the device

First try to go to the Power icon and choose restart.

ONLY if the restart doesn't work, you can try a Force Quit. That is accomplished by pushing down the power button firmly for 15 seconds waiting for the screen to turn black. It **WILL** turn black. If it doesn't, you didn't hold the power button long enough or push it hard enough. Wait a few seconds and then turn it back on.

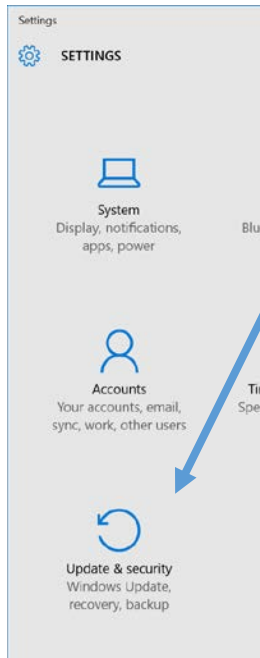


Still not working right?

This indicates you may need to run updates.

Updates can be run at home or in a school designated area. The device must be plugged into power or have at least 50% battery life. The best idea is to plug it into an electrical outlet.

Updates that are interrupted can make your device UNUSABLE. Allow an hour for this process.

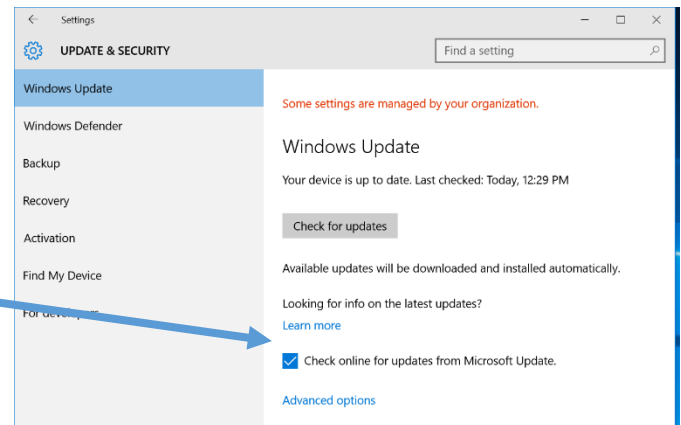


Running Updates

After connecting your device to power, click on the windows key, click **Settings**

Click on **Update & Security**

At the next window, click **first** on check online for updates as shown and then Check for updates.



The updates available at this time will download and install then eventually bring you to a restart screen. Choose restart now.

Repeat this process at least three times the first time you do it.

This does require a wireless connection. If you do not have one, please bring your device to a school designated area for help. It is best to come for help between 8 and 8:40 AM, but you can come any time.

These updates, when applied have resolved things from Edge browser issues, pen, camera issues, and even battery usage. Students should make a habit of doing this weekly.