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› Microsoft Surface Laptop (2024) User Manual - Windows 11 Copilot+ PC with Snapdragon X Elite

## Microsoft ZHI-00001

# Microsoft Surface Laptop (2024) User Manual

Model: ZHI-00001

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## 1. PRODUCT OVERVIEW

The Microsoft Surface Laptop (2024) is a Windows 11 Copilot+ PC designed for enhanced performance and AI capabilities. This model features a 15-inch touchscreen display, a Snapdragon X Elite (12 core) processor, 32GB RAM, and 1TB SSD storage. It combines power, speed, and touchscreen versatility with advanced AI features to support productivity and creativity.



Figure 1: Microsoft Surface Laptop (2024) in Black, showcasing its sleek design and display.

## 2. INITIAL SETUP

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### 2.1 Unboxing and Contents

Carefully remove all items from the packaging. The box should contain:

- Microsoft Surface Laptop (2024)
- 39W Power Supply Unit (PSU)
- Quick Start Guide (QSG)
- Safety & Warranty documents

### 2.2 Powering On and Initial Configuration

1. Connect the 39W PSU to the charging port on your Surface Laptop and plug it into a power outlet.
2. Open the laptop lid. The device should power on automatically. If not, press the power button located on the keyboard.

3. Follow the on-screen instructions to complete the Windows 11 Home setup, including language selection, network connection, and user account creation.
4. Ensure your device is connected to the internet to download necessary updates for Copilot+ PC experiences, which may be available starting late 2024 – 2025.

# Copilot+ PC



Figure 2: The Microsoft Surface Laptop (2024) with its screen open, ready for initial setup.

## 3. OPERATING INSTRUCTIONS

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### 3.1 Using the Touchscreen Display

The 15-inch PixelSense touchscreen display supports touch input for navigation and interaction with Windows 11. Use gestures such as tapping, swiping, and pinching to zoom. The display features HDR technology and a 120 Hz refresh rate for a smooth visual experience.

### 3.2 Keyboard and Touchpad

The chiclet keyboard provides a comfortable typing experience. The large touchpad supports multi-touch gestures for precise cursor control and navigation.



Figure 3: Detailed view of the QWERTY chiclet keyboard and large touchpad on the Surface Laptop.

### 3.3 Ports and Connectivity

The Surface Laptop offers various connectivity options:

- **USB Ports:** Three total ports, including USB Type-C for data transfer and charging (with compatible chargers).
- **Audio Output:** 1 x Headphone/Microphone Combo Jack (3.5 mm).
- **Wireless:** Wi-Fi 7 and Bluetooth for high-speed wireless connections.



Figure 4: Side profile of the Surface Laptop, highlighting the USB ports and audio jack.

## 4. KEY FEATURES

### 4.1 Copilot+ PC AI Capabilities

This device is a Copilot+ PC, leveraging a Neural Processing Unit (NPU) for advanced AI features. These features enhance productivity and creativity by offloading AI tasks from the CPU and GPU, allowing for efficient real-time AI processing.

[REDACTED]

Video 1: Introducing Surface Laptop Copilot+ PC. This video provides an overview of the new AI capabilities and design of the Surface Laptop.

## 4.2 Neural Processing Unit (NPU) Explained

The NPU is a specialized processor designed to handle AI and machine learning tasks with high efficiency and low power consumption. It simulates the human brain's neural network, processing massive amounts of data in parallel to accelerate AI-driven features like Recall, Studio Effects, and Cocreator.

[REDACTED]

Video 2: Surface runs on an NPU. What is an NPU? This video explains the function and benefits of the Neural Processing Unit in the Surface Laptop.

## 4.3 Windows Studio Effects

Enhance your video calls with Windows Studio Effects. These features include automatic lighting adjustments, noise cancellation, background blur, and eye contact teleprompter to ensure you always look and sound your best.

[REDACTED]

Video 3: A Copilot+ PC can help enhance your communication. This video demonstrates how Windows Studio Effects improve video call quality.

## 4.4 Battery Life

The Surface Laptop provides up to 20 hours of battery life, allowing for extended use throughout the day without needing to recharge. Fast charging is supported with a minimum 65W Surface power supply or USB-C PD charger (sold separately).

# 5. MAINTENANCE

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## 5.1 Cleaning the Device

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

## 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 > Windows Update** to manage updates.

## 5.3 Battery Care

To prolong battery life, avoid extreme temperatures and fully discharging the battery frequently. Store the device with a partial charge if not used for extended periods.

# 6. TROUBLESHOOTING

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## 6.1 Device Not Powering On

- Ensure the power supply is securely connected to both the laptop and a working power outlet.
- Try a different power outlet or charger if available.
- Press and hold the power button for 10-15 seconds to perform a hard reset.

## 6.2 Display Issues

- If the screen is blank, try connecting an external monitor to check if the issue is with the laptop's display.
- Adjust display brightness settings (Fn keys or Windows Settings).
- Update graphics drivers via Windows Update or Microsoft's support website.

## 6.3 Performance Slowdown

- Close unnecessary applications and browser tabs.
- Check for and install any pending Windows updates.
- Run a disk cleanup and defragmentation (for HDD, not SSD).
- Scan for malware or viruses.

## 7. SPECIFICATIONS

Feature	Detail
Brand	Microsoft
Model Name	Surface Laptop
Model Number	ZHI-00001
Screen Size	15 Inches
Resolution	2496 x 1664 pixels
Display Type	PixelSense Touchscreen
Refresh Rate	120 Hz
CPU Model	Snapdragon X Elite (12 core)
RAM Size	32 GB LPDDR5x
Hard Disk Size	1 TB SSD
Operating System	Windows 11 Home
Special Feature	Copilot+ PC
Graphics Coprocessor	Adreno
Battery Life	Up to 20 Hours
Connectivity	Wi-Fi 7, Bluetooth, USB, USB Type-C, AUX
Ports	3 Total USB Ports, 1 x Headphone/Microphone Combo Jack
Item Weight	3.67 Pounds
Dimensions (L x W x Th)	12.96"L x 9.41"W x 0.72"Th

## 8. WARRANTY AND SUPPORT

### 8.1 Manufacturer's Warranty

This Microsoft Surface Laptop (2024) comes with a **1-year manufacturer's limited warranty**. Please refer to the included Safety & Warranty documents for full terms and conditions.

## 8.2 Customer Support

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