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› Microsoft Surface Laptop 3 (Model VGY-00001) User Manual

Microsoft VGY-00001

Microsoft Surface Laptop 3 (Model VGY-00001) User Manual

1. INTRODUCTION

This manual provides comprehensive instructions for the Microsoft Surface Laptop 3, Model VGY-00001. Designed for productivity and portability, this device features a 13.5-inch touchscreen, Intel Core i5 processor, 8GB RAM, and a 128GB Solid State Drive. Please read this manual thoroughly to ensure proper setup, operation, and maintenance of your device.

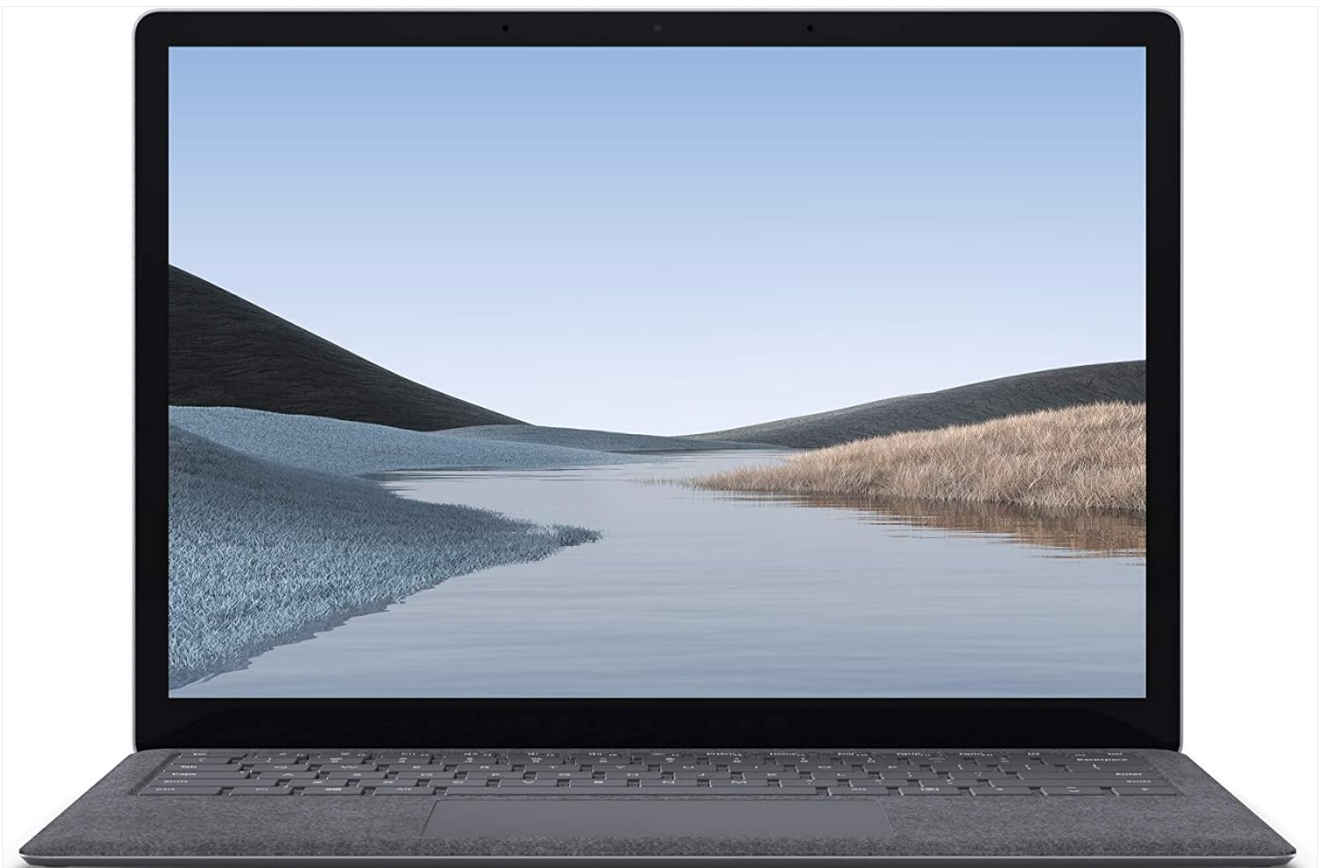


Image 1.1: Front view of the Microsoft Surface Laptop 3 with its display active.

The Surface Laptop 3 offers a clean, elegant design, weighing approximately 2.79 pounds, making it easy to carry. It features improved speed and performance with its 10th Gen Intel Core processors, offering up to two times faster performance than previous models. Connectivity options include USB-C and USB-A ports for connecting to displays, docking stations, and accessories. The device provides up to 11.5 hours of battery life and supports fast charging, reaching up to 80% in about one hour.

2. WHAT'S IN THE BOX

Upon unboxing your Microsoft Surface Laptop 3, verify that all the following items are present:

- Microsoft Surface Laptop 3 (Model VGY-00001)
- Quick Start Guide (QSG)
- Power Supply (AC adapter)

3. SETUP

3.1 Initial Power On

1. **Connect Power:** Plug the power supply into a wall outlet and connect the magnetic Surface Connect port to your laptop. The LED indicator on the connector will light up when properly connected.
2. **Power On:** Open the laptop lid or press the power button located on the keyboard.
3. **Windows Setup:** Follow the on-screen instructions to complete the Windows 10 Home setup. This includes selecting your region, connecting to a Wi-Fi network, and creating a user account.
4. **Windows Hello:** Configure Windows Hello for secure and fast login using facial recognition.

3.2 Connecting Peripherals

Your Surface Laptop 3 includes various ports for connecting external devices:

- **USB-C Port:** For data transfer, video output, and charging compatible devices.
- **USB-A Port:** For connecting traditional USB devices like mice, keyboards, and external storage.
- **3.5 mm Headphone Jack:** For audio output to headphones or external speakers.
- **Surface Connect Port:** For the power supply and compatible Surface docking stations.



Image 3.1: Side view illustrating the available ports on the Surface Laptop 3.

4. OPERATING YOUR SURFACE LAPTOP 3

4.1 Display and Touchscreen

The 13.5-inch PixelSense touchscreen display offers a resolution of 2256 x 1504 pixels. It supports multi-touch gestures and is compatible with the Surface Pen (sold separately) for writing and drawing directly on the screen.

4.2 Keyboard and Touchpad

The full-size ergonomic keyboard features backlighting for comfortable typing in various lighting conditions. The large precision touchpad supports multi-finger gestures for navigation and control.



Image 4.1: Top-down view of the keyboard and touchpad area.

4.3 Audio and Camera

The laptop is equipped with Omnisonic Speakers with Dolby Audio Premium for clear sound. Dual far-field Studio Mics enhance voice clarity for calls and recordings. A front-facing 720p HD camera supports video conferencing and Windows Hello facial authentication.

4.4 Wireless Connectivity

The Surface Laptop 3 supports Wi-Fi 6 (802.11ax) for fast and reliable internet access, and Bluetooth 5.0 for connecting wireless accessories.

Your browser does not support the video tag.

Video 4.1: Official Microsoft video showcasing the Surface Laptop 3's features and design.

5. MAINTENANCE

5.1 Cleaning Your Device

- Use a soft, lint-free cloth dampened with water or an approved screen cleaner to clean the display.
- For the keyboard and chassis, use a soft, dry cloth. Avoid harsh chemicals or abrasive materials.
- Keep ports free of dust and debris.

5.2 Software Updates

Regularly check for and install Windows updates to ensure optimal performance, security, and access to the latest features. Go to **Settings > Update & Security > Windows Update**

5.3 Battery Care

- Avoid extreme temperatures.
- For optimal battery longevity, avoid consistently discharging the battery to 0% or keeping it at 100% for

extended periods.

- Use only the provided power supply.

6. TROUBLESHOOTING

6.1 Power Issues

- **Device not turning on:** Ensure the power supply is securely connected and the outlet is functional. Try a forced shutdown by holding the power button for 30 seconds, then release and press again briefly to restart.
- **Battery not charging:** Verify the Surface Connect cable is properly attached. Check for any damage to the cable or port.

6.2 Performance Issues

- **Slow performance:** Close unnecessary applications. Check Task Manager for resource-intensive processes. Ensure Windows is up to date.
- **Overheating:** Ensure ventilation vents are not blocked. Avoid using the laptop on soft surfaces that can obstruct airflow.

6.3 Connectivity Problems

- **Wi-Fi not connecting:** Restart your router and the laptop. Check Wi-Fi settings and ensure the correct network is selected and password entered.
- **Bluetooth device not pairing:** Ensure the Bluetooth device is in pairing mode and within range. Check Bluetooth settings on your laptop.

7. SPECIFICATIONS

Feature	Detail
Brand	Microsoft
Model Name	Surface Laptop 3
Model Number	VGY-00001
Screen Size	13.5 Inches
Resolution	2256 x 1504 Pixels
CPU Model	Intel Core i5 (10th Generation)
Processor Speed	1.2 GHz (up to 3.7 GHz with Turbo Boost)
RAM Memory Installed Size	8 GB LPDDR4
Hard Disk Size	128 GB SSD
Operating System	Windows 10 Home (Free Upgrade to Windows 11 when available)
Graphics Coprocessor	Intel Iris Plus
Connectivity Technology	1 x USB-C, 1 x USB-A, 3.5 mm headphone jack, 1 x Surface Connect port
Wireless Technology	Wi-Fi 6 (802.11ax), Bluetooth 5.0

Battery Life	Up to 11.5 Hours
Item Weight	2.79 Pounds
Dimensions (L x W x Thickness)	8.8"L x 12.1"W x 0.57"Th
Camera	Front-facing 720p HD camera with Windows Hello face authentication
Audio	Omnisonic Speakers with Dolby Audio Premium, Dual far-field Studio Mics

8. WARRANTY AND SUPPORT

8.1 Product Warranty

The Microsoft Surface Laptop 3 (Model VGY-00001) comes with a **1-year manufacturer's limited warranty**. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, please refer to the warranty documentation included with your product or visit the official Microsoft support website.

8.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact Microsoft Support. You can find contact information and additional resources on the official Microsoft Surface support website. Keep your proof of purchase and product serial number readily available when contacting support.

Online Support: Visit support.microsoft.com/surface for FAQs, drivers, and software downloads.