



Surface Go 4 for Business Product FAQ

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Contents

- Security, flexibility, and durability for your frontline 1
 - Durability and quality for frontline workers..... 1
 - Productivity & performance for every task..... 2
 - Flexibility to get the job done 2
 - Maximizing security on the field and in the office..... 2
- Technical specifications..... 4
- Questions..... 7
 - Overview 7
 - What’s new for Surface Go 4?..... 7
 - How does being a Secured core PC make Surface Go 4 more secure? 7
- SKUs & availability 8
 - What are the hardware configurations? 8
 - When does Surface Go 4 start shipping? 8
 - Which markets is Surface Go 4 available in?..... 8
 - Is the Go line in consumer being discontinued? Why are you only releasing a commercial SKU? 8
 - Why did the price increase on the device, even though it looks the same as Surface Go 3? 8
 - Is this the same chassis and same screen as Surface Go 3?..... 8
 - Are there changes to the Type Cover? 8
 - Will there be an LTE variant? 9
 - What version of Windows does Surface Go 4 ship with? 9
 - Can I still get it installed with Windows 10? 9
 - What type of storage is included in Surface Go 4? 9
 - Why does Surface Go 4 only use UFS storage? Why is there no option for SSD NVMe storage?..... 9
 - Is Surface Go 4 fanless? 9
 - Why is there only NFC on Surface Go 4 for Business? 9
- Audience..... 10
 - Who is Surface Go 4 for? Who do you see buying it?..... 10
 - Why is Surface Go 4 an ideal choice for frontline workers?..... 10
 - Is Surface Go 4 a good device for students? 10
- Power 10
 - How long is the battery life on Surface Go 4?..... 10

Does Surface Go 4 keep the same 24-watt compact power brick as Surface Go?	10
What is the battery design for Surface?	10
How long does it take to charge Surface Go 4?	11
Compete	11
How does Surface Go 4 stack up against the Apple iPad?	11
Ports	11
What USB-C spec does Surface Go 4 support?	11
Does our implementation of USB-C support Thunderbolt?	11
Can I use USB-C to charge Surface Go 4?	11
Is there expandable storage on Surface Go 4?	12
How much extra storage can I get with the MicroSDXC card?	12
Video & audio	12
With video conferencing being used more than ever, how is the quality of the experience on Surface Go 4?	12
Wireless functionality	12
What is the Wi-Fi card on Surface Go 4?	13
What NFC reader is included?	13
What scenarios does NFC support?	13
Does NFC include support for financial transactions?	13
Where is the NFC card reader located on the device?	13
How do I turn NFC on or off?	14
Does Surface Go 4 feature Wi-Fi 6 and Bluetooth 5 capability?	14
Enterprise management and security	14
What UEFI settings can I manage using Intune and DFCI?	15
What is the complete list of UEFI settings that can be managed with SEMM?	15
What is the advantage of Microsoft's UEFI compared with third-party UEFI?	16
Does Surface Go 4 firmware support Kiosk mode and Battery Limit mode?	16
Does Surface Go 4 have TPM?	16
What exactly is a discrete TPM?	17
Why might I opt for a discrete TPM?	17
Can TPM receive updates alongside Windows and firmware?	17
Where can I learn more about TPM?	17
What is Microsoft Surface Management Portal?	17
What does this release mean for commercial customers and IT admins? How should they think about this	

update and implement it across their workforces?	17
What is the value of mobile application management (MAM) for Windows?	18
Can IT teams customize limits for mobile application management (MAM) for Windows for their organization?	18
What are the minimum system requirements for mobile application management (MAM) for Windows?	18
What is Windows 365 Boot?	18
What is Windows 365 Switch?	18
Windows Backup & Restore	18
What is the Windows Backup and Restore feature?	18
What are the minimum system requirements for Windows Backup?.....	19
Will Backup and Restore be available via Microsoft Entra ID for commercial customers?.....	19
How much free storage do I need to use Windows Backup?	19
What if I don't have the free storage needed for Windows Backup?	19
Serviceability	19
Could you clarify the term "serviceability"?.....	19
What are the replacement components?	19
Is the hard drive removable?.....	20
Where can we obtain replacement parts for on-site servicing?.....	20
Do replacement components come with a warranty?	20
Where can I learn more about serviceability?	20
What are you doing to reduce the environmental impact of your devices?	20
OS Choice	20
I'm not ready for Windows 11. What is the minimum OS version available on new devices?.....	20
Can Surface Go 4 come with Windows 10 preinstalled?.....	21
Why is there a \$50 surcharge for Windows 10?	21
What's the advantage of OS Choice?.....	21
Who is this option intended for?	21
How do commercial customers place orders?	21
End users	21
How do I connect external displays?.....	21
What is the maximum external monitor support for Surface Go 4?.....	21
What is the screen resolution?	21
What colors does Surface Go 4 come in?.....	22
Why is Surface Go 4 not available in Matte Black?.....	22

How do I clean the screen?	22
Where can I find the serial number?	22
How do I adjust the speaker volume and screen brightness?	22
Will the kickstand break if I apply too much force?	22
Why does Windows Hello sometimes not recognize me?	22
My computer won't turn on. How do I perform a hard reset?	22
Pen and touch	23
What Surface pens can be paired with Surface Go 4?	23
Learn more	24

List of Tables

Table 1. Surface Go 4 tech specs.....4

Table 2. Surface Go 4 SKUs..... 8

Table 3. Comparing wireless functionality on Surface Go 412

List of Figures

Figure 1. RFID reader on Surface Go 4.....14

Figure 2. IT admins can manage NFC via SEMM & Surface UEFI Configurator..... 14

Figure 3. IT admins can manage components via SEMM & Surface UEFI Configurator15

Figure 4. IT admins can manage advanced settings via SEMM & Surface UEFI Configurator16

Security, flexibility, and durability for your frontline

Surface Go 4 is the reliable and portable 2-in-1 that's built for the frontline. Powered by the full Windows 11 Pro experience and a flexible design to get the job done. Whether your employees are guiding purchases at a kiosk, delivering patient care, managing field operations, or staffing call centers, they can improve productivity with easy-to-handle and durable devices with flexibility.



Durability and quality for frontline workers

Our most portable business laptop and tablet helps you speed through tasks from anywhere with touch, pen¹, a full keyboard experience, and all-day battery life. Designed with frontline workers in mind, Surface Go 4 is tested for durability and reliability and can be paired with a deep range of commercial-grade accessories¹ to create the perfect solution for your business.

- **Surface Go 4 is built for the needs of frontline workers.** We focus on premium craftsmanship and double down on quality and reliability by putting our devices through testing that simulates various real-world scenarios.
- **All-day battery life up to 12.5 hours².** All-day battery life and Fast Charging through Surface Connect or USB-C.³
- **Combine with ruggedized cases and vehicle mounts.** Customized for your organization's needs with Designed for Surface antimicrobial and ruggedized cases, vehicle mounts¹, and more tailored for your specific business needs.
- **Most portable Surface at only 1.15 lbs.⁴** Our smallest, most portable Surface PC has a 10.5" touchscreen and starts at only 1.15 lbs. It is easy to carry around with its thin, durable, and light design.
- **Built for touch and pen.** Windows 11 Pro with Microsoft 365 apps⁷ are built for touch and pen and have been optimized for the best performance and experiences on Surface Go 4.
- **More parts that are replaceable.⁵** Get more out of your device with more components that are replaceable. Major components in Surface Go 4, including the motherboard, battery, and more are replaceable through a network of Authorized Service Providers or on-site through a skilled technician.
- **Handles your browser-based applications and tasks faster.** Keep your frontline workers connected to the data, insights, and people they need with faster browser-based performance.

1. Sold separately.

2. Battery life varies significantly based on usage, network and feature configuration, signal strength, settings, and other factors. See aka.ms/SurfaceBatteryPerformance for details.

3. Fast Charging is supported on Surface Go 4 when used with a power supply or USB Type-C PD charger rated at 60W or higher, sold separately (Fast Charging not supported with in-box PSU).

4. Weight not including Surface Go Type Cover.

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

Productivity & performance for every task

Surface Go 4 delivers the performance you need in an ultra-portable package. With up to 80% faster performance, a full Windows 11 Pro experience, and the hardware you need to collaborate on Microsoft Teams calls.

- **Stay Productive with Microsoft 365 and Dynamics 365.** Get access to the information you need with essential Microsoft apps.⁶ Get connected with the back office over Microsoft Teams, manage work orders with Dynamics 365. Field Service, and process sales using Dynamics 365 Commerce.
- **Supercharge your productivity.** Be more productive with Surface Go 4 and Microsoft Sales Copilot⁶ by harnessing the power of generative AI to deliver real-time insights and automatic content creation so you can focus on building relationships with customers.
- **Have crystal-clear calls.** Crystal clear calls⁷ with 2W stereo speakers with Dolby® Audio™ and with far-field Studio Mics.
- **1080p HD cameras to look great on video calls.** Use the 1080p cameras to look great on your next video call, capture video from the job site, or even scan a document.

Flexibility to get the job done

Surface Go 4 empowers you to get the job done from anywhere. You need your device to be as flexible as you are to get the job done, whether using as a full Windows 11 laptop, handwriting notes using Surface Pen¹, or doing video consult in Microsoft Teams.

- **Docking to a 4K monitor.** Connect with Surface Dock 2¹ or Surface Thunderbolt 4 Dock¹ to a 4K Monitor to turn your Surface Go 4 into desktop PC to get even more done.
- **Add Surface Go Signature Type Cover.** Turn into a full laptop with Surface Go Signature Type Cover¹.
- **Built-in in Kickstand to adjust to perfect angle for taking notes.** Adjust the built-in Kickstand to the perfect angle for taking notes, drawing diagrams, and whiteboarding with Surface Pen.
- **Headphone jack, USB-C® 3.1 port and microSDXC card reader.** Connect the accessories you need.
- **Inclusive from concept to creation.** With Microsoft 365⁶ and accessible accessories we have solutions to help increase the productivity of frontline workers who have difficulty using a traditional PC.

Maximizing security on the field and in the office

Give IT peace of mind knowing that your company and customer data are safe and secured with a Windows 11 Secured-core PC. Save time and money with modern device management, replaceable hardware, built-in cloud-powered security, and multiple methods of highly secure passwordless authentication with Windows Hello.

- **Secured-Core PC with chip to cloud security.** Keep your customer and company data safe and secure. Surface Go 4 is a Secured-core PC and is designed for people handling the most sensitive information, to provide an extra layer of protection against firmware attack.

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

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

- **Secure sign-in with Windows Hello, PIN or NFC badge.** Sign in instantly using Windows Hello with facial recognition, a secure PIN, an NFC badge, or multi-factor authentication with Windows Hello.
- **Remote updates anytime and anywhere.** Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager and DFCI⁸.
- **Flexible solutions for your frontline:** Windows 365 Frontline⁷ helps you share Surface Go 4 across teams with shift workers and allows them to securely access their own personalized Windows experience on any device.
- **Windows 11 Pro is built to be secure right out-of-the-box.** New Windows 11 devices integrate hardware and software for powerful, out-of-the-box protection including a reported 3.1× reduction in firmware attacks.⁹

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

9. Windows 11 Survey Report. Techaisle, February 2022. Windows 11 results are in comparison with Windows 10 devices.

Technical specifications

Table 1. Surface Go 4 tech specs

Feature	Description
Processor	– Intel® Processor N200
Graphics	– Intel UHD Graphics
Memory	– 8GB LPDDR5 RAM
Storage ¹⁰	– Universal Flash Storage (UFS) Drive: 64GB, 128GB, or 256GB
Display	<ul style="list-style-type: none"> – Touchscreen: 10.5" PixelSense™ Display – Resolution: 1920 x 1280 (220 PPI) – Aspect ratio: 3:2 – Contrast ratio: 1500:1 – Color profile: sRGB and Enhanced – Individually color-calibrated display – Touch: 10-point multi-touch – Corning® Gorilla® Glass 3 – Brightness: 350 nits (typical)
Size & weight ¹¹	<ul style="list-style-type: none"> – Length: 9.65 inch (245 mm) – Width: 6.9 inch (175 mm) – Height: 0.33 inch (8.3 mm) – Weight: 1.15 lbs. (521g)
Battery life ¹²	– Up to 12.5 hours of typical device usage
Security	<ul style="list-style-type: none"> – Hardware TPM 2.0 chip for enterprise-grade security and BitLocker support – Enterprise-grade protection with Windows Hello face sign-in – Windows 11 Secured-core PC
Cameras	<ul style="list-style-type: none"> – 1080p Full HD front-facing camera – 8 MP 1080p Full HD rear-facing camera – Windows Hello face authentication camera

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

11. Weight not including Surface Go Type Cover.

12. Surface Go 4 with Intel® Processor N200, 128GB UFS, 8GB RAM. Up to 12.5 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in April-June 2023 using preproduction Windows 11 software and preproduction Surface Go 4 with Intel® Processor N200, 128 GB UFS, 8 GB RAM devices. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel, and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows 11 Version 10.0.22621.1485 (22H2). Battery life varies significantly with settings, usage, and other factors.

Audio	<ul style="list-style-type: none"> – Dual far-field Studio Mics with Voice Clarity¹³ – 2 W stereo speakers with Dolby® Audio™ Premium
Ports	<ul style="list-style-type: none"> – USB-C® 3.1 (data, DisplayPort, and charging) – MicroSDXC card reader – 3.5 mm headphone jack – Surface Type Cover port – Surface Connect port
Network and connectivity	<ul style="list-style-type: none"> – Wi-Fi 6: 802.11ax compatible – Bluetooth® Wireless 5.1 technology
Pen & accessories compatibility	<p>Pen compatibility:</p> <ul style="list-style-type: none"> – Designed for Surface Pen, Microsoft Classroom Pen 2, Microsoft Business Pen¹ – Integrated magnetic storage with Surface Pen¹ – Supports Microsoft Pen Protocol (MPP) <p>Keyboard compatibility:</p> <ul style="list-style-type: none"> – Surface Go Signature Type Cover – Surface Go Type Cover
Software	<ul style="list-style-type: none"> – Windows 11 Pro or Windows 10 Pro – Preloaded Microsoft 365 Apps¹⁴ – Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial¹⁵
Accessibility	<ul style="list-style-type: none"> – Compatible with Surface Adaptive Kit¹⁶ – Compatible with Microsoft Adaptive Accessories – Includes Windows Accessibility Feature – Learn More Accessibility Features Microsoft Accessibility – Discover more Microsoft Accessible Devices & Products - Accessible Devices & Products for PC & Gaming Assistive Tech Accessories - Microsoft Store
Serviceability	<p>Replacement components¹⁷ include:</p> <ul style="list-style-type: none"> – Display – Battery and back cover – Kickstand – Hinge

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

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

15. Activation required. If your device is managed by your organization's IT department, contact your IT administrator for activation. After 30 days, you will be charged the applicable monthly or annual subscription fee. Credit card required. Cancel any time to stop future charges. See <https://aka.ms/m365businesstrialinfo>.

16. Keycap labels can fit on the keys on the Surface Go Type Cover and Surface Laptop Go but will require a more precise application due to the key size.

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

	<ul style="list-style-type: none"> - Motherboard - MicroSDXC card reader - Type Cover connector - Front camera - Rear camera - Windows Hello camera - Speakers
Exterior	<ul style="list-style-type: none"> - Casing: Magnesium - Colors: Platinum - Physical Buttons: Volume, Power
Kickstand	<ul style="list-style-type: none"> - Kickstand with 165 degrees full friction hinge
Sensors	<ul style="list-style-type: none"> - Ambient light sensor - Accelerometer - Gyroscope - Magnetometer - NFC
What's in the box	<ul style="list-style-type: none"> - Surface Go 4 - 24W Power Supply - Quick Start Guide - Safety and warranty documents
Warranty ¹⁸	<ul style="list-style-type: none"> - 1-year limited hardware warranty
Battery capacities ¹⁹	<ul style="list-style-type: none"> - Battery Capacity Nominal (Wh) 29 · Battery Capacity Min (Wh) 28 - Might vary depending on manufacturing processes.

^{18.} Microsoft's Limited Warranty is in addition to your consumer law rights.

^{19.} Might vary depending on manufacturing processes.

Questions

Overview

What's new for Surface Go 4?

Faster performance

- Surface Go 4 introduces the latest generation quad-core Intel® N200 Processor with an 80% increase in performance of the entry SKU over Surface Go 3. Surface Go 4 brings snappy performance for every SKU at an affordable price.
- Improved performance to complete everyday tasks with a faster processor, faster memory, and faster storage on the 64 GB model
- Surface Go 4 is up to 80% faster than Surface Go 3 and is more than 4.5 times faster than the original Surface Go.
- Surface Go 4 delivers up to a 56% increase in GPU performance.
- Keep your frontline workers connected to the data, insights, and people they need with 59% faster performance in Microsoft Edge.

Security

- Surface Go 4 is the most secure Surface Go ever.
- Surface Go 4 is a Secured core PC: Have confidence in the security of your device with hardware-rooted trust and robust Windows security.
- Surface Go 4 devices are equipped with support for near field communication (NFC) for passwordless authentication and more.

How does being a Secured core PC make Surface Go 4 more secure?

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

SKUs & availability

What are the hardware configurations?

Table 2. Surface Go 4 SKUs

Memory	Processor	Storage
8GB RAM	Intel N200	64GB UFS drive
8GB RAM	Intel N200	128GB UFS drive
8GB RAM	Intel N200	256GB UFS drive ²⁰

When does Surface Go 4 start shipping?

- September 21, 2023.

Which markets is Surface Go 4 available in?

- Surface Go 4 will be available globally across Surface markets, with shipments beginning immediately.

Is the Go line in consumer being discontinued? Why are you only releasing a commercial SKU?

- No, it is not. We always keep all our customers - consumer and commercial - in mind when creating devices. Microsoft made the decision to launch Surface Go 4 in commercial because that's where we see more demand.
- We believe in the consumer product line and we will continue to invest there.

Why did the price increase on the device, even though it looks the same as Surface Go 3?

- Surface Go 4 remains a tremendous value at an accessible price. With increased performance and longer battery life, customers get even more value in every configuration at the same price points.

Is this the same chassis and same screen as Surface Go 3?

- Surface Go 4 maintains the compact and lightweight design of Surface Go 3 to keep the same ultra-portability that our customers love. Surface Go 4 will still fit easily in your bag like a small book so you can take it with you from coffee table to café, or classroom to client meeting.
- Except for LTE, Surface Go 4 keeps the same connectivity and expandability as Surface Go 3 with Surface Connect and USB-C ports, MicroSDXC card and full-size headphone jack.
- Surface Go 4 is the most portable Surface PC at only 1.15 lbs. (521g).

Are there changes to the Type Cover?

- The Type Cover for Surface Go 4 is unchanged, offering the same great typing and trackpad experience that

²⁰ Commercial only. Not available for consumers.

customers love with Surface Go 3.

Will there be an LTE variant?

- No. Customers who require mobile connectivity should consider Surface Go 3 with LTE or Surface Pro 9 with 5G.

What version of Windows does Surface Go 4 ship with?

- Surface Go 4 ships with Windows 11 Pro 21H2.

Can I still get it installed with Windows 10?

- Commercial customers can choose to have Surface Go 4 for Business ship with Windows 10 Pro 22H2 for an additional fee of \$50. See the [OS Choice section](#) below to learn more.

What type of storage is included in Surface Go 4?

- Surface Go 4 uses Universal Flash Storage (UFS), developed as a successor to the eMMC (embedded Multimedia Card) standard for embedded storage.
- UFS uses a serial interface, which, among other benefits, allows it to achieve higher data transfer rates compared to parallel interfaces like eMMC.
- UFS offers significant improvements over eMMC, especially when it comes to read/write speeds and multitasking capabilities.

Why does Surface Go 4 only use UFS storage? Why is there no option for SSD NVMe storage?

- UFS storage is smaller and lighter than SSD storage, which is critical for a portable device like Surface Go. UFS also consumes less power than SSD storage, which can extend the battery life and reduce heat generated by the device. UFS also provides similar data transfer rates as the SSD drives on Surface Go 3

Is Surface Go 4 fanless?

- Yes. The device disperses heat using passive cooling which not only helps reduce weight and size of the device but also reduces noise levels. The absence of air vents by design also makes it easier to use Surface Go in high particulate environments like factory floors or mines.

Why is there only NFC on Surface Go 4 for Business?

- All Surface Go for Business devices are equipped to take advantage of greater third-party support for passwordless authentication. Azure AD now supports FIDO2 security keys as an authentication method for signing into operating systems, applications, and services. Organizations can issue NFC security keys to their employees. To learn more, see [NFC support in Surface Go for Business - Surface | Microsoft Learn](#).
- Note that NFC is also included in consumer SKUs but is not exposed to customers, which means it does not appear in the list of devices in Device Manager.

Audience

Who is Surface Go 4 for? Who do you see buying it?

- Surface Go 4 is the best device for commercial tasks wherever you are.
- Surface Go 4 was designed to deliver swift performance across every SKU, offering a competitive price point that welcomes more enthusiasts to the Surface line. With its enhanced capabilities, Surface Go 4 is a go-to device for daily essentials like Office, web browsing, Teams calls, and game streaming, all while being the most compact Surface PC. Furthermore, with comprehensive DFCI support, administrators can remotely manage select firmware-level operations, such as disabling the camera.
- The primary commercial target groups for Surface Go 4 include frontline professionals, information workers, and businesses focused on digital transformation. For these audiences, premium Surface devices aren't merely instruments; they reflect a wider strategy emphasizing employee or student empowerment, satisfaction, and loyalty.

Why is Surface Go 4 an ideal choice for frontline workers?

- In commercial settings, whether it's at the reception, in busy retail spaces, or out in the field, frontline workers can count on Surface Go 4's portability to efficiently tackle their tasks. With kiosk mode, employers can streamline app access, ensuring workers focus only on the essential applications during customer interactions or at job sites.
- Moreover, modern students and educational institutions will appreciate Surface Go 4's sleek design, easy portability, and adaptability. Its NFC integration allows quick access to exams or educational materials with just a simple touch or pen tap.

Is Surface Go 4 a good device for students?

- Surface Go 4 is a great device for students in K-12. Its portable design and 10.5" Touchscreen are easy to use and hold for children of all ages, in a size they can slip nicely in school bags and take on long road trips.
- The Intel processor and 1080P camera, Studio Mics, and Dolby speakers make it easy to use this device for homework, remote learning environments, watching shows, and playing games like Minecraft.

Power

How long is the battery life on Surface Go 4?

- Up to 12.5 hours of battery life for typical device usage.¹²

Does Surface Go 4 keep the same 24-watt compact power brick as Surface Go?

- Surface Go 4 ships with a 24-watt PSU inbox.

What is the battery design for Surface?

- Surface battery design uses a rechargeable lithium-ion cell battery pack specifically designed to attain optimal battery life and power integrity conditions.

How long does it take to charge Surface Go 4?

- You can charge your Surface Go 4 as follows:
 - 65% in an hour with the inbox 24W charger.²¹
 - 82% in an hour with Surface Dock 2.²²
 - 83% in an hour with 65W USB-C charger.²³

Compare

How does Surface Go 4 stack up against the Apple iPad?

- Surface Go 4 with the Surface Go Type Cover is lighter than the Apple iPad 10.9 inch with the Magic Keyboard Folio.²⁴
- Surface Go 4 is more suitable for multitasking than Apple iPad 10.9 inch. Surface Go 4 allows you to extend content to an external monitor and multitask with multiple windows open.
- Surface Go with an integrated continuous kickstand is more versatile than Apple iPad 10.9 inch.

Ports

What USB-C spec does Surface Go 4 support?

- USB has always focused on fast transfer speeds and power support for peripherals. To bring the best USB experiences to market across our portfolio for our customers, we are prioritizing the following functionality:
 - USB-C 3.1 Gen 2, which is capable of 10 Gbps data transfer speeds across our product portfolio.
 - 4K video-out support for dual monitors.

Does our implementation of USB-C support Thunderbolt?

- No. Our connector is USB-C only.

Can I use USB-C to charge Surface Go 4?

- Yes, you can charge your Surface Go 4 up to 83% in an hour with a 65W USB-C charger²³ (sold separately).
- We recommend using Surface Connect for the best charging experience, including Fast Charging capabilities. For third party chargers, we recommend using a 65W USB-C charger or – at a minimum – a USB-C charger capable of delivering the same wattage as the power supply included with your device (24

21 Testing conducted at Microsoft in June 2023 using pre-production devices and Software. Tested with the inbox 24W PSU under controlled conditions. Device was powered on to desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.

22. Testing conducted at Microsoft in June 2023 using pre-production devices and Software. Tested with Surface Dock 2 under controlled conditions. Device was powered on to desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.

23. Testing conducted at Microsoft in June 2023 using pre-production devices and Software. Tested with an 65W USB-C® charger under controlled conditions. Device was powered on to desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.

24. Source: Apple customer care, February 2023.

watts).

Is there expandable storage on Surface Go 4?

- Yes, it includes a MicroSDXC slot located on the rear of the device.
- The **XC** in the name stands for eXtended Capacity, which means that it has a higher storage capacity than other types of MicroSD cards.

How much extra storage can I get with the MicroSDXC card?

- Currently, the maximum available capacity of a MicroSDXC card is 1 TB.

Video & audio

With video conferencing being used more than ever, how is the quality of the experience on Surface Go 4?

- Surface Go 4 has Full HD front and Full HD rear-facing cameras to keep you connected.
 - 5.0MP front-facing camera with 1080p HD video. We tune the camera to ensure sharp video in low-light and consistent face brightness across various lighting conditions. Every camera is also individually calibrated at the factory to ensure optimal performance.
 - 8.0MP rear-facing autofocus camera with 1080p HD video.
- Enjoy crystal clear calls with 2 W stereo speakers with Dolby® Audio™ and with Studio Mics with Voice Clarity that isolate the background and capture your voice crisply.²⁵
- Windows 11 instantly connects you to the people you care about. With Chat from Microsoft Teams, you can reach anyone (for free) however you prefer (call, chat, text, video) right from your desktop.
- The new Microsoft Teams has been optimized for more efficient use of system resources, using up to 50% less memory and faster load times compared to classic teams.²⁶

Wireless functionality

Table 3. Comparing wireless functionality on Surface Go 4

Component	Surface Go Surface Go LTE	Surface Go 3 Surface Go 3 LTE	Surface Go 4
Wi-Fi/Bluetooth Chipset	Qualcomm QCA6174A	Intel AX200	Intel AX200
LTE modem	Qualcomm® Snapdragon X16 LTE modem	Qualcomm® Snapdragon X16 LTE modem	n/a
NFC reader	NPC300 NFC controller	NPC300 NFC controller	NPC300 NFC controller

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

²⁶ [Introducing the new Microsoft Teams | Microsoft 365 Blog](#)

Component	Surface Go Surface Go LTE	Surface Go 3 Surface Go 3 LTE	Surface Go 4
Wi-Fi	Wi-Fi 5	Wi-Fi 6	Wi-Fi 6
Standard	802.11ac Wave 2	802.11ax	802.11ax
Bluetooth	4.2	5	5.1
Antenna Config	2x2	2x2	2x2
MU-MIMO	Yes	Yes	Yes
160 MHz Support	No	Yes	Yes
Fast Roaming	Full	Full	Full
	802.11k	802.11k	802.11k
	802.11r	802.11r	802.11r
	802.11v	802.11v	802.11v
WPA3 Support	WPA-Personal (19H1)	WPA-Personal (19H2)	WPA-Personal (19H2)
	WPA-Enterprise (Vibranium)	WPA-Enterprise (Vibranium)	WPA-Enterprise (Vibranium)
802.11mc Support	Yes	Yes	Yes

What is the Wi-Fi card on Surface Go 4?

- Intel AX200.

What NFC reader is included?

- Surface Go 4 includes the same NFC reader as Surface Go, the fourth generation NPC300 NFC controller manufactured by [NXP Semiconductor](#).

What scenarios does NFC support?

- The NFC chipset in Surface Go provides a multitude of Tap and go and SSO capabilities. One of the scenarios we have showcased is RFID tagging, which can be used in several ways. You can use the NFC chip to read an RFID tag on a docking solution, letting Surface Go 4 recognize it's in a kiosk or an airplane and launch the relevant kiosk or airline applications. You can also use it to read tags on boxes in a warehouse or manufacturing scenario to inform an application about which parts or inventory is being moved.

Does NFC include support for financial transactions?

- No. This is the primary limitation of NFC as implemented.

Where is the NFC card reader located on the device?

- The upper left corner, viewing the device from the rear, as shown in the following diagram:

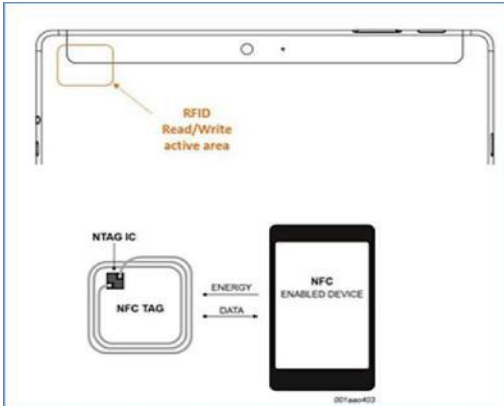


Figure 1. RFID reader on Surface Go 4

How do I turn NFC on or off?

- NFC is on by default. To turn it off manually, you can switch to Airplane mode.
- IT admins can turn it off remotely for one or more devices via Surface Enterprise Management Mode (SEMM) using the [downloadable](#) Surface UEFI Configurator, as shown in the figure below. To learn more, see [Surface Enterprise Management Mode \(SEMM\) - Surface | Microsoft Learn](#).

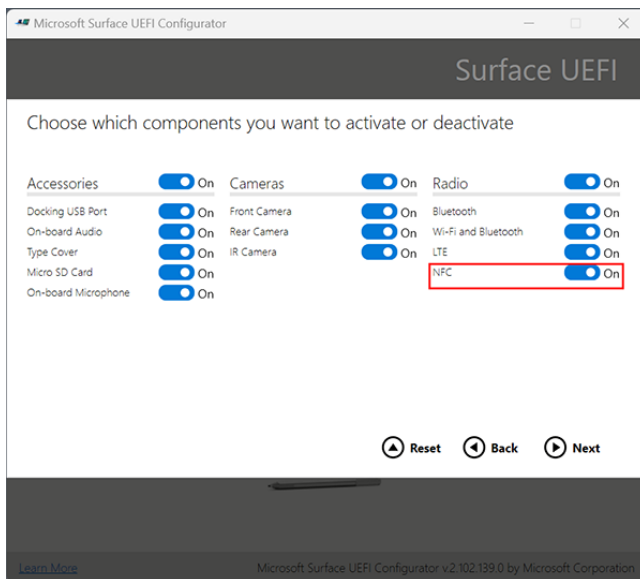


Figure 2. IT admins can manage NFC via SEMM & Surface UEFI Configurator

Does Surface Go 4 feature Wi-Fi 6 and Bluetooth 5 capability?

- Yes, Wi-Fi 6 and Bluetooth 5.1.

Enterprise management and security

Surface Go 4 is built with the versatility to go from home to the road to the most secure managed enterprise environments. Surface devices are designed to utilize a unique Unified Extensible Firmware Interface (UEFI)

engineered by Microsoft specifically for these devices. Surface UEFI settings provide the ability to enable or disable built-in devices and components, protect UEFI settings from being changed, and adjust the Surface device boot settings.

What UEFI settings can I manage using Intune and DFCI?

- See: [Manage DFCI on Surface devices](#)
- [Use Device Firmware Configuration Interface profiles on Windows devices in Microsoft Intune](#)

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

- See the following figures for available settings²⁷, as shown in Surface UEFI Configurator, available for [download](#). (Settings switched to On indicate the default configuration).

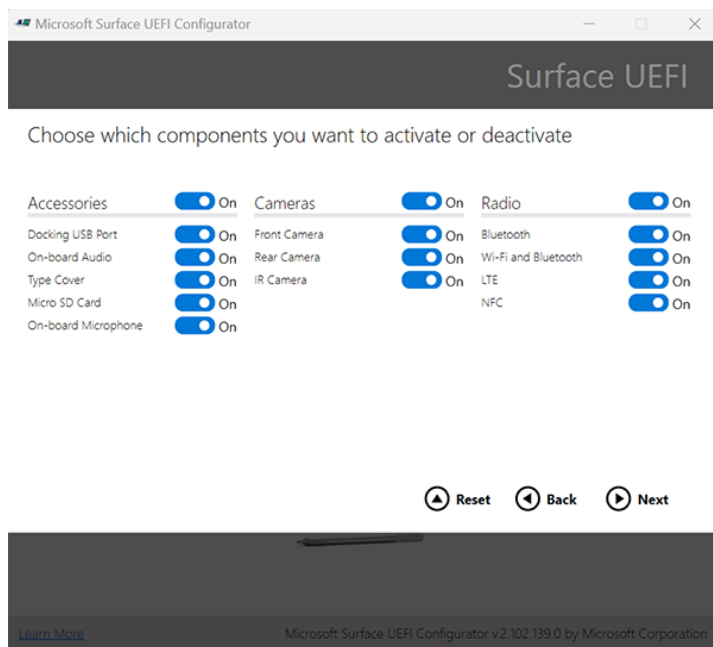


Figure 3. IT admins can manage components via SEMM & Surface UEFI Configurator

²⁷. LTE setting not applicable to Surface Go 4.

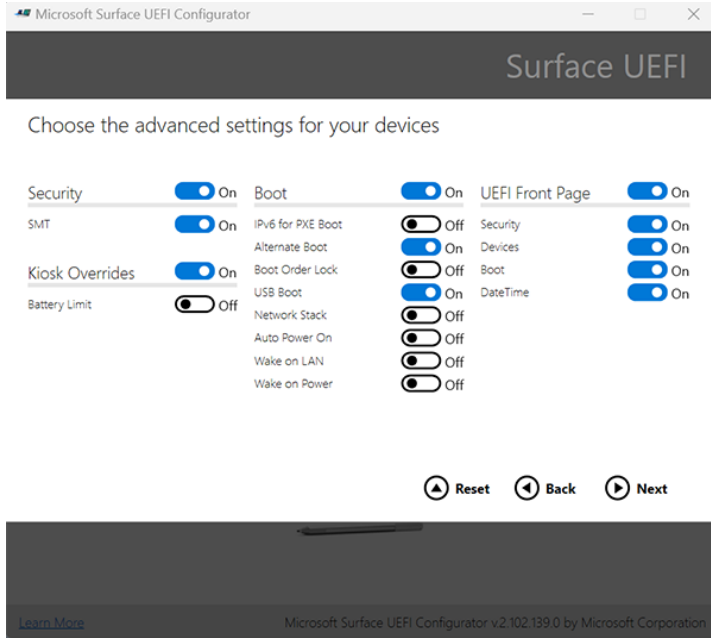


Figure 4. IT admins can manage advanced settings via SEMM & Surface UEFI Configurator

- To manage Surface Go 4 with Surface Enterprise Management Mode (SEMM), refer to [Surface Enterprise Management Mode \(SEMM\) - Surface | Microsoft Learn](https://docs.microsoft.com/en-us/surface/surface-enterprise-management-mode) <https://docs.microsoft.com/en-us/surface/surface-enterprise-management-mode>

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

- Microsoft developers write the UEFI²⁸ on Surface Go 4, a security-driven decision that ensures complete oversight and direct control over every line of code. This eliminates the complexity and risk of having to rely on third-party vendors or subcontractors.
- Third-party UEFI that relies on outside vendors or subcontractors may be more exposed to security vulnerabilities.
- Microsoft's UEFI is automatically updated via Windows Update. Other third-party versions of UEFI are typically updated manually.

Does Surface Go 4 firmware support Kiosk mode and Battery Limit mode?

- Yes.

Does Surface Go 4 have TPM?

- Yes: Surface Go 4 has a discrete Trusted Platform Module (dTPM) 2.0 chip.

What exactly is a discrete TPM?

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

Why might I opt for a discrete TPM?

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

Can TPM receive updates alongside Windows and firmware?

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

Where can I learn more about TPM?

- Refer to the Microsoft Learn [TPM documentation](#).

What is Microsoft Surface Management Portal?

- In light of our continued commitment to bringing commercial customers the best possible experience, we partnered with teams across Microsoft to streamline Surface management into a single view within Microsoft Intune admin center.⁶ Whether you lead a large organization with thousands of devices or manage IT for a small-medium business, you can now gain insight into the health of all your Surface devices and monitor device warranty and support requests — all in one location. . To learn more, see [Surface Management Portal - Surface | Microsoft Learn](#).

What does this release mean for commercial customers and IT admins? How should they think about this update and implement it across their workforces?

- This release provides commercial organization value in key areas like productivity powered by AI, security, and management.
 - In the productivity space powered by AI, we are introducing Copilot in Windows with Bing Chat Enterprise, AI-powered recommendations in Start Menu and File Explorer, and Windows 365 Boot and Windows 365 Switch.
 - In security, a few examples are Windows Hello for Business Passwordless enablement and improved commercial application control policies.
 - For management, we are introducing MAM for Windows and Config Refresh
- To find out more about the commercial value coming on this release, check out this [IT Pro Blog](#)
- Commercial organizations will have access to this release through how they typically deploy their Windows updates, i.e., Windows Update for Business, Windows Server Updates Services (WSUS), and Intune. We recognize that enterprise and education organizations need a stable environment and the ability to control select features introduced via servicing in their organizations. Features that may disrupt organizations will be

off by default for all Windows update-managed devices until the device enables the policy. To learn more, please visit: [Delivering continuous innovation in Windows 11 - Microsoft Support](#)

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

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

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

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

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

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

What is Windows 365 Boot?

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

What is Windows 365 Switch?

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

Windows Backup & Restore

What is the Windows Backup and Restore feature?

- We are introducing backup and restore capabilities that ease moving to a new Windows 11 PC and help app developers retain users across this new PC transition. These changes enable users to return to productivity on their new Windows 11 PC within minutes. Users can move most settings, apps, and files from one PC to

another based on their credentials, so their settings are "just there" when logging into a new device.

What are the minimum system requirements for Windows Backup?

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

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

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

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

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

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

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

Serviceability

Surface Go 4 is our most repairable Surface Go yet.²⁹ Get more out of your device with more components that are replaceable. Major components in Surface Go 4, including the battery and back cover, display, Kickstand, hinges, motherboard, MicroSDXC connector, Type Cover connector, cameras and speakers are replaceable through a network of Authorized service providers or on-site through a skilled technician.

Could you clarify the term "serviceability"?

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

What are the replacement components?

- Display
- Battery and back cover
- Kickstand

²⁹ Customer Replaceable Units (CRUs) are components available for purchase through your Surface Commercial Authorized Device Reseller. Components can be replaced on-site by a skilled technician following Microsoft's [Service Guide](#). Opening and/or repairing your device can present electric shock, fire and personal injury risks and other hazards. Use caution if undertaking do-it-yourself repairs. Device damage caused during repair will not be covered under Microsoft's Hardware Warranty or protection plans. Availability of replaceable components and service options may vary by market and/or at initial product launch.

- Hinge
- Motherboard
- MicroSDXC card reader
- Type Cover connector
- Front camera
- Rear camera
- Windows Hello camera
- Speakers

Is the hard drive removable?

- No.

Where can we obtain replacement parts for on-site servicing?

- From [Surface Authorized device resellers](#). See [Customer self-serve repair for Surface devices - Surface | Microsoft Learn](#).

Do replacement components come with a warranty?

- Yes, a 90-day warranty.

NOTE: Replacement components may be refurbished.

Where can I learn more about serviceability?

- See: [Surface for Business service and repair](#) & [Surface service options](#)

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 most comprehensive source detailing our Devices team’s sustainability initiatives is our [Devices Sustainability Report](#).
- Our commitment to sustainability shapes every aspect of our operation – including our devices. The most comprehensive source detailing our Devices team’s sustainability initiatives is our [Devices Sustainability Report](#).
- For more than ten years, we’ve steadily enhanced energy efficiency, curtailed packaging waste, reduced or eliminated harmful chemicals, and invested in the recyclability and repairability of our devices.

OS Choice

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

- Windows 10 22H2.

Can Surface Go 4 come with Windows 10 preinstalled?

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

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

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

What's the advantage of OS Choice?

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

Who is this option intended for?

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

How do commercial customers place orders?

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

End users

How do I connect external displays?

- Use the USB-C port or connect with Surface Dock.

What is the maximum external monitor support for Surface Go 4?

- Surface Go 4 natively supports one external 4K display at 60Hz via the USB-C port.³⁰

What is the screen resolution?

- Surface Go 4 has a 1920 x 1280 (220 PPI) resolution.

³⁰. 4K @ 60 Hz via USB-C requires High Bit Rate 3 (HBR3) support on both display and host computer.

What colors does Surface Go 4 come in?

- Surface Go 4 comes in silver with magnesium casing. Users can get additional colors using the Surface Go Type Cover and Surface Go Signature Type Cover.

Why is Surface Go 4 not available in Matte Black?

- Platinum is the most popular with our Commercial customers.

How do I clean the screen?

- The Surface touchscreen has been coated to make it easier to clean. To avoid scratches, we recommend using touch screen wipes or a soft, lint-free cloth to gently wipe the screen. You can dampen the cloth with water or an eyeglass cleaner, but do not apply liquids directly to your Surface. Do not use window cleaner or other chemical cleaners on your Surface. You do not need to rub hard to remove fingerprints or oily spots. To learn more, see the **Disinfecting your Surface** section in the following Support article: [Clean and care for your Surface](#).

Where can I find the serial number?

- The system serial number is printed under the kickstand. Or open the **Surface** app on your device by selecting **Start Menu > Surface > Your Surface** to view the serial number.

How do I adjust the speaker volume and screen brightness?

- Speaker volume can be adjusted using the embedded volume buttons next to the power button on the top left corner of the device. The left button increases the volume, and the right button decreases the volume. If the type of cover is attached, the screen brightness can be adjusted through the dedicated F1 (brightness +) and F2 (brightness -) buttons. Without the Type Cover, the screen brightness can be adjusted using the screen brightness button in the Action Center.

Will the kickstand break if I apply too much force?

- The kickstand has been designed to be durable but avoid using excessive force when fully opened.

Why does Windows Hello sometimes not recognize me?

- The Infrared (IR) camera has a field of view (FOV) of 60 degrees, which means that the device may not recognize you if you are at an angle near or beyond 60 degrees from the camera.

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

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

Pen and touch

What Surface pens can be paired with Surface Go 4?

Microsoft Classroom Pen 2

Digital inking can drive positive learning outcomes for students. Students of all ages have a better experience writing and drawing on the screen with Microsoft Classroom Pen 2, which now has a longer enclosure and is optimized for Surface Go and Surface Pro. The durable pen tip is replaceable, and it's easy to prevent loss with a built-in slot for a tether or the clip that attaches to Surface Type Covers. Packs of 20 make for easy deployment.

Microsoft Business Pen

Microsoft Business Pen gives employees a natural digital pen experience to make it easy to take notes, fill out forms, and collect signatures. The durable pen tip is replaceable, and it's easy to prevent loss with a built-in slot for a tether or the clip that attaches to Surface Type Covers.

Surface Pen

Surface Pen is better and faster than ever, with tilt for shading, greater sensitivity, and virtually no lag to help you capture your thoughts and get more done. Available in Platinum and Black, plus new Ice Blue and Poppy Red.

Other pens

Surface Pens since Surface Pro 4, Surface Book, Surface Studio, and Surface Go also work with Surface Go 4. Additional compatibility details can be found here [Identify your Surface Pen and features \(microsoft.com\)](https://www.microsoft.com/learn/microsoft-classroom-pen-2).

Learn more

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