

Surface Troubleshooting	If a student continues to have issues or needs more assistance call Remote Learning Hotline (470) 254-2300.	
Student Experiencing This	Students Should Try This	What Should the Student See
Surface won't connect to wireless	Restart the tablet (twice if necessary): Start Menu – Power – Restart . If wireless still won't connect, call the Remote Learning Hotline (470) 254-2300).	Student should see they are now connected to Wifi.
Tablet won't power on or Screen is frozen	Press & hold the power button for at least 15 seconds - count very slowly. The screen will turn completely black. Wait 3 seconds, turn it back on again. (Sometimes you need to press and hold twice)	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet still will not power on after doing the above	Press & hold the power button & volume button for approximately 10 seconds	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet is not functioning properly (including sound)	Restart the tablet - Start Menu - Power- Restart . Do not press the power button on the top - it will put the tablet to sleep.	Tablet should work correctly. If not, call the Remote Learning Hotline (470) 254-2300).
Tablet is not charging	Shut down the tablet completely. Start Menu - Power - Shut Down . Do not press the power button at the top - it will only put the tablet to sleep. Try a different outlet at home when charging - be sure to use the power brick given to you at deployment. Run updates at home if possible.	The screen should go completely black. Let it charge for 2 hours minimum. Exhaust all actions under "Student should try" before calling the Remote Learning Hotline.
Keyboard no longer responds	Detach the keyboard, then re-attach it. The student should hear a solid click when it is attached correctly. If this does not work, restart the tablet. Finally, run updates AT HOME using the instructions if the other actions do not work.	Keyboard functions normally.
Keyboard doesn't respond AND screen looks "different"	Are you in tablet mode? Tap screen icon on lower right. If "tablet mode" is highlighted blue, tap to turn off.	Tablet mode turns gray and screen/keyboard back to normal.
Camera not working properly	Restart the tablet at least twice. Run updates FROM HOME following update instructions.	Camera should function properly.
Colors are inverted – All white screen, menus are all white, text does not display on pages	Press and hold the Shift + Left Alt + PrtScn buttons. This will turn off/on the high contrast display setting.	The tablet color scheme should return to normal