

# Surface Go

[Start course](#)

# Welcome to Surface Go training



Welcome to Surface Go training!

During this training, you will be introduced to the features and benefits of the Surface Go.

This training will take approximately an hour to complete.

Enjoy!



Objectives



Resources

Continue to view the Objectives and Resources.



# Welcome to Surface Go training



Welcome to Surface Go training!

During this training, you will be introduced

## Learning Objectives

- Describe the Surface Go, including new features
- Explain the Surface Go accessories
- Troubleshoot Windows 10 S scenarios



Objectives

Resources

## Resources for supporting Surface Go

[Surface Go Overview](#)

[Surface Go Tech Specs](#)

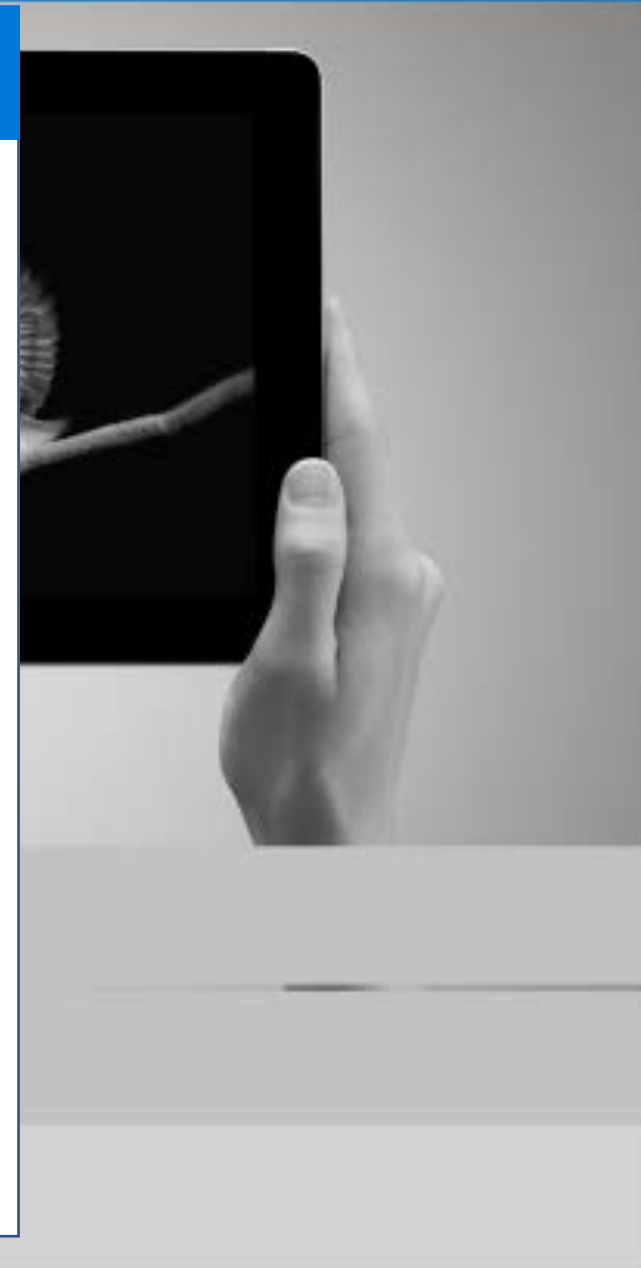
[Surface Go for Business](#)

[Warranty Check for Business Customers](#)

[Surface for Business Help Site](#)

[Contacting Surface for Business Warranty and Software Support](#)

[Windows 10 in S mode FAQ](#)

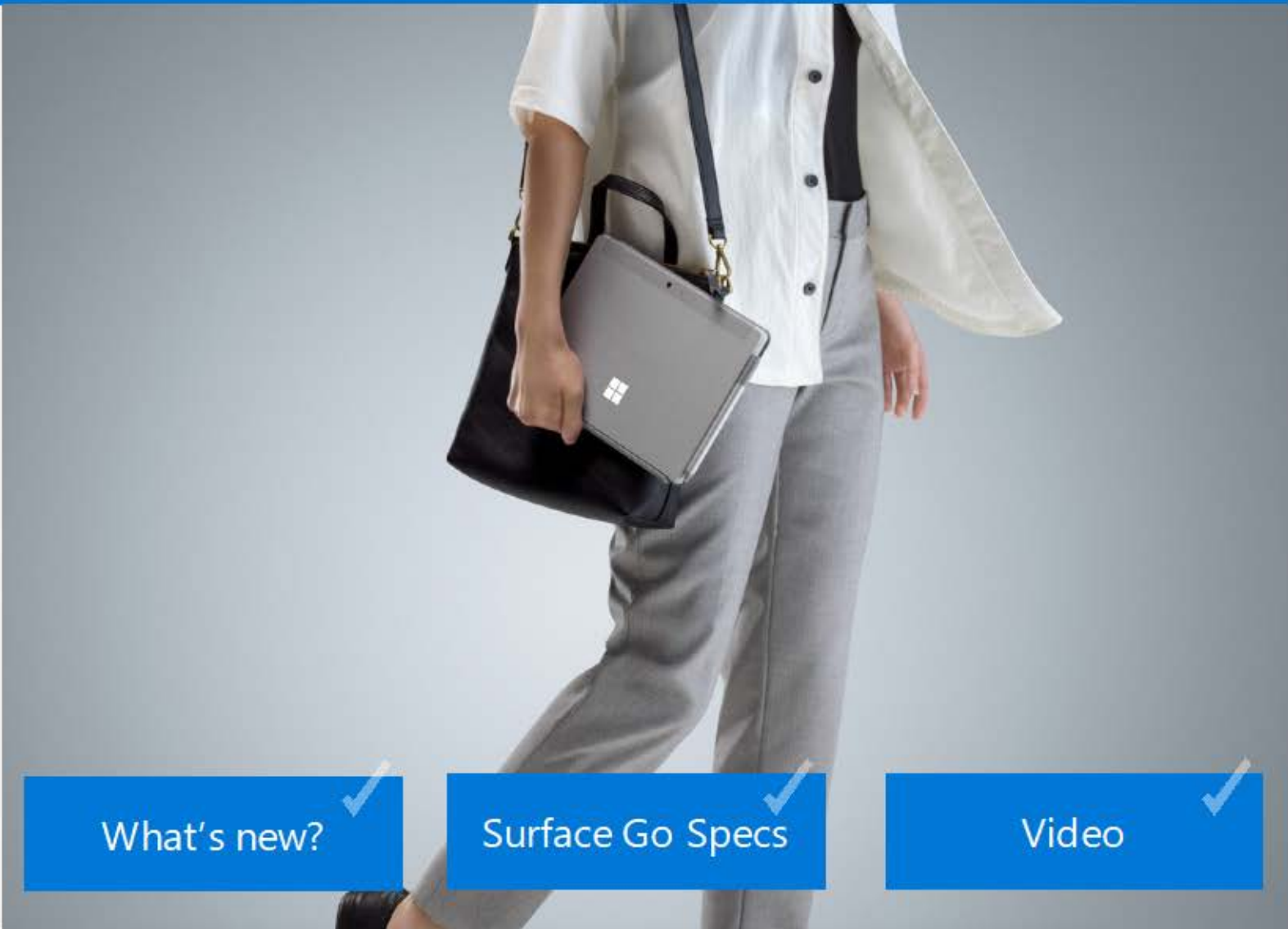


# What's in the Box?

The Surface Go is the most portable and versatile Surface, yet. The Surface Go provides laptop performance with tablet portability, a stunning touchscreen, and the Windows and Office experience that customers know.

When customers purchase a Surface Go, they will receive a Surface Go tablet and a 24 watt Surface power supply.

The primary user out of the box experience (OOBE) will be accomplished through touch.



What's new?

Surface Go Specs

Video

Continue to view more information.

## What's new with Surface Go?

- Surface Go is a 10" Surface Tablet running Windows 10 Home S (Consumer) Windows 10 Pro (Commercial).
- It will be the thinnest Surface tablet made to date
- First Surface device with only USB-C ports available



## Surface Go Specs

### Display



10" PixelSense™ Display with 1800 x 1200 (217 PPI) resolution, 3:2 aspect ratio, 10 point multi-touch, and ink.

### Storage



64GB eMMC or 128GB solid-state drive (SSD).

### Dimensions



9.65" x 6.9" x 0.33" (245 mm x 175 mm x 8.3 mm)

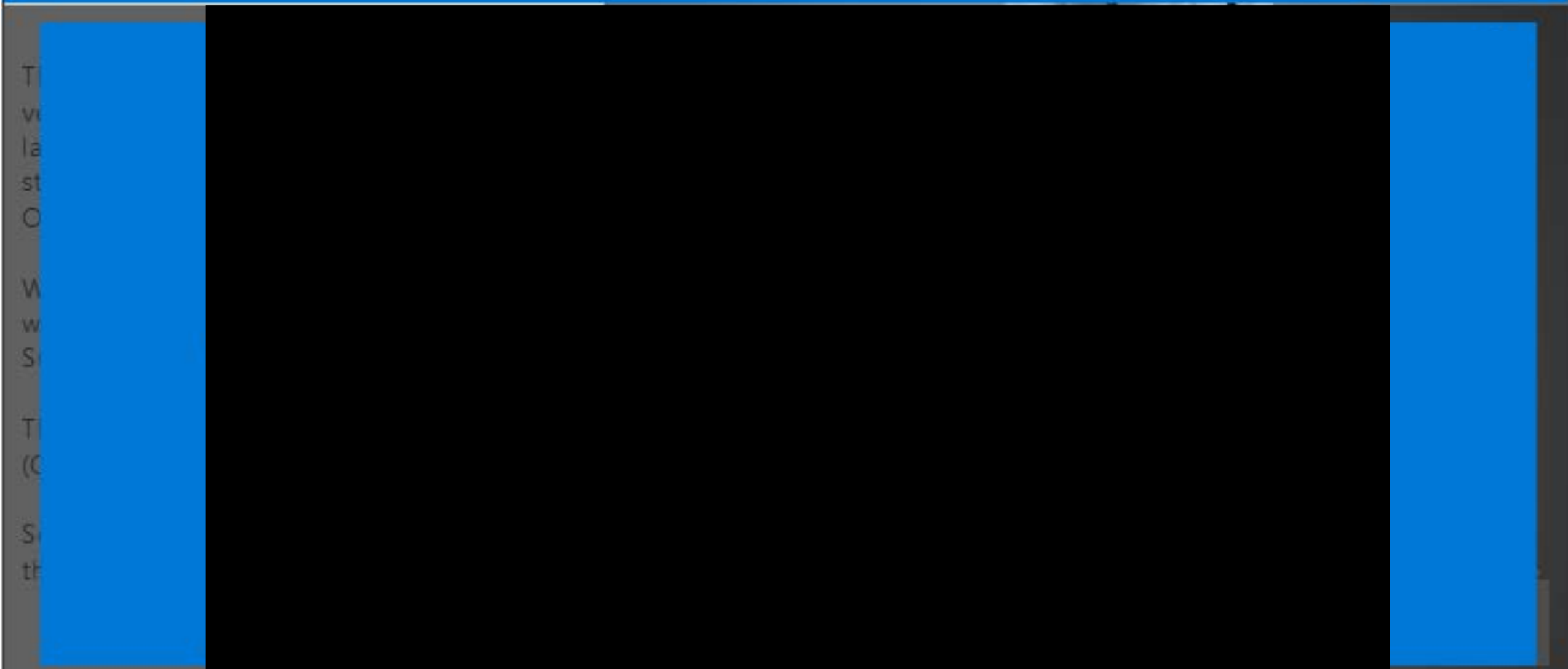
### Connections



1 x USB-C, 3.5 mm headphone jack, 1 x Surface Connect port, Surface Type Cover Port, 1 x MicroSDXC Card Reader.

Access this [link](#) to view more specs for the Surface Go.

# What's in the Box?



Hover over box to activate video player

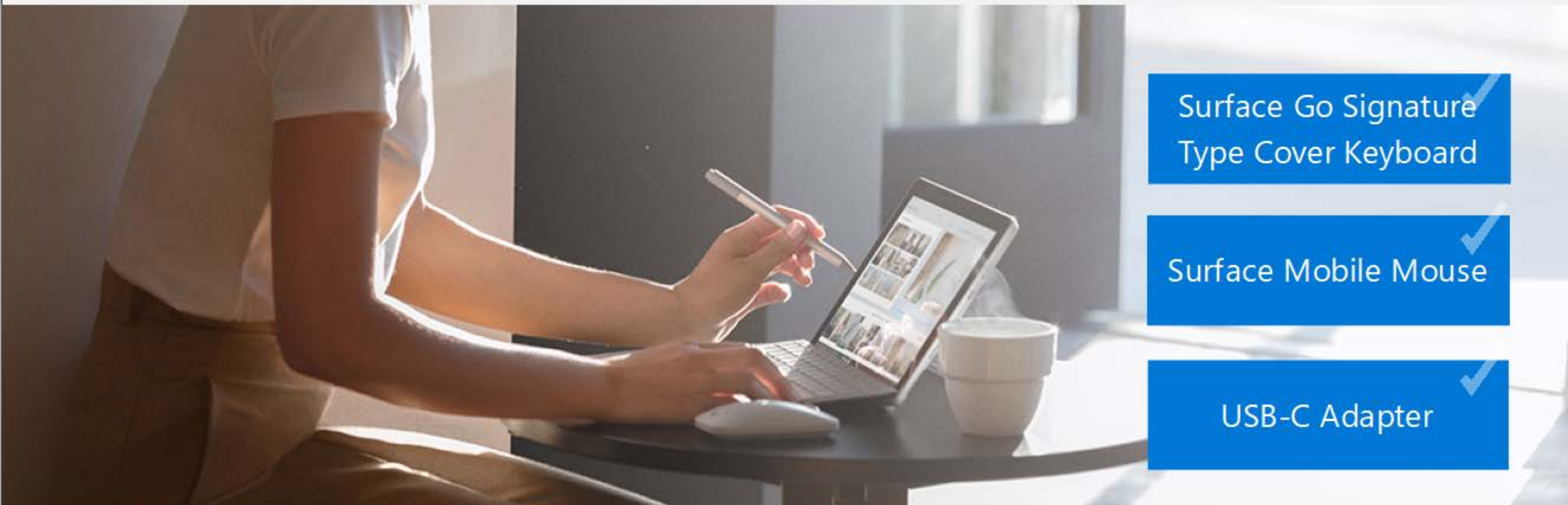


# Surface Go Accessories



The Surface Go is a fully touch experience. Customers will be able to purchase accessories to connect to their devices.

Here are the available accessories for customers to expand their Surface Go experience.



Surface Go Signature  
Type Cover Keyboard

Surface Mobile Mouse

USB-C Adapter

Continue to learn more about each accessory.

# Surface Go Signature Type Cover



The Surface Go Signature Type Cover Keyboard, a new Type Cover keyboard, is the perfect pairing for the Surface Go's 10" display. The Surface Go Signature Type Keyboard is designed for ultimate productivity, including a mechanical keyset, trackpad and backlit keys. Available in our standard black or signature colors of burgundy, cobalt blue and platinum.

Configurations	Standard Cover	Signature Type Cover	Signature Type Cover	Signature Type Cover
Color	Black	Platinum	Burgundy	Cobalt Blue
Channel	Consumer / Commercial			

## Surface Mobile Mouse for Surface Go ✕

The Surface Mobile Mouse for Surface Go is designed to complement the mobility of the Surface Go as well as other devices within the Surface family. The Surface Mobile Mouse brings elegant design and Bluetooth connectivity at an affordable price. Available in our signature colors of burgundy, cobalt blue and platinum.

Configurations		Surface Mobile Mouse	
Color	Platinum	Burgundy	Cobalt Blue
Channel	Consumer/Commercial		



## Surface USB-C Adapter



The Surface USB-C adapter is available in three configuration options. These adapters are designed for Surface devices with USB-C ports. The Surface USB-C adapter supports USB-C to USB-A, USB-C to Ethernet, and USB-C to Display port connections.

Configurations	USB-C to USB-A	USB-C to Ethernet/USB-A	USB-C to Display Port
Channel	Consumer/Commercial	Consumer/Commercial	Consumer/Commercial





Continue for information on the Surface Go Operating System and USB-C port.

The new Surface Go will come with the Windows 10 OS. Depending on the customer, the version will vary between Win 10 Home S and Win 10 Pro. Review the differences between Win 10 Home S and Win 10 Pro .

Windows 10 Home S and Windows 10 Pro are similar in terms of the main features.

The areas where the biggest differences are shown are:

- Business – Management and deployment
- Windows Fundamentals

Visit [www.microsoft.com/en-us/windows/compare](https://www.microsoft.com/en-us/windows/compare)

Review the main differences for the Windows 10 editions and versions.

The chart comparing Windows 10 versions is a great reference for Consumer customers who might feel they are missing out by having the Windows 10 Home S edition on their Surface Go.

Windows 10 Pro means business.

Built-in security, productivity and management features save time, money, and hassle.

Windows 10 Pro offers a productive Windows experience for commercial customers, streamlined for security and performance.

COMMERCIAL*	CPU / RAM / Storage	
Configurations	Intel® 4415Y / 4 / 64GB Wi-Fi	Intel® 4415Y / 8 / 128GB Wi-Fi
Price USD ERP	\$449	\$599
OS	Win 10 Pro (RS4)	Win 10 Pro (RS4)

\* Commercial devices can be pre-ordered using PO purchase process.



Hover over box to activate video player



# Windows 10 Home in S mode for Consumer Customers



**Windows 10 Home S** offers a familiar, productive Windows experience that's streamlined for security and performance. By exclusively using apps in the Windows Store and ensuring that you browse safely with Microsoft Edge, Windows 10 in S mode keeps you running fast and secure, day in and day out.

Let's review it's advantages:



**Performance**



**Security**



**Familiarity**



**Convenience**

# Windows 10 Home in S mode for Consumer Customers



## Performance that lasts

Windows 10 in S mode is designed for superior performance that lasts. Start-ups are quick and built to stay that way. With Microsoft Edge your online experience runs fast and safe. Stream HD video, switch across apps, and stay productive on the go.



Performance

Security

Privacy

Convenience



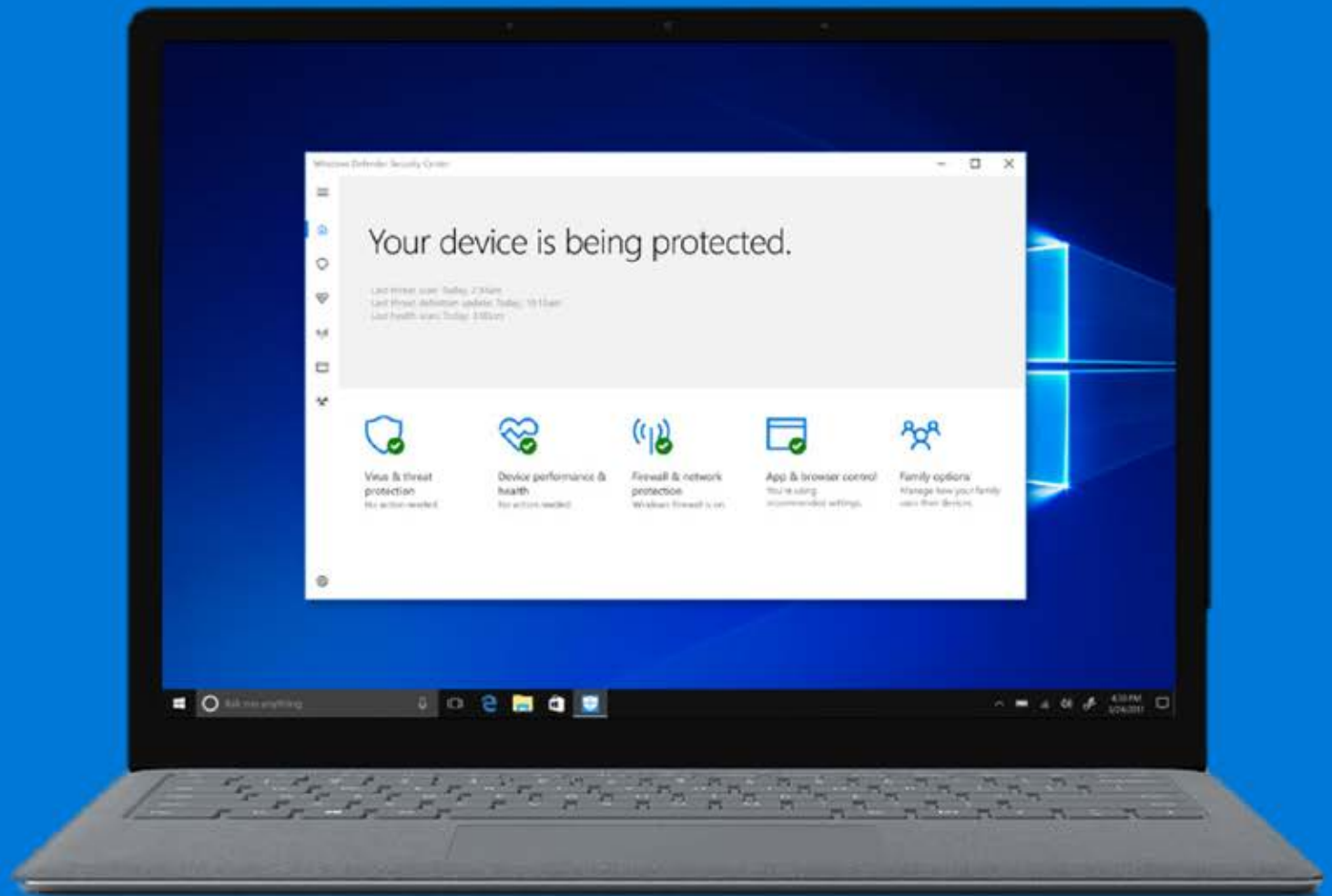
# Windows 10 Home in S mode for Consumer Customers



## Microsoft-verified security

Your applications are delivered via the Windows Store, ensuring Microsoft-verified security and integrity. When downloaded to the device, the apps run in a safe container to ensure they don't impact the performance of the rest of the system.

Microsoft Edge is your default browser since it's more secure than Chrome or Firefox. Windows Defender and all ongoing security features of Windows 10 are also included, and customers on Windows 10 in S mode still receive updates through Windows Update, just like in other versions of Windows 10.



Performance

Security

Familiarity

Convenience

# Windows 10 Home in S mode for Consumer Customers



Familiar Windows 10 features, on a range of modern devices

Enjoy multi-tasking with snap, task view and virtual desktops.

Get the suite of built-in apps and newest innovations like Cortana, Windows Ink and Windows Hello for password-free sign-on.  
Choose from a range of exciting modern devices coming soon.



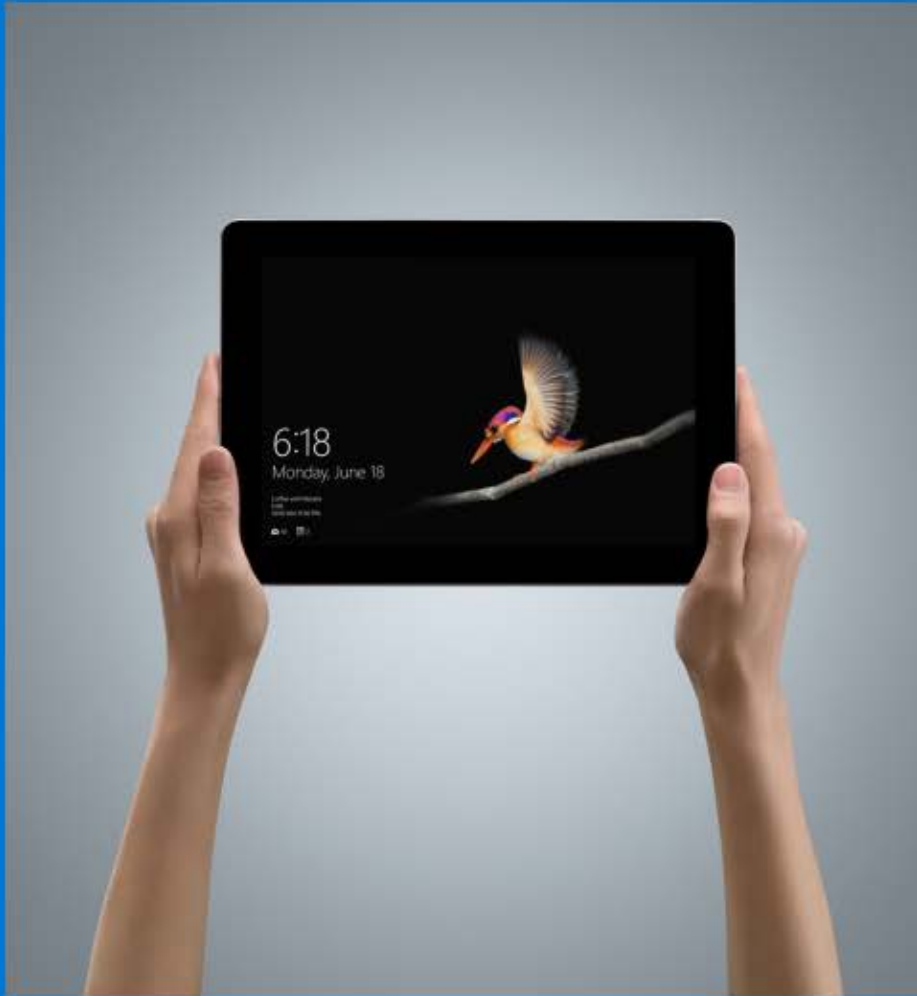
Performance

Security

Familiarity

Convenience





Cloud convenience plus the power of apps

Windows 10 in S mode integrates with OneDrive so files can be saved to the cloud, in sync and accessible from your devices (files can also be saved locally). Use compatible apps available from the Windows Store.

It even contains a new app that makes setting up school PCs quick and easy—a huge benefit to schools and administrators!

If you need to use professional tools or would rather run non-Store apps, you can easily and affordably switch out from Windows 10 in S mode.

# Limitations on built-in Windows Utilities

In Windows 10 in S mode, for performance and security reasons, built-in Windows utilities are either blocked from running, or hidden from the Start menu and Cortana.

Let's learn more.

For security and performance, this mode of Windows only runs verified apps from the Store

This helps protect your PC and keep it running smoothly.

`C:\windows\system32\cmd.exe`

Still want to run this unverified app?

[See how](#)

**Blocked and  
hidden  
utilities**



**Other utilities**



# Limitations on built-in Windows Utilities

## Blocked and hidden utilities

The utilities listed below are **blocked** from running on Windows 10 Home in S mode. They will become available only if the customer switches to Windows 10 Home.

- Bash.exe
- cdb.exe
- cmd.exe
- cscript.exe
- csi.exe
- dnx.exe
- kd.exe

- LxssManager.dll
- MSBuild.exe
- ntsd.exe
- powershell.exe
- powershell\_ise.exe
- rcsi.exe

- reg.exe
- regedit.exe
- regedt32.exe
- windbg.exe
- wmic.exe
- wscript.exe

# Limitations on built-in Windows Utilities

## Other utilities

Some Windows utilities, such as `powercfg.exe`, are available but must be run directly from Start. After the utility runs, the console window will automatically close. This presents some challenges in working with the utility to see the output.

The console output can be paused using CTRL+S (and resumed using CTRL+S or CTRL+Q) or recorded. To record, use Game DVR (Win+G) to record the console window output. By default, the recordings are saved to `%userprofile%\Videos\Captures`.



# Switching out of Windows 10 S mode

First and foremost, it is important to always keep in mind that switching out of S mode is free.

Let's go over how to walk a customer through switching out of S mode.



Switching out of S mode



Upgrading the Windows edition

For more information about Windows 10 in S mode, refer to the [Windows 10 in S mode FAQ](#)

# How to switch to and from S mode

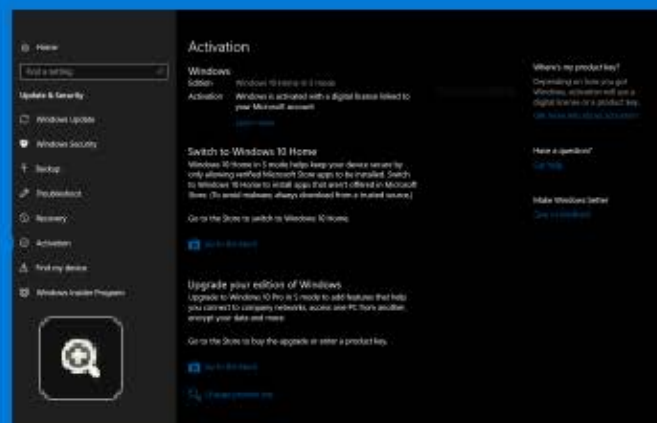
## Switching out of S mode



Customers will be able to switch out of S Mode via the Store. (Be clear with the customer that this option is one-way and the only way to switch back is by re-imaging the device)

They will need to go to :

Settings > Update & Security > Activation



Home

Find a setting

## Update & Security

Windows Update

Windows Security

Backup

Troubleshoot

Recovery

Activation

Find my device

Windows Insider Program

## Activation

### Windows

Edition Windows 10 Home in S mode

Activation Windows is activated with a digital license linked to your Microsoft account

[Learn more](#)

### Switch to Windows 10 Home

Windows 10 Home in S mode helps keep your device secure by only allowing verified Microsoft Store apps to be installed. Switch to Windows 10 Home to install apps that aren't offered in Microsoft Store. (To avoid malware, always download from a trusted source.)

Go to the Store to switch to Windows 10 Home.

[Go to the Store](#)

### Upgrade your edition of Windows

Upgrade to Windows 10 Pro in S mode to add features that help you connect to company networks, access one PC from another, encrypt your data and more.

Go to the Store to buy the upgrade or enter a product key.

[Go to the Store](#)

[Change product key](#)

### Where's my product key?

Depending on how you got Windows, activation will use a digital license or a product key.

[Get more info about activation](#)

### Have a question?

[Get help](#)

### Make Windows better

[Give us feedback](#)



# How to switch to and from S mode

Switching out

Customers will  
and the only way

They will need to

Settings > Update

Home Apps Games Devices Movies & TV Books Edge Extensions

Search



## Switch out of S mode

With Windows 10, you can choose a PC that fits the way you work and live. If performance, security and peace of mind are your top priorities, stick with Windows 10 in S mode. Every app you install from the Store has been verified by Microsoft. Want more options? You can switch out of S mode and you get the flexibility to install other apps, even those not verified by Microsoft\*.

\* The switch is one-way; you will not be able to go back to S mode once you have made the switch. Learn more at [S mode Support FAQ](#).

Get Windows 10 - S mode Switch with a genuine license for this PC.

Free

Get

[I have a Windows 10 - S mode Switch product key](#)

## Features

	Before (as Home S)	After
<b>Microsoft Edge</b> All-new browser that makes the web work the way you do.	✓	✓
<b>Windows Store</b> Get verified apps, games, movies, and more from the Windows Store to protect your PC and keep it running smoothly.	✓	✓
<b>Install any app</b> Install and run apps from unknown and unverified sources. To avoid malware, always download from a trusted source.	✓	✓
<b>Multiple Desktops and Snap<sup>1</sup></b> Create multiple desktops and snap up to four apps on one screen.	✓	✓



on is one-way

# How to switch to and from S mode?

## Switching back to Windows 10 S

There is not an easy way to do this in the user interface (UI). Factory recovery images are the only way to go back. To switch back to S mode, it is necessary to restore the Surface from a factory recovery drive. This will erase everything from the device and put it back into a factory state.

If the customer wishes to proceed, they should first back up any of their necessary files.

Follow the standard process to download and boot from a Surface recovery drive. Erasing the device and applying the factory image is the only way to go back to S mode.

# How to switch to and from S mode?

Sometimes customers may encounter issues when switching out of Windows S mode. The top two causes for customers having issues when switching out of S mode are:

- Windows not being activated
- Store not being updated

Refer to the following article on support.microsoft.com for more information:

[Fix problems switching Windows modes in Microsoft Store](#)



# What is USB-C?

USB-C is the main expansion port for the Surface Go.

Functions of this port are:

- Charging (Power in/Power out)
- External Displays
- Peripherals (plug in devices to the computer)
- Cable interface

Even though USB-C can be used for charging, this is not meant to be the primary charging port. Microsoft recommends using the power supply included with the Surface Go.



# What is USB-C?

State- Charging	SurfLink	USB C	Comments
SurfLink and USB are both plugged in at the same time	Charging should take place from SurfLink connector	No Charging should take place from USB C	Priority is given to SurfLink when present
USB C plugged in and no SurfLink is present	No charging from SurfLink	Charging should take place from USB C	
SurfLink plugged in and no USB C is present	Charging should take place from SurfLink	No charging from USB C	
Charging through USB C initially and then SurfLink is plugged in	Charging should take place from SurfLink connector	Charging should stop from USB C	Priority is given to SurfLink when present
Charging through SurfLink and then USB C is plugged in	Charging should continue from SurfLink connector	Charging should not be initiated from USB C	Priority is given to SurfLink when present

USB Type-C, commonly known as simply USB-C, is a 24-pin USB connector system allowing transport of data and power. It is distinguished by its horizontally symmetrical "reversible" connector. Since historically standard Type A has been more common and we might see some customer who are not familiar with USB-C and might need education.

If the customer would like to use their peripherals with standard USB A, Microsoft will have adapters available from USB-C to Standard (Type A).



TYPE-C



It is important to understand the advantages of USB-C as Surface Go **only** comes with USB-C.

There are different ways to approach the topic while speaking with a customer.

It is critical answer questions about USB-C with clear and knowledgeable answers.

Take a minute to read the scenario before continuing.



Why is there only this weird USB? I can't plug anything into my Surface Go!

Surface Go is a USB-C only device. If you need a standard USB port we do offer USB-C adapters. But there are a few advantages of USB-C. Let me share them with you:

→ USB-C advantages



# USB-C

Some customers might not understand why the Surface Go comes with USB-C only.

It's important to let them know the advantages of USB-C:

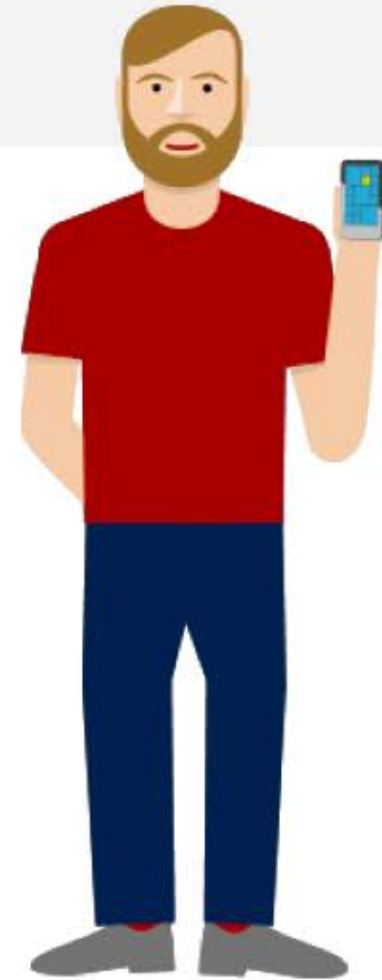
- Supports data display and power
- Supports 4k display
- The fastest USB technology supporting 3.0 data transfer
- The new design aims to fix many plug-in issues. There is no wrong way to plug in the USB-C!

Recognizing these details and explaining them to customers will help them understand the advantages of USB-C advantages compared to the standard USB.



Continue to view some other common customer scenarios.

Let's review some of the more common scenarios that you might encounter.



Continue to visit the different scenarios.



Let's review some of the more common scenarios that you might encounter.

Is there a possibility  
to switch out of S  
mode?



Continue to visit the different scenarios.

# Scenario: Switching OS

Mary needs help because she wants to switch out of Windows in S mode.

Based on the scenario and resources available, is it possible for Mary to switch out of S mode?



1

Hi Mary. I am sorry you are not happy with Windows 10 in S mode. I would be more than happy you walk you through how to switch out of this OS.

2

Hi Mary. I am sorry you are not happy with Windows 10 in S mode. Unfortunately, there is no way to switch out of this system. I can help you return your device and get a different OS if you would like.

Select the **correct answer** from options 1 and 2 for each question to help Mary with her issue.



Correct!

Switching out of S mode is always an option for our customers.

You are off to a great start! What is the next step? Select

Option 1:

In order to switch out of S mode, you will need to access the Microsoft Store app.

You will then go to **Settings > Update & Security > Activation**, and select 'Switch out of S Mode.'

Option 2:

In this case, we will to do a complete reinstall of Windows to make this change. Let's access **Settings > Change PC settings** on your device.



Mary is now upset. How is it possible that she can't change this operating system. Does she need to get a new device?

What can you do know?

Incorrect!

All customers can upgrade their OS. Let's fix this situation by helping David get the solution he is looking for.

Mary, I am sorry about my misunderstanding, in order to switch out of S mode I need you to upgrade you Windows edition via the Microsoft Store.

Can you please go to **Settings > Update & Security > Activation.**



Select here to continue.





Mary now wants to know what happens if she wants to return to Windows 10 S? Honestly it's her first device after a long time and she isn't sure what Windows 10 is and if she will like it. How do we answer her question?

Correct!

Search for **Switching out of S mode in Windows 10** in [support.microsoft.com](https://support.microsoft.com)

Option 1:

Switching out of S mode is one-way. If you want to switch back, you will need to re-image your device.

Option 2:

The process of switching back to S mode is as easy as switching out of S mode. All you have to do is go back to the Store and choose Switch Back to S Mode.

Select the **correct answer** from options 1 and 2 for each question to help Mary with her issue.



Correct!

Switching out of S mode is one-way. It is important to let the customer know this when they are asking about the switching out option. That way they will make an informed decision, knowing that if they do switch out of S mode there is no easy way to switch back.

Always remember to use your resources when looking for information to solve a customers issue.

Good job!

Select here to continue.



Incorrect!

Switching out of S mode is one-way. If you make the switch, you won't be able to go back to Windows 10 in S mode without re-imaging the device. It is important to let the customer know this when they are asking about switching out of S mode.

Remember, there is no charge for switching the mode. The switch is one-way; if you make the switch, you won't be able to go back to S mode without re-imaging.

Always remember to use your resources when looking for information to solve a customers issue.

Select here to continue to other scenarios.

Let's review some of the more common scenarios that you might encounter.



Surface Mobile  
Mouse questions

Continue to visit the different scenarios.



Surface Mobile Mouse scenarios will usually be based on pairing the mouse to host device and battery issues.

Tatyana is having issues pairing her Surface Mobile Mouse and needs support.

She just purchased Surface Mobile Mouse with her Surface Go device and is going through first time setup. This is her first Windows 10 PC, and though she's reading the QSG (Quick Start Guide), it doesn't make a lot of sense. She did a quick search in Microsoft Support but still is confused on the process.



I need help pairing my Surface Mobile Mouse to my new Surface Go!

I am sorry you have been having issues with your first time setup. I will be more than happy to help you pair your device. Let's go ahead and start by going to Settings > Devices > Bluetooth & Other Devices on your Surface Go.



→ Steps to follow

# Surface Mobile Mouse

To Pair Bluetooth Mouse to any Windows 10 Host, follow the below steps:

1. Go to **Settings > Devices > Bluetooth & Other Devices**
2. Select **Add Bluetooth Device**
3. Select **Bluetooth**
4. Press and hold the Power / Bluetooth Button on the bottom of Bluetooth Mouse for 5 seconds.
  - The mouse is in **Discovery Mode** and ready to pair when the Bluetooth LED begins blinking steadily for 3 - 5 minutes.
5. Select **Surface Mobile Mouse** in Settings.
6. Select **Done** once pairing is complete



Additional Support

Continue for **Additional Support** information.

Additional Surface Mobile Mouse support scenarios that could be encountered include:

## Mouse does not work after coming back from an idle state

After a computing session with Bluetooth Mouse on his Windows 10 PC, the customer takes a break., When they return to his Windows 10 PC for another rigorous computing session. the Windows 10 PC does not wake up. The mouse LED is still lit.

In order to wake up their Windows 10 PC the customer uses other methodologies such as pressing the power button, or using his wired keyboard because the mouse is non responsive.

**Root Cause:** After about 10 minutes of being inactive, Windows purposefully puts all Bluetooth devices into a low power state to conserve power. This is not a new behavior, and is constantly being improved with every Windows Release.

**Resources:** Refer to the following article on support.microsoft.com:

[A Bluetooth mouse or keyboard fails to reconnect after being left idle](#)

Additional Surface Mobile Mouse support scenarios that could be encountered include:

## Low Battery, How to Check Battery Status

The customer is concerned because he doesn't see any indicator for battery life on the mouse.

**Root Cause:** Bluetooth Mouse will send Go a message on the bottom right corner of their screen indicating that his Bluetooth Mouse has less than 10% battery life remaining.

**Resources:** Refer to the following article on support.microsoft.com:

[Troubleshoot a wireless mouse that does not function correctly](#)



Additional Surface Mobile Mouse support scenarios that could be encountered include:

## Bluetooth Mouse won't turn on

While using the device the customer's mouse stops working and is unresponsive. Pressing the power button on the device doesn't work and the LED on the device is off entirely.

Root Cause: Replace the batteries.

Resources: Refer to the following article on support.microsoft.com:

[Troubleshoot problems with your Bluetooth mouse](#)

Let's review some of the more common scenarios that you might encounter.



Continue to visit the different scenarios.

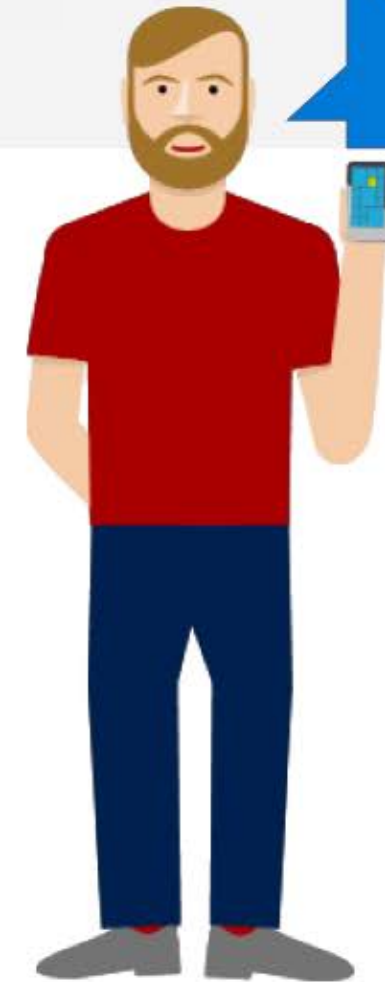
To troubleshoot Surface Go Signature Type Cover Keyboard issues refer to the following article on support.microsoft.com:

[Mouse, touchpad, and keyboard problems in Windows](#)



Review the registration process then continue.

Let's review some of the more common scenarios that you might encounter.



The device is charging,  
but I am not getting  
100% of the charge.

Continue to visit the different scenarios.



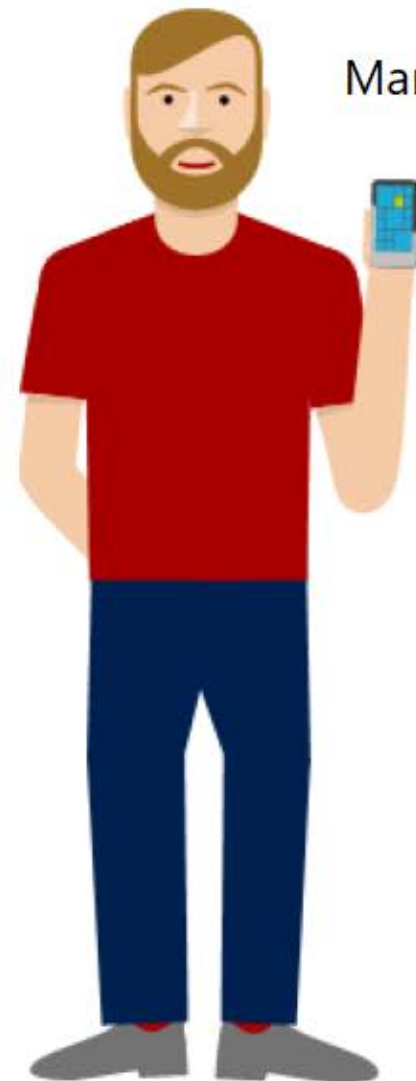
# Scenario: Issues charging Surface Go

Markus contacts support. He has an old charger which provides 10 watts and he uses this to charge his Surface Go. He notices the device is charging, but not getting 100% of the charge.

How can I help?



Advocate



Markus

Continue to view how Markus can be helped in this scenario.

# Scenario: Issues charging Surface Go

Markus contacts support. He has an old charger which provides 10 watts and he uses this to charge his Surface Go. He notices the device is charging, but not getting 100% of the charge.

How can I help?



The device shows that it is plugged in but it's not charging all the way (its draining faster than its charging)

Educate Markus that the Surface Go needs a minimum 15 watt charger. Using less than the recommended wattage might result in draining of the battery and less than optimal charging.

**NOTE:** The Surface Go comes with a 24 watt charger. Other compatible Surface charging cables can be used, as long as they are minimum 15 watts. The Surface Go can also be used with a compatible Surface Dock docking station and receive a charge in that way.

View the following article on support.microsoft.

[Surface battery and power](#)

# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.



Hello! I'm Tara, and I will guide you through this exercise. Press Start to continue



Start



## Activity Instructions

Use the lesson for answers to the following questions.

Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.

Press Start to continue.

# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.



What is the difference between previous Surface models and Surface Go?

1

2

3

4

5

## Activity Instructions



Use the lesson for answers to the following questions.  
Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.

→ The ability to upgrade out of S mode and its Surflink charging option

→ The light body, the USB-C port and the touch feature

→ The light body, the pen and the keyboard accessories

→ Windows 10 in S mode is exclusive to Surface Go

Review the scenario and choose the correct answer. Select Answer to see if you are correct!

Answer



The correct answer is:  
The light body, the  
USB-C port and the  
touch feature



What is the difference between previous Surface models and Surface Go?



The ability to upgrade  
out of S mode and its  
Surflink charging option

The light body, the USB-C  
port and the touch feature

The light body, the pen  
and the keyboard  
accessories

Windows 10 in S mode

Select Next Question to continue.

Next Question

# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.



Can a customer switch out of S mode on his Surface Go?



## Activity Instructions



Use the lesson for answers to the following questions.  
Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.



Yes, they can upgrade to another OS and switch back to S mode using the reverse process.



No, we currently do not offer a way to switch OS in Go.



Yes, they can switch out of S mode easily at any time through the Microsoft Store within Windows, but the switch is one way.



No, they need to reinstall Windows on Go and get the version they are looking for.

Review the scenario and choose the correct answer. Select Answer to see if you are correct!

Answer

The correct answer is: Yes, they can switch out of S mode easily at any time through the Microsoft Store within Windows, but the switch is one way.



Can a customer switch out of S mode on his Surface Go?



Yes, they can upgrade to another OS and switch back to S mode.

No, we currently do not offer a way to switch OS in Go.

Yes, they can switch out of S mode easily at any time through the Microsoft Store within Windows, but the switch is one way.

No, they need to reinstall Windows on Go and get the version they are looking for.

Select Next Question to continue.

Next Question



# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.



Can customers connect their Surface Go directly to a USB to charge their phone or transfer data from a USB drive?



## Activity Instructions



Use the lesson for answers to the following questions.  
Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.



Not directly, they need to purchase the USB-C adapter in order to use the USB ports.



The only need to purchase a USB cable is to plug the drive in.



Yes they can. Surface Go has USB charging included in the device.



Surface Go has no ports. The only way to transfer data is the cloud.

Review the scenario and choose the correct answer. Select Answer to see if you are correct!

Answer



The correct answer is:  
Not directly, they need  
to purchase the USB-C  
adapter in order to use  
the USB ports.



Can customers connect their Surface Go directly to a USB to charge their phone or transfer data from a USB drive?



Not directly, they need to purchase the USB-C adapter in order to use the USB ports.

The only need to purchase a USB cable is to plug the drive in.

Yes they can. Surface Go has USB charging included in the device.

Surface Go has no ports. The only way to transfer data is the cloud.

Select Next Question to continue.

Next Question

# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.



Is the Surface Go Signature Type Cover compatible with other Surface devices?



## Activity Instructions



Use the lesson for answers to the following questions.  
Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.



Surface Microsoft Surface  
Go Signature Type Cover for  
Surface Go will work with  
other Surface devices.



Surface Microsoft Surface  
Go Signature Type Cover for  
Surface Go will not work with  
other Surface devices.



Surface Microsoft Surface  
Go Signature Type Cover for  
Surface Go will work with  
only with Surface Pro 4.



Surface Microsoft Surface  
Go Signature Type Cover for  
Surface Go will work with  
only with Surface Laptop.

Review the scenario and choose the correct answer. Select Answer to see if you are correct!

Answer



The correct answer is:  
Surface Microsoft  
Surface Go Signature  
Type Cover for Surface  
Go will not work with  
other Surface devices.



Is the Surface Go Signature Type Cover compatible with other Surface devices?



Surface Microsoft Surface Go Signature Type Cover for Surface Go will work with other Surface devices.

Surface Microsoft Surface Go Signature Type Cover for Surface Go will not work with other Surface devices.

Surface Microsoft Surface Go Signature Type Cover for Surface Go will work with only with Surface Pro 4.

Surface Microsoft Surface Go Signature Type Cover for Surface Go will work with only with Surface Laptop.

# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.

\*Note that you can use the **Next** and **Previous** buttons to navigate through the activity.



Is Surface Pen sold with Surface Go?



## Activity Instructions



Use the lesson for answers to the following questions.  
Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.

→ Surface Pen is sold with Surface Go.

→ Surface Pen is not compatible with Surface Go.

→ Surface Pen is sold separately.

→ Surface Pen and the Keyboard are sold with Surface Go.

Review the scenario and choose the correct answer. Select Answer to see if you are correct!

Answer



The correct answer is:  
Surface Pen is sold  
separately.



Is Surface Pen sold with Surface Go?



Surface Pen is sold  
with Surface Go.

Surface Pen is not  
compatible with  
Surface Go.

Surface Pen is sold  
separately.

Surface Pen and the  
Keyboard are sold with  
Surface Go.

# Assessment

This activity contains questions to test your knowledge on the content covered in this part of the course.



## Congratulations!

You have completed this activity.



## Activity Instructions



Use the lesson for answers to the following questions.  
Remember to refer to [support.microsoft.com](https://support.microsoft.com) for guidance on supporting customers with Surface Go.

[NEXT](#)

You have completed this activity. Continue to re-visit the main resources introduced at the beginning of this lesson.

Following are some of the main resources for supporting Surface Go customers introduced in this lesson:

[Surface Go Overview](#)

[Surface Go Tech Specs](#)

[Surface Go for Business](#)

[Warranty Check for Business Customers](#)

[Surface for Business Help Site](#)

[Contacting Surface for Business Warranty and Software Support](#)

[Windows 10 in S Mode FAQ](#)

# Key points summary

Congratulations!

You have completed the Surface Go training.

It is important that you explain the key points shown to ensure you're ready to answer questions about Surface Go!



- ✓ What is the Surface Go?
- ✓ What are the Surface Go's key features?
- ✓ What are the Surface Go's accessories?

Review the key points shown before exiting this training.



## Microsoft Confidential – For Internal and Partner Use Only

This training package content is proprietary and confidential, and is intended only for users described in the training materials. This content and information is provided to you under a Non-Disclosure Agreement and cannot be distributed. Copying or disclosing all or any portion of the content and/or information included in this package is strictly prohibited. Some elements of this document are subject to change. This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY. Microsoft is a registered trademark of Microsoft Corporation in the United States and/or other countries. Other product and company names mentioned herein may be the trademarks of their respective owners.

Select **NEXT** to complete and close this course.