

Microsoft ZGM-00001

Microsoft Surface Laptop (2024) User Manual

Model: ZGM-00001

1. INTRODUCTION

This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your Microsoft Surface Laptop (2024). The Surface Laptop is a Copilot+ PC, designed to integrate advanced AI capabilities with a powerful computing experience.



Image: The Microsoft Surface Laptop (2024) in Platinum, showcasing its sleek design and the Copilot+ PC branding.

2. WHAT'S IN THE BOX

Verify that all items are present in the packaging:

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



Image: The included 39W Power Supply Unit with USB-C cable.

3. SETUP

3.1 Initial Power On

1. Unpack your Surface Laptop and the power supply.
2. Connect the power supply to the charging port on your laptop and plug it into a power outlet.
3. Open the laptop lid. The device should power on automatically. If not, press the power button located on the keyboard.
4. Follow the on-screen instructions to complete the Windows 11 Home setup, including language selection, network connection, and Microsoft account login.



Image: The Microsoft Surface Laptop (2024) with its display showing the Windows desktop.

4. OPERATING YOUR SURFACE LAPTOP

4.1 Basic Operations

- **Power On/Off:** Press the power button to turn on. To shut down, go to Start > Power > Shut down.
- **Sleep Mode:** Close the lid or go to Start > Power > Sleep.
- **Touchscreen:** Interact directly with the 13.8-inch display using touch gestures.
- **Keyboard and Touchpad:** Utilize the integrated keyboard for typing and the precision touchpad for navigation.



Image: A close-up view of the Surface Laptop's keyboard and large precision touchpad.

4.2 Copilot+ PC Features

Your Surface Laptop leverages the Snapdragon X Plus processor and Neural Processing Unit (NPU) to enable advanced AI experiences:

- **Recall:** (Coming soon via Windows Update) An explorable timeline of your PC's activity to help you quickly find documents, emails, or web pages you've previously viewed.
- **Windows Studio Effects:** Enhance video calls with features like automatic lighting adjustments, background blur, and noise cancellation.
- **Live Captions:** Provides real-time subtitles and translation for audio from over 40 languages into English during video calls or streaming content.
- **Cocreator:** Generate images and art from text or image prompts within supported applications.

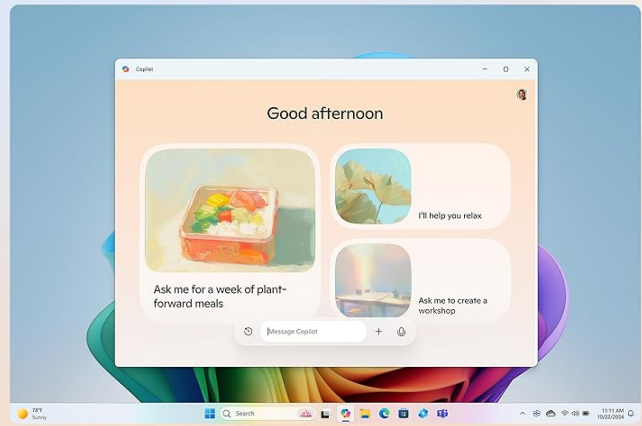


Image: The Copilot interface integrated into Windows 11, showing AI-powered suggestions.



Image: A visual representation of the Recall feature, displaying a timeline of past PC activities.

4.3 Battery Management

The Surface Laptop offers up to 20 hours of battery life under typical usage conditions. For faster charging (from 5% to 80%), a minimum 65W Surface power supply or USB-C PD charger (sold separately) is recommended.



Image: An icon representing the laptop's 20-hour battery life.

5. MAINTENANCE

- **Cleaning:** 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 dry or slightly damp cloth. Avoid harsh chemicals.
- **Ventilation:** Ensure the laptop's ventilation openings are not obstructed to prevent overheating.
- **Software Updates:** Regularly install Windows updates to ensure optimal performance, security, and access to new features.

- **Storage:** Store the laptop in a cool, dry place away from direct sunlight and extreme temperatures.

6. TROUBLESHOOTING

If you encounter issues with your Surface Laptop, consider the following steps:

- **No Power:** Ensure the power supply is securely connected to both the laptop and a working power outlet. Try a different outlet if necessary.
- **Slow Performance:** Close unnecessary applications, check for available Windows updates, or restart the device.
- **Display Issues:** Restart the laptop. If the issue persists, check display settings in Windows.
- **Connectivity Problems:** For Wi-Fi or Bluetooth issues, try toggling the respective settings off and on, or restart your router/modem.
- **Software Glitches:** Restart the application or the entire laptop. If an application consistently malfunctions, consider reinstalling it.

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

7. SPECIFICATIONS

| Feature | Detail |
|----------------------------|-----------------------------|
| Model Name | Surface Laptop (2024) |
| Model Number | ZGM-00001 |
| Screen Size | 13.9 Inches |
| Screen Resolution | 2304 x 1536 Pixels |
| Processor | Snapdragon X Plus (10 core) |
| RAM | 16 GB LPDDR5x |
| Hard Drive | 512 GB SSD |
| Graphics Coprocessor | Integrated Adreno |
| Wireless Type | 802.11ax |
| Average Battery Life | Up to 20 Hours |
| Operating System | Windows 11 Home |
| Item Weight | 2.96 pounds |
| Product Dimensions (LxWxH) | 11.85 x 8.67 x 0.69 inches |
| Color | Platinum |



Image: A side view of the Microsoft Surface Laptop (2024), highlighting its thin profile.

8. WARRANTY AND SUPPORT

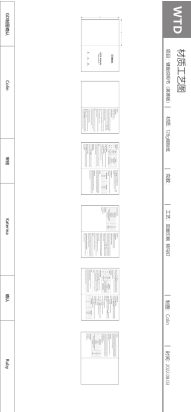
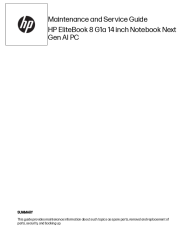


Your Microsoft Surface Laptop (2024) comes with a limited warranty. Please refer to the included Safety & Warranty documents for detailed information regarding warranty coverage, terms, and conditions.

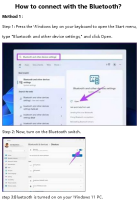

For technical assistance, product registration, or additional support, please visit the official Microsoft Support website or contact Microsoft customer service directly.

For more information, visit: [Microsoft Support](#)

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Related Documents - ZGM-00001

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|---|---|
|  | <p>Dracool Bluetooth Keyboard with Trackpad User Manual for Surface Pro</p> <p>Comprehensive user manual for the Dracool Bluetooth Keyboard with Trackpad, compatible with Microsoft Surface Pro 9, 8, and X. Features include setup, operation, LED indicators, battery check, charging, and sleeping mode.</p> |
|  | <p>HP EliteBook 8 G1a 14-inch Notebook Next Gen AI PC Maintenance and Service Guide</p> <p>Official maintenance and service guide for the HP EliteBook 8 G1a 14-inch Notebook Next Gen AI PC. Covers spare parts, component removal and replacement, security, and backup procedures. Essential for service technicians and IT professionals.</p> |
|  | <p>INFILAND Crystal Clear Protective Case for Microsoft Surface Pro 9 (13-inch, 2022)</p> <p>Detailed information about the INFILAND Crystal Clear protective case designed specifically for the Microsoft Surface Pro 9 (13-inch, 2022). Learn about compatibility, usage instructions, features, and warranty.</p> |
|  | <p>Lenovo Upgrade Guide: Unlock Business Results with Windows 11 AI PCs</p> <p>Discover how to upgrade your business to Windows 11 with Lenovo AI PCs. Learn about enhanced productivity, security, AI capabilities, and a seamless migration process. Features ThinkPad, ThinkCentre, and TruScale DaaS.</p> |

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|---|--|
|  | <p>How to Connect to Bluetooth on Windows 11</p> <p>A comprehensive guide detailing two methods to enable and connect Bluetooth devices on a Windows 11 PC, including step-by-step instructions and visual descriptions.</p> |
|  | <p>Microsoft ME-MPP303 Stylus Pen for Surface - User Manual & Specifications</p> <p>User manual and specifications for the Microsoft ME-MPP303 Stylus Pen, compatible with various Surface devices. Details include auto-sleep feature, material, and printing specifications.</p> |