

Cambridge Surface Tips and Tricks for Deployment

| Student Experiencing This | Student Should Try This | What Student Should See |
|--|---|--|
| Windows is getting ready Or Windows Updates | Be patient and wait | Tablet will finish given time. |
| Tablet won't power on | Press & hold the power button for 15 seconds - count slowly . The screen will turn completely black. Wait 3 seconds , turn it back on. | 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 | Plug in to power if you can. If not, you can attend a later make-up session for your Surface setup. | In the future, 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) | <u>Restart</u> the tablet - Start Menu – Power - <u>Restart</u> . Do not press the power button on the top - it will put the tablet to sleep. | Tablet should work correctly. |
| Keyboard or Touch Pad does not work. | Detach Keyboard, wait 5 seconds , then re-attach | Keyboard functions normally. |
| Wireless not working - no internet | <u>Restart</u> the tablet - Start Menu – Power - <u>Restart</u> . Do not press the power button on the top | Wireless is now connected and working |
| When setting up Outlook, Student gets a User Profile Error | This has to be fixed by the School Techs. Complete a Problem Ticket and find a Hallway Helper to take the Surface to a Tech Table. | Tech will fix the issue |