



Manuals.plus /

› Microsoft /

› Microsoft Surface Go 4 Tablet User Manual - Model XHU00001

Microsoft XHU00001

Microsoft Surface Go 4 Tablet User Manual

Model: XHU00001

INTRODUCTION

This manual provides essential information for the setup, operation, and maintenance of your Microsoft Surface Go 4 Tablet. The Surface Go 4 is a versatile and portable device designed for productivity and connectivity, featuring a 10.5-inch display, Intel Processor N200, 8 GB RAM, and Windows 11 Pro operating system.



Image: The Microsoft Surface Go 4 Tablet, showcasing its compact design and display.

WHAT'S IN THE BOX

Verify that all items are present in the package:

- Surface Go 4 for Business Tablet
- 24W Power Supply
- Quick Start Guide
- Safety and Warranty Documents

SETUP

1. Initial Charging and Power On

Before first use, connect the included 24W Power Supply to the Surface Connect port or use a compatible USB-C charger to fully charge your device. Press the power button located on the top edge of the tablet to turn it on.

2. Windows 11 Pro Setup

Follow the on-screen prompts to complete the initial setup of Windows 11 Pro. This includes selecting your region, connecting to a Wi-Fi network, and setting up your Microsoft account or organizational login.

3. Connecting Accessories

The Surface Go 4 supports various accessories to enhance your experience, such as the Signature Type Cover, Surface Pen, and a mouse. These accessories are typically sold separately.

- **Signature Type Cover:** Align the Type Cover with the magnetic connector at the bottom edge of the tablet until it snaps into place.
- **Surface Pen:** The Surface Pen can be magnetically attached to the side of the tablet for storage and charging (if supported by pen model). Pair it via Bluetooth in Windows settings.
- **Bluetooth Mouse:** Enable Bluetooth on your tablet via Windows settings and pair your compatible Bluetooth mouse.



Image: The Surface Go 4 Tablet displayed with its compatible Signature Type Cover, Surface Pen, and a wireless mouse, illustrating a complete setup.

4. Network Connectivity

Connect to the internet using Wi-Fi. Go to **Settings > Network & internet > Wi-Fi** to select your network and enter the password. For connecting other devices, use Bluetooth via **Settings > Bluetooth & devices**.

OPERATING INSTRUCTIONS

Basic Navigation

The Surface Go 4 features a responsive touchscreen for intuitive navigation. Swipe, tap, and pinch to interact with Windows 11 Pro. When the Signature Type Cover is attached, you can use the keyboard and trackpad for a traditional laptop experience.



Image: The Surface Go 4 Tablet with its Signature Type Cover attached, demonstrating its use in a video conferencing scenario.

Battery Management

The device offers up to 12.5 hours of battery life. To optimize battery performance, adjust screen brightness, close unused applications, and utilize power-saving modes in Windows settings. Fast Charging is supported via Surface Connect or USB-C.

Camera Usage

The Surface Go 4 includes both front and rear cameras. The rear camera has an 8 MP sensor, while the front camera supports HD 720p video capture, ideal for video calls and conferences.

Audio

Enjoy clear audio through the built-in stereo speakers. You can also connect headphones via Bluetooth or the 3.5mm audio jack (if available, check device ports).

Connectivity

The tablet features a USB Type-C port for data transfer, charging, and connecting to external displays. Bluetooth and NFC provide wireless connectivity options for peripherals and data exchange.

External Display Support

Connect your Surface Go 4 to a 4K monitor for an expanded desktop experience using the USB Type-C

port and a compatible adapter or cable.

MAINTENANCE

Cleaning

To clean your Surface Go 4, use a soft, lint-free cloth. For stubborn marks, slightly dampen the cloth with water or a mild screen cleaner. Avoid harsh chemicals or abrasive materials. Ensure all ports are dry before connecting any accessories or power.

Replaceable Components

Key components such as the motherboard and battery are designed to be replaceable. For service or replacement, contact an authorized service provider or a skilled technician. Attempting repairs without proper training may void your warranty.

TROUBLESHOOTING

Common Issues and Solutions

- **Device not powering on:** Ensure the device is charged. Connect the power supply and wait a few minutes before attempting to power on again.
- **Screen unresponsive:** Perform a force restart by holding down the power button for approximately 10 seconds until the device shuts down, then press it again to restart.
- **Wi-Fi connectivity issues:** Check if Wi-Fi is enabled in Windows settings. Restart your router and the Surface Go 4. Ensure you are within range of the Wi-Fi signal.
- **Accessory not connecting:** For Bluetooth accessories, ensure they are in pairing mode and Bluetooth is enabled on the tablet. For wired accessories, ensure they are properly seated in the correct port.

For more complex issues, refer to the official Microsoft support website or contact customer service.

SPECIFICATIONS

Feature	Detail
Brand	Microsoft
Model Name	Surface Go 4
Model Number	XHU00001
Operating System	Windows 11 Pro
Processor	Intel Processor N200 (1.9 GHz)
Graphics Coprocessor	Intel UHD Graphics
Memory (RAM)	8 GB
Screen Size	10.5 Inches
Display Resolution	1920 x 1280 Pixels
Display Type	LCD
Battery Life (Average)	Up to 12.5 Hours
Connectivity	Wi-Fi (802.11ax), Bluetooth, NFC, USB Type-C
Cameras	Front Camera (HD 720p), Rear Camera (8 MP)
Audio	Built-in stereo speakers
Dimensions (L x W x Thickness)	9.6"L x 6.9"W x 0.3"Th
Item Weight	1.2 Pounds
Color	Platinum
Special Features	Built-In Kickstand, Face Recognition, Gorilla Glass 3, Media Card Reader, Volume Control Button

WARRANTY AND SUPPORT

Warranty Information

The Microsoft Surface Go 4 Tablet comes with a **1-year manufacturer's warranty**. This warranty covers defects in materials and workmanship under normal use. Please refer to the Safety and Warranty Documents included in your package for full terms and conditions.

Customer Support

For technical assistance, warranty claims, or additional support, please visit the official Microsoft Support website or contact Microsoft customer service directly. Keep your proof of purchase and product serial number (located on the device or packaging) handy when contacting support.

