



Managing Surface

Best Practices and Resources

Protect your investment

Cleaning and caring for your Surface is made easy with [these](#) simple tips. Additionally, our [Customer Support YouTube channel](#) is full of great videos on how to best take care of and support Surface.

Useful tools and information

- > [Surface IT Center](#)
- > [Windows Autopilot](#)
- > [Intune management of Surface UEFI settings](#)
- > [Surface Enterprise Management Mode \(SEMM\)](#)
- > [Download firmware for Surface devices](#)
- > [Tools for driving Adoption](#)
- > [Troubleshoot Surface Pen](#)



Troubleshoot Surface

1. Update [Surface drivers and firmware](#)
2. Run [Surface Diagnostic Toolkit for Business](#) to check for common issues and fixes
3. [Refresh Windows 10](#), check if issue persists on default version of OS
4. Run [Surface Deployment Accelerator](#) to troubleshoot image compatibility issues and create a [Surface Recovery image](#)
5. If issue persists, check warranty status, gather information from the support chart, and proceed with replacement

File a claim

Option 1, call Microsoft: 1-800-642-7676
Option 2, Navigate to [Support for Surface devices](#)

When contacting Surface Support, be prepared to provide the following details:

Partner name	Serial number(s)
Customer name	BSFS Order (if applicable)
Contact name	Operating system
Phone	Warranty type
Email	Issue statement
Address	Troubleshooting steps taken
Country	Logs from SDT4B
Device type	Action requested