



# Microsoft Surface

## Surface Studio 2+ for Business Product FAQ

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## Introduction

### Surface Studio 2+: Stand-out design, fluid productivity

Find fuel for inspiration with professional-grade performance on a sleek, versatile, all-in-one device that commands attention. Dive into brilliant color, blazing-fast graphics, and immersive video calls. Embrace your workspace and let ideas flow on a stunning, strikingly large 28" PixelSense™ touchscreen with digital pen, flexible transformations, and Windows 11.



- Amplify productivity on the brilliant, strikingly large 28" PixelSense™ touchscreen, weightlessly lowering and raising the display with the Zero Gravity Hinge.
- Multitasking is a breeze with an 11th Gen Intel® Core™ H-35 Processor. Lead video calls, open large files and fly through presentations with ease.
  - 50% faster CPU speed
  - Double graphics performance
  - 34% better performance of productivity apps.
- Empower creativity with NVIDIA® GeForce RTX® 3060 dGPU, built with the latest RT Cores, Tensor Cores, and streaming multiprocessors.
- Give employees flexibility with touch navigation and pen sketching through experiences optimized for Windows 11.
- Make meaningful connections and show up confidently in immersive, next-level video calls with an



enhanced 1080p camera and Studio Mics.

- Create your ultimate workspace powered by various essential ports, including USB-C with Thunderbolt™ 4.
- A Secured-core PC. Secured-core PCs are the most secure Windows 11 devices for workers handling the most sensitive data.
- Get more out of your device with replaceable components.<sup>1</sup>

## An extraordinary device for an exceptional workplace

- **Transform your workspace with modern design** in reception spaces, executive offices, or engineering desks with clean lines, a minimal footprint, and an exceptionally thin profile.
- **Achieve uninterrupted focus and streamline productivity** on the strikingly large 28" PixelSense™ touch display.
- **Transition from one task to another seamlessly.** Go from a team video call to a digital pen whiteboarding session when you weightlessly lower and raise the display with the Zero Gravity Hinge.
- **Stand out and extend the aesthetic** with color-matched keyboard and mouse.<sup>2</sup>
- **Keep workspaces neat** with a low-profile charging cable and no need for accessories like docks or webcams.

## Make an impact

- **Empower creativity and authentic connections.** Fly through tasks at top speed with blazing-fast graphics, quick multitasking performance with an 11th Gen Intel H-35 processor, and the best GPU on any Surface. Show up confidently in immersive, next-level video calls that present the true you, from the enhanced camera that renders accurate skin tones in variable lighting conditions to dual Studio Mics that ensure your voice is heard.
- **Multitasking is a breeze** with an 11th Gen Intel® Core™ H-35 Processor. Lead video calls, open large files and fly through presentations with ease.
- **Empower creativity with exceptional capability** when you craft 3D design and build models, achieving the most realistic ray-traced graphics. The NVIDIA GeForce RTX 3060 GPU is built with the latest RT Cores, Tensor Cores, and streaming multiprocessors.
- **Make meaningful connections on video calls** with the best quality camera you can get on a Surface. Show up authentically with more accurate skin tone, superior color reproduction, and a crisp, high-resolution image, even in low-light or variable lighting conditions. Be heard clearly with dual Studio

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1. Components available through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required for repair. Opening and/or repairing your device can present electric shock, fire and personal injury risk 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.

2. SKU 1 only. Available in: US, Canada, Australia, NZ, China, HK, Japan, Austria, Germany, UK, Ireland, & France.

Mics, and look your best with the smart algorithm that amplifies the effects of the crisp, clear 1080p HD video camera.

## Make it work for you

Work your way and express your creativity with the most versatile all-in-one device ever, designed for Windows 11. Extend your potential with powerful, versatile ports and the peripherals you rely on. Transform your space from desktop to digital canvas to work at your perfect angle with digital pen – in more apps than ever – on a vibrant 28" PixelSense™ touchscreen display.

- **There are no limits to how you express your ideas** on the 28" PixelSense™ touchscreen – touch to navigate, digital pen to sketch, typing or dictation to get it all down in words. Now with a wider spectrum of deeper, more accurate colors, powered by Windows Auto Color Management, and better gradient fill for beautiful, smooth photos.
- **Amplify productivity to the max on the brilliant 28" display**, from a 13.5-million-pixel view of a 3D model to the ultimate multitasking view. With the Surface signature 3:2 aspect ratio, you get more screen space than a typical display<sup>3</sup> – four apps can share the screen for a more expansive multitasking experience.
- **Achieve a clutter-free desk and create your ultimate workspace** powered by various essential ports, including USB-C with Thunderbolt™ 4. Connect an external monitor right out of the box. Transfer large creative files fast with an external hard drive. And pair with a range of accessories.
- **Surface devices are designed to be compatible with accessible accessories** to open the ecosystem and give you more choice when customizing your devices for your specific needs.

## Deploy, manage, and stay secure

Give IT peace of mind knowing that your company, customer, and employee data are safe and secure because Surface Studio 2+ is a Windows 11 Secured-core PC with an advanced Windows Hello camera. Surface customers save time and money with streamlined deployment, modern device management, and built-in, cloud-powered security. Empower people, data, and systems with connected experiences from Surface and Microsoft 365.<sup>4</sup>

- **More control with cloud-first device deployment and management.** Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager<sup>5</sup> and DFCI.<sup>6</sup> Every Surface ships with Windows Autopilot, reducing IT complexity by deploying straight to your employees.
- **Secured-core PCs are the most secure Windows 11 devices for workers handling the most sensitive data.** Secured-core PCs are designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for workers that handle the most sensitive data in your organization.

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3. Comparison of viewable content on Surface desktop monitor with 3:2 aspect ratio v. 28" monitor with 16:9 aspect ratio

4. Microsoft 365 subscription required. Sold separately.

5. Sold separately. Software license required for some features.

6 Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. [Find out more](#) about managing Surface UEFI settings and Surface devices on which DFCI is enabled.

- **More consistent, fast, secure, and seamless face authentication** with an improved Windows Hello camera and Windows 11.
- **Maintain control of your sensitive information with a removable hard drive for data retention.**<sup>7</sup>
- **Make the most of your investment in Microsoft 365<sup>2</sup>** with the essential foundation of Windows 11 Pro, Microsoft Enterprise Mobility + Security protection, and the suite of Office 365<sup>3</sup> productivity apps you rely on daily.
- **Get more out of your device with more components that are replaceable.** Major components in Surface Studio 2+, including the display, motherboard, thermals, PSU, feet, c- cover, hinge cover and SSD,<sup>8</sup> are replaceable through a network of approved service providers.
- **Surface plays a key role in Microsoft's commitment to be carbon-negative, water positive, and zero waste by 2030.** That's why we aim to create devices that reduce carbon impact across their lifecycles, reduce waste, and are built with integrity.

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7. 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 a SSD replacement fee unless the user is enrolled in the Drive (SSD) Retention offer.

8. Components available through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required for repair. Opening and/or repairing your device can present electric shock, fire and personal injury risk 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.

## Tech specs

Table 1. Surface Studio 2+ tech specs

Feature	Description
Processor	– 11th Gen Intel® Core™ i7-11370H Processor
Graphics	– NVIDIA® GeForce RTX® 3060 Laptop GPU with 6GB GDDR6 GPU memory
Memory	– 32GB (DDR4)
Storage <sup>9</sup>	– 1TB solid-state drive (SSD)
Display	<ul style="list-style-type: none"> <li>– Screen: 28" PixelSense™ Display</li> <li>– Touch: 10-point multi-touch</li> <li>– Aspect Ratio: 3:2</li> <li>– Resolution: 4500 x 3000 (192 PPI)</li> <li>– Color profile: sRGB and Vivid</li> <li>– Individually color-calibrated display</li> <li>– 1 billion colors and better gradients with Auto Color Management</li> <li>– Contrast ratio 1200:1</li> <li>– Dolby Vision® support<sup>10</sup></li> <li>– Gorilla® Glass 3</li> <li>– Brightness: 500 nits (typical), 12 nits (minimum)</li> <li>– External display support: Up to three 4K UHD (@60Hz) or single 4K UHD (@60Hz)</li> </ul>
Size & weight	<p><b>Base</b></p> <ul style="list-style-type: none"> <li>– Length: 9.8 inch (250mm)</li> <li>– Width: 8.7 inch (220mm)</li> <li>– Thickness: 1.2 inch (31.45mm)</li> </ul> <p><b>Display</b></p> <ul style="list-style-type: none"> <li>– Length: 25.1 inch (637.35mm)</li> <li>– Width: 0.5 inch (12.5mm)</li> <li>– Height: 17.3 inch (438.90 mm)</li> <li>– Weight: 21lbs max (9.56kg max)</li> </ul>

9. System software uses significant storage space. Available storage is subject to change based on system software updates and apps usage. 1 GB = 1 billion bytes. 1 TB = 1,000 GB. See [Surface.com/Storage](https://surface.com/Storage) for more details.

10 Requires Dolby Vision-encoded content and video.

Feature	Description
Security	<ul style="list-style-type: none"> <li>– TPM 2.0 chip for enterprise security</li> <li>– Enterprise-grade protection with Windows Hello face sign-in</li> <li>– Windows 11 Secured-core PC.</li> </ul>
Cameras	<ul style="list-style-type: none"> <li>– Windows Hello face authentication camera (front-facing)</li> <li>– Front-facing camera with 1080p HD video</li> </ul>
Audio	<ul style="list-style-type: none"> <li>– Dual far-field studio microphones</li> <li>– Stereo 2.1 speakers with Dolby® Atmos™ <sup>11</sup></li> </ul>
Ports	<ul style="list-style-type: none"> <li>– 3 x USB-C® with Thunderbolt™ <sup>4</sup></li> <li>– 2 x USB-A 3.0</li> <li>– 3.5 mm headphone jack</li> <li>– 1 Gigabit Ethernet port</li> </ul>
Network & connectivity	<ul style="list-style-type: none"> <li>– Wi-Fi 6: 802.11ax compatible</li> <li>– Bluetooth® Wireless 5.1 technology</li> </ul>
SKUs	<p><b>SKU 1 - i7/32/1TB with Pen, KB, Mouse</b></p> <ul style="list-style-type: none"> <li>– Available in: US, Canada, Australia, NZ, China, HK, Japan, Austria, Germany, UK, Ireland, &amp; France</li> </ul> <p><b>SKU 2 - i7/32/1TB device only</b></p> <ul style="list-style-type: none"> <li>– Available in: Taiwan, Singapore, Netherlands, Switzerland, Luxembourg, Belgium, Denmark, Finland, Norway, Sweden, Poland, Italy, Portugal, Spain, Kuwait, Qatar, Saudi Arabia, &amp; UAE</li> </ul>
Pen & accessories compatibility	<p><b>Pen Support</b></p> <p><b>SKU 1: i7/32/1TB with Pen, KB, Mouse</b></p> <ul style="list-style-type: none"> <li>– Designed for Surface Pen</li> <li>– Integrated magnetic storage with Surface Pen</li> <li>– Supports Microsoft Pen Protocol (MPP)</li> </ul> <p><b>SKU 2: i7/32/1TB device only</b></p> <ul style="list-style-type: none"> <li>– Designed for Surface Pen<sup>12</sup></li> <li>– Integrated magnetic storage with Surface Pen</li> <li>– Supports Microsoft Pen Protocol (MPP)</li> </ul>

11. Requires Dolby Atmos® encoded content and video.

12. Sold separately.

Feature	Description
	<p><b>Accessories Support</b></p> <p><b>SKU 1: i7/32/1TB with Pen, KB, Mouse</b></p> <p>Compatible with:</p> <ul style="list-style-type: none"> <li>– Surface Dial on-screen interaction.</li> <li>– Inbox accessories come pre-paired.</li> </ul> <p><b>SKU 2: i7/32/1TB device only</b></p> <p>Compatible with:</p> <ul style="list-style-type: none"> <li>– Surface Dial on-screen interaction.</li> <li>– Surface Pen</li> <li>– Surface Keyboard</li> <li>– Surface Mouse</li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>– Windows 11 Pro 22H2</li> <li>– Preloaded Microsoft 365 Apps<sup>13</sup></li> <li>– Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial<sup>14</sup></li> </ul>
<b>Sensors</b>	<ul style="list-style-type: none"> <li>– Ambient light sensor</li> </ul>
<b>Accessibility</b>	<p><b>SKU 1: i7/32/1TB with Pen, KB, Mouse</b></p> <ul style="list-style-type: none"> <li>– Compatible with Surface Adaptive Kit</li> <li>– Compatible with Microsoft Adaptive Mouse</li> <li>– Include Windows Accessibility Feature – Learn More <a href="#">Accessibility Features   Microsoft Accessibility</a></li> <li>– Discover more Microsoft Accessible Devices &amp; Products - <a href="#">Accessible Devices &amp; Products for PC &amp; Gaming   Assistive Tech Accessories - Microsoft Store</a></li> </ul> <p><b>SKU 2: i7/32/1TB device only</b></p> <ul style="list-style-type: none"> <li>– Compatible with Microsoft Adaptive Mouse</li> <li>– Include Windows Accessibility Feature – Learn More <a href="#">Accessibility Features   Microsoft Accessibility</a></li> </ul>

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

14. Activation required. If your device is managed by your organization's IT department, contact your IT administrator for activation. If you activate your trial outside your organization, 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>.

Feature	Description
	<ul style="list-style-type: none"> <li>– Discover more Microsoft Accessible Devices &amp; Products - <a href="#">Accessible Devices &amp; Products for PC &amp; Gaming   Assistive Tech Accessories - Microsoft Store</a></li> </ul>
Serviceability <sup>15</sup>	<ul style="list-style-type: none"> <li>– Replaceable components include Display, Motherboard, Thermals, PSU, Feet, C-cover, Hinge cover, SSD</li> </ul>
Exterior	<ul style="list-style-type: none"> <li>– Physical buttons: Volume, Power</li> <li>– Zero Gravity Hinge</li> </ul>
What's in the box	<b>SKU 1 - i7/32/1TB with Pen, KB, Mouse</b> <ul style="list-style-type: none"> <li>– Surface Studio 2+</li> <li>– Surface Pen</li> <li>– Surface Keyboard</li> <li>– Surface Mouse</li> <li>– Power cord with grip-release cable</li> <li>– Quick Start Guide</li> <li>– Safety and warranty guide</li> </ul>
	<b>SKU 2 - i7/32/1TB device only</b> <ul style="list-style-type: none"> <li>– Surface Studio 2+</li> <li>– Power cord with grip-release cable</li> <li>– Quick Start Guide Safety and warranty guide</li> </ul>
Keyboard layout	<ul style="list-style-type: none"> <li>– Activation: Moving keys</li> <li>– Backlight</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>16</sup>	<ul style="list-style-type: none"> <li>– 1-year limited hardware warranty</li> </ul>

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15. 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

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

## Questions

### Introducing Surface Studio 2+

#### Why are you releasing Surface Studio 2+ now?

- We are meeting existing demand in the commercial channel. We want to continue offering a true all-in-one desktop ready for a meeting or a sketch, fueling both creativity and productivity. The hinge moves smoothly and effortlessly, giving you a beautiful canvas to create or a production powerhouse. -
- Surface Studio 2+ delivers a true upgrade to our customers while keeping the same familiar and beautiful design of Studio 2. The ports are updated to give you more modern versatility with more USB-C and the addition of Thunderbolt 4. It has a brilliant touchscreen display and a unique combination of versatility with its iconic hinge, high performance, and elegant design made for touch and pen.
- Intel 11th Gen processor and NVIDIA GeForce RTX 3060 Laptop GPU bring a huge upgrade to our benchmarks, fueling modern applications on Windows 11.
- We've added a new camera with Windows 11 Face Detector to ensure you look your best at any time of day in any lighting.
- Dolby Atmos and Dolby Vision enhance both the audio and display to let you immerse yourself in the beautiful 28.2" screen.
- Optimized to work best with Microsoft Teams and provide the best stability & performance with Windows 11 Pro.

#### What is the specific processor in Surface Studio 2+?

- 11th Gen Intel Core™ i7-11370H processor.

#### Does Surface Studio 2+ have DDR4 or DDR5 RAM?

- Surface Studio 2+ ships with DDR4 RAM. Note that DDR5 RAM is only compatible with 12<sup>th</sup> Gen Intel processors.

### SKUs and availability

#### What are the SKUs?

SKU	Configuration	Availability	Price USD
<b>SKU 1</b> Includes Keyboard, mouse, and Surface Pen	i7/32/1TB/Nvidia dGPU	US, Canada, Australia, NZ, China, HK, Japan, Austria, Germany, UK, Ireland, & France	\$4,499



SKU 2 No accessories included	I7/32/1TB/Nvidia dGPU	Taiwan, Singapore, Netherlands, Switzerland, Luxembourg, Belgium, Denmark, Finland, Norway, Sweden, Poland, Italy, Portugal, Spain, Kuwait, Qatar, Saudi Arabia, & UAE	\$4,299
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### Why don't we offer a lower-cost SKU targeting information and frontline workers?

- Since we're only shipping a single SKU, we want to ensure we cover our core audience of creative professionals while expanding our audience to information and frontline workers. 32GB helps us connect with both audiences.

## Comparing Surface Studio 2+

### Performance

#### What are you highlighting for performance on Surface Studio 2+?

- Surface Studio 2+ has up to 50% faster CPU speed than Surface Studio 2, with double the graphics performance. It's 5 x more powerful than the original Surface Studio.
- Multitasking is up to 50% faster than on the Surface Studio 2+ compared to Surface Studio 2.
- Productivity apps, such as Microsoft 365, perform 34% faster and better on Surface Studio 2+ than on Surface Studio 2.
- Surface Studio 2+ features 3 Thunderbolt™ 4 ports, which transfers data 4x faster than Surface Studio 2 with USB-C 3.2.
- Create with the best discrete GPU on any Surface, delivering double the graphics performance of Surface Studio 2. See [Appendix](#) for GPU tech specs.

#### How does Surface Studio 2+ compare with Surface Studio 2?

Table. Surface Studio 2 vs. Surface Studio 2+

Component	Studio 2	Surface Studio 2+
SoC	7th Gen Intel Core processor	11th Gen Intel Core i7 processor
Memory	16/32 GB	32 GB LPDDR4X, 4266 Mbps
SSD	1 TB/ 2 TB	1 TB NVME
Graphics	NVIDIA GeForce GTX 1060/1070 6 GB/ 8 GB GDDR5	NVIDIA GeForce RTX 3060 Laptop GPU 6 GB GDDR6
Dimensions	<b>Base</b> Length: 9.8 inch (250mm) Width: 8.7 inch (220mm) Thickness: 1.2 inch (31.45mm)  <b>Display</b> Length: 25.1 inch (637.35mm) Width: 0.5 inch (12.5mm) Height: 17.3 inch (438.90 mm) Weight: 21lbs max (9.56kg max)	√
Weight	21 lbs. max	√
Display	28.2", 3:2, 4500×3000	Dolby Vision + 1 billion colors, improved color accuracy and better gradients with Auto Color Management
Touch	10-point multi-touch, Microsoft G5	√
Wireless	802.11ac a/b/g/n compatible	Wi-Fi 6: 802.11ax compatible

	Bluetooth Wireless 4.1 technology Xbox Wireless built-in	Bluetooth Wireless 5.1 technology
Ports	4 × USB 3.0 SDXC 1 × USB-C 3.5 mm audio jack 1 × Ethernet port	2 × USB-A 3.0 No SDXC 3 × USB-C 4.0 with Thunderbolt 4, 3.5 mm audio jack 1 × Ethernet port
Surface Dial	On-screen compatible	√
Buttons	Power & Volume -/+	√ √
TPM	Hardware discrete TPM 2.0	√
Audio	Stereo 2.1 speakers Dual microphones Dolby Audio™	√ √ Dolby Atmos
Cameras	5.0 MP front-facing camera with 1080p HD video	1080p FHD camera with Surface Face Detector algorithm
Inbox keyboard & mouse	√	SKU 1 only
Inbox pen	√	SKU 1 only
Replaceable parts	n/a	Authorized repair centers can replace: <ul style="list-style-type: none"> <li>– Display</li> <li>– Motherboard</li> <li>– Thermals</li> <li>– PSU</li> <li>– Feet</li> <li>– C-cover</li> <li>– Hinge cover</li> <li>– SSD</li> </ul>

## How does the camera compare to the iMac camera?

- The camera on Surface Studio 2+ has better color saturation than the iMac camera under mid-to-high light conditions for photos.<sup>17</sup>

## Management & security

Table 2. Surface Studio 2+ enterprise management & security features

Area	Feature
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17. Comparison of iMac M1 vs. Surface Studio 2+ color saturation image quality data conducted by Microsoft, August 2022.

Operating System	Encryption: BitLocker (1 <sup>st</sup> Party) and 3 <sup>rd</sup> Party Encryption
Operating System	Windows Autopilot
UEFI	Network Boot (PXE)
UEFI	Component Secure Disable in UEFI
UEFI	Device Firmware Control Interface (DFCI)
UEFI	Secure Tenant Lockdown (DFCI)
Hardware	Discrete TPM (dTPM)
Tools	Surface Device Registration for Autopilot (SDR)
Tools	Surface Enterprise Management Mode (SEMM)
Ruggedness	MIL-STD-810G
Software	Unique Model Numbers (SMBIOS for Class 1 Changes)
TPM	Commercial dTPM 2.0 supports Common Criteria EAL4+ and FIPS 140-2 Level 2 with Physical Security Level 3.
Security	Enterprise-grade protection with Windows Hello face sign-in

### What's the advantage of being a Secured core PC?

- Surface Secured-core PCs are designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for workers that handle the most sensitive data in your organization.
- Surface Secured-core PC standards protect the device all the way down to the firmware level. This, along with Surface's chip to cloud security, helps users get tasks done with peace of mind.

### What extra value does a Secured Core PC provide?

- Secured-core PCs are the most secure Windows 11 devices for workers who need a multi-layered security system (L3 requirements) to handle the most sensitive data.
- Secured core PCs like Surface Studio 2+ help customers start secure from the very beginning. Unlike software-only security solutions, secured-core PCs are designed to prevent attacks rather than detect them after they happen. And they are resistant to future attacks by utilizing comprehensive and hardware-integrated security solutions by leveraging advanced hardware security capabilities and reducing the firmware attack surface, Device-to-cloud security

### Where can customers get help with app compatibility?

- Go to [App Assure with Microsoft FastTrack](#) and get app compatibility assistance when deploying Windows 10 and Windows 11, including ARM64 devices, Microsoft 365 Apps, Microsoft Edge, Azure Virtual Desktop, and Windows 365. This is included at no additional cost with your [eligible Microsoft 365 or Windows 10/11 plans](#). There is no minimum number of licenses required.

### Is App Assure just for Microsoft software?

- No. App Assure can help remediate custom line-of-business apps, engage third-party software

vendors to help with Windows 10/11 apps, and address issues with Microsoft 365 Apps macros and add-ins.

## What new security features shipped in Windows 11 2022 Update

- The new Windows 11 2022 Update delivers critical security features and new management tools for increased IT efficiency, including Microsoft Defender SmartScreen, a presence sensing optional feature for Windows Hello for Business, and remote help.

## What is Smart App Control in Windows 11 2022 Update?

- Smart App Control is a new feature for individuals or small businesses designed to help prevent scripting attacks and protect users from running untrusted or unsigned applications often associated with malware or attack tools.<sup>18</sup> This feature creates an AI model using intelligence, based on the 43 trillion security signals gathered daily, to predict if an app is safe. App control is one of the most effective approaches to protecting against malware, but it can be complex to deploy. Windows 11 uses the power of AI to generate a continually updated app control policy that allows common and known safe apps to run while blocking unknown apps often associated with new malware. Our customers have asked us to simplify this, and we have responded.
- The Smart App Control approach achieves the goal of making advanced app control protection widely available. Smart App Control is built on the same OS core capabilities used in [Windows Defender Application Control](#). To learn more, see [New Windows 11 security features are designed for hybrid work - Microsoft Security Blog](#).

## Can I turn off Smart App Control?

- You can turn it off, but you can't turn it back on without performing a reset or clean install of the operating system.

## Is Smart App Control installed by default?

- Smart App Control is provided on all Windows client editions with clean installations of Windows 11 2022 Update.

## How can IT admins manage Smart App Control?

- IT can use Microsoft Intune with Windows Defender Application Control to remotely apply policies to control what apps run on workplace devices. To learn more, see [Deploying Windows Defender Application Control \(WDAC\) policies - Windows security | Microsoft Learn](#)

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<sup>18</sup>. Availability may vary by region.

## Can I get Surface Studio 2+ with Windows 10?

- No. Surface Studio 2+ ships with Windows 11 Pro 22H2. Customers who need Windows 10 should consider Surface Pro 9, which comes with the option of Windows 10 for an additional \$30. To learn more, see [OS choice for new Surface devices - Surface | Microsoft Docs](#).

## Will factory recovery images be available for download?

- Yes. Customers can download Surface recovery images (BMRs) and .msi files from the [Surface Recovery Image Download page](#).

## Where can I go to update firmware and drivers for Surface Studio 2+?

- See [Manage and deploy Surface driver and firmware updates](#)

## Are there new DFCI settings for Surface Studio 2+?

- Yes, a new DFCI setting enables IT admins to remotely turn off the front camera if desired. To learn more, see [Manage DFCI on Surface devices](#).

## Ports and Connections

### What ports does the device have?

- Surface Studio 2+ brings a whole new port configuration to modernize the Studio line:
  - 3 x USB-C Thunderbolt 4 ports with power delivery of up to 15W, supporting up to three external monitors.
  - 2 USB-A 3.0 ports
  - Ethernet
  - Audio In/out



Figure 1. Rearview showing all ports for Surface Studio 2+

### How many external monitors can I connect to Surface Studio 2+?

- Up to 3×3840×2160 @60 Hz

Interface	One external display	Multiple external displays
Thunderbolt 4	Up to 1× 5120 x 2880 @60 Hz	Up to 3×3840×2160 @60 Hz

Internal Display (eDP)	4500×3000	
------------------------	-----------	--

## What are the recommended external monitors, docks, cables, and adapters for surface studio 2+?

- For the latest guidance, refer to [Surface documentation on Microsoft Learn](#).

## Audio and camera

### What microphones are built into Surface Studio 2+?

- Studio Microphones in a front-facing dual microphone array allow you to be heard clearly in every meeting and call.

### What's new about the camera?

- Lighting conditions might change, but your image on camera does not. Surface Studio 2+'s upgraded 1080p HD camera provides the following benefits:
  - Automatically adjusts to changing light conditions, thanks to Windows 11 Face Detector enhancements.
  - Delivers excellent image quality under low light conditions.
  - Adds a new vibrancy and clarity to your Microsoft Teams video calls.
  - Has better color saturation than the iMac camera under mid- to-high light conditions for photos.<sup>19</sup>
  - Offers excellent contrast and color saturation in still images and streamed video content.
  - Enables superior experience for photos and video over Studio 2, delivering improved sharpness and texture details across different lighting conditions.
  - Allows you to stream superior-quality videos and images in real time.
  - Ensures that you are seen in the best light possible on video calls. The Windows 11 Face Detector algorithm ensures that you always look great during video calls. It tracks the user's face across different lighting conditions, head or face postures, and skin tones.

### What's new for Window Hello?

- Windows Hello camera provides consistent, fast, secure, and seamless face authentication with Windows 11 technology.
- The Surface Studio 2+ camera uses face authentication hardware and the latest face authentication technology in Windows 11, which provides a lower False Acceptance Rate and a higher True Positive Rate.
- Surface Studio 2+ Windows Hello camera now has a higher True Positive Rate and lower False Positive Rate as it is more adaptive to changes in users' appearances over time, such as facial hair,

19. Comparison of iMac M1 vs. Surface Studio 2+ color saturation image quality data conducted by Microsoft, August 2022.

glasses, and hats.

## End users

### How is customer satisfaction with Surface Studio 2?

- Even in 2022, Surface Studio 2 is still making the best all-in-one computer lists:
  - [Best all-in-one computers in 2022 | Tom's Guide \(tomsguide.com\)](#)
  - [Best All-In-One Computers | PCMag](#)
  - [The 6 best all-in-one computers of 2022 | ZDNet](#)

### How does Surface Studio 2+ enhance end-user productivity?

- Surface Studio 2+ unlocks brilliant color, blazing-fast graphics, and immersive video calls. We think of it as a way for team members to embrace their workspaces and let ideas flow with the massive 28" PixelSense touchscreen and digital pen, flexible transformations through the Zero Gravity Hinge, and enhanced experiences through Windows 11.
  - The 28" screen amplifies productivity with room for multiple apps across its massive screen real estate.
  - Employees can weightlessly lower and raise the screen to suit their work style with the Zero Gravity Hinge.
  - The 11th Gen Intel Core H-35 processor gives employees the power they need for massive multitasking or high-powered apps.
  - The enhanced camera and Studio Mics help teams make meaningful connections, even when 'they're spread out.
  - The NVIDIA GeForce RTX 3060 GPU features the latest RT Cores, Tensor Cores, and streaming multiprocessors for a beautiful visual experience.
  - Touch and pen experiences are optimized for Windows 11, so employees can find fluid ways to express themselves.
  - Multiple ports help your employees craft the workspace they need to perform, with 3 USB-C ports with USB 4.0/Thunderbolt 4, native external display support for up to three 4K UHD displays @60Hz, 2 USB-A 3.1 ports, a 3.5 mm headphone jack, and a 1-gigabit ethernet port.
  - Secured-core PCs are the most secure Windows 11 devices, so you 'don't have to worry about sensitive data.

### Is there a Slim Pen docking spot for Surface Studio 2+?

- Slim Pen is compatible with Studio 2+, but we recommend pairing it with Surface Pen that is magnetically attached to the display.
- With a 28" PixelSense™ touchscreen, Zero Gravity Hinge, and superior touch and pen experiences enabled by Windows 11, Surface Studio 2+ is a powerful, personal creative station.
- Touch and pen experiences are optimized for Windows 11, so employees can find fluid ways to express themselves.



## Windows 11

### How is Surface Studio 2+ better with Windows 11?

- Powerful for employees.
- Consistent for IT.
- Secure for all.

Table 3. Surface Studio 2+ with Windows 11

Productive	Collaborative	Secure	Consistent	Efficient
Simple, powerful UX to improve employee productivity and focus.	A smarter way to collaborate with Microsoft Teams <sup>20</sup> integration.	Zero-trust-ready OS to protect data and access anywhere.	App compatibility and cloud management make adoption easy.	Unified Extensible Firmware Interface (UEFI), Windows Autopilot, and Microsoft Intune <sup>19</sup> minimize risk, maximize control, and increase IT efficiency.

Surface Studio 2+ unlocks the power of Windows 11 and Microsoft 365 experiences. It's about being powerful for employees, consistent for IT, and secure for your organization.

Across employees and IT staff, Surface Studio 2+ and Windows 11 create an experience that's productive, collaborative, secure, consistent, and efficient.

- Keep it simple and powerful with a UX that improves productivity and focus.
- Better collaboration comes from superior integration with Microsoft 365 apps like Microsoft Teams.
- The Zero-trust-ready OS protects data and access anywhere employees work.
- Drive consistency through compatibility with the Microsoft tools your employees use every day.
- Efficiency comes from the UEFI, Windows Autopilot, and Microsoft Intune. Together they eliminate risk and give you more control and IT efficiency.

### What features will be shipped with the Windows 11 2022 Update in October?

- With Windows 11, we gave the PC a modern refresh, added foundational security built into Windows at home and at work, and took Windows to the cloud, empowering organizations to stream the full Windows experience on any device. For more information, refer to [Available today: The Windows 11 2022 Update | Windows Experience Blog](#)

### What is new in this Windows update for general customers?

<sup>20</sup> Sold separately. Software license required for some features.

- For more information, please see this blog: [Available today: The Windows 11 2022 Update](#).

## You're saying that Windows 11 is the OS for hybrid work and hybrid learning. What do you mean by that?

- Windows 11 is the operating system for hybrid work. It was built for a hybrid world on a consistent, compatible, familiar foundation that is easy for IT to manage. And designed with security in mind to meet the challenges organizations face in this work environment and beyond.

## Why do you require an Internet connection and MSA on Home & Pro SKUs to set up with Windows 11?

- Requiring connectivity through setup helps ensure that customers can update to the latest versions of Windows tools and protect their devices by downloading essential security patches before they reach the desktop for the first time. Being on the newest build helps ensure you have the latest updates based on threat intelligence, changes in the threat landscape, and new proactive protections.
- The user is required to sign in with an MSA during OOBE. Users that opt out of their MSA login after initial setup will not have a diminished or limited experience beyond the inability to sync content across multiple devices or have recommended documents sourced from other devices appearing in search/new document menus.
- Having an MSA enables several key benefits for end users, including:
  - We see transferring from your old PC as one of the largest pain points for customers and why they hesitate to move to a new PC. By backing up and syncing before starting up a new device, you can now download and sync apps, preferences, and files from your previous devices so you can get started fast.
  - Seamlessly activate your M365 services and Office apps, sync/store your files in the cloud through OneDrive and move seamlessly between devices and many of Microsoft's services so you can get to work fast – no need to re-sign in, including for some of the new experiences we are announcing later this week.
  - Safeguard your data with options to easily manage your account information, options to enhance security, and options to sign in without a password.
  - Modern operating systems, like the ones on your phone, require a customer ID, which is widely accepted in the industry and required both by Apple and Google – with Apple ID and Google Account.
- For information regarding Internet connection and MSA requirements on Home & Pro SKUs, check out the following resources:
  - [Windows 11 System Requirements \(microsoft.com\)](#)
  - [Windows 11 Specs and System Requirements | Microsoft](#)

## What happens to Windows 10?

- We know people love Windows 10 – we'll continue to support Windows 10 until October 14, 2025. More information can be found on our [lifecycle page](#).

## How much more or less powerful and performant is Windows 11 compared to Windows 10?

- Windows 11 is faster, more battery efficient, and improves the ability to multitask with several things running side-by-side. The actual performance will depend on the specific hardware specifications of a customer's device.

## Were there any design changes/enhancements to the Windows 11 2022 Update?

- With the [launch of Windows 11](#) last year, we gave the PC a modern refresh. People are loving the new, more intuitive Windows 11 user experience, which is why we are continuing to find ways to build on that foundation with enhancements to the Start menu, Widget Panel and News Feeds to ensure the content and information you need is always at your fingertips. For more information, please see [this blog](#).

## What features will be shipped with the Windows 11 2022 Update in October?

- With Windows 11, we gave the PC a modern refresh, added foundational security built into Windows at home and at work, and took Windows to the cloud, empowering organizations to stream the full Windows experience on any device. For more information, refer to [Available today: The Windows 11 2022 Update | Windows Experience Blog](#)

## Serviceability

### What do you mean by serviceability?

- Serviceability refers to our commitment to providing customers with options for servicing their devices.
- We are committed to designing our products to deliver customers' needs and wants in a premium device, including multiple service options. We are working with our industry partners to provide repair options that ensure the quality of repairs, safeguard consumers' privacy and security, and protect consumers from injury.

### How rugged is Surface Studio 2+?

- Surface Studio 2+ meets standards for MIL-STD-810G.

### How is Surface Studio 2+ more serviceable than Surface Studio 2?

- Surface Studio 2+ is designed to be more serviceable<sup>21</sup> than Surface Studio 2. Skilled technicians can service devices by replacing the motherboard, SSD, and other components listed below.

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21. 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. Components will be available shortly after initial launch; timing of availability varies by component and market.

- Surface Studio 2+ can now last longer as it can be repaired with more replaceable components and service options that can help increase your return on investment.

## What are the serviceable components

- Replaceable components<sup>28</sup> include:
  - Display
  - Motherboard
  - Thermals
  - PSU
  - Feet
  - C-cover
  - Hinge cover
  - SSD

## When and where will replaceable components be available to purchase?

- Components will be available from [Authorized Microsoft Resellers](#) shortly after the initial launch; the timing of availability varies by component and market.
- New SSDs will be available for purchase through the known commercial channels and published on pricelist. To learn more, see [Authorized Microsoft Reseller List](#).

## When will the Surface Drive Retention service plan offer be available for purchase?

- Surface Drive (SSD) Retention is available on Surface devices where the SSD is marketed as removable, subject to terms and conditions. To learn more, see [Surface Warranty, Protection Plans & Support](#).

## Are replaceable components available to send to the customer on-demand for in-warranty repair events?

- Surface Laptop feet are the only component Microsoft has made available directly to commercial customers upon request. If the feet come off a Surface Laptop and the device is covered by a Microsoft warranty or an extended protection plan, a customer can contact Microsoft support, and Microsoft will ship the replacement feet free of charge. All other replaceable components must be purchased through a Microsoft Authorized Device Reseller.

## What is the primary purpose of having a removable SSD for commercial enterprises?

- The rSSD helps businesses maintain control of their sensitive information.<sup>22</sup>
- It also facilitates servicing and repair: Retaining data is made easy with the ability to retain the SSD.

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22. 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 a SSD replacement fee unless the user is enrolled in the Drive (SSD) Retention offer.

## How will Customer IT Pros learn to make repairs? Do they need to be certified by Microsoft?

- Commercial customers do not require certifications to repair or service a Surface device using replaceable components. Self-service repairs should only be performed on eligible devices by a skilled technician following Microsoft-provided service guide instructions. A non-skilled technician attempting to perform a repair may cause injury to themselves or others or may cause damage to the device. Microsoft is not liable for any damage or injuries sustained. Device damage caused during a repair will not be covered under Microsoft's Hardware Warranty or extended protection plans.

## What comes in the box when I purchase a commercial spare? Are there installation instructions?

- The rSSD Commercial Spare Package includes only the replacement SSD and basic instructions. For complete instructions, refer to the appropriate service guides available on the [Microsoft Download Center](#). It is recommended to store the rSSDs in their original packaging until they are used to prevent potential damage due to stacking.

## Is there a software tool to erase the content of my old SSD?

- You can use [Surface Data Eraser](#) or reimage the device to securely wipe all data stored on the SSD. The SSD must be installed during the process. Surface SSDs are encrypted by default.

## Does the commercial spare SSD need to be imaged?

- Yes. After a new SSD has been introduced in a host PC, users can either clone the old SSD to the new SSD using third-party tools and then recover the BitLocker volume via BitLocker Recovery or reimage the device with the [Surface Recovery Image](#) and re-configure the device.

## What is the support process for returning an SSD after removing the SSD?

- When the SSD is removed for data retention following Microsoft instructions and sent for repair or replacement services, a replacement device, including a functioning SSD, will be issued. 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](#).

## Sustainability considerations

### How can customers estimate the carbon footprint of their Surface devices?

- We have developed a new, dynamic way for commercial customers to gain insight into the carbon footprint of their entire Surface device fleets. Sellers can use the Surface Emissions Estimator to help customers estimate the carbon reduction associated with adopting new devices.<sup>23</sup>

## How does Surface compare to other computers in the industry?

- We applaud any meaningful steps taken to advance the cause of sustainability. This is an area of focus for Microsoft as well. Progress will require effort and innovation from everyone. You can learn more about Microsoft's work in sustainability at [Environmental Sustainability | Microsoft CSR](#).

## What are you doing to reduce the environmental impact of your devices?

- Sustainability has long been a core priority for Microsoft, and that commitment is embedded in all we do – including our devices. The best source of information about the Devices team's work on sustainability is our [Devices Sustainability Report](#).
- Over the past decade, we've steadily improved energy efficiency, decreased packaging waste, reduced or eliminated hazardous substances, and improved our devices' serviceability and recyclability.
- We have also worked to help improve the sustainability of our suppliers and supply chain. For example, this year, we converted our main European distribution center for Surface devices into a facility [powered 100% by Renewable Energy](#). We have also engineered new manufacturing techniques that reduce carbon emissions and waste, such as our new "stamping" method used to produce the base of the Surface Laptop Studio, eliminating significant amounts of manufacturing waste.
- This year, there's less overall Surface packaging and what remains is sustainably forested and more recyclable than ever before. Further, all Surface Go, Pro, Laptop, and Book devices are registered to the leading global ecolabel for the IT sector (EPEAT), which requires registered products to meet high standards for environmental performance from design to energy to recycling. Our most recent Surface product launches have all achieved EPEAT Gold registration status - the highest rating in this standard. And energy consumption has gone down while performance has gone up. This has been true for Surface Pro every year since its introduction in 2013.
- This is all progress – but we're still on this journey to improve sustainability. Our [recent announcement](#) on cutting carbon in our supply chain includes emission reductions during the manufacturing and shipping of our devices. We're confident that we'll reduce emissions across the portfolio by at least 30 percent by 2030, if not sooner. We're investing in new approaches and materials, from finding alternatives to virgin plastic to improving device and manufacturing efficiency. We're also continuing to take steps to increase device recyclability and repairability.

## What is Microsoft's stance on the Right to Repair?

- Microsoft has a longstanding commitment to environmental sustainability. We also have a longstanding commitment to building high-quality, innovative, and safe devices that customers love.

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<sup>23</sup>. The Microsoft Surface Emissions Estimator is only available in certain markets and only applies to Surface devices currently for sale. Contact your Surface seller for more details.

We have been taking steps for years to improve device repairability and to expand the available choices for device repair.

- For more information on our work around sustainability, including repairability, please consult the [Microsoft Sustainability Report](#).

### Why did you only offer sustainable packaging for Surface for Business Customers?

- Sustainability has long been a core priority for Microsoft, and that commitment is embedded in all we do – including our devices. We are committed to achieving 100% recyclable packaging by 2030, and our Surface packaging is well on its way to meeting that goal.
- Our Surface packaging is more sustainable than ever. Across both consumer and commercial, there's less overall packaging, and what remains has more recycled content than ever before and is highly recyclable.
- The Surface for Business packaging is optimized for large-scale deployments by featuring a no-frills, recycled cardboard box to limit waste and increase efficiency.

### Why don't improvements in repairability or serviceability come to all Surface products at the same time?

- Surface has grown into a portfolio of products, each of which is on a different development timeline. As we innovate across each, we do so with the goal of steady improvements to repairability.

## Accessories

### What are recommended Microsoft-designed accessories for Surface Studio 2 +?

- Surface Studio 2+ comes with Mouse, Keyboard, and Pen to provide the signature Surface experience.<sup>24</sup> Help your employees build the Surface setup they need with Microsoft-designed accessories.<sup>25</sup>

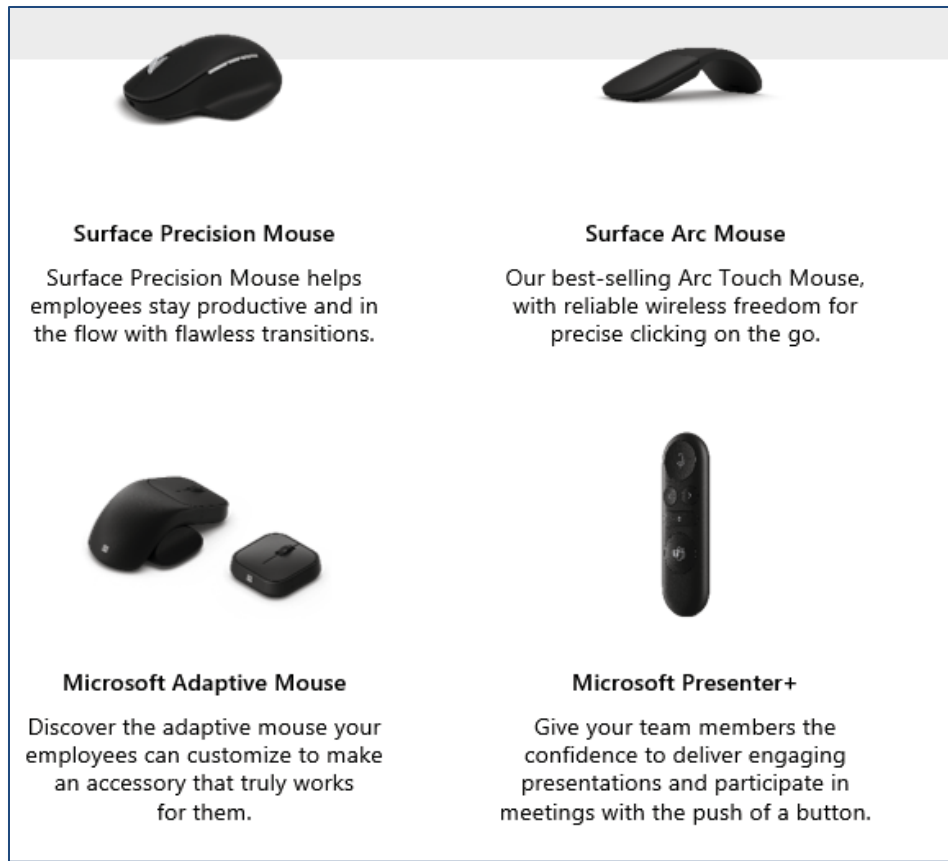


Figure 2. Microsoft-designed accessories (figure 1 of 2)

<sup>24</sup>, Available in US, Canada, Australia, New Zealand, China, Hong Kong, Japan, Austria, Germany, UK, Ireland, France.

<sup>25</sup>. All accessories sold separately in Taiwan, Singapore, Netherlands, Switzerland, Luxemburg, Belgium, Denmark, Finland, Norway, Sweden, Poland, Italy, Portugal, Spain, Kuwait, Qatar, Saudi Arabia, & UAE.



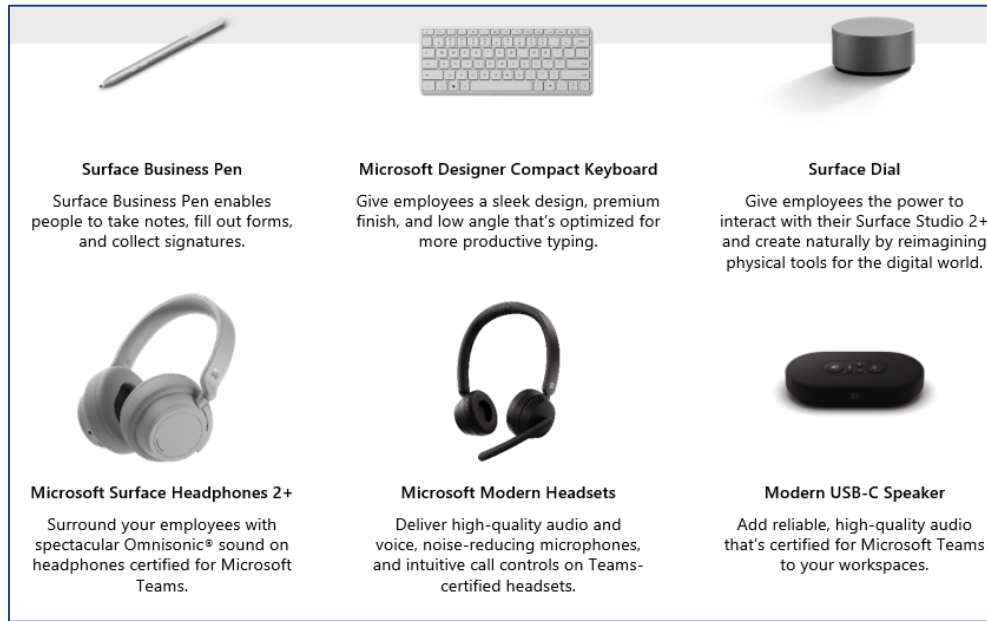


Figure 3. Microsoft-designed accessories (figure 2 of 2)

### What are recommended third-party accessories for Surface Studio 2+?

- Designed for Surface accessories<sup>26</sup> are rigorously developed and tested to ensure they work perfectly alongside Surface Studio 2+. This selection focuses mainly on audio, connectivity, and device protection.



Figure 4. Designed for Surface accessories

<sup>26</sup>. Sold separately.

## What are Microsoft adaptive accessories?

- The Microsoft adaptive accessories are highly adaptable, easy-to-use accessories that let you customize your mouse, keyboard inputs, and shortcuts—empowering you to create your ideal setup, increase productivity, and use your favorite apps more effectively. For more customization, you can 3D print additional designs through Shapeways.<sup>27</sup>

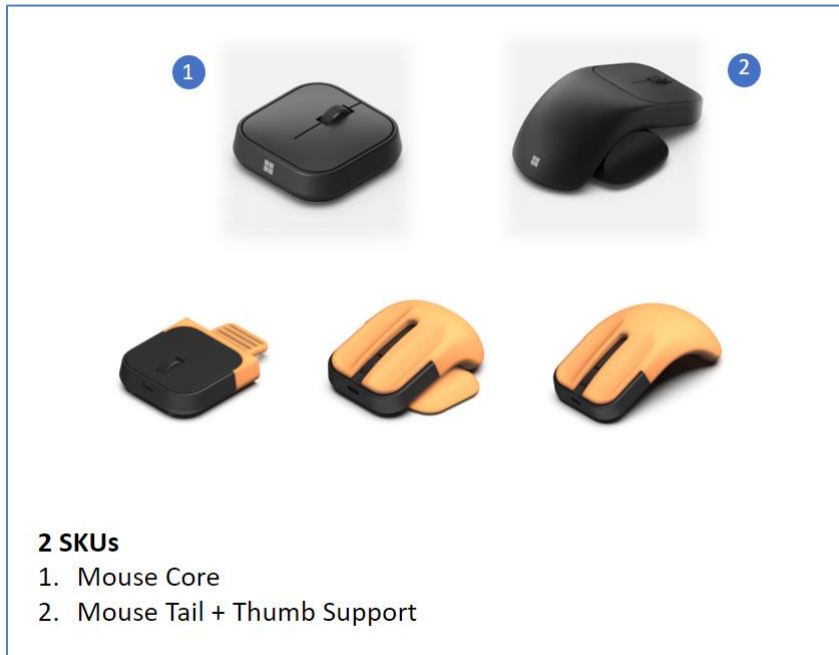


Figure 5. Microsoft Adaptive Mouse with Mouse Tail + Thumb Support

Table 4. Microsoft adaptive accessories

Accessory	Description	Price
Microsoft Adaptive Mouse	An Adaptive Mouse you can customize with a Microsoft Adaptive Mouse Tail and Thumb Support or 3D printed tails to make a mouse that truly works for you. <sup>28</sup>	\$44.99
Microsoft Mouse Tail + Thumb Support	The Adaptive Mouse Tail and Thumb Support can be easily attached to the Microsoft Adaptive Mouse to create a traditional mouse that's incredibly light and portable. The thumb support accessory quickly switches sides for left or right-handedness.	\$14.99

<sup>27</sup>. Sold separately. 3D print services provided and warranted exclusively by Shapeways, Inc. subject to Shapeways Sales Terms and Conditions and Warranty at: <https://aka.ms/ShapewaysTermsConditions>. Microsoft is not responsible for their performance or compliance with applicable regulatory, compliance, safety, or any other requirements.

<sup>28</sup>. Microsoft Adaptive Mouse Tail and Thumb Support require Microsoft Adaptive Mouse.

Accessory	Description	Price
Microsoft Adaptive Hub	A central Adaptive Hub that can pair with up to four wireless buttons and standard wired connections to let you design the setup that works best for you. Augment traditional keyboards and increase productivity through a hub and wireless buttons that let you create custom inputs.	\$59.99
Microsoft Adaptive buttons	<p>Innovative, wireless buttons with eight digital programmable inputs. Customize your experience with different button options by choosing between the following components, each sold separately.<sup>29</sup></p> <ul style="list-style-type: none"> <li>– D-Pad Button</li> <li>– Dual Button</li> <li>– Joystick Button</li> </ul> <p>You can also 3D print Microsoft-designed button toppers through Shapeways<sup>30</sup> to fit your specific needs.</p>	\$39.99

### Are the Microsoft adaptive accessories only for people with disabilities?

- The Microsoft adaptive accessories are great for all customers who want to adapt their device to make it easier for them to use in ways that will best support their needs and those who wish to increase their PC productivity.

### Are there specific disabilities the Microsoft adaptive accessories may best support?

- The Microsoft adaptive accessories are not limited to only supporting people with a specific disability. Throughout the development process, people with limited mobility provided feedback to help inform its design. However, we believe everyone's experience is unique, and the Microsoft adaptive accessories may be helpful for some customers. Still, we also understand that they may not be as valuable to others.

### Who are Microsoft adaptive accessories for?

- Everyone. Microsoft adaptive accessories were created in partnership with the disability community. They can help remove the barrier that a traditional mouse and keyboard may present for people with limited mobility and can be extended to anyone looking for new ways of being more productive when using a PC, tablet, or phone.

### Are Microsoft adaptive accessories one product or different products?

<sup>29</sup> The Microsoft Adaptive D-pad Button, Microsoft Adaptive Joystick Button, and Microsoft Adaptive Dual Button require Microsoft Adaptive Hub.

<sup>30</sup> 3D print services provided and warranted exclusively by Shapeways, Inc. subject to Shapeways Sales Terms and Conditions and Warranty at: <https://aka.ms/ShapewaysTermsConditions>. Microsoft is not responsible for their performance or compliance with applicable regulatory, compliance, safety, or any other requirements.

- The Microsoft adaptive accessories are separate products that work individually and together as a connected ecosystem designed to replace or augment traditional mouse and keyboard input for people with limited mobility and extended to anyone who wants to increase their PC productivity.

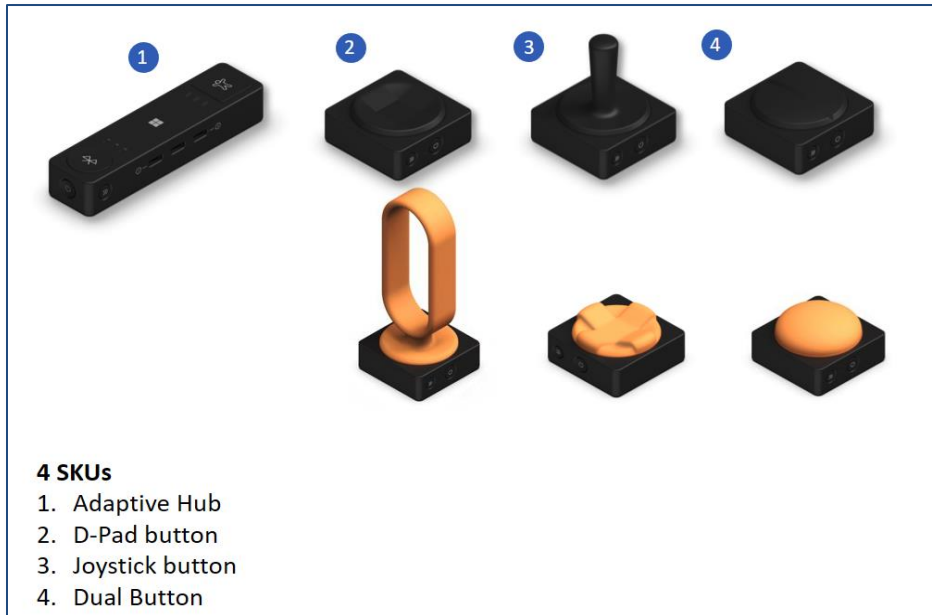


Figure 6. Microsoft Adaptive Hub with buttons

## How does the Microsoft Adaptive Mouse work?

- The Microsoft Adaptive Mouse is small, lightweight, highly portable, and easy to pack. You can quickly transform The Microsoft Adaptive Mouse into a traditional mouse with the Microsoft Adaptive Mouse Tail and Thumb Support or customize the mouse through 3D printed tails from Shapeways<sup>2</sup> to make a mouse that truly works for you. The Microsoft tail attachment for the mouse includes a thumb support accessory that makes it easy to switch from left to right hand or vice versa. This mouse is straightforward to pair; you can connect it wirelessly to up to three devices or via a USB-C connection. Or use it by itself as a compact travel mouse. The Adaptive Mouse will also work wherever a mouse works and is compatible with Windows 10/11, macOS, iOS, Chrome, and Android.

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## Are Microsoft adaptive accessories a new product category? Or are there comparable products on the market?

- At Microsoft, we want to empower every person to achieve more and access to technology can help accomplish that. But traditional hardware can be a barrier for people with disabilities to access technology. Assistive devices for technology have been available for people with disabilities for many years, but those assistive devices tend to be expensive and have limited functionality.

31. Requires Windows 10/11. To use with companion devices running macOS, iOS, Chrome, and Android, configure using the Microsoft Accessory Center on your Windows PC.

Microsoft first entered the assistive and adaptive technology space with gaming and the Xbox Adaptive Controller. With these new accessories, we are expanding to the PC and phone adaptive technology space.

### How do attachments for Microsoft adaptive accessories work?

- The Microsoft Adaptive Mouse can be customized with different mouse tails. The mouse has an eject button that removes the back of the mouse, allowing you to easily attach the Microsoft Adaptive Mouse Tail or 3D-printed mouse tails. On the Microsoft adaptive buttons, you can replace the top of the button with different toppers through 3D printing optimized for your specific needs. To swap out the topper, you just need to twist and remove the topper.

### Will Microsoft adaptive accessories be compatible with all Surface devices?

- The Microsoft adaptive accessories are compatible with all Windows devices, including Surface devices.

### Are Microsoft adaptive accessories comprised of sustainable materials?

- The Microsoft adaptive accessories follow Microsoft's commitment to sustainability in hardware. You can read more about that commitment here <<https://www.microsoft.com/en-us/sustainability>>

### Does this device count as assistive technology?

- Microsoft adaptive accessories are consumer electronic devices.

### Can I use the Microsoft adaptive accessories with my own assistive technology?

- The Microsoft adaptive accessories work in tandem with your existing products. The Microsoft Adaptive Hub is compatible with standard 3.5mm assistive tech switches.

### How can customers increase productivity with the Adaptive Hub and Microsoft adaptive buttons?

- The Adaptive Hub and Microsoft adaptive buttons allow you to create custom inputs and shortcuts. The Adaptive Hub can be connected to up to four Microsoft adaptive buttons. You can choose between three button options: the Microsoft Adaptive D-pad Button, Microsoft Adaptive Joystick Button, or the Microsoft Adaptive Dual Button (each sold separately) that best serve your needs. The Adaptive Hub and buttons allow you to create sequence macros to simplify complex tasks on a PC or phone. For example, you can activate a sequence macro, such as select>highlight>copy>paste, with the push of a single button.

### Why aren't the Microsoft adaptive accessories Surface-branded, like the Surface Adaptive Kit is?

- The Surface Adaptive Kit was designed specifically for Surface devices. The Microsoft adaptive accessories are designed for any PC, tablet, or phone.

## What type the battery do the adaptive accessories have? How long does it last?

- The adaptive accessories have an internal Lithium-Ion rechargeable battery that can be charged through a USB-C port. The battery life can vary greatly depending on how they are used and what attachments or accessories are connected to the product. Below are examples of the battery life of each product, assuming typical usage.
  - Microsoft Adaptive Mouse alone or with Microsoft Adaptive Tail and Thumb Support – up to 6 months
  - Microsoft Adaptive Hub with two wireless Microsoft adaptive buttons and two 3.5mm assistive tech switches – up to 20 days
  - Microsoft Adaptive Button wirelessly connected to Microsoft Adaptive Hub – up to 15 months

## Microsoft Presenter+

### Who is Microsoft Presenter+ for? Who do you see buying it?

- Microsoft Presenter+ is designed for the modern mobile worker who wants to deliver engaging presentations to online and in-person audiences in a hybrid environment and control their online meeting participation with the click of a button.

### What is the pricing for Microsoft Presenter+?

- \$79.99 USD ERP

### When and where will Microsoft Presenter+ be sold?

- Wave 1, 10/12/22: US, Canada, Australia, NZ, Austria, Germany, UK, Ireland, France, Switzerland, Belgium, Netherlands, and Lux across the Consumer and Commercial channels.
- It will be available in additional worldwide markets in early 2023.

### Why isn't it Surface-branded?

- Microsoft has a rich history of designing and developing PC accessories for nearly 40 years. Microsoft Presenter+'s development and core audience aligned with our Microsoft-branded portfolio.

### What devices is Microsoft Presenter+ compatible with?

- Operating System: Windows 11, Windows 10, macOS 12. The device must support Bluetooth 4.0 or Higher
- Conference Software: Microsoft Teams
- Presentation Software: Microsoft PowerPoint, Prezi, Keynote

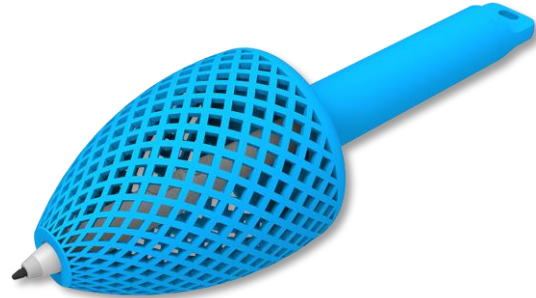
### Is Microsoft Presenter+ integrated with Teams?



- Yes, Presenter+ is certified for Microsoft Teams.

## 3D printed grips for Microsoft Classroom Pen 2 and Microsoft Business Pen

These 3D printed grips are highly adaptable, easy-to-use pens that let you customize how you use Microsoft Classroom Pen 2 and Microsoft Business Pen. This empowers you to create your ideal digital pen, increase productivity, and use your favorite apps more effectively.



### Who are 3D-printed grips for?

- The 3D-printed grips were created in partnership with the disability community. They can help remove the barrier that a traditional digital pen may present for people with limited mobility.

### How do the 3D-printed grips work?

- Through our partner Shapeways you can get Microsoft-approved pen grips designed specifically for Microsoft Classroom Pen 2 and Microsoft Business Pen. These pen grips have been developed in various forms and sizes, so you can create a pen grip tailored to your needs and quickly assemble it. Find out more at <https://aka.ms/customizeadaptiveaccessories>.

### What can I use the 3D-printed grips with?

- The 3D printed grips are compatible only with Microsoft Classroom Pen 2 and Microsoft Business Pen. They will not work on Surface Pen or Surface Slim Pen 2.
- Microsoft Classroom Pen 2 and Microsoft Business Pen will work on all Surface PCs that support inking and other 3<sup>rd</sup> party devices that support Microsoft Pen Protocol.

### How can I get the 3D-printed grips?

- Microsoft Classroom Pen 2 and Microsoft Business Pen are currently only available to education and commercial customers through [authorized resellers](#) or [Microsoft Store](#). The 3D-printed grips will be made available on Shapeways.com for end-users or organizations to purchase. Find out more at <https://aka.ms/customizeadaptiveaccessories>.

### Why aren't 3D printed grips available for other pens like Surface Pen, Surface Slim Pen 2, and Surface Hub 2 Pen?

- We know that the impact of working with a pen in educational settings is very positive and can unlock many learning opportunities. Microsoft Classroom Pen 2 is our best-selling pen in the education space, so we focused our efforts there, extending to Microsoft Business Pen, which shares the same design.



## How much will the 3D printing components cost?

- Prices for 3D-printed parts will vary per design. Customers can also download the designs for free and print them on any 3D printer.

## How will the 3D printed components impact the warranty for Microsoft Classroom Pen 2 and Microsoft Business Pen?

- Microsoft's warranty does not cover self-designed, self-printed, or misused 3D parts that impact device performance.
- 3D design configuration and print services provided and warranted exclusively by Shapeways, Inc. subject to Shapeways Sales Terms and Conditions and Warranty at: <https://aka.ms/ShapewaysTermsConditions>. Microsoft is not responsible for their performance or compliance with applicable regulatory, compliance, safety, or any other requirements

## Are the 3D-printed grips only for people with disabilities?

- 3D printed grips for Microsoft Classroom Pen 2 and Microsoft Business Pen are for all customers who want to adapt a digital pen to make it easier for them to use in ways that will best support their needs and those who wish to increase their PC productivity.

## Are there specific disabilities the 3D-printed grips may best support?

- The 3D printed grips for Microsoft Classroom Pen 2 and Microsoft Business Pen are not limited to only supporting people with a specific disability. Throughout the development process, people with limited mobility provided feedback to help inform its design. However, we believe everyone's experience is unique, and it may be helpful for some customers, but we also understand that it may not be as valuable to others.

## Microsoft Audio Dock

Microsoft Audio Dock is designed for the modern mobile worker who wants to simplify their desk setup, quickly connect to their accessories and monitors with a single plug and upgrade their audio and microphone quality for music and meetings.



## How much will Microsoft Audio Dock cost?

- \$249.99 USD ERP

## What devices is Microsoft Audio Dock compatible with?

- Operating System: Windows 11 Home/Pro, Windows 10, macOS
- Conference Software: Microsoft Teams, Zoom, Google Meet



### When and where will Microsoft Audio Dock be sold?

- **Wave 1, Oct. 12, 2022:** US, Canada, Australia, NZ, Austria, Germany, UK, Ireland, France, Switzerland, Belgium, Netherlands, and Lux across the Consumer and Commercial channels.
- It will be available in additional worldwide markets in early 2023.

### What ports does Microsoft Audio Dock offer?

- Microsoft Audio Dock offers four different ports (HDMI, USB-C x2, USB-A) and a power pass-through to keep your PC fully charged all day.



Figure 7. Microsoft Audio Dock ports

### Why isn't it Surface-branded?

- Microsoft has a rich history of designing and developing PC accessories for nearly 40 years. Pinon's development and core audience aligned with our Microsoft-branded portfolio.

### What devices is Microsoft Audio Dock compatible with?

- Operating System: Windows 11 Home/Pro, Windows 10, macOS
- Conference Software: Microsoft Teams, Zoom, Google Meet

### Is Microsoft Audio Dock integrated with Teams?

- Yes, Microsoft Audio Dock is certified for Microsoft Teams.

### Can I manage Microsoft Audio Dock from Intune?

- Not at this time.

## Appendix A. NVIDIA GPU

Table 5. GeForce RTX 3060 tech specs<sup>32</sup>

	Component	Description
GPU Engine	NVIDIA CUDA Cores	3584
	Boost Clock (GHz)	1.78
	Base Clock (GHz)	1.32
Memory	Surface Studio 2+ Memory Config	6 GB GDDR6
	Memory Interface Width	192-bit
Technology Support	Ray Tracing Cores	2nd Generation
	Tensor Cores	3rd Generation
	NVIDIA Architecture	Ampere
	<a href="#">Microsoft DirectX 12 Ultimate</a>	Yes
	<a href="#">NVIDIA DLSS</a>	Yes
	<a href="#">NVIDIA Reflex</a>	Yes
	<a href="#">NVIDIA Broadcast</a>	Yes
	PCI Express Gen 4	Yes
	Resizable BAR	Yes
	<a href="#">NVIDIA GeForce Experience™</a>	Yes
	<a href="#">NVIDIA Ansel</a>	Yes
	NVIDIA FreeStyle	Yes
	<a href="#">NVIDIA ShadowPlay</a>	Yes
	NVIDIA Highlights	Yes
	<a href="#">NVIDIA G-SYNC®</a>	Yes
	<a href="#">Game Ready Drivers</a>	Yes
	<a href="#">NVIDIA Studio Drivers</a>	Yes
	<a href="#">NVIDIA Omniverse</a>	Yes
	NVIDIA GPU Boost™	Yes
	Vulkan RT API, OpenGL 4.6	Yes
	<a href="#">NVIDIA Encoder</a>	7th Generation
	<a href="#">NVIDIA Decoder</a>	5th Generation
	<a href="#">CUDA Capability</a>	8.6
	Multi Monitor	4
	HDCP	2.3
Thermal and Power	Maximum GPU Temperature (in C)	93
	Graphics Card Power (W)	170

32. GPU card capabilities may differ from Surface Studio 2+ implementation. See [GeForce RTX 3060](#) at nvidia.com.