



## Troubleshooting Tips

### **CONCERN: My device won't come back on!**

- This is often prevented by being PATIENT when opening and closing the device. When the Surface is opened and it was in a sleeping state, it will come on by just opening it or by tapping the space bar once.
- Disconnect everything. Remove everything connected to your Surface and unplug the power cord from the electrical outlet. Check connectors. Plug in your Surface. Check the power indicator light on power supply. Is the LED light on?
- Try waking your Surface with hotkeys. If you have a keyboard connected, simultaneously press the Windows logo key +CTRL+SHIFT+B. If you are in tablet mode, simultaneously press both the volume-up and volume-down buttons three times in quick succession (within two seconds). If Windows is responsive, you should hear a short beep while Windows tries to refresh the screen.
- If the device still doesn't come on, then force a restart. Press and hold the power button for 30 seconds. The screen may flash but continue to hold down the power button for the full 30 seconds. After the full 30 seconds, release the power button. Press and hold power button to turn it back on.
- Try a two-button shutdown. Press and hold the power button for 30 seconds then release. Press and hold the volume-up button and the power button at the same time for at least 5 seconds and then release both. The screen may flash with Surface logo, but continue holding the buttons down for at least 15 seconds. After you release the buttons, wait 10 seconds. Press and release the power button to turn Surface back on. Be patient.
- To prevent this from happening in the future, "change what closing the lid does" setting. You can find this setting by searching for "lid". Set it to "sleep".

### **CONCERN: My pen isn't working!**

- The pen may not be paired, or may need removed from the Bluetooth list and paired again.
- Swipe in from right edge of screen (Action Center), and tap or click Settings.
- Choose Devices / Bluetooth. Make sure Bluetooth is on.
- If pen appears in list of discovered devices, tap or click it and then tap or click Remove Device.
- Hold down top of pen for 7 seconds, until the light on pen starts to flash.
- When the pen appears in the list of Bluetooth devices, tap or click Pair.

**CONCERN: My keyboard isn't working!**

- Detach and reattach the keyboard. Make sure it snaps in place.
- Disconnect the keyboard, reboot, and reconnect keyboard.
- Clean the keyboard connectors. Make sure device is powered down and not plugged in when cleaning connectors. There could be dust, food, etc., blocking the connectors. Take a pencil eraser and gently scrub the contacts until they are shiny again. You could also try rubbing alcohol and a Q-tip to clean the connectors. Dry completely before restarting.

**CONCERN: My battery does not last for a full day of usage!**

- Certain features eat up battery juice—even when you are not using your device.
- Reduce screen brightness. The brighter the screen, the more power it uses. Swipe in from right edge of screen (Action Center) and select Brightness. Adjust. You can also change settings by going to Start / Settings / System / Display.
- Turn off wi-fi. If you don't need it for awhile, turn it off to conserve battery life. Action Center / Select Wi-Fi. It will turn off. OR, Start / Settings / Network & Internet / Wi-Fi / Off.
- Turn on Airplane mode which turns off wi-fi and Bluetooth. Again, use Action Center.
- Turn on Battery saver. Select battery icon on taskbar. Select "Battery Saver". You can return to "Suggested".
- Disable Flash Player if using Google Chrome. Using Flash eats up battery power when watching videos. Or, just use Edge as your primary browser since it doesn't use Flash by default.
- Go into Power and Sleep settings and turn off "stay connected to Wi-fi while sleeping".
- Disable Cortana if you aren't using.
- Closing the "lid" puts your device into sleep mode. If you aren't going to use for extended time, it would be best to shut down.

**CONCERN: I saved a document but I cannot locate it!**

- Enter the document name in search box.
- You will see documents with similar names appear in the list. Select your document.

**CONCERN: How do I change my password?**

- You have been assigned a password that fits Microsoft and security requirements. Students will not be allowed to change password for security reasons.
- Please record your password in a safe place. Do not share passwords.
- Visit the Help Desk for further assistance.

**CONCERN: My Surface isn't working, I have damage to device, I need help with....**

- Visit the Fenwick website, [www.fenwickfalcons.org](http://www.fenwickfalcons.org). Access Academics / Technology.
- Visit the Help Desk inside the media center. Hours are 7:45 a.m. to 3:30 p.m. on school days.
- Email for support at [FIT@fenwickfalcons.org](mailto:FIT@fenwickfalcons.org). Response times may vary.
- Mobile Computing Class.