

Microsoft MHN-00001

Microsoft Surface Go Instruction Manual

Model: MHN-00001

1. INTRODUCTION

The Microsoft Surface Go is a compact and versatile tablet designed for daily tasks, offering laptop performance with tablet portability. It features a 10-inch PixelSense Display, an Intel Pentium Gold Processor, 4GB of RAM, and 64GB of storage. This manual provides essential information for setting up, operating, and maintaining your device.

2. WHAT'S IN THE BOX

- Microsoft Surface Go Device
- Quick Start Guide (QSG)
- Warranty and Compliance Guide (WACG)
- Power Supply Unit (PSU)

3. DEVICE OVERVIEW

The Surface Go combines a sleek design with practical features for everyday use.

3.1 Physical Features

The device features a durable casing and a built-in kickstand for adjustable viewing angles. The 10-inch PixelSense Display offers a clear and responsive touch experience.



*Keyboard and Pen sold separately

Image: Microsoft Surface Go tablet with a dark red Type Cover keyboard and a matching Surface Pen, shown with its kickstand extended. The screen displays the Windows lock screen with time and date.



*Pen sold separately

Image: Microsoft Surface Go tablet with its kickstand extended, displaying the Windows lock screen. The tablet is positioned on a flat surface.

3.2 Ports and Buttons

The Surface Go includes essential ports for connectivity and charging:

- **USB-C Port:** For data transfer and charging.
- **Surface Connect Port:** For fast charging and connecting to Surface accessories.
- **Headphone Jack:** For audio output.
- **MicroSD Card Reader:** For expandable storage.



Image: Side view of the Microsoft Surface Go tablet, highlighting the USB-C port, Surface Connect port, and headphone jack for connectivity.

3.3 Cameras

The Surface Go is equipped with both front and rear cameras:

- **Front-facing Camera:** For video calls and Windows Hello facial recognition.
- **Rear-facing Camera:** 8 MP for capturing photos and videos.



Image: Microsoft Surface Go tablet with a dark red Surface Pen positioned vertically next to it. The tablet's screen displays the Windows lock screen.

4. SETUP

Follow these steps to set up your Microsoft Surface Go for the first time:

1. **Power On:** Press and hold the power button located on the top edge of the device until the Microsoft logo appears.
2. **Initial Configuration:** Follow the on-screen prompts to select your language, region, and keyboard layout.
3. **Network Connection:** Connect to a Wi-Fi network.
4. **Microsoft Account:** Sign in with your Microsoft account or create a new one. You may also choose to set up an offline account, but a Microsoft account offers full access to Windows features.
5. **Security Settings:** Configure privacy settings and set up a password or Windows Hello facial recognition.
6. **Cortana Setup:** Follow the prompts to set up Cortana, your personal assistant.

Video: Official Microsoft Surface Go product video showcasing its features and versatility, including its compact design, touchscreen, and compatibility with accessories.

5. OPERATING THE SURFACE GO

The Surface Go runs on Windows 10 in S mode, providing a secure and streamlined experience. You can switch out of S mode if you need to install apps from outside the Microsoft Store.

5.1 Touchscreen and Pen Usage

The PixelSense Display is designed for touch and pen input. Use your fingers for navigation, gestures, and interacting with apps. The optional Surface Pen (sold separately) allows for precise writing, drawing, and annotation.

5.2 Keyboard and Trackpad

Attach the optional Surface Type Cover (sold separately) to transform your Surface Go into a laptop. The keyboard provides a comfortable typing experience, and the integrated trackpad offers precise cursor control.



Image: Microsoft Surface Go tablet with a dark red Type Cover keyboard attached, displaying the Windows desktop. The device is shown from a slightly elevated front angle.

5.3 Windows 10 in S Mode

Windows 10 in S mode offers enhanced security and performance by exclusively using apps from the Microsoft Store and Microsoft Edge for safe browsing. You can switch out of S mode at any time if you

require full Windows functionality.

6. SPECIFICATIONS

Feature	Detail
Standing screen display size	10 Inches
Screen Resolution	1800x1200 Pixels
Processor	1.6 GHz Intel Pentium Gold
RAM	4 GB
Hard Drive	64 GB Flash Memory Solid State
Graphics Coprocessor	Intel HD Graphics 615
Operating System	Windows 10 S
Item Weight	2.85 pounds
Product Dimensions	9.65 x 6.9 x 0.33 inches
Color	Silver
Rear Webcam Resolution	8 MP
Average Battery Life	Up to 9 hours (varies with usage)

7. MAINTENANCE

To ensure the longevity and optimal performance of your Surface Go, follow these maintenance guidelines:

- **Cleaning:** Use a soft, lint-free cloth dampened with water or an approved screen cleaner to clean the screen and exterior. Avoid harsh chemicals.
- **Software Updates:** Regularly check for and install Windows updates to ensure your device has the latest security patches and features.
- **Battery Care:** To prolong battery life, avoid extreme temperatures and fully discharging the battery frequently.
- **Storage Management:** Periodically clear unnecessary files and applications to free up storage space and maintain performance.

8. TROUBLESHOOTING

If you encounter issues with your Surface Go, try these common troubleshooting steps:

- **Device Not Responding:** Press and hold the power button for 10-15 seconds to force a shutdown, then restart the device.
- **Network Connectivity Issues:** Check your Wi-Fi connection, restart your router, or try connecting to a different network.
- **Slow Performance:** Close unnecessary applications, restart your device, or check for available Windows updates.

- **Screen Issues:** Ensure the screen is clean. If the touchscreen is unresponsive, restart the device.

For more detailed troubleshooting or persistent issues, visit the official Microsoft Support website.

9. WARRANTY AND SUPPORT

Your Microsoft Surface Go comes with a limited hardware warranty. Please refer to the Warranty and Compliance Guide included in your product box for specific terms and conditions. For technical support, product registration, or to find service centers, visit the official Microsoft Support website or contact customer service.