

Initial Setup Instructions & Warranty Information

Surface Go 4

Information on Device Warranty Period

Notify us within one week of the activation date in the event of an initial failure. For details, see page 7.



1

Please read this first

1 Please read this first

Caution

Make a note on this page and store it in a safe location so that you do not forget your ID, password, and other information created during setup following this instruction manual.

*Never share your password, PIN, or recovery key with others.

Sales number _____

Microsoft Account ID _____

Microsoft Account password _____

Surface Go 4 PIN _____

BitLocker recovery key _____

1 Please read this first

Caution

Please follow the school's instructions, if any.

Passwords are frequently forgotten. Do not forget the password you set. We will not know your password even if you contact our inquiry desk.

These instructions were created for Windows 11 (version 24H2, build version 26100.4652).

When you perform Windows Update, the background and icons may change and differ from the images shown in these instructions.

The image of the Desktop background shown in these instructions may differ from the actual screen.

The screens shown in the instructions were configured when connected to Wi-Fi and may differ from the screen configuration when not connected to Wi-Fi.

1 Please read this first

Table of Contents

1 Please read this first	1
Caution	2
List of purchased products	6
Before you begin initial setup (handling an initial failure).....	7
Connecting and disconnecting the keyboard	9
About the Classroom Pen 2	10
2 Basic operation	11
Basic Surface operations	12
Touchpad operation	14
About Windows Security settings	15
Sign-in procedure	16
Sign-out procedure	17
Shutting down the device	18
Restarting the device	20
Password confirmation procedure	22
3 Initial setup	23
Explanation of this chapter and notes	24
The initial setup process	26
Instructions for creating a parent or guardian Microsoft Account.....	28
Instructions for creating a student Microsoft Account	37
Procedure for lifting usage time restrictions on the Surface	48
Procedure to set up using a Microsoft Account you already have.....	55
Setup procedure for creating a new Microsoft Account on the Surface.....	69

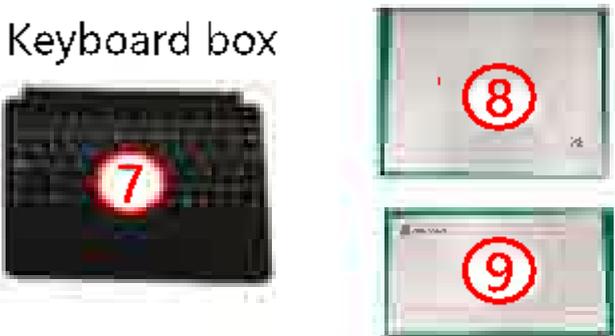
1 Please read this first

Table of Contents

4 Tasks after initial setup	93
Explanation of this chapter and notes	94
Steps to connect to Wi-Fi	96
Windows Security check procedure	99
Procedure to scan for malicious programs	101
Procedure for setting the Windows Update execution time	104
Microsoft Office sign-in procedure	107
Microsoft OneDrive sign-in procedure	111
Microsoft Teams sign-in procedure	119
Procedure for moving data in OneDrive of O365 account	123
Setup procedure for Windows Hello (face recognition)	126
Procedure for performing Windows Update manually	131
Procedure for changing the display language	134
Steps for saving your BitLocker recovery key	139
5 If you think your device is broken	149
Explanation of this chapter and notes	150
Surface initialization procedure	151
Replacing consumable parts	159
6 Device repairs	161
Device warranty during the period of use	162

1 Please read this first

List of purchased products

<p>Surface Go 4 box</p>  	<ul style="list-style-type: none">(1)···Surface Go 4 (1 qty)(2)···24W power adapter (1 qty)(3)···Quick Start Guide (1 qty)(4)···Product Warranty(5)···PC Recycling Mark (1 qty)(6)···Safety and warranty documents <p>Limited warranty and contract regarding the manufacturer's hardware (1 qty)</p>
<p>Keyboard box</p> 	<ul style="list-style-type: none">(7)···Keyboard (1 qty)(8)···Keyboard Usage Guide(9)···Product Warranty
<p>Classroom Pen 2 pouch</p> 	<ul style="list-style-type: none">(10)···Classroom Pen 2 (1 qty)Battery (1 qty)Replacement nib (1 qty)

1 Please read this first

Before you begin initial setup (handling an initial failure) (1/2)

Before you begin initial setup, please make sure that no items are missing, that there are no problems with the exterior or powering up.

*Be sure to promptly check your product, as there is a limited time period that we will accept replacement requests for an initial failure.

*A list of items included is on page 6. Be sure to check.

Please note the following:

- Notify us within one week of the activation date using the method listed on the following page.
- If one week has passed since the day your device was activated, the product cannot be accepted as an initial failure.
 - When an initial failure is replaced, the packaging, adapters and all other accessories and the warranty certificate will be required with the unit, so store all of these items and do not discard.
 - If the initial failure period has expired, contact the Warranty Center listed on page 164 of this document for repairs.

(For initial failures of the pen or keyboard that come with the device)

- Notify us within one week of the usage date for replacements when the attached pen or keyboard cover experiences initial failure.
- If one week has passed since the usage date for the pen or keyboard, the product cannot be accepted as an initial failure.

1 Please read this first

Before you begin initial setup (handling an initial failure) (2/2)

If you find an initial failure, follow the steps listed in “■ How to Make an Inquiry” to contact us.

***Inquiries cannot be made by telephone. We ask for your understanding.**

The Inquiry Form contains information that has not been provided above for you to review.

■ How to Make an Inquiry

1. Login to the Inquiry page

<https://sumasuku2026.metro.tokyo.lg.jp/store/mypage/inquiry/>

(You will need your Sales Number/Password to login.)

QR Code



2. Under Inquiry category, select “Initial failure”

› Items to note and mandatory entry fields are displayed.

Be sure to read the items to note before you make an inquiry.

1 Please read this first

Connecting and disconnecting the keyboard

This section describes how to connect and disconnect the keyboard.



Connect the Surface device to the keyboard in the direction shown in the picture.

The Surface device and the keyboard are connected by magnets.

The device can be detached from the keyboard by pulling firmly on it.

1 Please read this first

About the Classroom Pen 2

Remove the white cap from the Classroom Pen 2 and insert the supplied battery.



Never remove the sticker from the Classroom Pen 2 because doing so will damage it.



2

Basic operation

2 Basic operation

Basic Surface operations (1/2)

Tap	<p>This is a light tap operation with your finger.</p> <p>It is equivalent to a mouse click.</p>	
Double-tap	<p>Tap twice with your finger.</p> <p>This is equivalent to a double-click on a mouse.</p>	
Long press	<p>Hold your finger on the screen for a certain amount of time and release it.</p> <p>This is equivalent to right-clicking on a mouse.</p>	
Drag	<p>Hold your finger on the screen and move it up, down, left, or right.</p> <p>You can also drag and drop by releasing your finger from the screen at any point.</p>	

2 Basic operation

Basic Surface operations (2/2)

Swipe	<p>Swipe the screen with your finger.</p> <p>This is used to switch the screen display.</p>	
Pinch in	<p>Press the screen with two fingers and narrow the distance between them.</p> <p>The screen display will be reduced.</p>	
Pinch out	<p>Press the screen with two fingers and increase the distance between them.</p> <p>The screen display will be enlarged.</p>	

2 Basic operation

Touchpad operation

Operation	Description
Slide your finger across the touchpad.	Move the cursor.
Press the left side of the touchpad.	Select an item. This is similar to left-clicking on a mouse. You can press any part of the touchpad to select it, except for the bottom right corner.
Press the right side of the touchpad.	Displays the app commands for Windows apps and the context menu for desktop apps. This is similar to right-clicking on a mouse.
Slide two fingers horizontally or vertically.	This is similar to scrolling with a mouse.
Hold down the left side of the touchpad and slide your finger.	This is similar to dragging with a mouse.

What is a touchpad?

A device that replaces the mouse. You can move the cursor by moving your finger on the touchpad on the keyboard.

About Windows Security settings

In Windows 11, the virus and threat prevention, firewall, and network protection features, as well as settings to block potentially unwanted apps, are enabled from the time of purchase.

See page 99 of the Windows Security check procedure.

2 Basic operation

Sign-in procedure

This section explains the sign-in procedure for Surface.



1 Press the power button.

*Surface will not start up even if the power button is pressed when the charge capacity is low. Perform tasks while charging.



2 Swipe the screen from bottom to top.



3 The PIN or password entry screen will appear. Enter the PIN or password.

4 That's it.

What is a PIN?

A user-specific PIN to be used in place of a password. Do not forget your PIN.

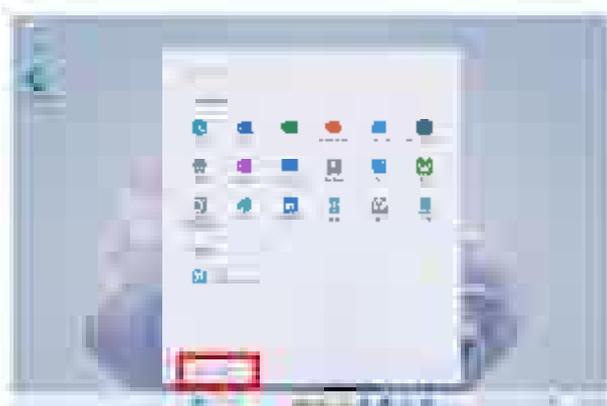
2 Basic operation

Sign-out procedure

This section explains the sign-out procedure for Surface.



1 Tap "Start."



2 Tap the user name.



3 Tap "Sign Out."

4 That's it.

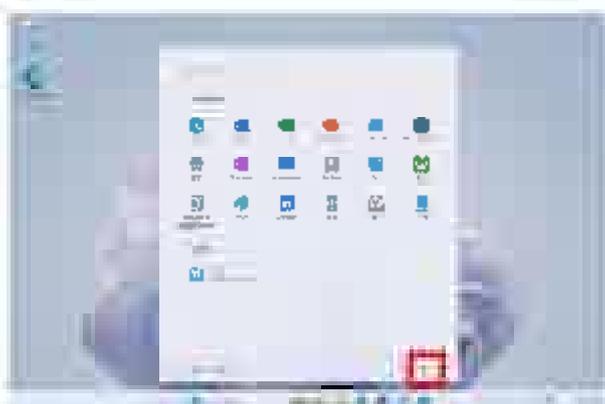
2 Basic operation

Shutting down the device (1/2)

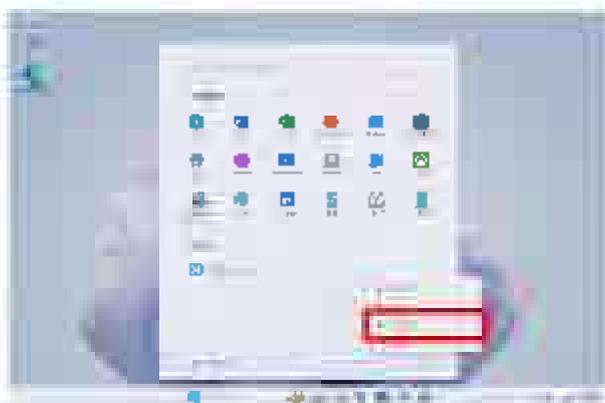
This section describes the shutdown procedure for Surface.



1 Tap "Start."



2 Tap ."



3 Tap "Shutdown."

4 That's it.

2 Basic operation

Shutting down the device (2/2)



During Step 3, the message “Update and Shutdown” may appear.

Tapping “Update and Shutdown” will also shut down the system, but it will take longer than usual.



2 Basic operation

Restarting the device (1/2)

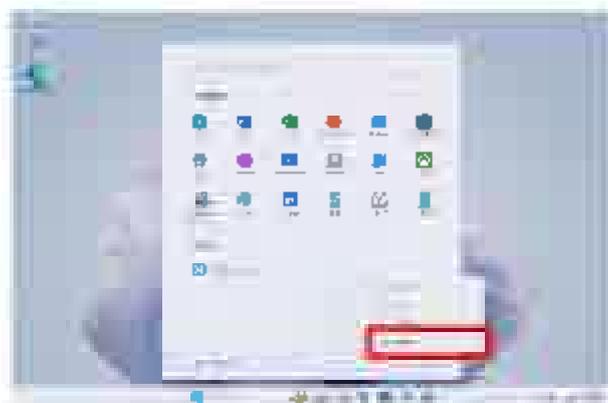
This section explains the restart procedure for Surface.



1 Tap "Start."



2 Tap "Power."

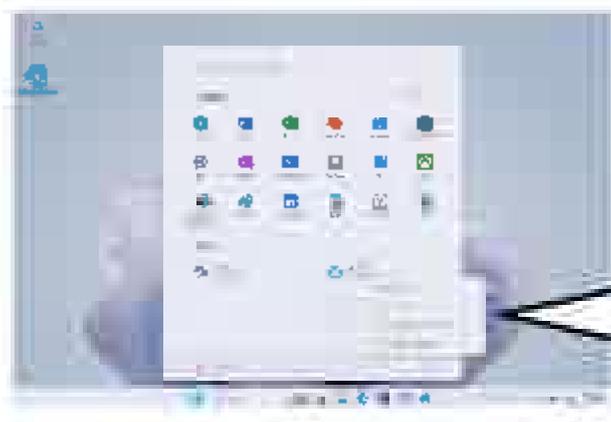


3 Tap "Restart."

4 That's it.

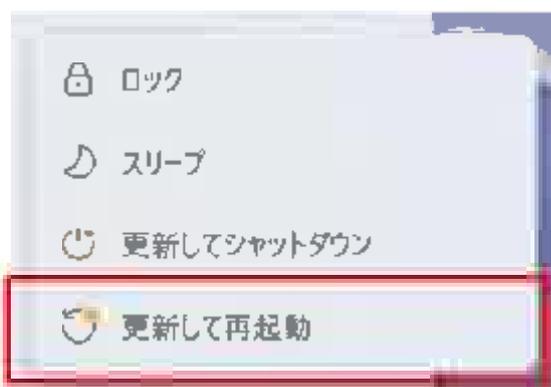
2 Basic operation

Restarting the device (2/2)



During Step 3, the message “Update and Restart” may appear.

Tapping “Update and Restart” will also restart the system, but it will take longer than usual.



2 Basic operation

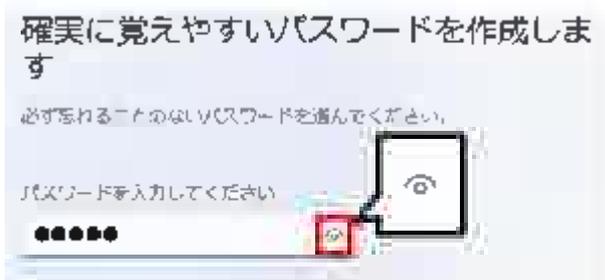
Password confirmation procedure

This section explains the procedure for confirming your password.

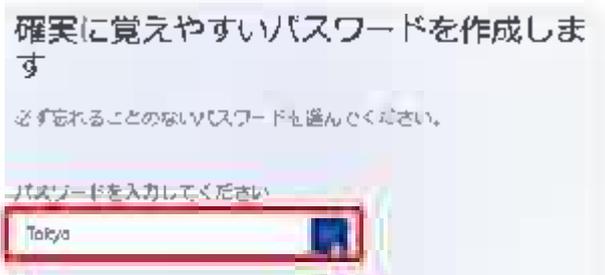


1 When setting the password, "●●●●●●" will be displayed on the screen.

*The number of dots shown depends on the number of characters in the password.



2 To confirm the password you have entered, tap "👁️".



3 The password will be displayed.

3

Initial setup

3 Initial setup

Explanation of this chapter and notes (1/2)

About this chapter

This chapter describes the initial setup procedure required to use Surface.

Please note:

- 1 Please follow the school's instructions, if any.
- 2 Consider using the school's Wi-Fi if you do not have Wi-Fi access at home.
- 3 If you do not have a Microsoft Account, follow this procedure to create one.
- 4 The inquiry desk will not be able to assist you with the Wi-Fi SSID and password.
- 5 If you make an input mistake, return to the previous screen. If you cannot return to the previous screen, press and hold the power button for about five seconds to turn off the power. When the power is turned on again, you can start over from the beginning.

Explanation of this chapter and notes (2/2)

6 For instructions on how to operate the software (such as how to use application software or browse the internet) after completing the procedures in this chapter, please check by yourself.

We cannot accept any inquiries about how to use application software, how to connect to the internet, or any other information not described in this manual.

7 When you perform Windows Update, the background and icons may change and differ from the images shown in this chapter.

8 All usernames in the procedure were created as examples for this procedure.

Please replace the username with one you have created yourself.

9 If you are unable to complete the initial setup or tasks after initial setup, contact us for further assistance as follows. For initial failures, refer to page 7.

For inquiries, please contact:
0120-225-822

Reception hours: 9:00-17:00 (except weekends and holidays)

Open Monday, February 2, 2026 to

Tuesday, June 30, 2026

Information required for inquiries:

- Device name (Surface Go 4)
- Current status

3 Initial setup

The initial setup process (1/2)

This chapter is organized as follows.

Procedure	What you will need	Page
Instructions for creating a parent or guardian Microsoft Account (*1)	<ul style="list-style-type: none">• Smartphone, computer• Contact email address (*2)	Pages 28-36
Instructions for creating a student Microsoft Account	<ul style="list-style-type: none">• Smartphone, computer• Parent or guardian Microsoft Account• Contact email address (*2)	Pages 37-47
Procedure for lifting usage time restrictions on the Surface	<ul style="list-style-type: none">• Smartphone, computer• Parent or guardian Microsoft Account	Pages 48-54
Procedure to set up using a Microsoft Account you already have	<ul style="list-style-type: none">• Student Microsoft Account	Pages 55-68
Setup procedure for creating a new Microsoft Account on the Surface (*3)	<ul style="list-style-type: none">• Parent or guardian Microsoft Account• Contact email address (*2)	Pages 69-92

The initial setup process (2/2)

For setup methods other than those described in this chapter, check the web or books on your own. The inquiry desk will not be able to assist you.

If you do not have a Microsoft Account or will create a new Microsoft Account, follow the steps starting on page 28.

If you already have a Microsoft Account, you can set up that Microsoft Account to be used. Start from the steps on page 55.

***1 Consent through a parent or guardian Microsoft Account is required for students aged 16 or under to create a new Microsoft Account.**

If your parent or guardian does not have a Microsoft Account, one will need to be created in advance using the steps on page 28 onward.

***2 Registration of a contact email address may be required to create a new Microsoft Account.**

Your contact email address will be used to verify identity or send you a notification if you forget your password, etc.

Your contact email address can be an email address you are currently using (for other applications and accounts).

***3 If you wish to create a new Microsoft Account using the Surface you have purchased, follow the steps starting on page 69.**

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (1/9)

Consent through a parent or guardian Microsoft Account is required for students using a Surface to create a new Microsoft Account.

If a parent or guardian already has a Microsoft Account, implement the steps for creating a student Microsoft Account starting on page 37.

***This step requires a smartphone or computer able to connect to the internet. Please have it ready in advance.**

*The content displayed may differ from that shown here depending on the device and circumstances of use.

QR Code



1 Open the Create Microsoft Account page.

Destination URL

<https://signup.live.com/signup>

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (2/9)



2 The “Create Microsoft Account” screen will appear.

3 Enter “@outlook.jp” under “Email Address.”

4 Tap “Next.”



5 Enter the new email address in the “New Email” field.

6 Tap “Next.”

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (3/9)



7 The “Create Password” screen will appear.

8 Enter the password you want to set for your Microsoft Account.

*Passwords must be at least eight characters long and contain at least two of the following: uppercase and lowercase letters, numbers, and symbols.



9 The “Add Details” screen will appear.

10 Enter the date of birth of the parent or guardian.

11 Tap “Next.”

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (4/9)



12 The "Add Name" screen will appear.

13 Enter the name of the parent or guardian.

14 Tap "Next."

*If you enter an easy-to-guess password in Step 8 on page 30, the "Create Password" screen will appear again after "Add Name."

For details, see the following page.

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (5/9)



If you enter an easy-to-guess password in Step 8 on page 30, the "Create Password" screen will appear again.

Refer to the information below and perform Step 8 on page 30 again.

The following passwords are easy to guess.

- English words, English words with simple numbers or symbols, etc.

(Examples) Password, password01!

- Sequential numbers, consecutive letters adjacent to each other on the keyboard layout, etc.

(Examples) abc123456, qwerty123

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (6/9)



15 The "I am not a robot" screen will be displayed.

16 Follow the instructions on the screen.

*The instructions on the screen may differ depending on your device and circumstances.



17 The "Quick Note on Microsoft Account" screen will appear.

18 Tap "OK."

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (7/9)



19 The "Passkey" screen will appear.

20. Add a passkey.

*The way to add a passkey differs by device.

*You may proceed to the next step without adding a passkey.



21 The "Passkey Created" screen will appear.

22 Tap "OK."

*A different screen will appear when a passkey has not been added.

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (8/9)



23 The "Stay signed in?" screen will appear.

24 Tap "No."



25 The "Account" screen will appear.

26 That's it.

3 Initial setup

Instructions for creating a parent or guardian Microsoft Account (9/9)

Next, perform the steps on the following page to create a Microsoft Account for the student who will be using the Surface.

3 Initial setup

Instructions for creating a student Microsoft Account (1/11)

This explains the steps for creating a Microsoft Account for the student who will be using the Surface.

If the student already has a Microsoft Account, proceed with the initial Surface setup procedure starting on page 55.

***This step requires a smartphone or computer able to connect to the internet. Please have it ready in advance.**

*The content displayed may differ from that shown here depending on the type of device and circumstances of use.

QR Code



1 Open the Create Microsoft Account page.

Destination URL

<https://signup.live.com/signup>

3 Initial setup

Instructions for creating a student Microsoft Account (2/11)



2 The "Create Microsoft Account" screen will appear.

3 Enter "@outlook.jp" under "Email Address."

4 Tap "Next."



5 Enter the new email address in the "New Email" field.

6 Tap "Next."

3 Initial setup

Instructions for creating a student Microsoft Account (3/11)



7 The “Create Password” screen will appear.

8 Enter the password you want to set for your Microsoft Account.

*Passwords must be at least eight characters long and contain at least two of the following: uppercase and lowercase letters, numbers, and symbols.



9 The “Add Details” screen will appear.

10 Enter the date of birth of the student who will be using the Surface.

11 Tap “Next.”

3 Initial setup

Instructions for creating a student Microsoft Account (4/11)



12 The "Add Name" screen will appear.

13 Enter the name of the student.

14 Tap "Next."

*If you enter an easy-to-guess password in Step 8 on page 39, the "Create Password" screen will appear again after "Add Name."

For details, see the following page.

3 Initial setup

Instructions for creating a student Microsoft Account (5/11)



If you enter an easy-to-guess password in Step 8 on page 39, the “Create Password” screen will appear again.

Refer to the information below and perform Step 8 on page 39 again.

The following passwords are easy to guess.

- English words, English words with simple numbers or symbols, etc.

(Examples) Password, password01!

- Sequential numbers, consecutive letters adjacent to each other on the keyboard layout, etc.

(Examples) abc123456, qwerty123

3 Initial setup

Instructions for creating a student Microsoft Account (6/11)



15 The "I am not a robot" screen will be displayed.

16 Follow the instructions on the screen.

*The instructions on the screen may differ depending on your device and circumstances.



17 The "This account requires the consent of a parent or guardian" screen will appear.

3 Initial setup

Instructions for creating a student Microsoft Account (7/11)



18 Tap "I'm a parent or guardian."

19 Tap "Continue."



20 The "Sign In" screen will appear.

21 Enter the email address of **a parent or guardian's Microsoft Account.**

22 Tap "Next."

3 Initial setup

Instructions for creating a student Microsoft Account (8/11)



23 The "Enter Password" screen will appear.

24 Enter the password for **a parent or guardian's Microsoft Account.**

25 Tap "Next."

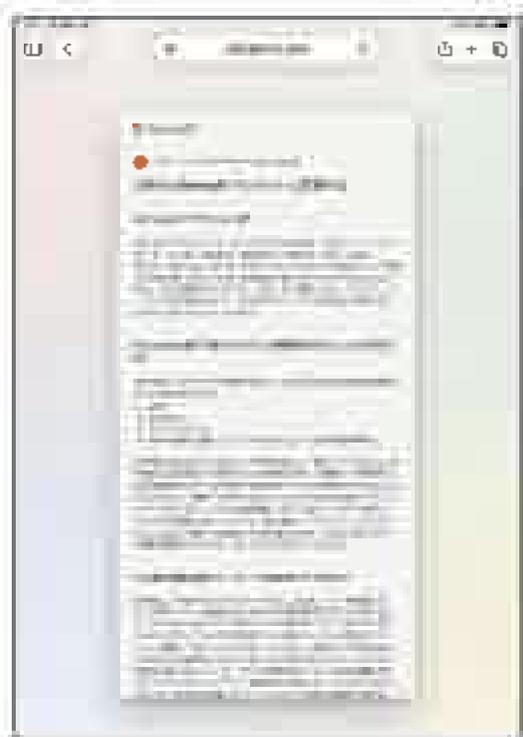


26 The "Stay signed in?" screen will appear.

27 Tap "No."

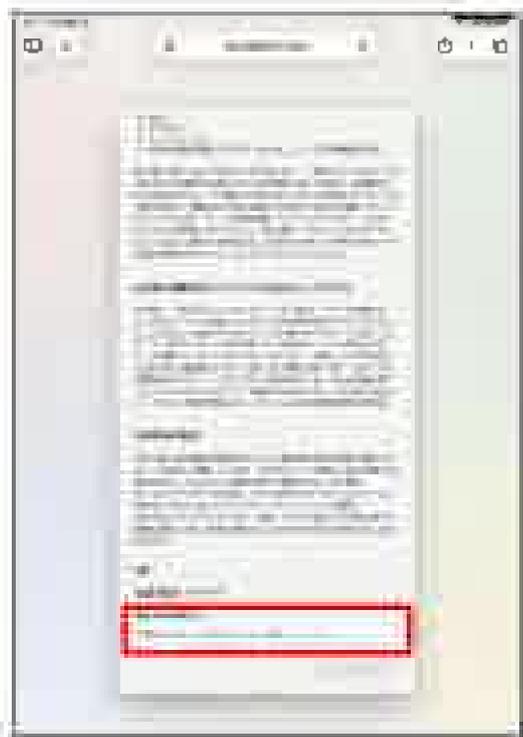
3 Initial setup

Instructions for creating a student Microsoft Account (9/11)



28 The "Consent to ●●'s Microsoft Account" screen will appear.

29 Swipe the screen up.



30 "Signature (Enter Name Again)" will be shown.

31 Enter the name as shown in the signature field.

*You may need to enter your given name first, then your surname.

*A half-width space between the given name and surname is required.

*A signature may not be required.

3 Initial setup

Instructions for creating a student Microsoft Account (10/11)



32 Tap "Yes, I consent."

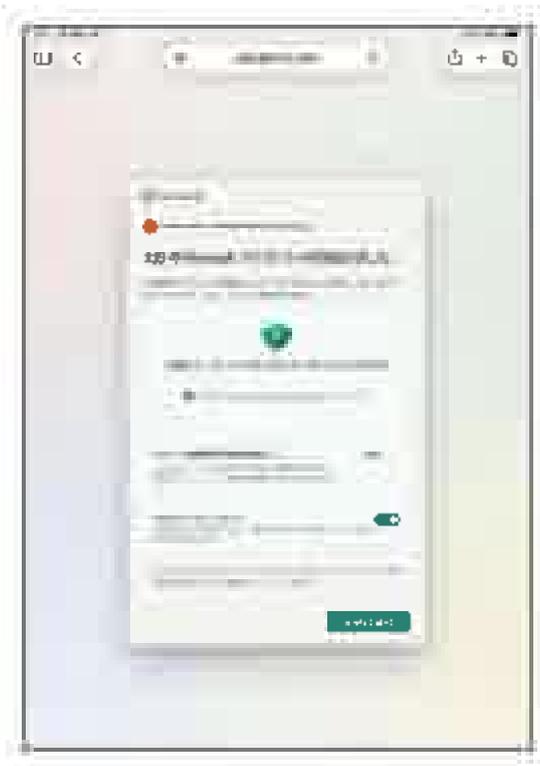


33 The "Can ●● use other apps besides Microsoft on this account?" screen will appear.

34 Tap "Continue."

3 Initial setup

Instructions for creating a student Microsoft Account (11/11)



35 The “●●’s Microsoft Account has been created” screen will appear.

36 That’s it.

By default, the device will switch to the lock screen when Surface usage reaches a total of 4 hours per day.



The procedure for lifting the usage time restriction is listed on page 48 onward. Check before applying settings.

3 Initial setup

Procedure for lifting usage time restrictions on the Surface (1/7)

The procedure for lifting usage time restrictions on the Surface is described in this section.

The usage time restrictions will be applied to the Surface once the procedure for creating a student Microsoft Account on pages 37-47 is complete and "Parental or guardian consent" has been given.

The Surface cannot be used once the usage time limit is reached.

The steps to lift the usage time restrictions are as follows:



1 Open the Family Safety page.

Destination URL

<https://account.microsoft.com/family/windows/coldstart>

3 Initial setup

Procedure for lifting usage time restrictions on the Surface (2/7)



2 The "Welcome to Microsoft Family" screen will appear.

3 Tap "Sign in to get started."



4 The "Sign In" screen will appear.

5 Enter **the parent or guardian's Microsoft Account** email address in the "Email or Phone Number" field.

6 Tap "Next."

3 Initial setup

Procedure for lifting usage time restrictions on the Surface (3/7)



7 The “Confirm Email” screen will appear.

*A different screen may appear depending on your Microsoft Account status.

8 Enter the contact email address registered to **the parent or guardian’s Microsoft Account** in the “Email Address” field.

9 Tap “Send Code.”



10 The “Enter the code you received” screen will appear.

11 Enter the code sent to the contact email address.

3 Initial setup

Procedure for lifting usage time restrictions on the Surface (4/7)



12 The "Passkey" screen will appear.

13 Add a passkey.

*The "Passkey" screen may not appear.

*The way to add a passkey differs by device.

*You may proceed to the next step without adding a passkey.



14 The "Passkey Created" screen will appear.

15 Tap "OK."

*A different screen will appear when a passkey has not been added.

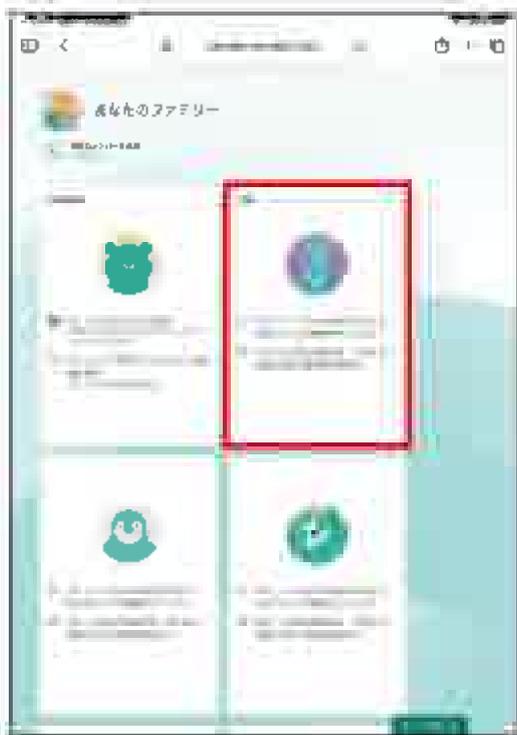
3 Initial setup

Procedure for lifting usage time restrictions on the Surface (5/7)



16 The "Stay signed in?" screen will appear.

17 Tap "No."



18 The "Your Family" screen will appear.

19 Tap the student's tile.

3 Initial setup

Procedure for lifting usage time restrictions on the Surface (6/7)



20 The student account screen will appear.

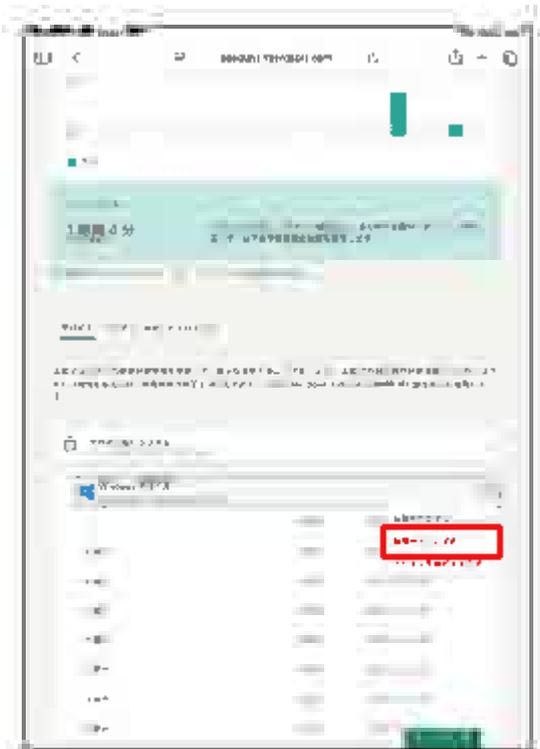
21 Scroll to the bottom of the screen.

22 The Surface usage time restriction status will appear.

23 To make changes, tap the three dots to the right of "Windows device."

3 Initial setup

Procedure for lifting usage time restrictions on the Surface (7/7)



24 The setting menu will appear.

25 Tap "Turn Restrictions Off."

*Usage time restriction can also be changed through "Set Restrictions;" however, make sure that restrictions do not interfere with class.



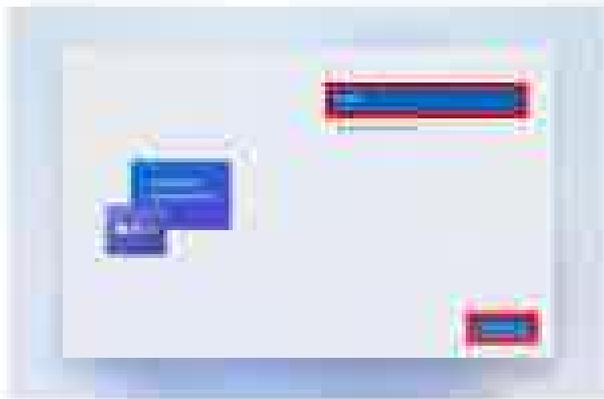
26 That's it.

*Continue with Surface setup starting on page 55.

3 Initial setup

Procedure to set up using a Microsoft Account you already have (1/14)

Follow the steps below to perform the initial setup.



1 Press the power button to start Surface.

2 Tap your preferred language.

3 Tap "Continue in English."



4 The "Are you sure this is the correct country or region?" screen will appear.

5 Tap "Japan."

6 Tap "Yes."



7 The "Is this the correct keyboard layout or input method?" screen will appear.

8 Tap "Microsoft IME."

9 Tap "Yes."

3 Initial setup

Procedure to set up using a Microsoft Account you already have (2/14)



10 The "Do you want to add a second keyboard layout?" screen will appear.

11 Tap "Skip."



12 The "Connect to the network" screen will appear.

*If you do not see the SSID for your home Wi-Fi, please check your Wi-Fi router's documentation.

13 Tap the SSID you wish to connect to.

14 Tap "Connect."

Check "Automatically Connect" for Wi-Fi that you often use, such as at school.

What is an SSID?

A name attached to a Wi-Fi signal. Each school or home Wi-Fi has a different name.

SSIDs other than the one you are connecting to will also be displayed.

3 Initial setup

Procedure to set up using a Microsoft Account you already have (3/14)



15 Enter the SSID password under "Enter your password."

16 Tap "Next."

Password

A password that is required to connect to each Wi-Fi. Each school or home Wi-Fi SSID has a different password.

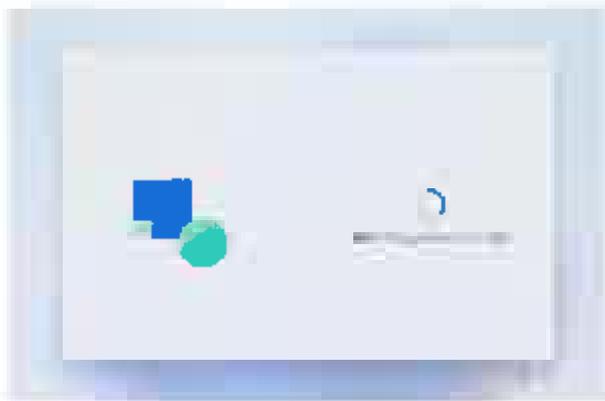
If you are at school, please enter the password provided to you



17 Tap "Next."

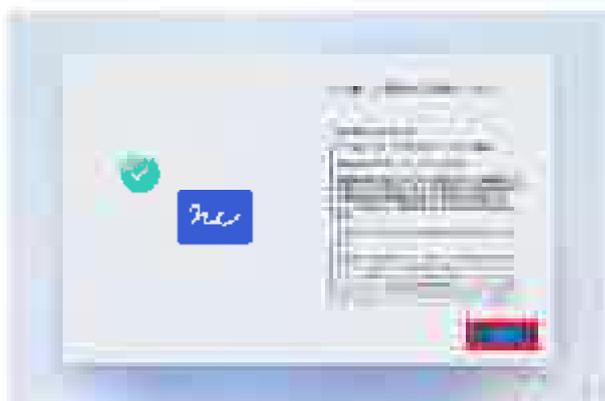
3 Initial setup

Procedure to set up using a Microsoft Account you already have (4/14)



18 The "Checking for the latest software" screen may appear.

Your device may restart automatically after it finishes checking for updates.



19 The "Please Confirm License Agreement" screen will appear.

20 Tap "Agree."



21 If the "Let's name the device" screen appears, enter a device name of your choice.

22 Tap "Next."

23 Surface will restart.

3 Initial setup

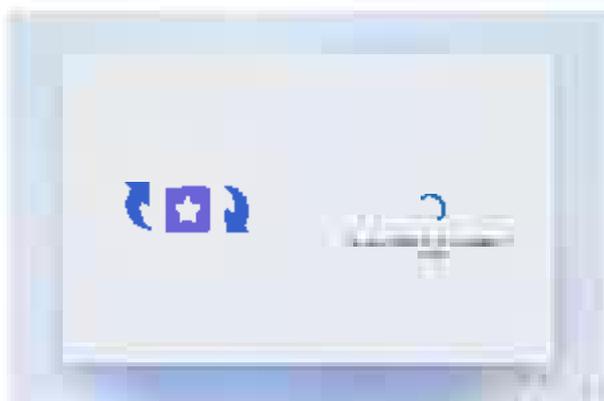
Procedure to set up using a Microsoft Account you already have (5/14)



24 The "How would you like to configure this device?" screen will appear.

25 Tap "Personalize."

26 Tap "Next."



27 The "Checking for Windows updates" screen will appear.



28 A screen stating "Updating. Please wait." may appear.

Do not turn off your Surface.

*It may take more than 30 minutes.

*Your device may restart.

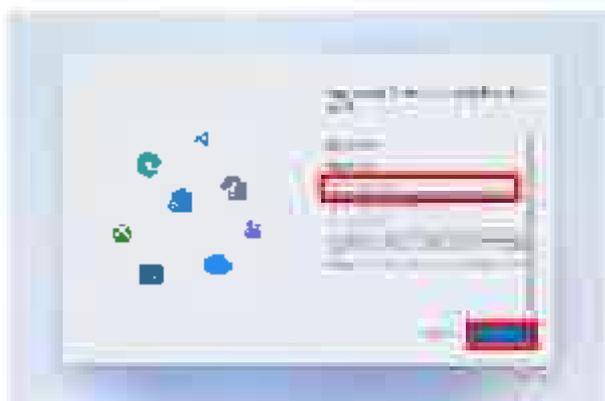
3 Initial setup

Procedure to set up using a Microsoft Account you already have (6/14)



29 The "Unlock Microsoft Experience" screen will appear.

30 Tap the "Sign In" button.



31 The "Add Microsoft Account" screen will appear.

32 Enter the email address of your Microsoft Account and tap "Next."

If a Microsoft Account has not been created or is not available, refer to the procedure on page 28 of these instructions to create a Microsoft Account prior to setup.

3 Initial setup

Procedure to set up using a Microsoft Account you already have (8/14)

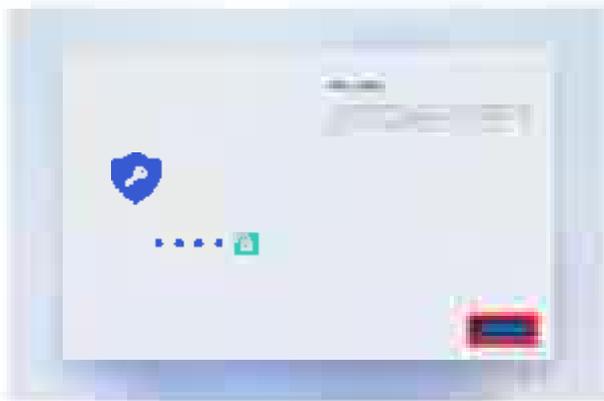


1 If no contact email address has been registered with the Microsoft Account you're using to sign in, the "Enter Password" screen will appear.

2 If the "Enter Password" screen appears, enter your Microsoft Account password, then tap "Sign In."

3 Initial setup

Procedure to set up using a Microsoft Account you already have (9/14)



39 The "Create PIN" screen will appear.

40 Tap the "Create PIN" button.



41 The "PIN Setup" screen will appear.

42 Enter the PIN to be set.

*The PIN must be set using only numbers with at least four and no more than 127 characters.

43 Tap "OK."

Memo

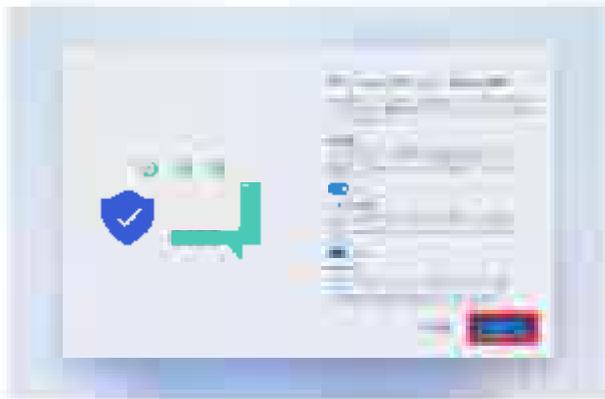
You will need to initialize your device if you forget your password or PIN.

Make a note of your password or PIN and keep it in a safe place. Never share this information with others.

PIN _____

3 Initial setup

Procedure to set up using a Microsoft Account you already have (10/14)



44 The "Select Device Privacy Settings" screen will appear.

45 Tap "Next."



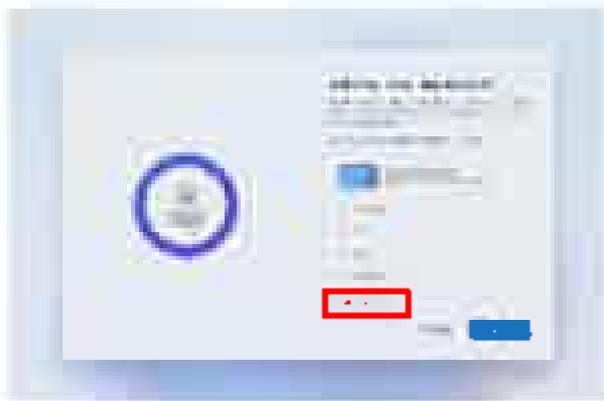
46 Tap "Next."



47 Tap "Agree."

3 Initial setup

Procedure to set up using a Microsoft Account you already have (11/14)



48 The "Let's get started, OO!" screen may appear.

49 If so, tap "More Options."



50 The "Select Device to Restore" screen will appear.

51 Select "Set Up As a New Computer."



52 The "Are you sure? You won't be able to restore this computer from a backup later" screen will appear.

53 Select "Set Up As a New Computer."

3 Initial setup

Procedure to set up using a Microsoft Account you already have (12/14)



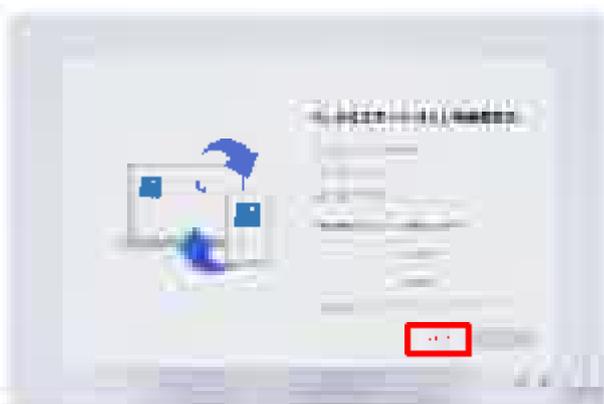
54 The "Customize Your Experience" screen will appear.

55 Swipe the screen up.



56 Tap "School."

57 Tap "Accept."



58 The "Use a smartphone from this PC" screen will appear.

59 Tap "Skip."

3 Initial setup

Procedure to set up using a Microsoft Account you already have (13/14)



60 The "Back up the photos on your phone" screen may appear.

61 If so, tap "Skip."



62 The "Always allow access to the latest browsing data" screen will appear.

63 Tap "Accept."



64 The "Did you know you can use Microsoft 365 for free?" screen will appear.

65 Tap "Next."

3 Initial setup

Procedure to set up using a Microsoft Account you already have (14/14)



66 The desktop screen will appear.

67 That's it.

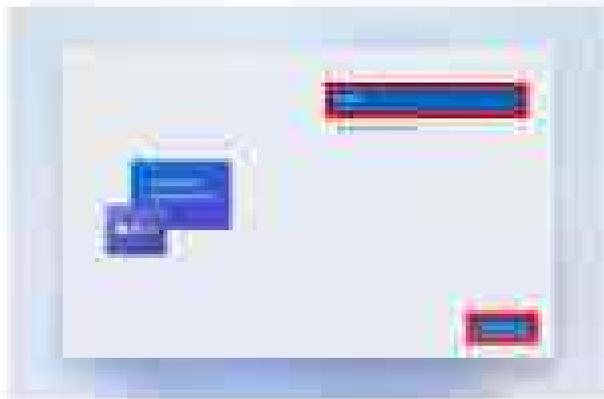
This completes the initial setup using a Microsoft Account you already have.

Next, go to "4 Tasks after initial setup" on page 93.

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (1/24)

Follow the steps below to perform the initial setup.



1 Press the power button to start Surface.

2 Tap your preferred language.

3 Tap "Continue in English."



4 The "Are you sure this is the correct country or region?" screen will appear.

5 Tap "Japan."

6 Tap "Yes."



7 The "Is this the correct keyboard layout or input method?" screen will appear.

8 Tap "Microsoft IME."

9 Tap "Yes."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (2/24)



10 The "Do you want to add a second keyboard layout?" screen will appear.

11 Tap "Skip."



12 The "Connect to the network" screen will appear.

*If you do not see the SSID for your home Wi-Fi, please check your Wi-Fi router's documentation.

13 Tap the SSID you wish to connect to.

14 Tap "Connect."

Check "Automatically Connect" for Wi-Fi that you often use, such as at school.

What is an SSID?

A name attached to a Wi-Fi signal. Each school or home Wi-Fi has a different name. SSIDs other than the one you are connecting to will also be displayed.

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (3/24)



15 Enter the SSID password under "Enter your password."

16 Tap "Next."

Password

A password that is required to connect to each Wi-Fi. Each school or home Wi-Fi SSID has a different password.

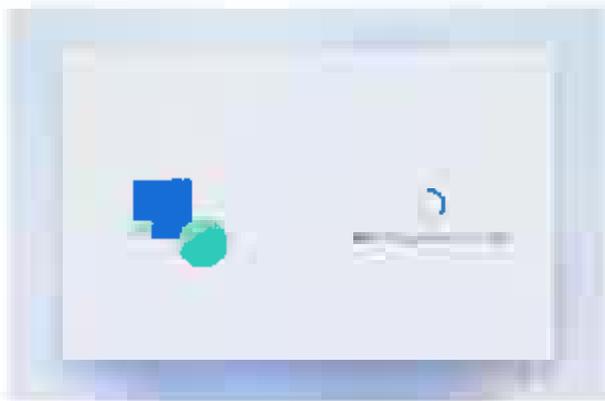
If you are at school, please enter the password provided to you



17 Tap "Next."

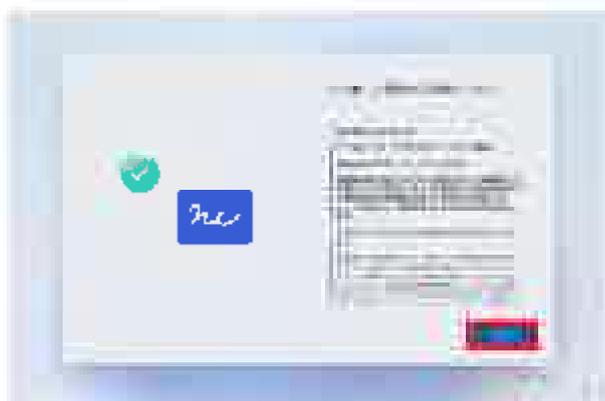
3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (4/24)



18 The "Checking for the latest software" screen may appear.

Your device may restart automatically after it finishes checking for updates.



19 The "Please Confirm License Agreement" screen will appear.

20 Tap "Agree."



21 If the "Let's name the device" screen appears, enter a device name of your choice.

22 Tap "Next."

23 Surface will restart.

3 Initial setup

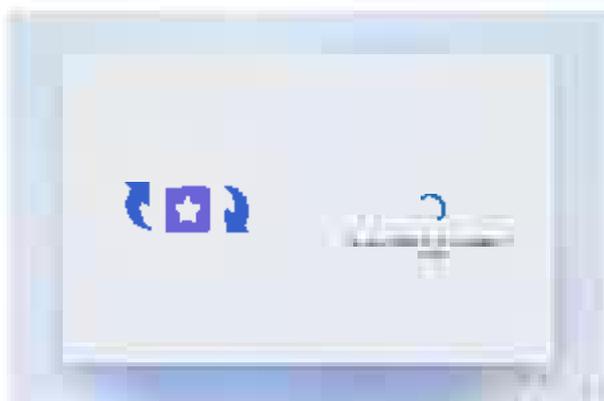
Setup procedure for creating a new Microsoft Account on the Surface (5/24)



24 The “How would you like to configure this device?” screen will appear.

25 Tap “Personalize.”

26 Tap “Next.”



27 The “Checking for Windows updates” screen will appear.



28 A screen stating “Updating. Please wait.” may appear.

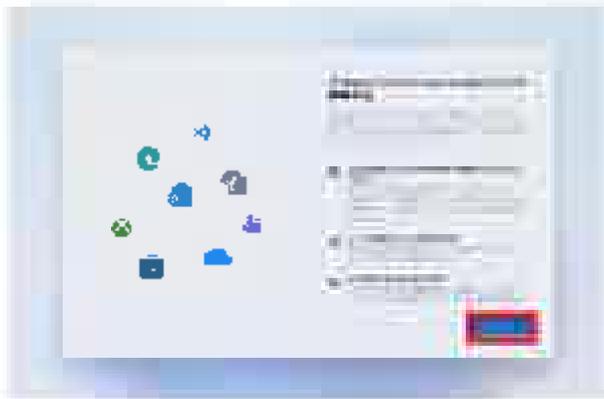
Do not turn off your Surface.

*It may take more than 30 minutes.

*Your device may restart.

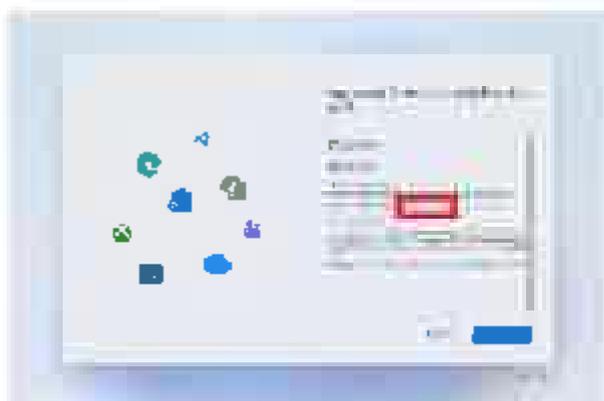
3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (6/24)



29 The "Unlock Microsoft Experience" screen will appear.

30 Tap the "Sign In" button.



31 The "Add Microsoft Account" screen will appear.

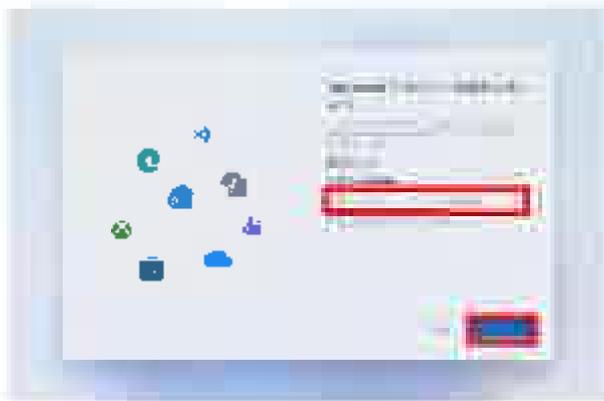
32 Tap "Create one!"



33 Tap "Get New Email Address."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (7/24)



34 Enter a new email address you wish to create.

35 Tap "Next."

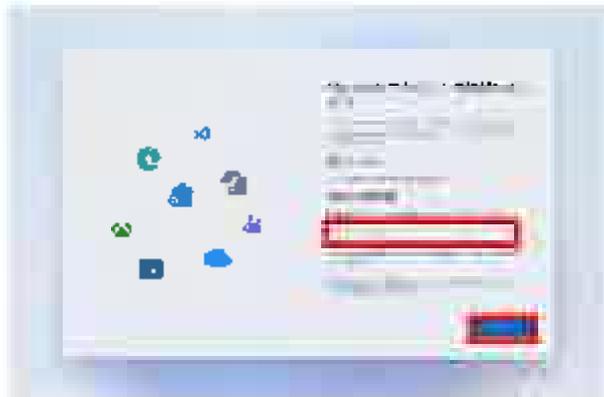
Memo

Make a note of your email address and keep it in a safe place.

Email address _____

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (8/24)



36 Enter the password you want to set for your Microsoft Account.

*Passwords must be at least eight characters long and contain at least two of the following: uppercase and lowercase letters, numbers, and symbols.

37 Tap "Next."

If you enter an easy-to-guess password, the "Create Password" screen will reappear. Refer to the information below to follow Step 36 again.

The following passwords are easy to guess.

- English words, English words with simple numbers or symbols, etc.

(Examples) Password, password01!

- Sequential numbers, consecutive letters adjacent to each other on the keyboard layout, etc.

(Examples) abc123456, qwerty123

Memo

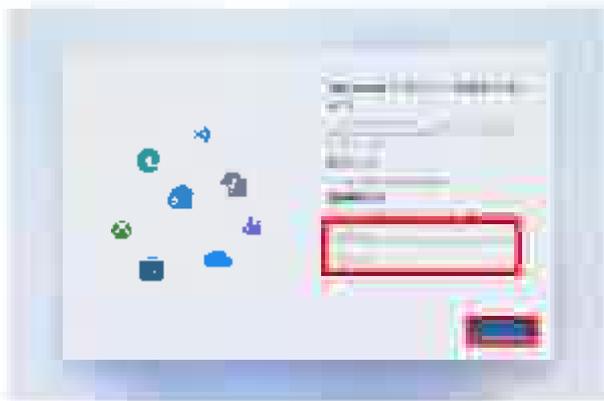
You will need to initialize your device if you forget your password or PIN.

Make a note of your password or PIN and keep it in a safe place. Never share this information with others.

Password _____

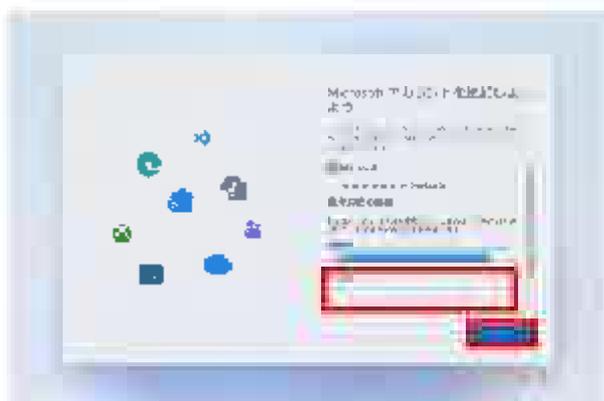
3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (9/24)



38 Enter your name.

39 Tap "Next."



40 Enter your date of birth.

41 Tap "Next."

*The steps below may differ from those listed here when entering the date of birth of someone 16 or under.



42 Enter your contact email address.

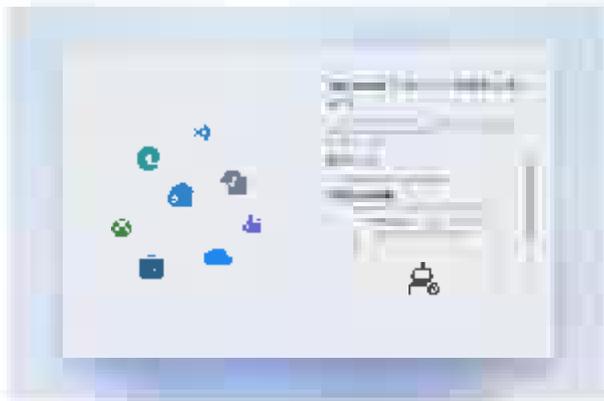
*Enter a different email address from the email address entered in Step 34.

Enter an email address that you usually check, because it will be used in the event that you forget your password.

43 Tap "Next."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (10/24)



44 The “Solve the puzzle to prove you’re not a robot” screen may appear.



45 Swipe the screen up.

46 Tap “Solve the puzzle.”

47 Follow the instructions on the screen to solve the puzzle.

*The puzzle changes each time.

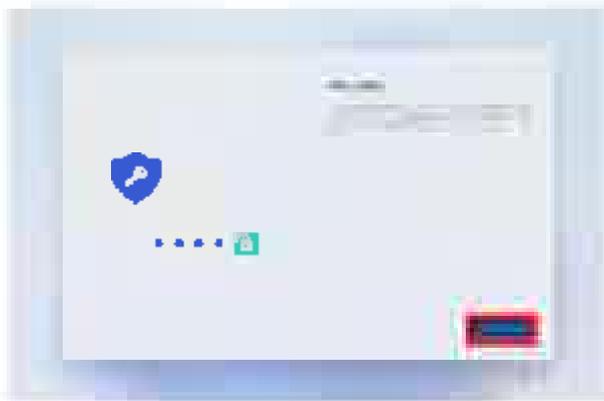


48 The “Do you want to use face recognition to sign in more quickly and securely?” screen will appear.

49 Tap “Skip for now.”

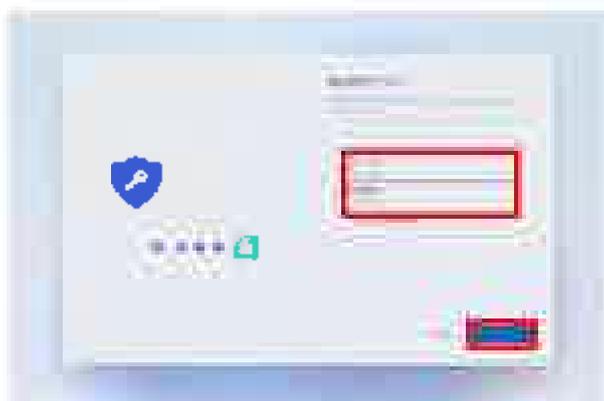
3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (11/24)



50 The "Create PIN" screen will appear.

51 Tap the "Create PIN" button.



52 The "PIN Setup" screen will appear.

53 Enter the PIN to be set.

*The PIN must be set using only numbers with at least four and no more than 127 characters.

54 Tap "OK."

Memo

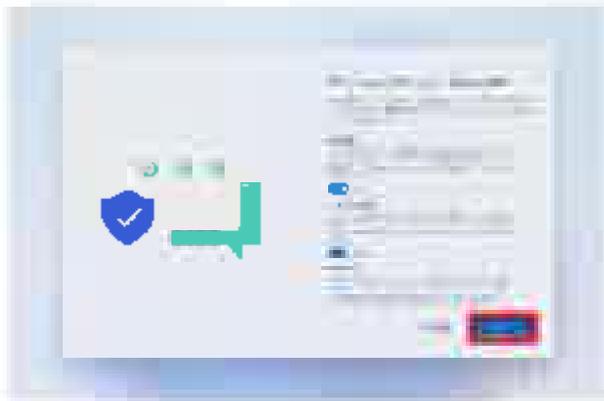
You will need to initialize your device if you forget your password or PIN.

Make a note of your password or PIN and keep it in a safe place. Never share this information with others.

PIN

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (12/24)



55 The "Select Device Privacy Settings" screen will appear.

56 Tap "Next."



57 Tap "Next."



58 Tap "Agree."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (13/24)



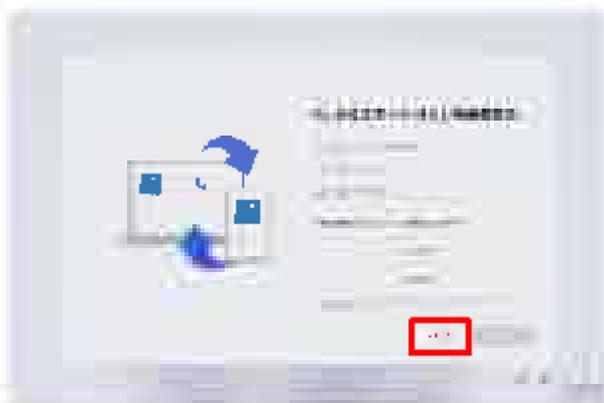
59 The "Customize Your Experience" screen will appear.

60 Swipe the screen up.



61 Tap "School."

62 Tap "Accept."



63 The "Use a smartphone from this PC" screen will appear.

64 Tap "Skip."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (14/24)



65 The "Back up the photos on your phone" screen may appear.

66 If so, tap "Skip."



67 The "Always allow access to the latest browsing data" screen will appear.

68 Tap "Accept."



69 The "Did you know you can use Microsoft 365 for free?" screen will appear.

70 Tap "Next."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (15/24)



71 The desktop screen will appear.

72 That's it.

When a Microsoft Account is created and setup is complete using the date of birth of someone 16 years or younger, the "This account requires parental or guardian consent" screen may appear.

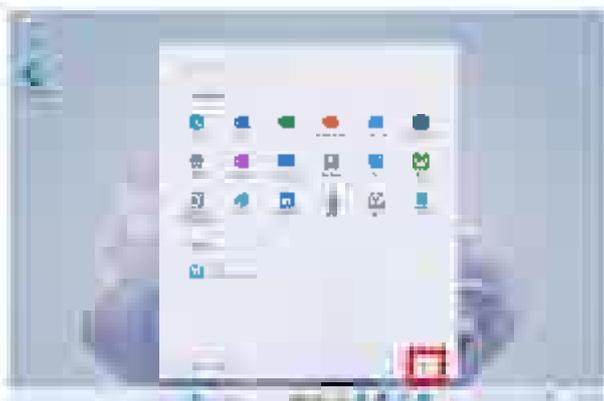
Next, follow the procedures on the next page.

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (16/24)



1 Tap "Start."



2 Tap "Power."



3 Tap "Lock."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (17/24)



4 The "Lock Screen" will appear.

5 Swipe the Lock Screen up.



6 Tap "Sign In."



7 The "Confirm Email" screen will appear.

8 Enter the contact email address registered to **the student Microsoft Account** and tap "Send Code."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (18/24)



9 Enter the code sent to your contact email address and tap the "Sign In" button.



10 The "This account requires the consent of a parent or guardian" screen will appear.

11 Tap "I'm a parent or guardian."

12 Tap "Continue."



13 The "Sign In" screen will appear.

14 Enter the email address of **a parent or guardian's Microsoft Account**.

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (19/24)



15 The "Select Sign In Method" screen will appear.

16 Tap "Use Password."



17 Enter the password for **a parent or guardian's Microsoft Account**.

18 Tap "Sign In."



19 The "Consent to ●●'s Microsoft Account" screen will appear.

20 Swipe the screen up.

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (20/24)



21 "Signature (Enter Name Again)" will be shown.

22 Enter the name as shown in the signature field.

*You may need to enter your given name first, then your surname.

*A half-width space between the given name and surname is required

*A signature may not be required.



23 Tap "Yes, I consent."



24 The "Can ●● use other apps besides Microsoft on this account?" screen will appear.

25 Tap "Continue."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (21/24)



26 The "●● is ready to use the device with Family Safety enabled!" screen will appear.

27 Tap the "x" button.



28 Tap "Sign In."



29 The "Confirm Email" screen will appear.

30 Enter the contact email address registered to **the student Microsoft Account** and tap "Send Code."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (22/24)



31 Enter the code sent to your contact email address and tap the "Sign In" button.



32 The "Do you want to use face recognition to sign in more quickly and securely?" screen will appear.

33 Swipe the screen up.



34 Tap "Skip for now."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (23/24)



35 The "Create PIN" screen will appear.

36 Tap "Next."



37 The "PIN Setup" screen will appear.

38 Enter the PIN to be set.

*The PIN must be set using only numbers with at least four and no more than 127 characters.

39 Tap "OK."

3 Initial setup

Setup procedure for creating a new Microsoft Account on the Surface (24/24)



40 The desktop screen will appear.

41 That's it.

This completes the initial setup to create and set up a new Microsoft Account.

Next, go to "4 Tasks after initial setup" on page 93.

By default, the device will switch to the lock screen when Surface usage reaches a total of 4 hours per day.



The procedure for lifting the usage time restriction is listed on page 48 onward. Check before applying settings.