

# Cambridge Surface Tips and Tricks for Students

Student Experiencing This	Student Should Try This	What Student Should See
Tablet won't power on	<b>Press &amp; hold</b> the power button for 15 seconds - count very slowly. The screen will turn completely black. Wait 3 seconds, turn it back on again.	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet still will not power on after doing the above	Press & hold the power button & volume button for approximately 10 seconds	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Battery is dead	Review Power Handout, <b>charge overnight</b> for the following day	Student is responsible for charging tablet overnight. The tablet needs 2 hours minimum to charge fully.
Tablet is freezing	Press & hold the power button for 15 seconds - count very slowly. The screen will turn completely black. Wait 3 seconds, turn it back on again.	If the student sees the battery icon, then it needs to be re-charged. If the student sees the word Surface, then it should boot up.
Tablet is not functioning properly (including sound)	<b>Restart</b> the tablet - Start Menu – Power - <b>Restart</b> . <b>Do not press the power button on the top</b> - it will put the tablet to sleep.	Tablet should work correctly. If not, do the updates AT HOME using the instructions.
Tablet is not charging	Shut down the tablet completely. Start Menu - Power - Shut Down. <b>Do not press the power button at the top</b> - it will only put the tablet to sleep. Try a different outlet at home when charging - <b>be sure to use the power brick given to you at deployment</b> . Run updates at home if possible.	The screen should go completely black. Let it charge for 2 hours minimum. Exhaust all actions under "Student should try" before bringing to the Media Center.

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Keyboard no longer responds	Detach the keyboard, <b>wait 3 Seconds</b> , then re-attach it. The student should hear a solid click when it is attached correctly. If this does not work, <b><u>Restart</u></b> the tablet. Finally, run updates AT HOME using the instructions if the other actions do not work.	Keyboard functions normally.
Camera is on or not working properly.	<b><u>Restart</u></b> the tablet at least twice. Run updates FROM HOME following update	Camera should function properly.
Wireless not working - no internet	<b><u>Restart</u></b> the tablet - Start Menu – Power - <b><u>Restart</u></b> . <b>Do not press the power button on the top</b>	Wireless is now connected and working
Wireless is still not working after <b><u>Restart</u></b>	Student Center Only: <b><u>Restart</u></b> the tablet. Plug into USB network adapter. Log on - unplug adapter. Check wireless.	Student will be connected with wireless.
<b>HELP IS AVAILABLE IN THE STUDENT CENTER with the iSchool Advocates from 8 to 8:40 AM and during lunches ONLY</b>		