



# Surface Laptop Go 3 for Business Product FAQ

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**Last updated:** September 20, 2023

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# Contents

- Ultra-thin design, impactful performance ..... 1
  - Performance for everyday productivity ..... 1
  - Designed to make an impact..... 1
  - Collaborate wherever you work..... 2
  - Deploy, manage, and stay secure from anywhere ..... 3
- Technical specifications..... 4
- Questions..... 7
  - Overview ..... 7
    - What's new for Surface Laptop Go 3? ..... 7
    - What's the overall customer value?..... 7
    - Why did the price increase on the device, even though it looks the same as Surface Laptop Go 2?..... 7
    - Who are the target customers for Surface Laptop Go 3? ..... 7
    - Is the form factor any different? ..... 7
    - What are you highlighting for display features?? ..... 8
    - How is the value prop different from Surface Laptop 5? ..... 8
    - What are the key differences between Surface Laptop Go 3 and Surface Laptop 5? ..... 8
    - What are the key differences between Surface Laptop Go 3 and Surface Go 4?..... 9
    - Why is this considered an entry-level device at \$749? ..... 9
    - How are we thinking about a cost-effective device to complement the cloud PC? ..... 9
    - What are the key differences between Surface Laptop Go 3 and Surface Laptop Go 2? ..... 9
    - Is there any change in serviceability compared with Laptop Go 2? ..... 11
  - SKUs & availability ..... 12
    - What are the SKUs?..... 12
    - When is Surface Laptop Go 3 available for purchase?..... 12
    - Which markets is Laptop Go 3 available in?..... 12
    - Is there an EDU SKU for Surface Laptop Go 3?..... 12
    - How do commercial SKUs differ from consumer SKUs? ..... 12
    - Is there a 512 GB option for Surface Laptop Go 3?..... 13
    - Does Surface Laptop Go 3 have a 64 GB eMMC drive?..... 13
    - Is LTE available on Surface Laptop Go 3?..... 13
    - One of the new Laptop you're announcing (Laptop Go 3) features 12<sup>th</sup> Intel Core processors, when many devices now come with 13<sup>th</sup> Gen Core processors. Why is that?..... 13

---

Are there any AMD or ARM options for Surface Laptop Go 3? .....	13
Why are you not offering an AMD SKU this time around? Were people dissatisfied with the performance? .....	13
What generation chip are we using on Surface Laptop Go 3? .....	13
<b>What is the exact processor?</b> .....	13
Why does it come with 12th Intel Core processors, when many devices now come with 13th Gen Core processors? .....	13
What operating system is installed on Surface Laptop Go 3? .....	14
<b>Surface Laptop Go 3 for students and educators</b> .....	14
Is Surface Laptop Go 3 suitable for college students? .....	14
How does Surface Laptop Go 3 fare for remote learning and work? .....	14
Which age group is Surface Laptop Go 3 most appropriate for?.....	14
How does Surface Laptop Go 3 stand in the educational market?.....	14
Is Surface Laptop Go 3 adaptable to a hybrid classroom environment?.....	14
<b>Surface Laptop Go 3 vs. competitors</b> .....	14
Why choose Surface Laptop Go 3 over other devices? .....	14
How does it fare against the MacBook/iPad range? .....	15
How does it stack up against Chromebooks or similar devices?.....	15
Why should parents opt for Surface Laptop Go 3 over a more affordable Chromebook?.....	15
<b>Docking &amp; external monitors</b> .....	15
What is the external monitor support? .....	15
What docking capabilities are available when running Windows 11?.....	16
<b>Power and battery</b> .....	16
How long is the battery life on Surface Laptop Go 3? .....	16
What is the battery capacity? .....	16
How long does it take to charge Surface Laptop Go 3?.....	16
Can Surface Laptop Go 3 charge mobile devices using its USB-C port?.....	16
What about Instant-on? .....	17
<b>Management and security</b> .....	17
How does Surface Laptop Go 3 address security and authentication?.....	17
Do all Surface Laptop Go 3 models support Windows Hello?.....	17
Does the camera on Surface Laptop Go 3 support Windows Hello?.....	17
Does the fingerprint reader work with Windows Hello? .....	17
What else does the fingerprint reader work with? .....	17

---

Which models don't have a fingerprint reader? .....	18
What does the "Secured Core PC" designation mean for Surface Laptop Go 3? .....	18
How does being a Secured core PC make Surface Laptop Go 3 more secure?.....	18
What is Firmware Attack Surface Reduction? .....	18
How do I know that my Surface Laptop Go 3 is Secured-core PC compliant? .....	20
Is there TPM support on Surface Laptop Go 3?.....	20
What exactly is a discrete TPM?.....	20
Why might I opt for a discrete TPM? .....	20
Can TPM receive updates alongside Windows and firmware? .....	20
Can I deploy Surface Laptop Go 3 with Windows Autopilot? .....	20
Can I manage Surface Laptop Go 3 with DFCI? .....	21
What UEFI settings can I manage using Intune and DFCI? .....	21
Can I manage Surface Laptop Go 3 for Business with SEMM? .....	21
What is the complete list of UEFI settings that can be managed with SEMM? .....	21
What is the advantage of Microsoft's UEFI compared with third-party UEFI? .....	21
Will Surface Laptop Go reach the end of life before Surface Laptop Go 3 launches? .....	21
What is Microsoft Surface Management Portal?.....	21
What is the value of mobile application management (MAM) for Windows? .....	22
Can IT teams customize limits for mobile application management (MAM) for Windows for their organization? .....	22
What are the minimum system requirements for mobile application management (MAM) for Windows? .....	22
What is Windows 365 Boot? .....	22
What is Windows 365 Switch? .....	22
<b>Windows Backup &amp; Restore</b> .....	<b>22</b>
What is the Windows Backup and Restore feature? .....	22
What are the minimum system requirements for Windows Backup?.....	23
Will Backup and Restore be available via Microsoft Entra ID for commercial customers?.....	23
How much free storage do I need to use Windows Backup? .....	23
What if I don't have the free storage needed for Windows Backup? .....	23
<b>Serviceability</b> .....	<b>23</b>
Could you clarify the term "serviceability"?.....	23
What are the replacement components? .....	23
When will replacement components be available, and how can I purchase them?.....	24
Do replacement components come with a warranty? .....	24

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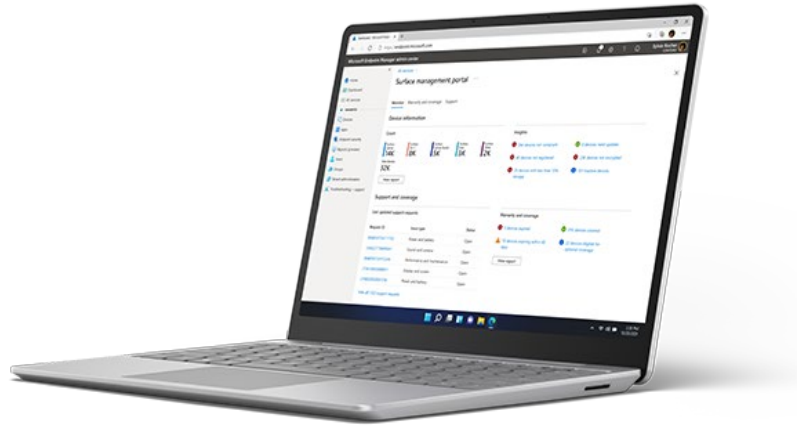
Is Surface Laptop Go 3 user-repairable or serviceable? .....	24
Where can customers obtain parts?.....	24
What is the support process for returning a Surface Laptop Go after removing the SSD? .....	24
How recyclable is the commercial packaging? .....	25
<b>OS Choice</b> .....	<b>25</b>
Can Surface Laptop Go 3 come with Windows 10 preinstalled? .....	25
Why is there a \$50 surcharge for Windows 10? .....	25
What's the advantage of OS Choice?.....	25
Who is this option intended for? .....	25
I'm not ready for Windows 11. What is the minimum OS version available on new devices?.....	25
How do commercial customers place orders for Surface Laptop Go 3? .....	26
<b>End users</b> .....	<b>26</b>
Why doesn't Laptop Go 3 come with Pen support? .....	26
Does Laptop Go 3 have a backlit keyboard?.....	26
Are any Windows 11 features exclusive to Surface Laptop Go 3 and unavailable to other OEM devices? ...	26
Does Surface Laptop Go 3 support docking with two extra monitors? .....	26
Does Surface Laptop Go 3 have a nano lock slot, as found on Surface Laptop SE? .....	26
Does Surface Laptop Go 3 feature recyclable components?.....	26
Does Surface Laptop Go 3 have a backlit keyboard? .....	26
Why doesn't Surface Laptop Go 3 come with Pen support? .....	26
Does Surface Laptop Go 3 have Thunderbolt? .....	27
Does the camera use any AI or lighting features from Surface Laptop Studio or Surface Pro 9? .....	27
My computer won't turn on. How do I perform a hard reset? .....	27
How do I clean the screen? .....	27
<b>Learn more</b> .....	<b>28</b>

# List of tables

- Table 1. Surface Laptop Go 3 for Business tech specs.....4
- Table 2. Comparing Surface Laptop Go 3 with Surface Laptop 5 ..... 8
- Table 3. What’s Changed in Surface Laptop Go 3 .....9
- Table 4. Surface Laptop Go 3 commercial SKUs.....12
- Table 5. Display support for Surface Laptop Go 3.....15
- Table 6. Firmware attack Surface Reduction.....19
- Table 7. Replacement components for Surface Laptop Go 3 .....24

## Ultra-thin design, impactful performance

From getting it all done to keeping it all secure, lightweight Surface Laptop Go 3 takes your job as seriously as you do. Multitask on the go or collaborate from any desk as you breeze through essential tasks anywhere, connect clearly on video calls, and collaborate with your team to deliver impactful results.



## Performance for everyday productivity

Get the job done and exceed expectations, no matter where you work. Tackle projects and tasks throughout your day with professional-grade performance and all-day battery life<sup>1</sup>.

- **Intel® Core™ i5 processor.** Run your everyday Microsoft 365 apps<sup>2</sup> now with faster performance and up to 16 GB RAM and 512 GB storage.<sup>3</sup>
- **Up to 15 hours of battery<sup>11</sup>**, and Fast Charging.<sup>4</sup> Power through your day wherever you work.
- **From a light, portable laptop to your desktop setup, get it all done wherever you work.** When you extend your monitor, Windows 11 remembers how your apps are arranged so you can continue right where you left off.
- **Surface Laptop Go 3 is designed to better support people with different abilities.** It's compatible with Microsoft Adaptive Accessories and Surface Adaptive Kit. Windows 11 built-in accessibility features, such as voice input for voice dictating, navigating and launching actions, empower people to do more.
- **Stay productive with USB-C® and USB-A ports for connecting to peripherals,** like a display, docking stations, headsets and more, as well as charging accessories.

## Designed to make an impact

Make an impact and deliver results whether you're on-the-go or in the office. Surface Laptop Go 3 is tested for

1. Battery life varies significantly based on device configuration, usage, network and feature configuration, signal strength, settings and other factors. See <https://aka.ms/SurfaceBatteryPerformance> for details.

2. Requires license or subscription (sold separately) to activate and use.

3. System software and updates use significant storage space. Available storage is subject to change based on system software and updates and apps usage. 1 GB = 1 billion bytes. 1 TB = 1,000 GB. See Surface Storage for more details.

4. Testing conducted at Microsoft in February to March 2023 using pre-production devices and pre-production Windows 11 Software. Tested with the inbox Surface Connect 39W PSU under controlled conditions with device in hibernate or off state. Device was powered on to desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.



durability and reliability. And you can see and do more<sup>5</sup> on the 12.4" PixelSense™ touchscreen with a 3:2 aspect ratio<sup>Error! Bookmark not defined.</sup> and full-size keyboard.

- More space to be productive on the 12.4" PixelSense™ touchscreen. Surface signature 3:2 ratio lets you see more, do more, and browse better with 18% more vertical screen real estate than a typical laptop.<sup>5</sup>
- Ultralight and ultraportable. Take it with you everywhere. At just under 2.5 lbs. (1.13 kg), it's our lightest Surface Laptop.
- Comfortable typing with a full-size keyboard and large, precision trackpad that lets you navigate, scroll, and select with ease.
- Sleek, premium design in a durable, cool metal finish. Smooth and durable, stands up to daily use.

## Collaborate wherever you work

- However, you work, staying productive is essential. Collaborate, co-create, and communicate effortlessly with Windows 11, Microsoft 365, and Surface Laptop Go 3's HD camera, dual Studio Mics, and Omnisonic® Speakers with Dolby® Audio.
- Collaborate and get it done with Microsoft 365 productivity apps.<sup>2</sup> Co-author files, share documents, and collaborate in real time with always up-to-date desktop and web versions of Word, Excel, PowerPoint, and Outlook. And smart suggestions in Microsoft 365 from AI-powered tools like Microsoft Editor, Designer and Speaker Coach can help you elevate content you create.
- Designed for hybrid work, you can power your productivity with Windows 11. Simple, powerful design improves employee productivity and focus, and to make it easier to collaborate, connect and search with AI-powered search built into the task bar.
- Securely stream your personalized Windows desktop with Windows 365 Cloud PC<sup>2</sup>. From the Microsoft cloud to Surface Laptop Go 3, get your apps, your content, your settings, and a consistent, secure experience wherever you work.
- Make clear connections in video calls. Surface Laptop Go 3's HD camera is enhanced by Windows 11 to ensure you show up your best to every meeting as the camera automatically adjusts to lighting and skin tones.
- Land every point with clarity and influence any discussion. Omnisonic Speakers with Dolby Audio and dual Studio Mics with Voice Clarity<sup>6</sup> that remove background noise and capture your voice clearly.

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5. Comparison of viewable content on Surface devices with 3:2 aspect ratio v. laptops with 16:10 or 16:9.

6. Voice Clarity requires Windows 11 and is available in apps which use integrated device microphones and use certain Windows audio processing modes.

## Deploy, manage, and stay secure from anywhere

Give IT peace of mind knowing that company and customer data are safe and secured because Surface Laptop Go 3 is a secured-core PC, enables One Touch sign-in and has a removable hard drive.<sup>7</sup> Surface customers save time and money with streamlined deployment, modern device management, and built-in, cloud-powered security.<sup>8</sup>

- **Surface Laptop Go 3 is a secured-core PC.** Secured-core PCs elevate the benefits of Windows 11 security, providing additional hardware and software protection for those who handle the most sensitive data in your organization.
- **Make the most of your investment** in Microsoft 365<sup>2</sup>, with the essential foundation of Windows 10 or Windows 11 Pro, the protection of Microsoft Enterprise Mobility + Security,<sup>8</sup> and the suite of Office 365 productivity apps<sup>2</sup> you rely on every day.
- **More control with cloud-first device deployment and management.** Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager and DFCL. Every Surface ships with Windows Autopilot, reducing IT complexity by deploying straight to your employees.<sup>8</sup>
- **Get more out of your device with more components that are replaceable.**<sup>7</sup> Major components in Surface Laptop Go 3, including the display module, keyboard assembly, motherboard, battery, storage, and more, are replaceable through a network of approved service providers.
- **Password-free sign in.** Get back to work within seconds of opening the lid with Instant On and sign in securely with Windows Hello and Fingerprint Power Button.<sup>9</sup>
- **Maintain control of your sensitive information** with a removable hard drive.<sup>10</sup>

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7. Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Opening and/or repairing your device can present electric shock, fire and personal injury risks and other hazards. Use caution if undertaking do-it-yourself repairs. Device damage caused during repair will not be covered under Microsoft's Hardware Warranty or protection plans. Availability of replacement components and service options may vary by market and/or at initial product launch.

8. Some cloud-enabled features and functionality require paid subscription and/or qualifying license.

9. Available on select models.

10. Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Drive (SSD) Retention is included in Microsoft Complete for Business Plus and is available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business. Except for Surface Pro X and Surface Pro 7+, Devices returned to Microsoft with a missing SSD are subject to an SSD replacement fee unless the user is enrolled in the Drive (SSD) Retention offer.

## Technical specifications

Table 1. Surface Laptop Go 3 for Business tech specs

Component	Description
Processor	– 12th Gen Intel® Core™ i5-1235U Processor
Graphics	– Intel® Iris® Xe Graphics
Memory & storage <sup>3</sup>	<p><b>Memory options:</b></p> <ul style="list-style-type: none"> <li>– 8 GB or 16 GB LPDDR5 RAM</li> </ul> <p><b>Storage options:</b></p> <ul style="list-style-type: none"> <li>– Removable UFS Drive: 128 GB</li> <li>– Removable<sup>11</sup> solid-state drive (SSD) options: 256 GB or 512 GB</li> </ul>
Display	<ul style="list-style-type: none"> <li>– <b>Touchscreen:</b> 12.4" PixelSense™ Display</li> <li>– <b>Resolution:</b> 1536 × 1024 (148 PPI)</li> <li>– <b>Aspect ratio:</b> 3:2</li> <li>– <b>Contrast ratio:</b> 1000:1</li> <li>– <b>Color profile:</b> sRGB and Enhanced</li> <li>– Individually color-calibrated display</li> <li>– <b>Touch:</b> 10-point multi-touch</li> <li>– Corning® Gorilla® Glass 3</li> <li>– <b>Brightness:</b> 320 nits (typical)</li> </ul>
Size & weight	<ul style="list-style-type: none"> <li>– <b>Length:</b> 10.95 in (278 mm)</li> <li>– <b>Width:</b> 8.12 in (206 mm)</li> <li>– <b>Height:</b> 0.62 in (15.7 mm)</li> <li>– <b>Weight:</b> 2.49 lbs. (1.13 kg)</li> </ul>
Battery life	– Up to 15 hours <sup>11</sup> of typical device usage

11. Testing conducted by Microsoft in April-May 2023 using preproduction Windows 11 software and preproduction Surface Laptop Go 3 Intel® Core™ i5-1235U processor, 256 GB, 8/16 GB RAM devices. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, OneNote and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150 nits with Auto-Brightness and Adaptive Color disabled. Wi-Fi was connected to a network. Tested with Windows 11 Version 10.0.22621.1413 (22H2). Battery life varies significantly with settings, usage, and other factors.

Component	Description
Security	<ul style="list-style-type: none"> <li>– Hardware TPM 2.0 chip for enterprise-grade security and BitLocker support</li> <li>– Enterprise-grade protection with Windows Hello sign-in with Fingerprint Power Button<sup>12</sup> (Surface Laptop Go 3 i5/8 GB/128 GB does not include Fingerprint Power Button)</li> <li>– Windows 11 Secured-core PC</li> </ul>
Camera	<ul style="list-style-type: none"> <li>– 720p HD front-facing camera</li> </ul>
Audio	<ul style="list-style-type: none"> <li>– Dual far-field Studio Mics with Voice Clarity<sup>13</sup></li> <li>– Omnisonic<sup>®</sup> Speakers with Dolby<sup>®</sup> Audio<sup>™</sup> Premium</li> </ul>
Ports	<ul style="list-style-type: none"> <li>– USB-C<sup>®</sup> 3.2 (data, DisplayPort and charging)</li> <li>– USB-A 3.1</li> <li>– 3.5 mm headphone jack</li> <li>– Surface Connect port</li> </ul>
Network & connectivity	<ul style="list-style-type: none"> <li>– Wi-Fi 6: 802.11ax compatible</li> <li>– Bluetooth<sup>®</sup> Wireless 5.1 technology</li> </ul>
Software	<ul style="list-style-type: none"> <li>– Windows 11 Pro or Windows 10 Pro</li> <li>– Preloaded Microsoft 365 Apps<sup>14</sup></li> <li>– Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial<sup>15</sup></li> </ul>
Serviceability	<p>Replacement components<sup>11</sup> include:</p> <ul style="list-style-type: none"> <li>– SSD</li> <li>– AB Cover module (display)</li> <li>– C Cover (includes keyboard and touchpad)</li> <li>– Battery</li> <li>– Motherboard</li> <li>– Charging Port (Surface Connect connector)</li> <li>– Feet</li> </ul>

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12. Available on select models.

13. Voice Clarity requires Windows 11 and is available in apps which use integrated device microphones and certain Windows audio processing modes.

14. Requires license or subscription (sold separately) to activate and use.

15. Activation required. If your device is managed by your organization's IT department, contact your IT administrator for activation. After 30 days, you will be charged the applicable monthly or annual subscription fee. Credit card required. Cancel any time to stop future charges.

See <https://aka.ms/m365businesstrialinfo>

Component	Description
Exterior	<ul style="list-style-type: none"> <li>– <b>Top:</b> Anodized aluminum</li> <li>– <b>Base:</b> <ul style="list-style-type: none"> <li>– <b>C Cover:</b> Anodized aluminum</li> <li>– <b>D Cover:</b> Polycarbonate composite resin that contains system with glass fiber and 30% post-consumer recycled plastics.<sup>16</sup></li> </ul> </li> <li>– <b>Color:</b> Platinum</li> </ul>
Sensors	<ul style="list-style-type: none"> <li>– Ambient light sensor</li> </ul>
What's in the box	<ul style="list-style-type: none"> <li>– Surface Laptop Go 3</li> <li>– 39W Power Supply</li> <li>– Quick Start Guide</li> <li>– Safety and warranty documents</li> </ul>
Keyboard layout	<ul style="list-style-type: none"> <li>– Activation: Moving keys</li> <li>– Layout: QWERTY, full row of function keys (F1 – F12)</li> <li>– Windows key and dedicated buttons for media controls, screen brightness</li> </ul>
Warranty <sup>17</sup>	<ul style="list-style-type: none"> <li>– 1-year limited hardware warranty</li> </ul>
Battery Capacities <sup>18</sup>	<ul style="list-style-type: none"> <li>– Battery capacity nominal (WH) 41</li> <li>– Battery capacity min (WH) 40</li> </ul>

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16. Validated 30% post-consumer recycled plastics based on Environmental Claim Validation Procedure (ECVP) for Recycled Content, UL ECVP 2809-2. First Edition, Dated April 06, 2023.

17. Microsoft's Limited Warranty is in addition to your consumer law rights.

18. Might vary depending on manufacturing processes.

# Questions

## Overview

### What's new for Surface Laptop Go 3?

- **Faster performance.** Surface Laptop Go 3 boasts a 12th Gen Intel® Core™ i5 processor, making it 32% faster than the Surface Laptop Go 2 and 88% faster than its predecessor.
- **Longer battery life.** Experience a prolonged 15-hour<sup>11</sup> battery life for diverse daily activities.
- **Improved HD camera.** The enhanced HD 720P front camera offers vivid video, adjusting to lighting and posture, bolstered by Windows 11.
- **More serviceability options.** Surface Laptop Go 3 offers more serviceability.<sup>11</sup> Now trained technicians can even replace the motherboard. To learn more, see: [Surface for Business service and repair - Surface | Microsoft Learn](#).

### What's the overall customer value?

- Surface Laptop Go 3 is the lightest and most portable Surface Laptop. It strikes the balance between amazing design and essential performance, providing a premium Surface experience for customers looking for a traditional touchscreen laptop with incredible typing, battery life, and performance for everyday productivity at an affordable price.

### Why did the price increase on the device, even though it looks the same as Surface Laptop Go 2?

- Laptop Go 3 remains tremendous value at an accessible price. With increased performance and longer battery life, customers get even more value in every configuration at the same price points.

### Who are the target customers for Surface Laptop Go 3?

- **Information Workers:** These customers are looking for ultraportable devices to multitask on the go, connect clearly on video calls, and collaborate with colleagues to deliver impactful results.
- **Education:** 6-12 students, educators, and staff as well as higher ed students in liberal arts fields. These customers are looking for ultraportable devices to take between home and class that come with performance, battery life, and durability to tackle the school day and last a long time.

### Is the form factor any different?

- Surface Laptop Go 3 retains the iconic Surface laptop design at a more budget-friendly price point. It includes premium features such as a touchscreen, a lightweight and elegant build, a full-size keyboard with a fingerprint-integrated power button, and a robust aluminum D cover. Moreover, it's been rigorously tested for both durability and reliability.

## What are you highlighting for display features??

- The display offers factory-calibration for optimal color and brightness, a choice between Surface Enhanced and Surface sRGB color profiles, keyboard-integrated precise brightness adjustments via Windows, enhanced video playback with AV1 video decode support, and DirectX12 for superior Windows gaming compatibility.

## How is the value prop different from Surface Laptop 5?

- Surface Laptop Go 3 is optimized for portability with power to get essential work done and connect on the go and in the office. It is a great fit for young professional information workers.
- With a smaller footprint of 12.4" touch screen, but full keyboard and HD camera it is the entry point to the premium design of Surface Laptops. Laptop 5 is designed for power multitaskers and top talent with additional choices of size (13.5" and 15"), blazing fast processor for impactful work, advanced docking experience, supporting two monitors and Thunderbolt 4 port. While both are suitable for workers who needs to connect, collaborate and co-create from the office and remotely, when portability is a top priority Laptop Go 3 will deliver, and when higher performance, screen space and docking are prioritized, Laptop 5 offers multiple options to fit different employees.

## What are the key differences between Surface Laptop Go 3 and Surface Laptop 5?

- Surface Laptop 5 continues to set the bar on customer satisfaction for being the perfect balance of style and performance. One look at Surface Laptop 5, and you see it's a premium product. Use it, and you'll know that it is. From the design, craftsmanship, premium web camera and mics, Surface Laptop Go 3 achieves an incredible balance yet remains distinct from every other product within the Surface portfolio.

Table 2. Comparing Surface Laptop Go 3 with Surface Laptop 5

Surface Laptop Go 3	Surface Laptop 5
For people who need to work and connect on the go	For your power multitaskers and top talent
Optimized for portability with the power to get the job done	The best all-around Surface Laptop, to do it all and make an impact with lightning speed, high performance, and a light, sleek, style.
A great typing experience balanced against portability	An exceptional typing experience with a full-sized, backlit keyboard
Compact and portable screen at 12.4"	Your choice of screen size, more compact at 13.5" or a maxed out 15", with two finishes and four colors to choose from, including new Sage
Windows Hello with Fingerprint Power Button and One Touch sign-in	Windows Hello with face sign-in
USB-A and USB-C 3.1	1 USB-A, USB-C 4.0 with Thunderbolt™ 4
Strong performance with 12th Gen Intel processor, with up to 16 GB of memory and 512 GB of storage	Blazing speed with 12th Gen Intel processors built on the Intel Evo platform, with up to 32 GB of memory and 1 TB of storage

## What are the key differences between Surface Laptop Go 3 and Surface Go 4?

- Surface Go 4 offers great value to frontline customers interested in the versatility of Surface's 2-in-1 product designs. Meanwhile, Surface Laptop Go 3 offers equally impressive value to customers that prefer a more traditional laptop form.

## Why is this considered an entry-level device at \$749?

- Surface Laptop Go 3 combines Microsoft 365 and Windows' full productivity with Surface's high-quality design, powered by an Intel Core i5-1235U processor. This positions it as excellent value for those seeking premium attributes at a reduced cost. Enhancing its value, Surface Laptop Go 3 also features an HD camera, Omnisonic Speakers with Dolby Audio, dual far-field studio mics, a full-size keyboard and precise touchpad, and a Fingerprint Power Button.

## How are we thinking about a cost-effective device to complement the cloud PC?

- Surface Laptop Go 3 is an excellent device to position for the cloud computing scenario.

## What are the key differences between Surface Laptop Go 3 and Surface Laptop Go 2?

Table 3. What's Changed in Surface Laptop Go 3

	Surface Laptop Go	Surface Laptop Go 2	Surface Laptop Go 3
<b>SOC</b>	– 10th Gen Intel Core i5 processors	– 11th Gen Intel Core i5 processors	– 12th Gen Intel Core i5 processors
<b>Memory</b>	– LPDDR4X 4 GB, 8 GB, 16 GB	– √	– LPDDR5 8 GB, 16 GB
<b>SSD</b>	– 64 GB, 128 GB, 256 GB, 512 GB – M.2 NVME SSD, removable – eMMC on removable card	– 128 GB, 256 GB – M.2 NVME SSD, removable	– 128 GB – UFS SSD – 256 GB, 512 GB – NVMe SSD – M.2 2230, removable
<b>Graphics</b>	– Intel UHD Graphics	– Intel Iris Xe Graphics	– Intel Iris Xe Graphics



	Surface Laptop Go	Surface Laptop Go 2	Surface Laptop Go 3
Battery Life	– Up to 13 hours <sup>19</sup> based on average battery life (ABL) measurement	– Up to 13.5 hours <sup>20</sup> based on ABL measurement	– Up to 15 hours <sup>11</sup> based on ABL measurement
Size	– 278.18mm × 206.17mm × 15.68mm	√	√
Weight	1110g	1126.8g	1129.4g
Display	– In-cell 12.45" display – 3:2 AR – 1536 × 1024; 148dpi	√	– In-cell 12.45" display – 3:2 AR – 1536 × 1024; 148dpi – Enhanced color profile
Touch	– Supports finger touch	√	√
Fingerprint reader <sup>12</sup>	– √	√	√
Enclosures	– Stamped AL/Soft touch painted on the bottom case	√	√
SW stability	– 84% 14 days ABS free to ship	√	√
TPM	– Consumer: SW TPM – Commercial: HW TPM	Consumer: √ Commercial: √	√ √
Dock/charging	– Surface Connect/USB-C	√	√
Serviceability	N/A	– rSSD – Repairable A-C cover – Repairable Surface Connect – Replacement battery	– rSSD – Repairable A-C cover – Repairable Surface Connect – Replacement battery – Motherboard

19. Surface Laptop Go: Up to 13 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in September 2020 using preproduction software and preproduction Surface Laptop Go 10th Gen Intel® Core™ i5 processor, 128 GB, 8 GB RAM Microsoft Surface® Edition devices. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing 8 popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Battery life varies significantly with settings, usage, and other factors.

20. Up to 13.5 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in March 2022 using preproduction Windows 11 software and preproduction configurations of Surface Laptop Go 2 for Business Intel® Core™ i5, 128GB, 8 GB RAM Microsoft Surface® Edition devices. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing 8 popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Battery life varies significantly with settings, usage and other factors.

	Surface Laptop Go	Surface Laptop Go 2	Surface Laptop Go 3
Colors	<ul style="list-style-type: none"> <li>– Ice Blue</li> <li>– Sandstone</li> <li>– Platinum</li> <li>– Sage</li> </ul>	<ul style="list-style-type: none"> <li>– Ice Blue</li> <li>– Sandstone</li> <li>– Platinum</li> <li>– Sage</li> </ul>	<ul style="list-style-type: none"> <li>– Platinum</li> </ul>
Keyboard	<ul style="list-style-type: none"> <li>– High Performance "Chiclet-style" Keyboard</li> <li>– 1.3 mm travel</li> <li>– LED on Caps, Fn and PWR key</li> </ul>	√	√
Trackpad	<ul style="list-style-type: none"> <li>– 99.75 mm × 66.5 mm</li> <li>– Mylar</li> </ul>	√	√
Buttons	<ul style="list-style-type: none"> <li>– F-row Power &amp; Volume</li> </ul>	√	√
Audio	<ul style="list-style-type: none"> <li>– Studio mics</li> <li>– Omnidirectional speakers with Dolby Audio Premium</li> </ul>	<ul style="list-style-type: none"> <li>– Studio mics</li> <li>– Omnidirectional speakers with Dolby Audio Premium</li> <li>– Improved speaker performance</li> </ul>	<ul style="list-style-type: none"> <li>– Studio mics</li> <li>– Omnidirectional speakers with Dolby Audio Premium</li> <li>– Same speaker performance</li> </ul>
Wireless	<ul style="list-style-type: none"> <li>– 802.11ax</li> <li>– 2×2 MIMO</li> <li>– Bluetooth 5.0</li> </ul>	<ul style="list-style-type: none"> <li>– 802.11ax</li> <li>– 2×2 MIMO</li> <li>– Bluetooth 5.1</li> </ul>	√
Ports	<ul style="list-style-type: none"> <li>– HP/mic jack</li> <li>– 1 × USB-C</li> <li>– 1 × USB-A</li> <li>– Surface Connect</li> </ul>	√	√
Sensors	<ul style="list-style-type: none"> <li>– Ambient light sensor</li> <li>– Hall Effect (proximity)</li> </ul>	√	√
Inbox PSU	<ul style="list-style-type: none"> <li>– 39W</li> </ul>	√	√

### Is there any change in serviceability compared with Laptop Go 2?

- Yes, we added the option of replacing the motherboard. Learn more in the [section](#) below.

## SKUs & availability

### What are the SKUs?

Table 4. Surface Laptop Go 3 commercial SKUs

SKU	Processor	Memory + Storage	Keypad	Fingerprint Reader	TPM	Colors
1	i5	8/128	All	No	Discrete hardware TPM 2.0	Platinum
2	i5	8/256	All	Yes	Discrete hardware TPM 2.0	Platinum
3	i5	16/256	All	Yes	Discrete hardware TPM 2.0	Platinum
4	i5	16/512	All	Yes	Discrete hardware TPM 2.0	Platinum

### When is Surface Laptop Go 3 available for purchase?

- Surface Laptop Go 3 is available for purchase on October 3, 2023.

### Which markets is Laptop Go 3 available in?

- Laptop Go 3 will be available across the following Surface markets, beginning October 3, 2023:
  - **AOC:** US and Canada
  - **APOC:** Australia, NZ, HK, Japan, and Taiwan.
  - **EOC:** Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Rep., Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Lux., Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, and UK.

### Is there an EDU SKU for Surface Laptop Go 3?

- No. There is not an EDU SKU on Surface Laptop Go 3, based on feedback from field teams. Partners can access the Education and Nonprofit Evergreen Promo for EDU customers via Surface commercial pricing programs. (The promo is offered today to eligible commercial SKUs that do not have equivalent EDU SKUs.)

### How do commercial SKUs differ from consumer SKUs?

- Commercial SKUs come with a discrete hardware TPM 2.0. Consumer SKUs have a firmware TPM 2.0.
- Commercial SKUs enable admins to use advanced management features such as SEMM and DFCI unavailable on consumer SKUs.
- Commercial SKUs are enabled to support Windows Autopilot from the factory.
- The highest-end SKU (16/512 model) is commercial only.
- Consumer SKUs have a choice of colors: Ice Blue, Sandstone, Platinum, Sage.

### Is there a 512 GB option for Surface Laptop Go 3?

- Yes. 512 GB is the most storage offered on Surface Laptop Go 3.

### Does Surface Laptop Go 3 have a 64 GB eMMC drive?

- No, Surface Laptop Go 3 features removable UFS (8/128) and SSD (8/256, 16/256, 16/512) drives only.

### Is LTE available on Surface Laptop Go 3?

- No, customers who need LTE should consider other Surface devices, including Surface Go 3 and Surface Pro 9.

### One of the new Laptop you're announcing (Laptop Go 3) features 12<sup>th</sup> Intel Core processors, when many devices now come with 13<sup>th</sup> Gen Core processors. Why is that?

- We're confident that Surface Laptop Go 3 will exceed the expectations of its audience: GenZ, students, and young professionals. Its Intel i5 processor and premium features like PixelSense Touchscreen, effortless typing, convenient fingerprint reader security, and a stylish, ultra-portable, and colorful design offer unparalleled value at an unbeatable price point.

### Are there any AMD or ARM options for Surface Laptop Go 3?

- No. Surface Laptop Go 3 comes with 12<sup>th</sup> Gen Intel Core i5 processors only.

### Why are you not offering an AMD SKU this time around? Were people dissatisfied with the performance?

- With every product and with the goal of delighting customers, we select the right components for the form, scenarios, and customer we envision. It is a deliberate process whereby we work closely with our partners to tune and perfect the overall experience.

### What generation chip are we using on Surface Laptop Go 3?

- Surface Laptop Go 3 features a 12<sup>th</sup> Gen Intel processor compared with an 11<sup>th</sup> Gen Intel Core i5-1135G7 processor on Surface Laptop Go 2.

### What is the exact processor?

- 12<sup>th</sup> gen Intel Core i5-1235U processor, Alder Lake 12MB 10c BGA 4.4GHz 80EU.

### Why does it come with 12<sup>th</sup> Intel Core processors, when many devices now come with 13<sup>th</sup> Gen Core processors?

- Surface Laptop Go 3 with 12<sup>th</sup> Gen Core i5 processors is going to give our target audience (younger, GenZ, student, early in career) a great experience. And at this price point, with these premium features you can't beat it.
- Surface Laptop Go 3 is a sleek, well-designed laptop that can power what you are doing daily: browsing,

using Microsoft 365 and other productivity applications, streaming and staying connected.

- It's packed with premium details like the individually calibrated touchscreen display, fingerprint reader log-in, stunning colors, and incredible typing.
- We're confident this device will meet our audience needs and more.

### What operating system is installed on Surface Laptop Go 3?

- Surface Laptop Go 3 ships with Windows 11 22H2. Windows 10 22H2 is also available as part of OS Choice. For more information, refer to [OS Choice](#) below.

## Surface Laptop Go 3 for students and educators

### Is Surface Laptop Go 3 suitable for college students?

- Absolutely. Surface Laptop Go 3 is a premium, general-purpose laptop at a fantastic value. It meets the needs of most college students in liberal arts fields, while for STEM courses, other Surface models like Surface Ersa, Surface Laptop 5 or Surface Pro 9 might be recommended.

### How does Surface Laptop Go 3 fare for remote learning and work?

- Surface Laptop Go 3 is tailored for remote meetings. With features like a touchscreen display, a 720p HD front camera, Omnisonic speakers, and dual far-field mics, it ensures superior video call. Its full-sized keyboard ensures a comfortable typing experience.

### Which age group is Surface Laptop Go 3 most appropriate for?

- Surface Laptop Go 3 is best for students in 6-12 and higher ed who are able to take advantage of the comprehensive functions of Windows and Microsoft 365.

### How does Surface Laptop Go 3 stand in the educational market?

- Surface Laptop Go 3 is geared to enhance digital and traditional classroom learning alike. Key features such as touchscreen navigation, HD video calling capabilities, and ergonomic design make it a top choice for students using platforms like Microsoft Teams.

### Is Surface Laptop Go 3 adaptable to a hybrid classroom environment?

- Yes, Surface Laptop Go 3 is designed for versatility in both remote and on-site educational settings. Its suite of features ensures seamless engagement, whether students are physically in class or joining remotely.

## Surface Laptop Go 3 vs. competitors

### Why choose Surface Laptop Go 3 over other devices?

- Surface Laptop Go 3 pioneers with its intentional design and multifunctional capabilities, like a fully

integrated touchscreen, enhancing productivity in a single device. Surface Laptop Go 3 stands out as a high-quality, lightweight laptop offering touchscreen functionality, superior keyboard and touchpad, and a precisely tuned processor, with industry-leading Microsoft security, all at a competitive price.

### How does it fare against the MacBook/iPad range?

- Our Surface products are leading the way with powerful features housed in sleek designs. High customer satisfaction attests to our unique features, such as integrated touchscreens. Specifically, compared to the MacBook Air with M1 chip:<sup>21</sup>
  - Surface Laptop Go 3 has a touchscreen, the MacBook Air doesn't.
  - Surface Laptop Go 3 is lighter and more portable than the MacBook Air with M1 chip.

### How does it stack up against Chromebooks or similar devices?

- Surface Laptop Go 3 stands out with the comprehensive productivity suite of Microsoft 365<sup>2</sup> and Windows 11, coupled with Surface's signature premium design, all offered at an exceptional value.

### Why should parents opt for Surface Laptop Go 3 over a more affordable Chromebook?

- While Chromebooks might come at a lower cost, Surface Laptop Go 3 delivers an unparalleled blend of the comprehensive functionalities of Microsoft 365 and Windows, coupled with Surface's superior design, making it a value-packed choice for quality-conscious buyers.

## Docking & external monitors

### What is the external monitor support?

- Surface Laptop Go 3 offers the ability to connect to two external monitors. Docking to a single external monitor via the Surface Connect Port or the USB-C port offers the best experience.

Table 5. Display support for Surface Laptop Go 3

Interface	One external display	Two external displays
mDP on Surface Connect Dock	<ul style="list-style-type: none"> <li>– Up to 5120 × 4096 @30Hz</li> <li>– Up to 5120 × 2880 at 60Hz</li> </ul>	<ul style="list-style-type: none"> <li>– Up to 2: 4096 × 2160 @30Hz</li> <li>– Up to 2: 3840 × 2160 @60Hz</li> </ul>
USB-C on Surface Connect Dock 2	<ul style="list-style-type: none"> <li>– Up to 7680 × 4320 @30Hz</li> <li>– Up to 5120 × 3200 @60Hz</li> </ul>	<ul style="list-style-type: none"> <li>– Up to 2: 4096 × 2160 @30Hz</li> <li>– Up to 2: 3840 × 2160 @60Hz (4K UHD)</li> </ul>
USB-C on Surface Thunderbolt 4 Dock	<ul style="list-style-type: none"> <li>– Up to 7680 × 4320 @30Hz</li> <li>– Up to 5120 × 3200 @60Hz</li> </ul>	– N/A
USB-C on Surface Laptop Go 2	<ul style="list-style-type: none"> <li>– Up to 5120 × 4096 @30Hz</li> <li>– Up to 5120 × 3200 @60Hz</li> </ul>	– Up to 2: 3840 × 2160 @60Hz
Internal display	– 1536 × 1024 @60Hz	

21. As listed on MacBook Air M1 tech specs - [MacBook Air with M1 chip - Tech Specs - Apple](#)

- Customers wishing to connect to multiple 4K monitors should consider Surface Laptop 5, Surface Pro 9, or Surface Laptop Studio.

## What docking capabilities are available when running Windows 11?

- Docking and undocking in Windows 11 are smoother, faster, and visually appealing.
- App windows that you place on the external display remember their location. When you re-dock back at your desk, the windows restore to their original locations on the external display.
- Visual enhancements to display graphics when first populating content on an external display or transitioning between modes (Extend, Duplicate).
- Snap layouts for easy window arrangement on large external displays.

## Power and battery

### How long is the battery life on Surface Laptop Go 3?

- Up to 15 hours of battery life for typical device usage.<sup>11</sup>

### What is the battery capacity?

- Battery Capacity<sup>18</sup> Nominal (WH): 41.0
- Battery Capacity<sup>18</sup> Min (WH): 40.0

### How long does it take to charge Surface Laptop Go 3?

- You can charge your Surface Laptop Go 3 to 80 percent in just over an hour.<sup>22</sup>
- Customers can charge Surface Laptop Go 3 over the following ports without impacting device performance:
  - Inbox PSU over Surface Connect port or USB-C.
  - Any Surface Connect PSU (limited experiences using PSUs with power ratings below 39W).
  - USB-C Port (limited experiences if using PSUs with power ratings below 39W)
  - The device will be charged at a maximum of 60W, but higher PSUs are supported. For example, if a 120W PSU is connected, it will charge at a maximum of 60W.

### Can Surface Laptop Go 3 charge mobile devices using its USB-C port?

- Yes, Surface Laptop Go 3 can charge mobile phones via its USB-C port, providing up to a 15W output.

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22. Testing conducted at Microsoft in February to March 2023 using pre-production devices and pre-production Windows 11 Software. Tested with the inbox Surface Connect 39W PSU under controlled conditions with device in hibernate or off state. Device was powered on to desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.

## What about Instant-on?

- Surface Laptop Go 3 delivers an instant-on experience while maintaining a good battery level during periods of extended inactivity. If used every few hours, opening the lid will power it on instantly.

## Management and security

### How does Surface Laptop Go 3 address security and authentication?

- Every Surface device, including Surface Laptop Go 3, incorporates Windows Hello for a fast, secure sign-in experience. Most Surface Laptop Go 3 models feature a one-touch fingerprint sensor<sup>23</sup> for authentication, enabling users to swiftly sign in and access stored credit card details in Microsoft Edge. Moreover, Surface Laptop Go 3's security fortifies against firmware threats, restricts unauthorized device and data access, and ensures the protection of identity and domain credentials.

### Do all Surface Laptop Go 3 models support Windows Hello?

- All models support Windows Hello. The entry-level SKU authenticates with a password or PIN login backed by the hardware TPM. All the other SKUs support fingerprint biometric sign-in as well. Of course, all Surface Laptop Go 3 devices support external devices that provide iris or FIDO 2.0 authentication with Windows Hello for Business.
- Surface Laptop Go 3 includes a fingerprint reader<sup>24</sup> that uses AI to harden the device against fingerprint spoofing attacks. This reader meets or exceeds the latest Windows guidelines, even for sophisticated methods of spoofing.

### Does the camera on Surface Laptop Go 3 support Windows Hello?

- No. The camera does not have IR support. It's recommended to use the fingerprint reader<sup>25</sup> built into the power button available on most models.

### Does the fingerprint reader work with Windows Hello?

- Yes. The commercial models (Surface Laptop Go 3 for Business) come with a fingerprint reader power button that is invisible until you need it. A unique capability of the fingerprint reader is how it verifies your fingerprint scan when you press the power button to turn on the device. The fingerprint reader securely passes it to Windows Hello so that you're automatically logged into your desktop. The result: Convenient security through the Fingerprint Power Button with Windows Hello and One Touch sign-in.

### What else does the fingerprint reader work with?

- You can use the fingerprint reader whenever you're typically asked to verify your identity. The fingerprint reader will illuminate when it is in fingerprint reader mode, indicating it's ready for a scan and won't power

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23. Available on select models.

24. Available on select models.

25 Available on select models.



the device off if accidentally pressed too hard while illuminated.

### Which models don't have a fingerprint reader?

- The entry-level SKU for Surface Laptop Go 3 (i5/8 GB/128 GB) lacks a fingerprint reader.

### What does the "Secured Core PC" designation mean for Surface Laptop Go 3?

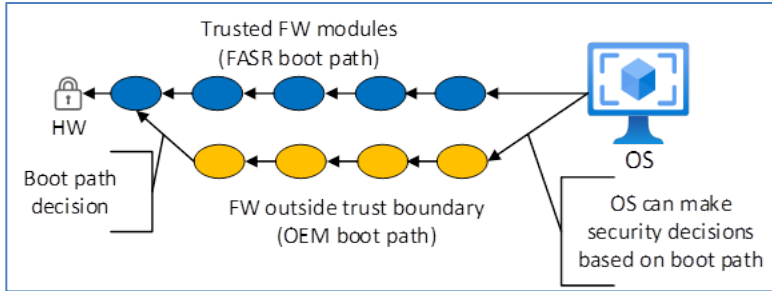
- Surface Laptop Go 3, our pioneering Intel-based Secured-core PC from Surface, amplifies Windows 11 security with advanced hardware and software safeguards. A Secured-core PC badge signifies robust protection, encompassing firmware-level defenses that secure user credentials and other vital data. Essentially, this ensures a trustworthy boot process with legitimate firmware and an authentic Windows 11 version.

### How does being a Secured core PC make Surface Laptop Go 3 more secure?

- Secured-core PCs are a new class of devices that Microsoft has introduced to provide extra protection for people handling sensitive information. They are designed to protect against sophisticated attacks and provide increased assurance when handling mission-critical data in some of the most data-sensitive industries, such as healthcare workers that handle medical records and other personally identifiable information (PII), commercial roles that handle high business impact and highly sensitive data, such as a financial controller with earnings data.
- Secured-core PCs provide extra protection at the firmware level with hardware security features that shield user credentials and other critical data. They are built to be the most secure Windows devices and offer extra security for sensitive data like intellectual property, classified intelligence, and financial information.
- To learn more, see [Windows 11 Secured-Core PCs | Microsoft](#).

### What is Firmware Attack Surface Reduction?

- Surface Laptop Go 3 is the first Surface product to ship with Secured-core PC compliance through Firmware Attack Surface Reduction (FASR). This feature was developed by Windows as a new feature for Project Mu, Microsoft's open-source software for UEFI.
- This feature, along with other security features, allows Surface Laptop Go 3 to be a Secure Core PC device. FASR will ship for all SKUs (both Consumer and Commercial) to ensure a higher level of security for all our customers.
- FASR is a firmware solution that provides similar protection to some Secured-core PC features, in particular, DRTM and SMM isolation. Without hardware DRTM capabilities, FASR must provide a similar level of assurance that the boot environment is untampered. This is done by building upon the SRTM solution where the hardware measures the early UEFI boot code into tamper-resistant measurements in the Trusted Platform Module (TPM) and cryptographic measurements are taken before control is transferred to each firmware/software component in the boot process. These measurements chain back to the first measurement, which is the "root of trust". The OS can validate this set of measurements to determine verify exactly what the expected firmware components executed on the system prior to it gaining control.



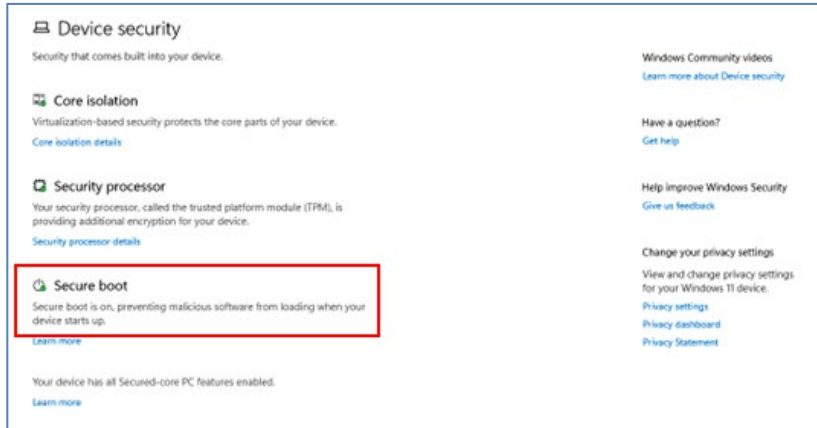
- This solution does not require Windows to trust any platform code; nor does it require special silicon support. The solution, along the Trusted FW modules, trusts only silicon initialization code and core firmware elements, both build by and signed by Microsoft. The OEM boot path is an alternative boot path, intended only for configuration and maintenance.
- Windows determines which boot path is taken and makes security decisions accordingly. For a device with FASR, it must be booted on the certified booth path to be considered Secured-core PC compliant.
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Table 6. Firmware attack Surface Reduction

Security Benefits	Security features in Secured-core PCs	Security features in FASR Secured-core PCs
Create a hardware-backed root of trust	– Secure Boot	– Secure Boot
	– Trusted Platform Module 2.0	– Trusted Platform Module 2.0
	– Direct Memory Access (DMA) Protection	– Direct Memory Access (DMA) Protection
Defend against firmware level attacks	– System Guard Secure Launch (DRTM)	– SRTM
	– System Management (SMM) Isolation	– Standalone MM with MM Supervisor
Protect the OS from execution of unverified code	– Hypervisor-enforced Code Integrity (HVCI)	– Hypervisor-enforced Code Integrity (HVCI)
Provide advanced identity verification and protection	– Windows Hello	– Windows Hello
Protect critical data in case of lost or stolen devices	– BitLocker encryption	– BitLocker encryption

## How do I know that my Surface Laptop Go 3 is Secured-core PC compliant?

- Go to **Start > Settings > Device security** and look for **Secure boot**, as shown below.



## Is there TPM support on Surface Laptop Go 3?

- Yes, the commercial SKUs, aka "Surface for Business," are equipped with a discrete TPM 2.0.

## What exactly is a discrete TPM?

- A discrete TPM (dTPM) is a specialized microchip designed primarily for encryption-related tasks. Typically affixed to the motherboard, this chip interacts with the system via a hardware bus. On Surface models, the dTPM ensures software protection, while its keys and measurements validate software authenticity. Note: "discrete TPM" and "TPM" are interchangeable terms.

## Why might I opt for a discrete TPM?

- The dTPM is FIPS 140-2 certified, aligning with the U.S. government's computer security criteria. This certification is typically mandated by government clients in the U.S. and Canada. Additionally, the dTPM adheres to the [Common Criteria certification](#), recognized by clients outside North America.

## Can TPM receive updates alongside Windows and firmware?

- Yes, just as with other firmware components, the dTPM can be refreshed either through Windows Update or using standalone .msi files, as preferred by commercial users.

## Can I deploy Surface Laptop Go 3 with Windows Autopilot?

- Yes. You can use Windows Autopilot<sup>26</sup> to remotely deploy and configure Surface Laptop Go for Business in a zero-touch process right out of the box. To learn more, see [Windows Autopilot and Surface Devices](#).

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26. Windows Autopilot zero-touch deployment requires Azure Active Directory Premium for automatic MDM enrollment and custom company branding.

## Can I manage Surface Laptop Go 3 with DFCI?

- Yes. Surface Laptop Go 3 for Business utilizes the same Surface UEFI seen across other Surface products and can be deployed and managed through Microsoft Intune admin center<sup>27</sup>.

## What UEFI settings can I manage using Intune and DFCI?

- See: Manage DFCI on Surface devices
- Use Device Firmware Configuration Interface profiles on Windows devices in Microsoft Intune

## Can I manage Surface Laptop Go 3 for Business with SEMM?

- Yes. Microsoft Surface Enterprise Management Mode (SEMM) is a feature of all Surface for Business devices that allows organizations to remotely secure and manage device firmware. This provides an additional layer of security and control for commercial customers, allowing organizations to adjust settings at the firmware level, like the ability to turn off cameras, control access to USB ports, Bluetooth settings and more.

## What is the complete list of UEFI settings that can be managed with SEMM?

- To manage Surface Whitby with Surface Enterprise Management Mode (SEMM), refer to [Configure advanced settings with SEMM](#).

## What is the advantage of Microsoft's UEFI compared with third-party UEFI?

- Microsoft developers write the UEFI<sup>28</sup> on Surface Whitby, a security-driven decision that ensures complete oversight and direct control over every line of code. This eliminates the complexity and risk of having to rely on third-party vendors or subcontractors.
- Third-party UEFI that relies on outside vendors or subcontractors may be more exposed to security vulnerabilities.
- Microsoft's UEFI is automatically updated via Windows Update. Other third-party versions of UEFI are typically updated manually.

## Will Surface Laptop Go reach the end of life before Surface Laptop Go 3 launches?

- No. For more information, refer to [Surface driver and firmware lifecycle for Windows-based devices](#).

## What is Microsoft Surface Management Portal?

- In light of our continued commitment to bringing commercial customers the best possible experience, we partnered with teams across Microsoft to streamline Surface management into a single view within Microsoft Intune admin center.<sup>31</sup> Whether you lead a large organization with thousands of devices or manage IT for a small-medium business, you can now gain insight into the health of all your Surface devices and monitor

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<sup>27</sup>. Requires license or subscription (sold separately) to activate and use.

device warranty and support requests — all in one location. To learn more, see [Surface Management Portal - Surface | Microsoft Learn](#).

## What is the value of mobile application management (MAM) for Windows?

- Based on customer feedback, we know there are times when you want to empower employees to access company information through personal devices without compromising privacy or protection. Scenarios we hear that fit this is when someone needs to borrow a family member's computer to quickly make some edits to a Word doc or write out an email that would be time-consuming on their phone. For these scenarios and more, we built Application Management for Windows, which enables people to securely access organizational resources through Edge from an unmanaged device while allowing IT to control the conditions under which the resources can be accessed.

## Can IT teams customize limits for mobile application management (MAM) for Windows for their organization?

- IT has access through policies to limit which resources can be accessed (Web-based email and corporate SharePoint site) through Edge and what actions can be taken (copy & paste, download, printing, and so on).

## What are the minimum system requirements for mobile application management (MAM) for Windows?

- Windows 11 Home/Pro/Enterprise 22H2 and Microsoft Intune.

## What is Windows 365 Boot?

- Windows 365 Boot allows you to log directly into your Windows 365 Cloud PC as the primary Windows experience on the device. It seamlessly takes you to your Windows 11 login experience, and once logged in, you will be directly connected to your Windows 365 Cloud PC with no additional steps. You can configure the Windows 365 Boot components to your Windows 11 endpoints with Microsoft Intune, provided you have eligible Windows 365 Cloud PC licenses. Windows 365 Boot is generally available beginning September 26.

## What is Windows 365 Switch?

- Windows 365 Switch provides the ability to quickly move between a Windows 365 Cloud PC and the local desktop using the same familiar keyboard commands, as well as a mouse-click or a swipe gesture. It offers a seamless experience within Windows 11 through the Task View feature. Once Windows 365 is installed on the endpoint, all relevant elements will automatically appear in Task View. You can configure the Windows 365 Switch feature components to your Windows 11 endpoints, provided you have eligible Windows 365 Cloud PC licenses. Windows 365 Switch is generally available beginning September 26.

## Windows Backup & Restore

### What is the Windows Backup and Restore feature?

- We are introducing Backup and Restore capabilities that ease moving to a new Windows 11 PC and help app developers retain users across this new PC transition. These changes enable users to return to

productivity on their new Windows 11 PC within minutes. Users can move most settings, apps, and files from one PC to another based on their credentials, so their settings are "just there" when logging into a new device.

### What are the minimum system requirements for Windows Backup?

- Backup is available from any supported Windows 10 or higher device. Restore is available on Windows 11 22H2 or greater devices when connected to the network during OOBE. Backup and Restore are available globally except for mainland China.

### Will Backup and Restore be available via Microsoft Entra ID for commercial customers?

- No, backup and restore will only be available for MSA accounts at this time.

### How much free storage do I need to use Windows Backup?

- All users can get 5 GB of free storage from OneDrive to back up their apps, settings, and files.

### What if I don't have the free storage needed for Windows Backup?

- If users need additional storage for their files, Microsoft 365 Basic, Personal, and Family options are available to provide additional storage capability, and they can take advantage of a free trial to get started.

## Serviceability

### Could you clarify the term "serviceability"?

- Serviceability alludes to our pledge to provide commercial customers with options for servicing their devices.
- We are committed to designing our products to deliver what customers need and want in a premium device, and that includes multiple options for servicing. We actively collaborate with industry peers to curate repair alternatives that uphold repair standards, secure user data and privacy, and shield consumers from potential hazards.

### What are the replacement components?

- Surface Laptop Go 3 can be repaired<sup>29</sup> with more replacement components and service options, as summarized in the following table.

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29. Battery will be available as a Field Replacement Unit (FRU) replaceable through Microsoft or a Microsoft Authorized Service Provider, where available.

Table 7. Replacement components for Surface Laptop Go 3

Replacement component	Description
Feet	– Detachable feet on the underside of the device can be quickly removed.
Hard drive	– Removable M.2 2230 NVMe SSD.
Keyboard cover	– C cover with keyset + touchpad for replacement of damaged or non-functional keysets & touchpads.
Top assembly	– AB cover with display module.
Battery module	– Enables quick access to the device.
Surface Connect Connector	– Modular design of charging port enables lower-cost repairs. – Enables quick access to the device for authorized service providers
Motherboard	– Meets European Union requirements for disassembly and repair.

### When will replacement components be available, and how can I purchase them?

- Components will be available shortly after the initial launch; the timing of availability varies by component and market.
- To purchase, visit your [authorized commercial reseller](#).

### Do replacement components come with a warranty?

- Yes, a 90-day warranty.

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**NOTE:** Replacement components may be refurbished.

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### Is Surface Laptop Go 3 user-repairable or serviceable?

- Yes, skilled technicians can replace components following Microsoft instructions, including the battery, SSD, and motherboard among others.

### Where can customers obtain parts?

- Customers can purchase Components through Surface Commercial Authorized Device Resellers. Components can be replaced on-site by a skilled technician following Microsoft's [Service Guide](#). To learn more, see [Surface service options Surface | Microsoft Learn](#).

### What is the support process for returning a Surface Laptop Go after removing the SSD?

- When the SSD is removed following Microsoft instructions and sent for repair or replacement services, a replacement device including a functioning SSD will be issued.<sup>10</sup> Customers who wish to retain the SSD may do so but will be charged the cost of the missing SSD unless they have purchased a Surface Drive Retention service plan, which allows customers to retain their SSD and control their data without incurring additional

costs.

- In all cases, the device must be returned to Microsoft — closed and in assembled condition — to ensure adequate protection for the device's internal circuitry and battery during shipment. See [Packing and shipping instructions for Surface devices](#) for more information.
- For information on Microsoft Surface Support, visit [Surface Warranty Information](#).

### How recyclable is the commercial packaging?

- Approximately 98% of Surface Laptop Go 3's packaging can be recycled in OECD countries. However, the recyclability varies based on the recycling facilities available in the region where the product is disposed of. In OECD countries, Microsoft operates recycling programs either independently or through third parties covering Microsoft Devices. Check local recycling programs for availability.

## OS Choice

### Can Surface Laptop Go 3 come with Windows 10 preinstalled?

- Yes, for commercial customers, Surface Laptop Go 3 offers Windows 10 preinstalled for an extra \$50. This "OS Choice" allows businesses to select their preferred Windows version and facilitates seamless, direct deployment to users.

### Why is there a \$50 surcharge for Windows 10?

- "OS Choice" is geared towards promoting modern tools like Autopilot. It allows devices to be factory-configured for Autopilot deployment. The fee covers the development of essential firmware and drivers, facilitating efficient deployment and full lifecycle support.

### What's the advantage of OS Choice?

- It streamlines IT by providing devices already set up with the right firmware, drivers, and security measures for the chosen OS.
- It eliminates potential supply chain issues by removing the need to re-image to Windows 10 22H2.
- Deployment is faster through Windows Autopilot, ensuring rapid app and policy updates and reducing help desk interactions.
- Customers can deploy the newest Surface hardware while transitioning to Windows 11 on their own terms.

### Who is this option intended for?

- Commercial customers utilizing cloud-based deployment and management through Microsoft 365 or other contemporary deployment systems.

### I'm not ready for Windows 11. What is the minimum OS version available on new devices?

- Windows 10 22H2.



## How do commercial customers place orders for Surface Laptop Go 3?

- Commercial customers can place orders for new devices via authorized Microsoft Surface resellers.
- To learn more, see [OS choice for new Surface devices](#).

## End users

### Why doesn't Laptop Go 3 come with Pen support?

- We endeavor to provide choice across our product lines. While Surface Laptop Go 3 offers a vibrant PixelSense touchscreen, we offer other Surface products better suited for inking like Surface Pro, Surface Go, and Surface Laptop Studio.

### Does Laptop Go 3 have a backlit keyboard?

- It does not. We prioritized our efforts to improve the features that will deliver the most impact to our customers while retaining an affordable price point.

### Are any Windows 11 features exclusive to Surface Laptop Go 3 and unavailable to other OEM devices?

- No, Windows 11 features are the same across devices. However, Surface delivers premium features, and Windows 11 provides a touch-first experience optimized for Surface Laptop Go 3.

### Does Surface Laptop Go 3 support docking with two extra monitors?

- Surface Laptop Go 3 offers the ability to connect to two external monitors. Docking to a single external monitor via the Surface Connect Port or the USB-C port offers the best experience. Customers wishing to connect to multiple 4K monitors should consider Surface Laptop 5, Surface Pro 9, or Surface Laptop Studio.

### Does Surface Laptop Go 3 have a nano lock slot, as found on Surface Laptop SE?

- No. Surface Laptop Go 3 features the same ports as its predecessor.

### Does Surface Laptop Go 3 feature recyclable components?

- Yes, In the base (D-cover) consists of polycarbonate composite resin and 30% post-consumer recycled plastics.<sup>16</sup>

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Go, and Surface Laptop Studio devices.

### Does Surface Laptop Go 3 have Thunderbolt?

- No, Surface Laptop Go 3 does not have Thunderbolt. It supports USB-C 3.2 and USB-A 3.1.

### Does the camera use any AI or lighting features from Surface Laptop Studio or Surface Pro 9?

- No. Surface Laptop Go 3 comes with an HD camera that has been precisely tuned and qualified to deliver the best customer experience and exceed expectations. With new Windows 11 features, the HD camera automatically adjusts to lighting and skin tones so customers show up clearly and authentically.

### My computer won't turn on. How do I perform a hard reset?

- Press and hold the Power button until the device shuts down and the Surface logo appears. This takes about 20- 25 seconds. This method simplifies the hard-reset process by no longer requiring you to press and hold both the Volume-down and Power buttons simultaneously.

### How do I clean the screen?

- Information about Surface Laptop Go and other Surface devices is available at [Clean and Care for Your Surface](#).

## Learn more

- [Surface for Business](#)
- [Surface devices documentation](#)