

## Microsoft THH-00024

# Microsoft Surface Laptop Go Instruction Manual

Model: THH-00024 | Brand: Microsoft

## 1. INTRODUCTION

The Microsoft Surface Laptop Go is a sleek, ultra-light, and portable laptop designed to enhance your daily productivity and entertainment. Featuring a vibrant 12.4-inch PixelSense touchscreen display and powered by a 10th Gen Intel Core i5 processor, it offers a seamless experience for browsing, streaming, and running your essential applications. This manual provides detailed instructions to help you set up, operate, maintain, and troubleshoot your device, ensuring you get the most out of your Surface Laptop Go.



Figure 1.1: Front view of the Microsoft Surface Laptop Go in Ice Blue.

## 2. WHAT'S IN THE BOX

Upon unboxing your Microsoft Surface Laptop Go, you should find the following items:

- Device (Microsoft Surface Laptop Go)
- Power Supply Unit (PSU)
- Quick Start Guide (QSG)
- Safety and Warranty Documents

## 3. SETUP

### 3.1 Initial Power-On and Windows Setup

1. Unpack your Surface Laptop Go and the Power Supply Unit (PSU).
2. Connect the PSU to the magnetic power port on the side of your Surface Laptop Go and plug the other end into a power outlet.
3. Press the power button located on the keyboard to turn on the device.
4. Follow the on-screen instructions to complete the Windows 10 S setup, including selecting your region, connecting to a Wi-Fi network, and setting up your Microsoft account.
5. Consider upgrading from Windows 10 S to full Windows 10 Home or Pro if you require broader application compatibility beyond the Microsoft Store.

### 3.2 Fingerprint Power Button Setup

For convenient and secure sign-in, set up the Fingerprint Power Button with Windows Hello:

1. Go to Windows Settings > Accounts > Sign-in options.
2. Under "Windows Hello Fingerprint," select "Set up."
3. Follow the prompts to scan your fingerprint multiple times until the setup is complete.

Video 3.2.1: Official Microsoft video demonstrating the fingerprint sign-in feature on Surface devices.

## 4. OPERATING YOUR SURFACE LAPTOP GO

### 4.1 Touchscreen Navigation

The 12.4-inch PixelSense touchscreen allows for intuitive interaction:

- **Tap:** Select items or open applications.
- **Swipe:** Scroll through content or navigate between screens.
- **Pinch-to-Zoom:** Enlarge or reduce content size.

### 4.2 Keyboard and Precision Trackpad

The full-size keyboard and large precision trackpad offer a comfortable and efficient typing and navigation experience.



Figure 4.2.1: Top-down view of the keyboard and precision trackpad.

### 4.3 Connectivity Ports

The Surface Laptop Go includes essential ports for your peripherals:

- **USB-C Port:** For data transfer, video output, and charging.
- **USB-A Port:** For connecting standard USB devices.
- **3.5mm Headphone Jack:** For audio output.
- **Surface Connect Port:** For charging and connecting to Surface Dock (sold separately).



Figure 4.3.1: Side view illustrating the various connectivity ports.

Video 4.3.2: Official Microsoft video highlighting the Surface Laptop Go's features, including USB-C and USB-A ports.

## 5. MAINTENANCE

### 5.1 Cleaning Your Device

- Use a soft, lint-free cloth dampened with water or a mild screen cleaner to wipe the display.
- For the keyboard and chassis, use a soft, dry cloth. Avoid abrasive materials or harsh chemicals.

### 5.2 Software Updates

Regularly update your Windows operating system and drivers to ensure optimal performance and security:

- Go to Windows Settings > Update & Security > Windows Update.
- Click "Check for updates" and install any available updates.

### 5.3 Battery Care

To prolong battery life:

- Avoid extreme temperatures.
- Do not fully discharge the battery frequently.
- For long-term storage, charge the battery to around 50%.

Video 5.3.1: Official Microsoft video showcasing the all-day battery life of the Surface Laptop Go.

## 6. TROUBLESHOOTING

### 6.1 Common Issues and Solutions

- **Device not turning on:** Ensure the device is charged. Connect the power adapter and wait a few minutes before attempting to power on again.
- **Screen not responding to touch:** Restart the device. If the issue persists, check for Windows updates or consider reinstalling touch drivers.
- **Slow performance:** Close unnecessary applications, check for malware, ensure sufficient free storage space, and install all available Windows updates.
- **Wi-Fi connectivity issues:** Restart your router and the Surface Laptop Go. Check network settings and ensure Wi-Fi drivers are up to date.

## 7. SPECIFICATIONS

Feature	Specification
Brand	Microsoft
Model Name	Surface Laptop Go
Screen Size	12.4 Inches
Screen Resolution	1536 x 1024 pixels
Processor	3.6 GHz core_i5_1035g1
RAM	8 GB LPDDR4
Hard Drive	128 GB SSD
Graphics Coprocessor	Intel UHD Graphics
Operating System	Windows 10 S
Item Weight	2.45 pounds
Product Dimensions	9.27 x 12.19 x 1.93 inches
Average Battery Life	13 Hours
Special Feature	Fingerprint Reader



Figure 7.1: Rear view of the Microsoft Surface Laptop Go.

Video 7.2: Official Microsoft product video for the Surface Laptop Go, showcasing its design and features.

## 8. WARRANTY AND SUPPORT

For detailed warranty information and technical support, please refer to the official Microsoft support website or the documentation included with your device. Microsoft provides various support resources, including online guides, troubleshooting tools, and customer service contacts.

You can also visit the official Microsoft Store on Amazon for additional product information and accessories [Microsoft Store](#)