Microsoft Surface

Surface Laptop 6 for Business Product FAQ

Microsoft Internal & Partner Use Only

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The ultimate laptop for business: Powered to perform

Microsoft Surface Laptop 6 for Business - The ultimate laptop for business. Unleash a new era of productivity with intelligent assistance from Copilot for Microsoft 365,[1] 2× more performance,[2] long battery life,[3] and the power of AI-powered tools from Windows Powered by the latest Intel® Core™ Ultra processor (series H), this sleek device is designed to exceed expectations. Windows 11 and Microsoft 365 help maximize your employees' performance. Available in 13.5″ or 15″ touchscreen display with anti-reflective display, serviceable design, Surface Studio Camera, extra ports,[4] and Microsoft's enterprise-grade security.

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1. Copilot for Microsoft 365 sold separately and requires a qualifying volume license or subscription. Microsoft Copilot for Microsoft 365 | Microsoft 365.

2. Based on 3Dmark TimeSpy bench mark measuring graphic performance compare to Surface Laptop 5.

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

4. Extra USB-C port available on 15″ models.

Surface Laptop 6 technical specifications

Table 1 Surface Laptop 6 commercial tech specs

Feature	Description
Processor	- Intel® Core™ Ultra 5 processor 135H - Intel Core Ultra 7 processor 165H - NPU: Intel AI Boost
Graphics	8 GB memory: Intel Graphics 16 GB, 32 GB or 64 GB memory: Intel Arc™ Graphics
Memory	8 GB LPDDR5 RAM, 16 GB, 32 GB or 64 GB LPDDR5x RAM
Storage[5]	Removable[6] solid-state drive (Gen 4 SSD) 256 GB, 512 GB, or 1 TB
Display	**13.5" models** - Touchscreen: 13.5" PixelSense™ display - Resolution: 2256 × 1504 (201 PPI) - Aspect ratio: 3:2 - Contrast ratio 1300:1 - Color profile: sRGB, and Enhanced - Individually color-calibrated display - Adaptive color - Touch: 10-point multi-touch - Dolby Vision® IQ support[7] - Corning® Gorilla® Glass 5 - Anti-reflective - Brightness: SDR 400 nits maximum (typical) **15" models** - Touchscreen: 15" PixelSense display - Resolution: 2496 × 1664 (201 PPI) - Aspect ratio: 3:2 - Contrast ratio: 1300:1 - Color profile: sRGB, and Enhanced - Individually color-calibrated display - Adaptive color - Touch: 10-point multi-touch - Dolby Vision IQ™ support[7] - Corning Gorilla Glass 5

5. System software and updates use significant storage space. Available storage is subject to change based on system software and updates and apps usage. 1 GB = 1 billion bytes. 1 TB = 1,000 GB. See Surface.com/Storage for more details.

6. Solid State Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Solid State Drive (SSD) Retention is included in both Extended Hardware Service Plus and Microsoft Complete for Business Plus and is also available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business. Devices returned to Microsoft with a missing Solid-State Drive (SSD) are subject to a Solid State Drive (SSD) replacement fee unless the device is enrolled in the Drive (SSD) Retention offer.

7. Requires Dolby Vision encoded content and video.

Feature	Description
	– Anti-reflective – Brightness: SDR 400 nits maximum (typical)
Size & weight	**13.5" models** – Length: 12.1 inch (308 mm) – Width: 8.8 inch (223 mm) – Height: .66 inches (16.7 mm) – Weight: 3.06 lbs. (1.38 kg) **15" models** – Length: 13.4 inch (340 mm) – Width: 9.6 inches (244 mm) – Height: .67 inch (16.9 mm) – Weight: 3.70 lbs. (1.68 kg) – With smart card reader:[8]3.71 lbs. (1.68 kg)
Battery life[9]	**13.5" models** – Up to 18.5 hours of typical device usage **15" models** – Up to 19 hours of typical device usage
Security	– Hardware TPM 2.0 chip for enterprise-grade security and BitLocker support – Windows Hello facial recognition with Enhanced Sign-in Security – Integrated smart card reader[7]authentication (available on select models and markets) – Windows 11 Secured-core PC
Cameras	– Full HD front-facing Surface Studio Camera – 1080p Full HD camera – Windows Studio Effects with automatic framing, eye contact, and background blur – Windows Hello face authentication camera

8. Integrated smart card reader available only on Surface Laptop 6 in Black in one of these configurations: 15" 5/16/512, 7/16/256, 7/16/512, 7/32/512 and only in US and Canada.

9. Up to 18.5 hours of battery life based on typical Surface device usage on Surface Laptop 6 13.5". Testing conducted by Microsoft in February 2024. 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, OneNote, 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 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows 11 Version 22631.3085. Battery life varies significantly with settings, usage, and other factors.

Up to 19 hours of battery life based on typical Surface device usage on Surface Laptop 6 15". Testing conducted by Microsoft in February 2024. 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, OneNote, 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 150 nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows 11 Version 22631.3085. Battery life varies significantly with settings, usage, and other factors.

Feature	Description
Audio	– Dual Studio Mics with voice focus[10] – Omnisonic® Speakers with Dolby® Atmos®[11] – Support for Bluetooth LE Audio
Ports & charging	**13.5" models** – USB-C® with USB 4/Thunderbolt™ 4 ports with support for: – Charging – Data transfer – DisplayPort 2.1 with support for up to 1 × 8K monitor – Fast charging with minimum 45W Surface power supply or USB-C PD charger [12] – USB-A 3.1 – 3.5 mm headset jack – Surface connect port **15" models** – 2 × USB-C with USB 4/Thunderbolt 4 ports with support for: – Charging – Data transfer – DisplayPort 2.1 with support for up to 1 × 8K monitor – Fast charging with minimum 45W Surface power supply or USB-C PD [13] – USB-A 3.1 – 3.5 mm headset jack – Surface connect port – Integrated smart card reader (available on select models and markets)
Network & connectivity	– Wi-Fi 6E: 802.11ax compatible[14] – Bluetooth Wireless 5.3 technology
Pen & accessories compatibility	– Supports Microsoft Pen Protocol (MPP)
Battery Capacities	– Battery Capacity Nominal (WH) 47 – Battery Capacity Min (WH) 46

10. Voice focus requires activation, Windows 11 and is available in apps which use integrated device microphones and use certain Windows audio processing modes.

11. Requires Dolby Atmos encoded content/audio.

12. In select markets, only specific configurations come with 39W Surface power supply. Fast charging is supported with minimum 45W Surface power supply or USB Type-C PD charger rated at 45W or higher, sold separately. Testing conducted by Microsoft in February 2024. For details on Fast Charging see - USB-C and Fast Charging for Surface - Microsoft Support

13. 13.5" Surface Laptop 6 comes with 39 W Surface power supply. Fast charging supported with minimum 45W Surface power supply or USB-C® PD charger, sold separately. Testing was conducted at Microsoft in February 2024. For details on Fast charging, see USB-C and Fast charging for Surface - Microsoft Support.

14. Wi-Fi 6E is not available in all areas.

Feature	Description
Software	– Windows 11 Pro 23H2 – Preloaded Microsoft 365 Apps[15] – Microsoft 365 Business Standard, Microsoft 365 Business Premium, or Microsoft 365 Apps 30-day trial[16]
Accessibility	– Compatible with Surface Adaptive Kit – Compatible with Microsoft Adaptive Accessories – Include 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](#)
Sustainability	Surface Laptop 6 is designed with sustainability in mind **More recycled materials** – Enclosure is made with a minimum of 25.8% recycled content, including 100% recycled aluminum alloy and 100% recycled rare earth metals[17] **More energy efficient** – ENERGY STAR® certified[18] **More repairable** – More replaceable components than Surface Laptop 5. Built-in QR code provides convenient access to instructions[17] **Surface Trade-in** – We make trade-in convenient and secure for our commercial customers in the USA at [Microsoft Trade In Program](#)
Serviceability[19]	Replaceable components include: – Display assembly (including camera) – Keyboard assembly

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

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

17. Enclosure includes A Cover, C Cover and D Bucket. 100% recycled aluminum alloy in A Cover. 100% recycled rare earth metals in magnets. Based on validation performed by Underwriter Laboratories, Inc. using Environmental Claim Validation Procedure for Recycled Content, UL 2809-2, Second Edition, November 7, 2023.

18. Computers that have earned the ENERGY STAR label are third-party certified to be energy efficient and use 25% - 40% less than conventional models by using the most efficient components and better managing energy use when idle.

19. Replacement components available through Surface Commercial authorized device resellers. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required. Availability of replacement components and service options may vary by product, market and over time. See [Surface service options - Surface \| Microsoft Learn](#). 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. Unless required by law, device damage caused during repair will not be covered under Microsoft's Hardware Warranty or protection plans.

Feature	Description
	– Removable solid-state drive – Battery – Motherboard module (main processor and main memory) – Surface Connect – Thermal module – Audio jack – Speakers – Touchpad – Enclosure – Feet
Exterior	– Casing: Aluminum – Power and Volume buttons on keyboard
Sensors	Ambient light sensor

What's in the box	– Surface Laptop 6 13.5" or Surface Laptop 6 15"
	– Power Supply:
	   – 13.5": 39 W
	   – 15": 65 W
	– Quick Start Guide
	– Safety and warranty documents

Keyboard layout	– Activation: Moving keys – Layout: QWERTY, full row of function keys (F1 – F12) – Windows key and dedicated buttons for media controls, screen brightness · Keyboard backlight Copilot key[20] – Touchpad
Warranty[21]	– 1-year limited hardware warranty

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20. Feature availability varies by market, see aka.ms/WindowsAIFeatures. When Copilot for Windows is not available or enabled on the device, pressing the Copilot key will launch Windows Search.

21. Microsoft's Limited Warranty is in addition to your consumer law rights. See also: Surface Warranty, Service Offerings & Support Plans – Microsoft Surface for Business Warranties.

Introduction

Who is Surface Laptop 6 for?

- **Executives**: Elevate your productivity and informed decision-making with Intel® Core™ processors (H-series). Surface Laptop 6 devices provide top-tier performance, collaboration tools, and advanced features like AI-powered productivity. Enjoy an elegant, durable design with all-day battery life and enterprise-grade security.

- **Financial Services**: Surface Laptop 6 offers a sleek and powerful solution for professionals in financial services. Intel Core processors (H-series) and AI Accelerator provide unparalleled power for running business-critical software and financial reports. USB4®/Thunderbolt™ 4 ports and a smart camera enhance engagement with clients and colleagues, regardless of location.

- **Developers**: Equipped with the Intel Core processors (H-series), Surface Laptop 6 enhances productivity for developers. AI-powered smart suggestions from GitHub Copilot in Windows Terminal assist in solving real problems and writing code faster with fewer bugs. Enjoy a comfortable keyboard, vibrant touch display, ample ports, and Microsoft's chip-to-cloud security.

- **Data Analyst:** Power BI's Copilot enables faster report creation by uncovering actionable insights from your data. Use conversational language to ask questions and describe the desired insights, and Copilot will analyze the data and generate the report.

- **Government**: Surface Laptop 6 integrates a smart card reader[8] for secure authentication. With powerful Intel Core processors (H-series), it delivers the performance required for productivity while meeting government security and compliance standards.

- **Legal**: Surface Laptop 6 devices are ideal for law firms, delivering exceptional multitasking performance and collaboration experiences. With top-of-the-line Intel processors, increased RAM, a Studio Camera, a touchscreen display, and AI-powered productivity capabilities, it combines sleek design, durability, all-day battery life, and chip-to-cloud enterprise-grade security.

What's new for Surface Laptop 6?

Introducing the latest innovations designed for business, Surface Laptop 6 delivers: a leap forward in performance and security for today's dynamic commercial environment.

- **Performance upgrade with Intel Core Ultra H series.** For the first time, our 13.5" and 15" models harness the power of Intel Core Ultra H-series processors. Engineered with Intel's performance hybrid architecture and leveraging the Intel 4 process, these processors balance power efficiency and superior performance. They enable superior productivity with dedicated AI acceleration complete with Intel Arc GPU for high-tier graphics performance on configurations of 16 GB and above.

- **Uncompromised security.** Built on zero trust principles, Surface Laptop 6 is a Secured-core PC with Windows Hello Enhanced Sign-in and an optional smart card reader on select 15'' models for secure authentication, alongside a discrete TPM 2.0 chip for our commercial customers, offering our strongest data protection yet.

- **More connectivity options.** Surface Laptop 6 comes with an enhanced USB-C port design,

supporting USB4 at 40 Gbps and Thunderbolt 4. It also accommodates external USB-C® chargers up to 60 W, with an additional USB-C port provided on all 15" models for greater connectivity. Pair Surface Laptop 6 with Surface Thunderbolt 4 Dock[22] and connect a wide range of peripherals, from external hard drives and monitors to keyboards, mice, and network cables, all through a single connection to your laptop.

- **Enhanced storage solutions.** Designed to accommodate the fastest PCIe Gen 4 SSD modules available, up to 1 TB, and featuring removable SSDs[6] for unmatched speed and flexibility in data management.

- **Enhanced user experience.** Surface Laptop 6 provides a display optimized with anti-reflective technology for both indoor and outdoor use, adaptive color for more accurate reproduction under various lighting conditions and supports UHD display with 8K @ 60 Hz capability.

- **Superior audio and camera features.** Equipped with Omnisonic® Speakers with Dolby Atmos,® front-facing dual Studio Mics and an all-new front facing 1080p Surface Studio Camera, Surface Laptop 6 provides a natural, immersive audio experience and enhances video conferencing with Windows Studio Effects.

- **Next-gen connectivity.** Offering superior Wi-Fi 6E and Bluetooth® 5.3 with Bluetooth LE Audio for unparalleled wireless connectivity.

- **Designed with sustainability in mind.** With ENERGY STAR certified status, Surface Laptop 6 is 72% better than the ENERGY STAR limit and delivers higher performance while using less energy than Surface Laptop 5.[23] Compared to Surface Laptop 5, Surface Laptop 6 offers more replaceable components,[19]and is made with more recycled materials, including a minimum of 25.8% recycled content in the enclosure. [24]

The following table highlights the new components in Surface Laptop 6 compared with Surface Laptop 5.

Table 2. Side-by-side comparison with Surface Laptop 5

Feature	Surface Laptop 5	Surface Laptop 6

Processor	13.5" models:
	  – 12th Gen Intel Core i5-1235U,
	  – 12th Gen Intel Core i7-1255U (Intel Evo™ platform)
	15" model:
	  – 12th Gen Intel Core i7-1255U (Intel Evo platform)
		13.5" & 15" models:
		  – Intel Core Ultra 5 processor 135H,
		  – Intel Core Ultra 7 processor 165H

Graphics	Intel Iris Xe Graphics (13.5" & 15")	8 GB memory: Intel Graphics 16 GB or more memory: Intel Arc Graphics (13.5" & 15")

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22. Surface Thunderbolt 4 Dock sold separately.

23. Based on comparison of ENERGY STAR® ratings.

24. Enclosure includes A Cover, C Cover and D Bucket. Based on validation performed by Underwriter Laboratories, Inc. using Environmental Claim Validation Procedure for Recycled Content, UL 2809-2, Second Edition, November 7, 2023.

Memory	**13.5" model:** – 8 GB, 16 GB LPDDR5 RAM 5200 MHz **15" model:** – 8 GB, 16 GB, 32 GB LPDDR5 RAM	**13.5" & 15" models:** – 8 GB: LPDDR5 RAM 6400 MHz – 16 GB, 32 GB, or 64 GB: LPDDR5x RAM 7500 MHz
Battery Life	**13.5" model:** Up to 18 hours **15" model:** Up to 17 hours	**13.5" model:** Up to 18.5 hours of typical device usage **15" model:** Up to 19 hours of typical device usage
TPM	Firmware TPM 2.0, Discrete hardware TPM 2.0 chip	Discrete hardware TPM 2.0 chip (Nuvoton TPM 2.61) for enhanced security
Camera	Windows Hello Face Authentication camera, 720p HD	Windows Hello Face Authentication camera, 1080p FHD
Connections	USB-C with USB 4.0/Thunderbolt 4, USB-A 3.1, 3.5 mm headphone jack, Surface Connect port	USB-C with USB 4.0/Thunderbolt 4, USB-A 3.2, 3.5 mm headphone jack, Surface Connect Port, smart card reader option (15")
Removable SSD	**13.5" model:** PCIe Gen 3 (256 GB), Gen 4 (512 GB) **15" model:** PCIe Gen 3 (256 GB), Gen 4 (512 GB/1 TB)	PCIe Gen 4 SSD: 256 GB/512 GB/1 TB (13.5" & 15" models)
Network Connectivity	Wi-Fi 6 (802.11ax), Bluetooth 5.1	Wi-Fi 6E (802.11ax), Bluetooth 5.3 LE Audio
Inbox PSU	60W + 5W	**13.5" models:** 39W **15" models:** 60W + 5W
Size	**13.5" models:** 308 × 223 × 14.5 mm **15" models:** 339.5 × 244 × 14.7 mm	**13.5" models:** 308 × 223 × 16.7 mm **15" models:** 340 × 233 × 16.9 mm
Weight	**13.5" models:** 2.81lb (Fabric), 2.86 lbs. (Metal) **15" model:** 3.45 lb.	**13.5" model:** 3.04 lbs. **15" model:** 3.72 lbs. (with smart card reader), 3.69 lbs. (without smart card reader)

Performance & specifications

How does performance compare with Surface Laptop 5?

- Get up to 2× more performance compared with Surface Laptop 5.[25]

Table 3 Performance and innovation comparison: Surface Laptop 6 vs Surface Laptop 5

Feature	Surface Laptop 6
Processor speed[26] & multitasking	**13.5" with Intel Core Ultra 5** - Up to 42% faster than Surface Laptop 5 with 12th Gen Intel Core i5 **13.5" with Intel Core Ultra 7** - Up to 52% faster than Surface Laptop 5 with 12th Gen Intel Core i7 **15" with Intel Core Ultra 7** - Up to 43% faster than Surface Laptop 5 with 12th Gen Intel Core i7`
Graphics	- Up to 2× graphics performance
Web-based applications	- Up to 35% faster
Professional applications	- Up to 52% faster with 13.5" Intel Core Ultra 7
Innovations	- First Surface Laptop with Intel AI Boost - Integrated NPU with 11 TOPs for new AI experiences - First Surface Laptop that is an AI PC for business
Energy efficiency	- Intel AI Boost enhances battery life when using Windows Studio Effects compared to devices without Intel AI Boost
Display & connectivity	- Supports DisplayPort 2.1: Great content on 8K external displays with a single cable
Device interoperability	- The most used monitors, docks, cables, and adapters by commercial customers are tested[27] extensively to ensure interoperability with Surface Laptop 6.

Is Surface Laptop 6 built on the Intel vPro platform?

- No. Surface offers a unique value proposition that delivers a comparable level of security and management capabilities already built in. Surface Laptop 6 offers the highest level of Windows Security as a Secured-core PC. It can be managed and updated via the cloud and deployed through modern tools such as Intune admin center and Windows Autopilot.

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25. Based on 3Dmark TimeSpy benchmark measuring graphic performance compare to Surface Laptop 5.

26. Testing with CineBech 23 multi thread benchmark.

27. List of tested monitors, docks, cables, and adapters can be found at [Tested peripherals for new Surface devices - Surface | Microsoft Learn.](#)

What are some benefits of the anti-reflective display on Surface Laptop 6?

This technology supports a seamless work experience by offering a display that's comfortable to view under variable lighting conditions, helping users stay productive without the distraction of screen glare or eye fatigue.

- **Easier on the eyes:** The anti-reflective technology on the display minimizes glare and reduces reflections by up to 50%, making it more comfortable to view your screen for extended periods.

- **Improved outdoor visibility**: Taking your work outside or in brightly lit areas is more viable. The anti-reflective technology significantly enhances screen readability in sunlight, allowing you to work effectively without losing visibility to glare.

- **Consistent, true-to-life colors:** Every screen with anti-reflective technology is fine-tuned to display neutral, accurate colors, making it ideal for tasks requiring color precision.

How does the anti-reflective technology work?

- The anti-reflective technology is a special layer added to the cover glass on Surface Laptop 6, designed to reduce glare. This is achieved by using a series of very thin layers that have different levels of light-bending ability. These layers are carefully chosen and arranged to cancel out some of the light that would normally bounce off the surface, while allowing more light to pass through. As a result, screens with anti-reflective technology reflect less light, helping make the images on the display clearer and sharper, especially in bright conditions, by minimizing unwanted light reflections.

Does the anti-reflective technology impact the inking experience in any way?

- No. The anti-reflective technology does not impact the inking experience.

What type of RAM is included?

- The 8 GB device has LPDDR5 RAM. Other models (16 GB, 32 GB or 64 GB) have LPDDR5x RAM.

Which models include 64 GB of RAM?

- For Surface Laptop 6, 64 GB RAM is available on both 13.5" and 15" models with 1 TB storage, as shown in Tables 5-6.

How does the latest RAM improve performance?

- **Speed:** LPDDR5x is an enhanced version of LPDDR5, with speeds potentially up to 8533 Mbps or higher, offering even faster data rates.

- **Improved efficiency:** While maintaining low power consumption, LPDDR5x introduces refinements for even better power efficiency.

- **Increased bandwidth:** LPDDR5x continues to push the boundaries of memory bandwidth to accommodate the needs of even more data-intensive applications.

Is the form factor the same as Surface Laptop 5?

- Yes. Surface Laptop 6 uses the same design as Laptop 5 with an improved chassis and thermal capacity.

Is there a fanless model for Surface Laptop 6?

- All SKUs have fans. However, Surface Laptop 6 is whisper quiet, with improved thermal capacity thanks to optimized cooling.

Will we see AMD chips on Surface devices again?

- We remain committed to silicon diversity. Each Surface device is crafted with specific customer needs, form factors, and use scenarios in mind. This approach guides our selection of components, including the choice of processors. We are dedicated to collaborating with our industry partners, including AMD, to fine-tune and optimize the performance, functionality, and experience of our products.

Cost & value

SKUs & availability

What are the SKUs for Surface Laptop 6?

- Surface Laptop 6 has more SKU options than any previous Surface -- more configuration options for processor, storage, and memory allowing customers to buy the device their users need. See the following tables for details.

Table 4. Surface Laptop 6 13.5-inch Commercial SKUs

Configuration	Color	MSRP (USD)
5/8/256	Platinum	$1,199
5/16/256	Platinum/Black	$1,499
5/16/512	Platinum/Black	$1,599
7/16/256	Platinum/Black	$1,699
7/16/512	Platinum/Black	$1,799
5/32/256	Platinum/Black	$1,799
5/32/512	Platinum/Black	$1,999
7/32/256	Platinum/Black	$1,999
7/32/512	Platinum/Black	$2,199

Configuration	Color	MSRP (USD)
7/32/1 TB	Platinum/Black	$2,399
7/64/1 TB	Platinum/Black	$2,799

Table 5. Surface Laptop 6 I5-inch Commercial SKUs & smart card options

Configuration	Color	Smart card option[28]	MSRP (USD)
5/8/256	Platinum/Black	N/A	– $1,399
5/16/256	Platinum/Black	N/A	– $,1699
5/16/512	Platinum/Black	✓	– $1799 – $1,849 with smart card
7/16/256	Platinum/Black	✓	– $1,899 – $1.949 with smart card
7/16/512	Platinum/Black	✓	– $1,999 – $2,049 with smart card
7/32/512	Platinum/Black	✓	– $2,399 – $2,449 with smart card
7/32/1 TB	Platinum/Black	N/A	– $2,599
7/64/1 TB	Platinum/Black	N/A	– $2,999

When will Surface Laptop 6 be publicly available?

- Surface Laptop 6 will GA April 9, 2024.

TCO

Total Cost of Ownership (TCO) factors in the cost of the device plus the operating costs of ownership over a period of time (e.g. 3 years) to provide a complete and holistic assessment of the value of your investment.

What's the total cost of ownership for Surface Laptop 6 over a 3-year period?

- Although we don't currently have specific TCO info for Surface Laptop 6, you can review our earlier general TCO materials for earlier Surface devices.

- Based on a Microsoft commissioned IDC study, Evaluating the Business Case of Microsoft Surface (2022), Benefits for earlier Microsoft Surface devices are worth almost three times the investment

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28. 15" models with Smart Card Reader only available in US and Canada in Black, for additional $50.

cost over 3 years based on direct savings, IT efficiency, and employee satisfaction. [29]

Device Cost	Direct Savings	IT Efficiency	Employee Retention
☑ $1,355: Average Surface Device	☑ $115: Increased residual value, 31% higher than other PC* devices	☑ $3,756: Device Consolidation	☑ $1,290: Productivity Gains from Increased Mobility
☑ $1,296: M365 E3 subscription	☑ $58: Reduction in IT costs from lower 3rd-party support and security expenses	☑ $885: Reduced Helpdesk	☑ $619: Reduced Employee Time Lost to Helpdesk
☑ $344: Accessories	☑ $120: Accessory Savings	☑ $810: Reduced Maintenance	☑ $864: Meeting Time Saved
☑ $243: Extended warranty and maintenance		☑ $126: Reduced Security Incident Response	☑ $89: Reduced Employee Time Lost to Security Incidents
		☑ $42: Reduced Deployment Cost	☑ $60: Faster Deployment
		☑ $18: Reduced IT Staff Time for Security	☑ $105: Higher Employee Retention
		☑ -$2: Higher IT Training Cost	☑ $81: Faster Bootup Time
$3,238: Total 3-year cost per Surface	$293: Device savings per Surface Device	$5,635: Total IT Benefit per Surface Device	$3,108: Total Employee Benefit per Surface Device

What's the Microsoft tool to estimate TCO?

- See Microsoft Surface Total Cost of Ownership (exploresurface.com).

AI and Copilot

Does Surface Laptop 6 have an NPU for AI?

- Yes, Surface Laptop 6 comes with the Intel AI Boost NPU (Neural Processing Unit), a dedicated accelerator designed to efficiently handle workloads related to machine learning (ML). It's integrated directly into the System on Chip (SoC) to allow for high-performance AI computations at lower power consumption compared to traditional CPU or GPU processing. The NPU's main advantage lies in its ability to efficiently process AI-related tasks, enhancing AI performance and power efficiency.

- Intel AI Boost enhances multimedia functionalities by enabling Windows Studio Effects. These effects include background blur, eye contact correction, and automatic framing during video calls, significantly improving the quality and professionalism of virtual meetings and presentations.

What's new in Copilot for Surface?

- Copilot[30] is an amazing experience with Surface because of the natural user interaction through our incredible hardware (touch, voice, and adaptive accessories)
- Microsoft provides security on the entire experience from chip to cloud, including Copilot.
- Copilot has been tested on and built with Surface devices.
- Surface Laptop 6 features a new Copilot button[20] on the keyboard.

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29 IDC report is provided for informational purposes only. Not intended as a competitive analysis. Neither Microsoft nor IDC make any representations or warranties, express or implied.

30. Copilot in Windows is rolling out gradually in preview within the latest update to Windows 11 in select global markets. To use Copilot with commercial data protection, see Your AI-powered chat for the Web with commercial data protection | Microsoft Copilot. Copilot for Microsoft 365 sold separately and requires a qualifying volume license or subscription. Microsoft Copilot for Microsoft 365 | Microsoft 365
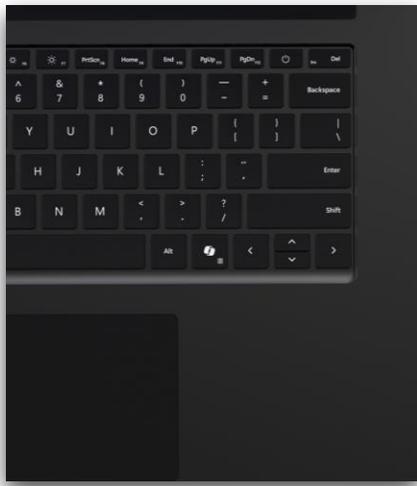
Figure 1. Copilot key on Surface Laptop 6.

What AI features can I use with Surface Laptop 6?

- **Microsoft Copilot:** [31] Take advantage of our intelligent AI assistant designed to help you work more productively, boost efficiency, and improve business outcomes with Microsoft Copilot for Microsoft 365. Safeguard your proprietary business information while harnessing the power of generative AI.

- **Copilot in Windows**: Access Copilot in Windows[30] by pressing the dedicated key[20] on the keyboard. ~~From adjusting your PC's settings to organizing your windows with Snap Assist, Copilot saves you time and helps you be more efficient.~~ With centralized AI assistance, Copilot helps you get answers, inspirations, and support from across the web, helping you stay focused on your tasks.

- **Upgraded Windows Studio Effects:** Experience the refined version of Windows Studio Effects with enhanced accessibility and user-friendly configuration options directly from the Quick Settings panel, ensuring optimal video quality across various applications that use the Surface's integrated camera and microphone.

  - **Intelligent auto-framing with super resolution**: Implement advanced video technology that dynamically keeps call participants in focus, enhancing their appearance even in low frame rate scenarios, helping ensure they always look professional on camera.
  - **Background Portrait blur:** Activate real-time background blurring to maintain the emphasis on the speaker, minimizing visual noise and keeping meetings distraction-free.
  - **Natural eye contact enhancement**: Utilize subtle digital adjustments to make the speaker appear to be engaging directly with the camera, helping foster a stronger sense of connection and attentiveness in video interactions.
- **Hardware-integrated microphone mute control**: Equip users with the ability to swiftly mute and unmute their microphones via a dedicated keyboard key, [20] bolstering confidence in privacy control and communication clarity during virtual meetings.

- Windows Live Captions are optimized on Surface Laptop 6 thanks to the use of the Intel AI Boost NPU.

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31. Microsoft Copilot for Microsoft 365 requires a qualifying volume license or subscription. See more Microsoft Copilot for Microsoft 365 | Microsoft 365.

Security

Held to the same high standard as all Microsoft services and software, Surface Laptop 6 is built for security and designed for trust. It provides uncompromising chip-to-cloud security, puts ultimate control in your hands, and provides peace of mind wherever work gets done. In a global environment where security threats are ever-increasing in sophistication, Surface provides world-class security across multiple layers, including hardware, firmware, software, application, and identity. From conceptual design to a team member's first Hello – Surface reduces complexity and elevates trust.

Optional smart card reader

Figure 2. Smart card reader on Surface Laptop 6 15" model

Why would my organization need a smart card reader

- **Enhanced security and risk mitigation:** The smart card reader, included on select versions of the 15" model[32], provides enhanced security via its implementation of two-factor authentication (2FA). By requiring both a physical card and a PIN, the smart card reader minimizes the risk of unauthorized access, protecting against sophisticated cyber threats, including phishing and social engineering attacks.

- **Compliance and regulatory adherence:** For organizations operating in sectors where regulatory compliance is stringent (e.g., government, defense, healthcare, and finance), the smart card reader helps meet strict access control and data protection requirements. It helps ensure organizations adhere to laws and regulations such as HIPAA, FISMA, and GDPR, which mandate strong authentication measures to protect sensitive data. This compliance is not just about avoiding penalties but also about demonstrating to stakeholders and customers a commitment to

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32. Integrated smart card reader available only on Surface Laptop 6 in Black in one of these configurations: 15" 5/16/512, 7/16/256, 7/16/512, 7/32/512 and only in US and Canada.

maintaining high security and privacy standards.

- **Operational efficiency and access management:** Implementing a smart card reader streamlines access management across the organization. It simplifies the process of granting or revoking access rights, enhances user experience by consolidating multiple credentials into a single authentication mechanism, and supports a secure mobile workforce. This centralized access management improves operational efficiency, reduces administrative overhead, and enhances the overall security posture by ensuring consistent application of access policies.

How secure are devices that lack a smart card reader?

- For the first time, we built in a smart card reader to give customers more options to authenticate with a password. Organizations can achieve a similar level of security protection with the following passwordless solutions:

  - Multi-factor authentication (MFA)
  - Biometric authentication (Windows Hello for Business)
  - Mobile authentication apps

What's the difference between a smart card reader and a CAC reader?

- The smart card reader is specifically designed to read the Common Access Card (CAC), which is a specialized form of smart card used by the United States Department of Defense (DoD). The CAC provides secure two-factor authentication for active-duty military personnel, reserve personnel, civilian employees, and eligible contractor personnel.

- The smart card reader in Surface Laptop 6 facilitates authorized users with access to DoD computers, networks, and certain DoD facilities, and it can also encrypt and sign emails.

Processor improvements for security

What advantages do Secured-Core PCs offer for handling sensitive data?

- Designed with deep integration between hardware and software and featuring the most advanced CPUs available, Secured-core PCs are intended to handle mission-critical data in some of the most data-sensitive industries. A Secured-core PC is a modern Windows device that comes with the highest level of hardware, software, and identity protection ready right out-of-the-box. To learn more, see Windows 11 Secured-Core PCs | Microsoft.

- Secured-core PCs are the most secure Windows 11 devices. Surface is designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for employees that handle the most sensitive data in your organization.

Lock down ports in highly secure environments

Does Surface Laptop 6 support Dynamic USB-C disablement?

- Yes, Surface Laptop 6 supports dynamic USB-C disablement, a new feature that enables customers operating in highly secure work environments to prevent USB theft of confidential data and provide more control to organizations. When paired with the Surface Thunderbolt™ 4 Dock, IT admins can lock down USB-C ports whenever Surface Laptop 6 is undocked or connected to an unauthorized

dock. This means that when your users are connected to an authorized dock in the office, the USB-C ports will have full functionality over their devices. However, when they go off-site, they can still connect to a dock to use accessories or a monitor but can't use the USB ports to transfer data.

- To learn more, see [Manage USB ports on Surface devices - Surface | Microsoft Learn](#).

TPM

What TPM is supported on Surface Laptop 6?

- Commercial versions of Surface Laptop 6 utilize a discrete Trusted Platform Module (TPM) 2.0 and are certified for government and security-minded enterprise standards, achieving FIPS 140-2 Level 2 with Intrusion Detection and Common Criteria/EAL4.

Why is a discrete TPM 2.0 chip important for security in a commercial environment?

- **Enhanced security and integrity:** TPM 2.0 offers a hardware-based solution for securing cryptographic keys, ensuring that only trusted software is run during the boot process, thereby protecting against unauthorized access and malicious attacks.

- **Advanced encryption and authentication:** It securely manages encryption keys for disk encryption like BitLocker, supports multi-factor authentication methods, and protects against brute-force attacks, enhancing data protection and user authentication.

- **Compliance and remote attestation:** Meets regulatory compliance requirements for security standards, and facilitates remote attestation, allowing devices to verify their integrity and trustworthiness in remote and cloud computing environments.

SSD retention

What's the primary purpose of having a removable SSD for commercial enterprises?

- The rSSD helps businesses maintain control of their sensitive information.[6]

- It also facilitates servicing and repair: Retaining data is made easy with the ability to retain the SSD.

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

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

Manageability & integration

Windows 10 end of service

Will Surface Laptop 6 be offered with Windows 10? Is an N-1 OS supported?

- No, customers requiring Windows 10 will need to downgrade from Windows 11 via an MSI file. For step-by-step instructions, see [Downgrade from Windows 11 to Windows 10 via MSI file](#).

I need to use Windows 10. How can I downgrade?

- See [Downgrade from Windows 11 to Windows 10 via MSI file.](#)

What happens to Windows 10?

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

Surface tools

What's the Surface IT Toolkit?

- The Surface IT Toolkit is a compilation of essential Surface device management tools in a single, downloadable application to provide a more efficient device management experience for IT administrators. Designed for businesses of all sizes, it delivers simplicity, improved data security, and compliance for your Surface devices.

- Surface IT Toolkit is set to release April 9, 2024.

Which current tools will be part of the toolkit?

- Functionality from the following tools will be part of the toolkit:
    - Surface UEFI Configurator
    - Surface Data Eraser
    - Surface Brightness Control
    - Surface Asset Tag
    - [App Console component](#) of Surface Diagnostic Toolkit for Business

Will individual tools still be available as separate downloads from the Download Center?

- Surface Data Eraser will remain available as a separate download. Other individual tools remain available until April 9, 2024.

Is every Surface tool now in the Surface IT Toolkit?

- The [Desktop component](#) of Surface Diagnostic Toolkit for Business remains a separate tool.

Why are you releasing the Surface IT Toolkit?

- **Improved efficiency.** Improve your IT efficiency and productivity by using a single application to access essential Surface device management tools in one place.

- **More control.** Maintain more control over hardware and software issues through a single application, that can lock down hardware components, securely and safely erase all data, assign digital asset tags and more.

- **Security and resiliency.** Improve device security and resiliency with the ability to effectively control and deactivate any components at the firmware level that compromise security.

What features are you highlighting for the toolkit?

- **Surface Unified Extensible Firmware Interface (UEFI) Configurator** lets organizations manage UEFI

configurations on supported devices so IT staff can effectively control and deactivate any components at the firmware level that compromise security.

- **Surface data eraser** removes data from a Surface device using a NIST Special Publication 800-88 Revision 1 NVM Express format command. Additionally, it allows for the creation of certificates of sanitization for record keeping and auditing purposes.

- **Toolkit library** stores important tools that can be deployed to end users, keeping them up to date and providing IT with a description of what users can do.

- **Surface recovery tool** provides the ability to perform a device reset to revert a device back to a factory state for troubleshooting scenarios. It will also help manage previously downloaded factory images to assist in the re-use without downloading.

- **Self-updating application** that removes the task of individual tool updates, providing IT with an improved device management experience.

Will Surface IT Toolkit be an .exe download or an app from the Microsoft Store?

- The Surface IT Toolkit will be released in the MSIX package format on the Microsoft Download Center.

- MSIX provides a modern packaging experience to Windows apps. MSIX brings several key benefits and features designed to make application deployment and management more streamlined, secure, and reliable across different Windows devices and platforms.

Can Surface IT Toolkit run from a bootable USB drive to pull down replacement images?

- Yes, if customers are replacing the SSD or need to reimage Tallulah, Surface IT Toolkit can build the selected BMR on a functioning device and create the USB. That USB can then be applied to the target device.

Is the Surface IT Toolkit part of the Surface Management Portal?

- The Surface IT Toolkit functions as a separate tool and will be linked from SMP.

Enterprise management

What's new for IT admins in Enterprise environments?

- **Streamlined IT tools.** Maintain even more control over your devices with Surface Kakadu. Through a single application, you can easily troubleshoot both hardware and software issues, lock down hardware components, securely and safely erase all data, assign digital asset tags and more.

- **Windows 11 security.** 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.[33]

- **Dynamic USB-C disablement.** With the Surface Thunderbolt 4 Dock you can protect your

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[33]. Windows 11 results are in comparison with Windows 10 devices. "Windows 11 Survey Report," Techaisle, February 2022.

organization's data from unauthorized USB access. Dynamic USB-C Disablement allows IT admins to control the functionality of the USB-C ports on Surface Laptop 6. When the device is connected to an authorized dock, the USB-C ports work normally. When the device is undocked or connected to an untrusted dock, the USB-C ports are disabled for data transfer. This way, have more control and can prevent data theft and have more security over your devices.

- **Surface Management Portal.** Remotely manage and monitor your Surface devices with ease. The Surface Management Portal empowers you to administer warranty, troubleshoot, and gain the insights needed to effectively manage Surface devices & accessories all through one place.

What new features/capabilities are available on the latest devices with SEMM?

- Microsoft Surface Enterprise Management Mode (SEMM) is a feature of all Surface for Business devices that allows organizations to remotely secure and manage device firmware. This provides an additional layer of security and control for commercial customers, allowing organizations to adjust settings at the firmware level, like the ability to turn off cameras, control access to USB ports, Bluetooth settings and more. To learn more, see Surface Enterprise Management Mode (SEMM).

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

- To manage Surface Laptop 6 with SEMM, refer to Configure advanced settings with SEMM.

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

- Microsoft developers write the UEFI on Surface Laptop 6, a security-driven decision that ensures full oversight and direct control over every line of code. This eliminates the complexity and risk of relying 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.

Is support for DFCI the same as Surface Laptop 5?

- Yes, commercial SKUs of Surface Laptop 6 can be managed using Device Firmware Configuration Interface (DFCI) profiles via Microsoft Endpoint Manager with Intune.

Are there new DFCI settings?

- No new DFCI settings. For all supported DFCI settings, refer to Manage DFCI on Surface devices.

What's the difference between SEMM and DFCI?

Table 6. Side-by-side comparison: SEMM vs DFCI

Category	SEMM (Surface Enterprise Management Mode)	DFCI (Device Firmware Configuration Interface)
Purpose	Secure and manage UEFI firmware settings on Surface devices	Manage UEFI settings across various devices, including Surface, via cloud
Settings	Provides more firmware settings than DFCI	Provides a subset of firmware settings available in SEMM
Implementation tools	Surface UEFI Configurator and UEFI Manager tools	Microsoft Intune & other cloud-based management platforms
Target devices	Surface devices only	Supports a range of devices that adhere to the DFCI standard Still almost exclusively Surface
Management approach	Requires physical or local deployment of a configuration package	Enables zero-touch, remote deployment of firmware settings

How does DFCI elevate Surface as a preferred choice in enterprise environments compared to other OEMs lacking this feature?

Device Firmware Configuration Interface (DFCI) profiles provide IT admins in enterprise environments with a powerful tool to manage device firmware settings securely and efficiently, enhancing both security and operational efficiency. Advantages include the following:

- **Remote management of firmware settings:** DFCI enables IT admins to remotely manage and configure firmware settings on devices, allowing for the efficient deployment and maintenance of secure configurations across the enterprise without needing physical access to each device.

- **Enhanced device security:** By controlling firmware settings, IT admins can secure devices against unauthorized changes and potential vulnerabilities. This includes disabling USB ports, configuring boot options, and ensuring that security features like Secure Boot are always enabled, thereby protecting the devices from malware and tampering.

- **Simplified device configuration and deployment:** DFCI profiles simplify the process of configuring new devices and deploying them within the enterprise. IT admins can apply standardized firmware settings to multiple devices at once, ensuring consistency and compliance with corporate security policies.

- **Cost reduction and efficiency:** With the ability to manage devices remotely and enforce security policies through firmware, enterprises can reduce the costs associated with IT support and device maintenance. DFCI profiles eliminate the need for manual configuration and physical inspections, freeing up IT staff to focus on other tasks.

- **Improved compliance and auditing**: DFCI profiles help ensure that all devices comply with corporate security standards and regulatory requirements. IT admins can audit firmware settings remotely, making it easier to demonstrate compliance during security audits and assessments.

App Assure

Where can customers get help with app compatibility?

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

Is App Assure just for Microsoft software?

- No. App Assure can help remediate custom line-of-business apps, engage third-party software vendors to help with Windows 10/11 apps, and address issues with Microsoft 365 Apps macros and add-ins.

Durability & service

What's new for serviceability in Surface Laptop 6?

Benefit	Description
Designed with sustainability in mind	In 2020, we announced that Microsoft will be a carbon negative, water positive, zero waste company that protects ecosystems—all by 2030. At Surface, we design products with sustainability in mind, making sustainability a core part of our Surface product promise.
More recycled materials	– Surface Laptop 6 is designed with sustainability in mind. – We are developing opportunities to recycle and then reuse aluminum manufacturing scrap in device production, allowing us to use lower-carbon, 100% post-industrial recycled aluminum for Surface computer enclosures. – We are developing initiatives to lower our carbon emissions by using more recycled materials. – Surface Laptop 6's enclosure is made with a minimum of 25.8% recycled content, including 100% recycled aluminum alloy and 100% recycled rare earth metals.[34] – Made with more recycled materials than Surface Laptop 5, including a minimum of 25.8% recycled content in the enclosure.[35]

34. Enclosure includes Bucket and Kickstand. 100% recycled aluminum alloy in Bucket and Kickstand. 100% recycled rare earth metals in magnets. Based on validation performed by Underwriter Laboratories, Inc. using Environmental Claim Validation Procedure, UL 2809-2, Second Edition, November 7, 2023.

35. Enclosure includes Bucket and Kickstand. Based on validation performed by Underwriter Laboratories, Inc. using Environmental Claim Validation Procedure, UL 2809-2, Second Edition, November 7, 2023.

More energy efficient	– Reduce your energy consumption with Surface Laptop 6, an ENERGY STAR certified device.[36]
	– Surface Laptop 6 delivers higher performance while using less energy than Surface Laptop 5. Surface Laptop 6 is more energy efficient than Surface Laptop 5. More Windows settings for power savings
	   – Power efficient settings in Windows help extend your battery life due to reduced charging cycles.
	   – Where available, Windows Update can schedule installations at specific times of day when lower carbon electricity options are powering the grid, resulting in lower carbon emissions.[37]

Serviceable by design	– Increased device repairability can offer significant carbon emissions and waste reduction benefits.**Error! Bookmark not defined.** Surface continues to invest in this i mportant space by designing products that are easier to repair with more replacement components and expanded device repair options. – Surface Laptop 6 is serviceable by design with more replaceable components and service options that can help increase your return on investment. Major components in Surface Laptop 6, including the motherboard, battery, cameras, and more are replaceable through a network of Authorized service providers or on-site through a skilled technician. The battery in Surface Laptop 6 is now replaceable separately from the enclosure.[19] – Surface Laptop 6 has multiple replaceable components, maximizing the life of your device.[19] – Surface Laptop 6 is designed with serviceability in mind with a built-in QR code that provides convenient access to instructions.[19]
Easy to redeploy	– Make it easier to reuse devices and pass them on to new employees by maintaining control of your sensitive information with a removable hard drive for data retention.[20]

How is Surface Laptop 6 more serviceable than Laptop 5?

- Surface Laptop 6 can be repaired with more replaceable components[19] and service options that can help increase your return on investment.

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36. Computers that have earned the ENERGY STAR label are third-party certified to be energy efficient and use 25% - 40% less than conventional models by using the most efficient components and better managing energy use when idle.

37. When devices are plugged in, turned on, connected to the Internet and where regional carbon intensity data is available from WattTime. See site for details.

- Surface Laptop 6 now has a built-in QR code for access to repair instructions.

- A replacement battery can be purchased separately and is no longer only bundled with the Enclosure.

- The audio jack is now a replaceable component. Left and right speakers are available as separate parts.

- Easy to redeploy. Make it easier to reuse devices and pass them on to new employees by maintaining control of your sensitive information with a removable hard drive for data retention.[6]

What are the serviceable components

- Replaceable components include:

  - Display assembly (including camera)
  - Keyboard assembly
  - Removable solid-state drive
  - Battery
  - Motherboard module (main processor and main memory)
  - Surface Connect
  - Thermal module
  - Audio jack (new)
  - Speakers (new)
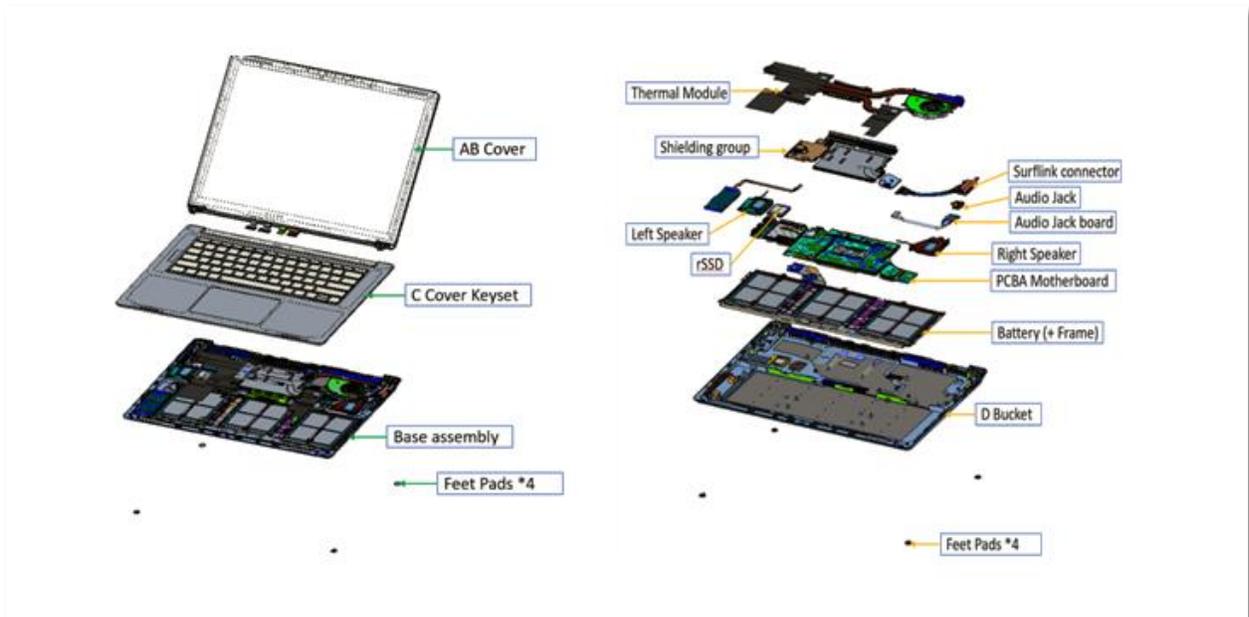 - Touchpad
  - Enclosure
  - Feet

Figure 3. Replaceable components

When and where will replaceable components be available to purchase?

- Components will be available from Authorized Microsoft Resellers shortly after the initial launch; the timing of availability varies by component and market.

- New SSDs will be available for purchase through the known commercial channels and published on

pricelist. To learn more, see [Authorized Microsoft Reseller List](#).

How does Surface Laptop 6 incorporate recycled materials into its design?

- Surface Laptop 6 exemplifies our commitment to developing initiatives to lower our carbon emissions by using recycled materials in our devices. We are innovating in recycling by repurposing aluminum scrap from the manufacturing process, enabling the production of Surface devices with enclosures made from lower-carbon, 100% post-industrial recycled aluminum.

- Additionally, the Surface Laptop 6 features an enclosure made with a minimum of 25.8% recycled content that incorporates an A cover made from 100% recycled aluminum, along with magnets that use 100% recycled rare earth elements,[17] demonstrating our dedication to products with sustainability in mind.

How energy-efficient is Surface?

- The Surface lineup is designed with energy efficiency in mind. Reduce your energy consumption with Surface Laptop 6, an ENERGY STAR certified device, 72% better than the ENERGY STAR limit.[18]

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

- We have developed a new, dynamic way for commercial customers to gain insight into the carbon footprint of their entire Surface device fleets. Sellers can use the [Surface Emissions Estimator](#) to help customers estimate the carbon reduction associated with adopting new devices.[38]

How does Surface compare to other computers in the industry?

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

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

- Sustainability has long been a core priority for Microsoft, and that commitment is embedded in all we do – including our devices. The best source of information about the Devices team's work on sustainability is our [Devices Sustainability Report.](#)

- Over the past decade, we've steadily improved energy efficiency, decreased packaging waste, reduced, or eliminated hazardous substances, and improved our devices' serviceability and recyclability.

- We have also worked to help improve the sustainability of our suppliers and supply chain. For example, this year, we converted our main European distribution center for Surface devices into a facility [powered 100% by Renewable Energy](#). We have also engineered new manufacturing techniques that reduce carbon emissions and waste, such as our new "stamping" method used to produce the base of the Surface Laptop Studio, eliminating significant amounts of manufacturing waste.

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

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

- Microsoft has a longstanding commitment to environmental sustainability. We also have a longstanding commitment to building high-quality, innovative, and safe devices that customers love. We have been taking steps for years to improve device repairability and to expand the available choices for device repair.

- For more information on our work around sustainability, including repairability, please consult the Microsoft Sustainability Report.

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

- Sustainability has long been a core priority for Microsoft, and that commitment is embedded in all we do – including our devices. We are committed to achieving 100% recyclable packaging by 2030, and our Surface packaging is well on its way to meeting that goal.

- Our Surface packaging is more sustainable than ever. Across both consumer and commercial, there's less overall packaging, and what remains has more recycled content than ever before and is highly recyclable.

- The Surface for Business packaging is optimized for large-scale deployments by featuring a no-frills, recycled cardboard box to limit waste and increase efficiency.

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

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

Connectivity and expansion

What's new for ports in Surface Laptop 6?

- Surface Laptop 6 introduces an upgraded USB-C port architecture, now supporting USB4 with speeds up to 40 Gbps and certified Thunderbolt 4 connectivity. This enhancement facilitates the use of high-resolution displays and peripherals requiring bandwidth beyond 20Gbps. Additionally, the USB-C port is designed to accommodate external USB-C chargers with a capacity of up to 60W.

How is Bluetooth improved in Surface Laptop 6?

- **Enhanced efficiency & connectivity**: Bluetooth 5.3 introduces improvements in signal management, reducing interference and ensuring more stable, reliable connections, especially in environments crowded with wireless signals.

- **Low energy audio technology:** Supports Bluetooth Low Energy (LE) Audio, offering high-quality sound while significantly reducing power consumption, enabling longer battery life for audio devices and wearables.

- **Multi-stream audio support:** Facilitates simultaneous audio streaming to multiple devices, such as earbuds or speakers, improving the synchronization and offering a richer, more immersive listening experience.

Is there an LTE or 5G option for Surface Laptop 6?

- No. See Tallulah.

Why did you not put an extra USB-C port on the 13" model?

- We understand the importance of connectivity in enhancing productivity and flexibility for our users. In response to feedback from our commercial customers, we're thrilled to introduce an additional USB-C port on the 15" model, a highly requested feature to support diverse office docking setups and multitasking needs.

- Every device release involves a careful balancing of customer requirements, design considerations, and cost-effectiveness. Given the distinct use cases of our models, we've observed that the 15" version is predominantly utilized in stationary, office-like environments where expanded connectivity is often essential. Conversely, the 13.5" model is designed with a focus on portability and ease of use on the go, where a streamlined form factor takes precedence.

Does Surface Laptop 6 come with a USB-A port?

- Yes.

Does Surface Laptop 6 come with an audio jack?

- Yes.

Why is there no HDMI port on Surface Laptop 6?

- In each product release cycle, we carefully evaluate customer needs and feedback alongside our commitment to innovative and impactful product design. For Surface Laptop 6, we prioritized incorporating highly requested commercial features, such as an additional USB4/Thunderbolt 4 port, to offer versatile office setup options. While an HDMI port is not featured in this model, we have equipped the device with USB-C and USB-A ports. We are confident that these ports will offer a broad range of connectivity solutions and effectively meet the requirements of our commercial customers.

Why is the optional smart card slot only available in the US or Canada?

- Our decision to include the option of smart card reader slots exclusively in 15" models sold within the U.S. and Canada is directly aligned with the unique security and authentication requirements of these markets. In particular, the U.S. government, along with certain sectors in Canada, mandates the use of smart card technology for secure access to computer systems and facilities. This is part of a broader compliance framework designed to ensure the highest levels of data protection and secure access, particularly for government employees and contractors.

Is NFC included with Surface Laptop 6?

- No. See Surface Tallulah and Surface Go 4.

Why did you adopt Thunderbolt 4 instead of Thunderbolt 5?

- In the development of Surface Laptop 6, Surface engineering set out to deliver an optimal balance of performance, durability, and user experience. While Thunderbolt 5 offers impressive capabilities, we prioritized features that align closely with our users' most critical needs and usage scenarios. We

focused on integrating advanced technologies that deliver reliability, enhanced security, and superior performance where it counts.

- This approach allows us to provide a high-quality device that not only meets but exceeds the expectations of our customers in their daily professional and personal activities. We believe that the choices we've made in the design and feature set will offer the most tangible benefits to our users, ensuring that their most essential computing tasks are accomplished with ease and efficiency.

What's new for external monitor support?

- Surface Laptop 6 includes USB-C DisplayPort 2.1 support, which enables 8K @ 60 Hz.

- DP2.1 supports very high data bandwidth, enabling higher resolutions, higher refresh rates, and improved color depths over a single cable. For example, it can support resolutions up to 8K, with refresh rates suitable for high-end gaming, professional video editing, and other bandwidth-intensive applications.

What's the external monitor support on Surface Laptop 6?

- The following table shows the maximum refresh rates and resolution when connecting external monitors to Surface Laptop 6.

Table 7. External monitor support

Interface	One External Display (Plus Internal LCD)		Two External Displays (Plus Internal LCD)	
	Max Refresh	Max Resolution	Max Refresh	Max Resolution
USB-C DisplayPort 2.1	60 Hz	7680 × 4320 (8K)	60 Hz	3840 × 2160 (4K)
USB-C Thunderbolt 4	60 Hz	5120 × 2880 (5K)	60 Hz	3840 × 2160 (4K)
USB-C Surface Dock 2	60 Hz	5120 × 2880 (5K)	60 Hz	3840 × 2160 (4K)
	120 Hz	3840 × 2160 (4K)		
Mini DisplayPort (mDP) on Surface Dock 1	60 Hz	4096 × 2160 (4K UHD)	30 Hz	3840 × 2160 (4K)
			60 Hz	2560 × 1440 (Quad HD)

Comparing Surface Laptop 6

How does Surface Laptop 6 compare with Apple devices?

- Surface Laptop 6 is crafted exclusively for the needs of commercial enterprises. MacBook Air is not.

- Surface Laptop 6 has more ports than a MacBook Air (according to Apple published tech specs for MacBook Air with M2 as of Jan 2024).

- Up-level your productivity with Surface Laptop 6 connected with compatible docks to up to three 4K monitors with 60hz refresh rate. MacBook Air can only connect to one, (according to Apple published tech specs for MacBook Air with M2 as of Jan 2024)

- External display support may require a compatible dock. Multiple display support may require compatible display and connection through a daisy chain.

- Surface Laptop 6 is ready for your peripherals with USB-C Thunderbolt 4 in addition to USB-A, which is not available on MacBook Air.

How does the camera on Surface Laptop 6 compare with MacBook Air's capabilities?

- Compared to MacBook Air, the Surface Laptop 6 camera delivers the following:

Power and battery

How are you measuring battery life?

- When we announce Surface Laptop 6, we'll include estimates for Typical device usage, as indicated above. Later this year, we'll supplement these estimates with numbers for Local video playback and Active web usage.

How does Typical device usage compare with other ways of measuring battery life?

- **Typical device usage.** Represents a mixed-use scenario that might include browsing the internet, using productivity software (like word processors or spreadsheets), checking emails, and occasional streaming of media content. It is designed to mimic a day in the life of an average user.

- **Local video playback.** Measures battery life when a device is used to play video files stored locally, meaning they are played directly from the device's storage rather than streamed over the internet. This scenario typically involves less power consumption than active web usage because it doesn't require the use of networking hardware and often relies on optimized playback software that can take advantage of hardware acceleration.

- **Active web usage.** Reflects battery life during continuous use of web-based applications and browsing. This scenario is more demanding than local video playback since it involves constant data exchange over Wi-Fi or cellular networks, frequent screen refreshes, and possibly more intensive CPU and GPU usage.

How long does it take to charge?

- Surface Laptop 6 has support for fast charging, with minimum of 45W Surface power supply or USB-C PD.[39]

Can I charge Surface Laptop 6 via the USB-C port?

- Yes, with Surface Laptop 6, you can charge your devices in two ways – via Thunderbolt or the inbox PSU. For the best experience when charging with Thunderbolt, ensure your charger delivers sufficient watts, equal to or greater than 45 watts.[43]

How do you measure battery run time?

- We measure battery run time based on a user profile that reflects how Surface customers use their devices.

What's typical device usage in your battery claim?

- We leverage qualitative and quantitative data from numerous sources to determine typical Surface device usage. This reflects how our customers use our devices and includes time in modern standby, browsing websites, working in Office, and applications running in idle mode when the device is open.

How can I compare to other devices that use local video playback to measure battery run time?

- Battery measurements based on local video playback are only one type of use scenario. Device settings (e.g., brightness settings, network connection, media player, audio output) vary and can affect the battery run time claim for local video playback from manufacturer to manufacturer.

Audio & camera

How is the camera improved?

- Get better picture and video with Surface Laptop 6' new 1080p Surface Studio camera offering superb video call experience with Windows Studio Effects.

- Show up more naturally in challenging lighting conditions with the all-new 1080p Surface Studio Camera.

- Stay connected and leave a lasting impression during video calls with the AI-powered Surface Studio Camera with Windows Studio Effects -- featuring automatic framing, background blur, and eye contact -- and superb audio to keep you engaged and center-stage for meaningful interactions.

- The Surface Studio Camera has been tuned with models and algorithms to accurately highlight

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[39].13.5" Surface Laptop 6 comes with 39W Surface power supply. Fast charging (from 5% to 80%) is supported with minimum 45W Surface power supply or USB-C® PD charger, sold separately. Testing was conducted at Microsoft in February 2024, using pre-production devices, software, and minimum of 45W USB-C® charger under controlled conditions. The device was powered on to the desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.

variety skin tones and deliver high picture quality with face detection, dynamic auto exposure, and more.

How is the audio improved?

- Surface Laptop 6 provides high-quality Studio mics and Omnisonic® speakers with voice focus9 for better call engagement and more ways to engage with content such as dictation and read-aloud features in Microsoft 365 apps.

- Experience enhanced audio quality with Surface Laptop 6's integrated Bluetooth LE Audio. Connect seamlessly with headphones and hearing aids that support Bluetooth LE for improved audio and video conferencing, immersive movie watching, and crystal-clear music listening.

Accessories

Microsoft adaptive accessoriesWhat are Microsoft adaptive accessories?

- The Microsoft adaptive accessories are highly adaptable, easy-to-use accessories that let you customize your mouse, keyboard inputs, and shortcuts—empowering you to create your ideal setup, increase productivity, and use your favorite apps more effectively.   For more customization, you can 3D print additional designs through Shapeways.[40]

What are the components of the Microsoft adaptive accessories?

- **The Microsoft Adaptive Mouse:** An Adaptive Mouse you can use by itself as a stand-alone compact travel mouse or customize with a Microsoft Adaptive Mouse Tail and Thumb Support, or 3D printed tails to make a mouse that truly works for you.

- **Microsoft Adaptive Mouse Tail and Thumb Support:** The Adaptive Mouse Tail and Thumb Support[41] can be easily attached to the Microsoft Adaptive Mouse to create a traditional mouse that's incredibly light and portable. The thumb support accessory easily switches sides for left or right handedness.

- **Microsoft Adaptive Hub:** A central Adaptive Hub that can pair with up to four wireless adaptive buttons and standard wired connections to let you design the setup that works best for you. Augment traditional keyboards and increase your productivity through a hub and wireless buttons that let you create custom inputs.

- **Microsoft adaptive buttons:** Innovative, wireless buttons[42] with eight digital programmable inputs. Customize your experience with different button options by choosing between a **D-pad button (4), Joystick button (5), or Dual button (6) (**each sold separately). You can also 3D print Microsoft-

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

41 Microsoft Adaptive Mouse Tail and Thumb Support require Microsoft Adaptive Mouse.

42 The Microsoft Adaptive D-pad Button, Microsoft Adaptive Joystick Button, Microsoft Adaptive Dual Button require Microsoft Adaptive Hub.

designed button toppers through Shapeways[43] to fit your specific needs.

- To learn more, see [Accessible Devices & Products for PC & Gaming | Assistive Tech Accessories - Microsoft Store](#).

What's new about the Microsoft adaptive accessories?

- The Microsoft adaptive accessories have been available through MS Stores for the consumers since 2022. Now, we're making them available in the Commercial channel.

Who are Microsoft adaptive accessories for?

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

Are the Microsoft adaptive accessories one product or separate products?

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

Why has the price of the adaptive accessories changed?

- Accessibility is a priority for Microsoft, and we're thrilled to hear from users around the world how these products are opening doors for people with disabilities. As we continue to invest in our accessibility accessories ecosystem, there will be pricing changes from time to time. We remain committed to affordable products that meet the needs of disabled customers.

Surface accessories

What are recommended accessories for Surface Laptop 6?

- Accessories are a crucial part of employees making Surface Laptop 6 their own. Many Designed for Surface options are available to build the ultimate workspace. These are especially important for employees who need more adaptive workspaces to meet their accessibility requirements.

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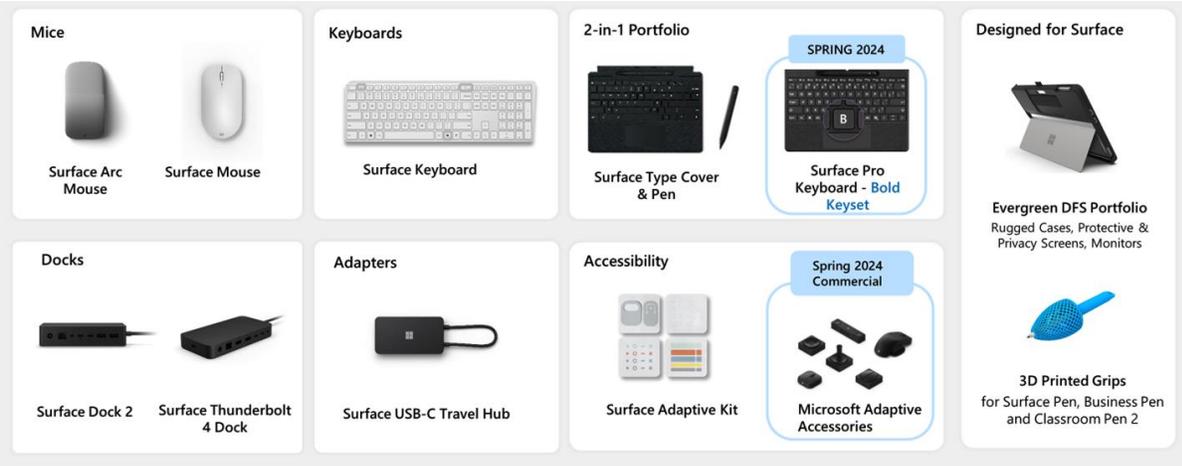
Figure 4. Surface accessories

Appendix

Table 8. Copilot Commercial General Global Availability

General Global Availability	Copilot in Windows 11	Copilot[44]	Copilot for Microsoft 365	Copilot for Sales	Copilot for Service
Cost	Free	Free	$30	$30	$50
Foundational Capabilities	●	●	●	●	●
Web grounding	●	●	●	●	●
Commercial Data Protection	●	●	●	●	●
Enterprise-Grade Data Protection			●	●	●
Graph Grounding			●	●	●
Microsoft 365 Apps			●	●	●
Copilot Studio			●	●	●
Role Specific capabilities				●	●

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44. Formerly Bing Chat Enterprise

Learn more

- [Surface devices documentation](#)