




Product safety warnings and instructions

Mouse, Surface Headphones, Mobile Device, Xbox, [More...](#)

Cleaning & usage instructions

Always handle your Surface with care to maintain its appearance. For cleaning instructions specific to your Surface and its accessories, see [Clean and care for your Surface](#), [Care for Surface Headphones](#), or [Care for Surface Earbuds](#).

 This symbol identifies safety and health messages in this device guide.

WARNING: Read safety and health information

Applies to: all products

Microsoft products are developed to be safe and effective. Please read this guide for important safety and health information about your device and for the terms of the Limited Warranty that applies to your device. The guide is intended to help you be more comfortable and productive while using this device. Failure to follow the instructions for proper set up, use, and care for your device can increase the risk of serious personal injury, death, or property damage.

You can find additional support at support.microsoft.com or on the Surface App for Surface devices.

Was this information helpful?

Yes

No



WARNING: Choking hazard

Applies to: all products

This device may contain small parts that may be a choking hazard to children under 3 years. Keep small parts away from children.

WARNING: Keep out of reach of small children

Applies to: all products

Your device and its accessories are not toys. Do not allow small children to play with them because children could hurt themselves or others or damage your device. Keep your device and all its parts and accessories out of the reach of small children.

WARNING: High-risk use

Applies to: all products

Your device is not designed or intended for use in any application or situation where failure of any kind of the device could lead to death, serious bodily injury, or severe environmental damage ("high-risk use"). If you elect to use your device for a high-risk use, you do so at your own risk.

WARNING: Parts of this device are magnetic

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface Pen, Surface docking stations, HoloLens, and Keyboard

Was this information helpful?

Yes

No



verify the electrical connection areas are free of metallic objects before interconnecting devices or charging connectors. Do not place magnetically sensitive devices, credit cards, other magnetic storage media near your device to reduce the potential for magnetic interference between your device and other devices, possible disruption of medical device operation, or corruption of magnetically stored data.



WARNING: Personal medical devices

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface Pen, Mobile devices, HoloLens, Mouse, Keyboard, Microsoft Band, and Xbox

Radio-frequency emissions and magnetic fields from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Although your device is designed, tested, and manufactured to comply with regulations governing radio frequency emission in countries such as the United States, Canada, the European Union, and Japan, the wireless transmitters and electrical circuits in the device may cause unintentional interference in other electronic equipment.

Persons with pacemakers should always take the following precautions:

- The American Heart Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.
- If you use your mobile device with a case or holder select one without metallic parts.
- Do not carry your device in a chest pocket.
- If you have any reason to suspect that interference is occurring immediately turn off your device.

If you use a medical device other than a pacemaker, consult the device manufacturer or your physician for information and instructions about the use of other electronic devices near your medical device.

Was this information helpful?

Yes

No





WARNING: Wireless devices aboard aircraft

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface Pen, Mobile devices, HoloLens, Mouse, Keyboard, and Xbox

Before boarding any aircraft or packing a wireless device in luggage that will be checked, remove the batteries from the wireless device (if removable) or turn the wireless device off (if it has an on/off switch). Listen for the in-flight announcement that tells you if you can use your device during a flight. In-flight wireless use is at the discretion of the airline.



WARNING: Radiofrequency interference

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface Pen, Mobile devices, HoloLens, Mouse, Keyboard, and Xbox

Although your device has been tested for safety and compatibility, it contains a radio that could affect other electronic equipment or medical devices (such as pacemakers) under certain circumstances, causing them to malfunction and result in possible injury or death.

- Turn off your device in any location where instructed to do so.
- Follow all crew instructions while on an aircraft. Turn off your device and/or turn on airplane mode as instructed by the crew, including for any wireless devices packed in your luggage. Consult airline staff or the crew about using your device in flight.
- Follow all the facility rules and posted instructions in areas where cellular or wireless network use is prohibited.



WARNING: Potentially explosive atmospheres

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface docking stations, HoloLens, Mobile devices, Azure Kinect devices, and Xbox

Was this information helpful?

Yes

No



Do not store or carry flammable liquids, gases, or explosive materials in the same compartment your device, its parts, and/or accessories.

Turn off your device, and do not remove or install battery chargers, AC adapters, or any other accessory for your device when you are in an area with potentially explosive atmospheres. Areas with potentially explosive atmospheres are often, but not always, posted and may include fueling areas or fuel service stations; below decks on boats or other vessels; fuel and/or chemical transfer and storage facilities; and areas where flammable chemicals or particles, such as grain dust or metal powders have collected in the air. In such areas, sparks can occur and cause an explosion or fire.

WARNING: Musculoskeletal disorders

Applies to: Surface, Surface Duo, Surface Pen, HoloLens, Mouse, Keyboard, Mobile devices, and Xbox

Use of electronic input devices may be linked to serious injuries or disorders. When using a computer, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness, burning sensation, or stiffness, **DO NOT IGNORE THESE WARNING SIGNS. PROMPTLY SEE A QUALIFIED HEALTH PROFESSIONAL**, even if symptoms occur when you are not working at your computer. Symptoms like these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, or other parts of the body.

These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendonitis, tenosynovitis, and other conditions. While researchers are not yet able to answer many questions about MSDs, there is general agreement that many factors may be linked to their occurrence, including: overall health, stress and how one copes with it, medical and physical conditions, and how a person positions and uses his or her body during work and other activities (including use of a keyboard or mouse). The amount of time a person performs an activity may also be a factor.

Some guidelines that may help you work more comfortably with your device and possibly reduce your risk of experiencing an MSD can be found at <https://support.microsoft.com> and <https://xbox.com/xboxone/playhealthy> (Healthy Gaming Guide).

Was this information helpful?

Yes

No





WARNING: Photosensitive seizures

Applies to: Surface, Surface Duo, HoloLens, and Xbox

Some people may experience a seizure when exposed to flashing lights or patterns in moving images or video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause “photosensitive seizures” while watching moving images or video games.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Photosensitive seizures may also cause loss of consciousness or convulsions that can lead to injury from falling or striking nearby objects. Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms — children and teenagers are more likely than adults to experience these seizures. The risk of photosensitive seizures may be reduced by taking the following precautions:

- Sit farther from the video screen.
- Use a smaller video screen.
- Play in a well-lit room.
- Do not play when you are drowsy or fatigued.

If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing.



WARNING: General battery safety

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Pen, HoloLens, Mouse, Keyboard, Mobile devices, Microsoft Band, and Xbox

Your device uses disposable or rechargeable batteries. Improper use or misuse of disposable

Was this information helpful?

Yes

No



Battery fluid is corrosive and may be toxic. It can cause burns and may be harmful or fatal if swallowed.

To reduce the risk of injury when using disposable or rechargeable batteries:

- Keep batteries out of the reach of children.
- Charge rechargeable batteries only with the charger provided with your device. Using an improper charging method may result in fire or explosion
- Immediately remove old, weak, or worn out batteries from your device. Recycle or dispose of old, weak, or worn batteries in accordance with local, regional, or national law or regulation
- Remove the batteries from your device before storing your device for an extended period.
- Avoid contact with battery fluid. If a battery leaks:
 - Keep the leaked fluid from touching your skin, eyes, clothes, or other surfaces. If the battery fluid contacts your skin, eyes, or clothes, immediately the affected area with water and contact your doctor or other medical provider as appropriate.
 - Carefully remove all batteries by reversing the battery installation instructions provided with your device.
 - Before inserting new batteries, thoroughly clean the battery compartment with a dry cloth, or follow the battery manufacturer's recommendations for cleanup.
- We recommend that you use Microsoft approved battery packs. Replace the disposable or rechargeable batteries supplied with your device with batteries of the same type and rating.
- Do not disassemble, crush, crush, open, puncture, shred, short external contacts or circuits, expose to temperature above 40 °C (104 °F), or dispose of batteries in fire or water.
- Do not mix new and old batteries or batteries of different types (for example, carbon-zinc and alkaline batteries).
- Do not allow metal objects to touch the battery terminals on the device; they can become hot and cause burns.
- Do not carry or place batteries or battery packs together with other metal objects.

Was this information helpful?

Yes

No



- Do not immerse batteries in water or allow them to become wet.
- Do not use a battery if it has become wet. Do not attempt to dry a battery or battery pack with a hair dryer, in a conventional oven, or in a microwave oven.
- Do not connect batteries directly to wall outlets or car cigarette-lighter sockets.
- Do not strike, throw, step on, or subject batteries to severe physical shock.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Do not recharge batteries near a fire or in extremely hot conditions.
- Dropping your device or its battery, especially on a hard surface, can damage the device and its battery. We recommend that you seek professional assistance to inspect your device if you believe damage has occurred.
- Never use a damaged battery. If your battery appears scratched, or nicked, immediately place it aside and dispose of it properly. Use of a damaged battery can cause electrical shorts, overheating, and other component failures.



WARNING: Battery safety (non-user-replaceable batteries)

Applies to: Surface, Xbox, HoloLens, Surface Headphones, Surface Earbuds, Microsoft Band, devices with non-user-replaceable batteries

Improper use of your device's battery may result in fire or explosion. Do not heat, open, puncture, mutilate, or dispose of your device or its battery in fire. Do not leave or charge your device in direct sunlight for an extended period of time. Doing so may cause damage or melt the battery.

Microsoft recommends that you seek professional assistance for all other device repairs, and that you use caution if undertaking do-it-yourself repairs. Opening and/or repairing your device can present electric shock, device damage, fire, and personal injury risks, and other hazards. Assistance and information from Microsoft for device repair and other services is

Was this information helpful?

Yes

No





WARNING: Battery replacement and device repairs (user replaceable batteries)

Applies to: Surface Pen, Mobile devices, Mouse, Keyboard, and Xbox

Batteries in devices with user-replaceable batteries can be changed by opening the battery receptacle and following the battery replacement instructions in the Quick Start Guide. Microsoft recommends that you seek professional assistance for all other device repairs, and that you use caution if undertaking do-it-yourself repairs. Opening and/or repairing your device can present electric shock, device damage, fire, and personal injury risks, and other hazards.



WARNING: Coin cell/button cell battery safety

Applies to: Keyboard and Surface Pen

KEEP OUT OF REACH OF CHILDREN. DO NOT INGEST BATTERY. CHEMICAL BURN HAZARD.

This product contains coin cell/button cell batteries. If swallowed, a coin cell/button cell battery can cause severe internal burns and perforation of soft tissue in just two hours, causing serious personal injury or death.

Always keep new and used batteries away from infants and children. If the battery compartment on your device does not close securely, stop using it and keep it away from infants and children. Seek immediate medical attention you think an infant or child may have swallowed or placed a coin cell/button cell battery inside any part of his or her body. Coin cell/button cell batteries must be removed immediately by qualified medical personnel to minimize the risk of serious personal injury or death.



WARNING: AC power supply safety

Was this information helpful?

Yes

No



Always select and use an appropriate AC power supply for your device. Failure to take the following precautions can result in serious personal injury or death from electric shock or fire or in damage to your device.

To select an appropriate power source for your device:

- We recommend you use genuine Microsoft power supply units (PSUs) and AC power cords. A genuine Microsoft PSU was provided with your device. Genuine Microsoft PSUs can also be purchased from a Microsoft-authorized retailer and at <https://store.microsoft.com/devices>.
- Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.
- Confirm that your electrical outlet provides the type of power indicated on the PSU (in terms of voltage [V] and frequency [Hz]). If you are unsure of the type of power supplied to your home, consult a qualified electrician.
- Do not overload your wall outlet, extension cord, power strip, or other electrical receptacle. Confirm that they are rated to handle the total current (in amps [A]) drawn by your device (as indicated on the PSU) and any other devices using the same circuit.
- For devices where the AC prongs may be folded for storage, make sure its prongs are fully extended before plugging the AC power supply for your device into the power (mains) outlet.
- For devices equipped with power cords with removable prongs and a universal power supply, make sure the prong assembly is properly configured for the power outlet and fully seated into the power supply before plugging the AC power supply into a power (mains) outlet.



WARNING: Exposure to radio frequency (RF) energy

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface Pen, Mobile

Was this information helpful?

Yes

No



Devices that contain Wi-Fi and Bluetooth® radio transmitters have been designed, manufactured and tested to meet the Federal Communications Commission (FCC), Industry Canada and European guidelines for RF exposure and Specific Absorption Rate.

To ensure that your exposure to RF energy generated by the Wi-Fi and Bluetooth radios does not exceed the exposure limits set forth by these guidelines, orient devices with display screens such that the display side is not directly in contact with your body (i.e., placing the display side face down on your lap or upper body).

Additional information about RF safety can be found on the FCC website at <http://www.fcc.gov/oet/rfsafety> and the Industry Canada website at <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html>.



WARNING: Risk in repairs

Applies to: all products

Opening and/or repairing your device can present electric shock, device damage, fire, and personal injury risks, and other hazards. Microsoft recommends that you seek professional assistance for device repairs, and that you use caution if undertaking do-it-yourself repairs.



WARNING: Airbag avoidance

Applies to: Surface, Surface Duo, and Mobile devices

Do not place your device or other objects on or near the airbags in vehicles equipped with airbags. Objects placed on or near an airbag may cause serious personal injury or death if the airbag deploys.



WARNING: Cleaning

Was this information helpful?

Yes

No



The risk of fire, shock or damage to your Microsoft device during cleaning can be reduced by taking the following precautions:

- Unplug all cables and turn your device off before cleaning.
- Only clean the exterior of your device.
- Clean your device with a dry cloth.
- For devices with fans, vents, ports or similar openings:
 - Gently clean the exterior surface of the fan, vent or other opening to remove any dust buildup.
 - Do not insert objects into the fan, vents, ports, or other opening.
- Do not attempt to clean connectors through immersion in liquids. Only gently wipe and dry with a clean cloth.



WARNING: Usage

Applies to: all products

To reduce the risk of fire, shock or damage to your device, do not expose your device to rain, snow or other types of moisture. Do not use your device near water or in a damp or excessively humid location (e.g., near a shower, bathtub, sink, or swimming pool, or in a damp basement). To keep your device in prime operating condition:

- Do not use your device near heat sources, food, excessive dirt, dust, oil, chemicals, or in strong direct sunlight.
- Do not place objects on top of your device.
- Use only attachments/accessories specified by Microsoft.
- For devices with fans, vents, ports or similar openings:

Was this information helpful?

Yes

No



- Do not allow dust to build up on the fan, vents or other openings.
- Do not place your device in narrow or cramped space.
- Do not dry your device with a hair dryer, clothes dryer, conventional, toaster, or microwave oven. If your device becomes wet, gently wipe the exterior with a clean, dry cloth.



WARNING: Ports and openings

Applies to: all products

To reduce the risk of fire, electric shock, or damage to your Microsoft device

- Do not insert objects into the fan, vents, ports, kickstand slots and hinges, spaces around keys or other opening.
- Do not attempt to clean ports, kickstand slots and hinges, spaces around keys, or other opening with sharp objects (i.e., paper clips, screwdrivers, utility knives, etc.)



WARNING: Keyboard keys

Applies to: Surface, Keyboard

Microsoft recommends that you seek professional assistance to repair or replace detached or missing keys on your device. Use caution if undertaking do-it-yourself repairs. Do not force detached key caps back onto the keyboard or insert objects into the keyboard between the keys and the board cover. Opening and/or repairing your device can present electric shock, device damage, fire, and personal injury risks, and other hazards. Assistance and information from Microsoft for device repair and other services is available at www.support.microsoft.com.



WARNING: Suffocation hazard

Was this information helpful?

Yes

No



Keep plastic bags away from babies and children to avoid the risk of suffocation.

WARNING: Be aware of your surroundings

Applies to: Surface, Surface Headphones, Surface Earbuds, Mobile devices, and HoloLens

To reduce the potential risk of injury or death due to distractions, do not use your device while driving, operating machinery, cycling, walking, or engaging in other activities that require your undivided attention. Using your device alone or with headphones or a headset (even if used only in one ear) while driving a vehicle or cycling is not recommended and may be prohibited in your community.

Always keep the volume on your headphones or headset low enough to hear people talking, sounds that might alert you to hazardous conditions, and better protect your hearing. Review and obey the laws and regulations in your community on the use of mobile devices when you drive or cycle. Other common-sense recommendations to reduce the risks associated with distractions include:

- Never type, or review texts or emails.
- Never input navigation information.
- Never surf the web or do any other tasks that divert your attention.

WARNING: Power supply unit (PSU) DC connector

Applies to: Surface

Avoid prolonged skin contact with the DC connector when your power supply unit (PSU) is plugged into a power source because it may cause discomfort or injury. Sleeping or sitting on the DC connector should be avoided.

Do not expose the connector to liquids, sweat, dirt or other contaminants. Using a

Was this information helpful?

Yes

No



connector immediately. Unplug the DC connector from the device. Dry and wipe it with a clean cloth.

If you find any damage on any part of your charger or cord, stop using them and contact us for support options.



WARNING: Use in safe surroundings

Applies to: Windows mixed reality

Using your device can distract you and keep you from seeing your surroundings. Windows Mixed Reality immersive headsets may fully obstruct your view, and content may appear to be at a distance but still block your view of nearby physical objects.

Use only in a safe place that is appropriate for your activities. Avoid trip hazards, stairs, low ceilings, fragile or valuable items that could be damaged, etc., and situations in which people or things might unexpectedly approach. Do not use your device when a view of your surroundings and attention are needed for safety.

You should follow all setup recommendations for Windows Mixed Reality, including using your headset to create a boundary. Your PC setup and some applications or experiences may result in delays or errors in the boundary display. Always use caution and be aware of your surroundings, even if you have created a boundary.



WARNING: Heavy object

Applies to: Surface Hub

Your device is very heavy. To reduce the risk of lifting related injuries, death, or damage to your device, we recommend that a minimum of two people lift the device. It is important to use proper lifting posture when lifting and/or moving the device.



Was this information helpful?

Yes

No



Applies to: Xbox, Windows mixed reality

If you let anyone else use your device, make sure that they understand the health and safety information in this guide, as well as any additional safety or usage instructions provided by the device and content providers. Each person using a device should complete the set up/orientation procedures to become familiar with the system.

WARNING: Application risk

Applies to: Azure Kinect Devices

The warnings in this guide relate to the hardware and its software in a stand-alone environment. One or more of the warnings in this guide may not apply or may be inadequate or incomplete for the hazards or other risks associated with your application. You are solely responsible for determining the warnings that are required by your application, the content of those warnings, and how those warnings are delivered to users.

WARNING: Using video gaming accessories

Applies to: Xbox

Make sure children using video gaming accessories with their Xbox™ console and Kinect™ sensor play safely, within their limits, and that they understand proper use of the console, sensor, and accessories.

WARNING: Ergonomic lifting

Applies to: Surface Hub

To reduce the risk of lifting related injuries, death, or damage to your device, use good ergonomic lifting practices, including but not limited to:

Was this information helpful?

Yes

No



- Determine if you can lift the unit. Is it too heavy or too awkward?
- Decide if you need lifting aid.
- Check your environment for obstructions and slippery surfaces.
- Lift with your legs, not your back.
- Bend at your knees, keeping the back straight.
- Keep the unit close to your body.
- Center your body over the unit. Keep the feet about shoulder width apart.
- Lift straight up smoothly.
- Keep your torso straight; do not twist while lifting or after the load is lifted.
- Set the device onto the stand or wall mount slowly and smoothly with a straight back; do not let go until the device is set in place.



WARNING: Proper stand mounting

Applies to: Surface Hub

Your device heavy and mounts to a stand using all four mounting brackets. To reduce the risk of injury, death, or damage to your device:

- Follow all instructions provided by the stand manufacturer.
- Ensure your stand and proposed mounting method will support the weight of your device.
- Only use the mounting hardware provided with the stand.
- Ensure all screws are securely tightened according to the stand manufacturer's instructions.
- Do not release your device until you are certain the top and bottom hooks of both mounting brackets are securely seated on the upper and lower mounting rails of the stand.

Was this information helpful?

Yes

No





WARNING: Unseen hazards in walls or other mounting surfaces

Applies to: Surface Hub

Walls and other mounting surfaces may contain electrical wires, gas lines, and other unseen hazards or obstacles. Cutting or drilling into an unseen hazard may cause serious personal injury or death.

It is the installer's responsibility to locate unseen hazards prior to and to avoid these hazards during installation. Assess the mounting environment and always make sure there are no unseen hazards in the wall or other mounting surface prior to drilling and/or cutting.



WARNING: Follow setup and use guidelines and instructions

Applies to: HoloLens, Windows mixed reality

Follow all setup and use guidelines and instructions provided for your device, its accessories, and the publisher of any software application or 2D or 3D content or experience ("content").

Failure to properly set up, use, and care for your device can increase the risk of serious injury, death, property damage, or damage to your device and its accessories.



WARNING: Tip over hazard

Applies to: Surface Hub

To avoid risk of personal injury, death, or damage to a stand-mounted device when it is moved:

Was this information helpful?

Yes

No



- Follow all instructions provided by the stand manufacturer for moving or relocating a stand-mounted device.
- Do not hang or place heavy objects from your device or on the stand.
- Disconnect the power cord and other cables as needed prior to moving your stand-mounted device.
- Use caution and move slowly when moving your stand-mounted device. Follow the stand manufacturer's instructions for moving or relocating the stand.
- Use caution when transporting a stand-mounted device up or down ramps. Never leave a stand-mounted device unattended on or near a ramp.
- Only adults should move your stand-mounted device.



WARNING: AC power supply and power cord safety

Applies to: Xbox

Always select and use an appropriate AC power supply and/or power cord for your device. Failure to take the following precautions can result in serious personal injury or death from electric shock or fire or in damage to your device.

To select an appropriate power source for your device:

- We recommend you use genuine Microsoft power supply units (PSUs) and AC power cords. A genuine Microsoft PSU and/or AC power cord was provided with your device. Genuine Microsoft PSUs or AC power cord can also be purchased from a Microsoft-authorized retailer and at <https://store.microsoft.com/devices>.
- Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.
- Confirm that your electrical outlet provides the type of power indicated for your device (in

Was this information helpful?

Yes

No



- Do not overload your wall outlet, extension cord, power strip, or other electrical receptacle. Confirm that they are rated to handle the total current (in amps [A]) drawn by your device and any other devices using the same circuit.
- For devices where the AC prongs may be folded for storage, make sure its prongs are fully extended before plugging the AC power supply for your device into the power (mains) outlet.
- For devices equipped with power cords with removable prongs and a universal power supply, make sure the prong assembly is properly configured for the power outlet and fully seated into the power supply before plugging the AC power supply into a power (mains) outlet.



WARNING: Handling and site prep

Applies to: Surface Hub

To reduce the risk of injury due to the size and weight of the device, and the importance of keeping the device upright:

- Before moving your device to the place it will be installed, survey the site to determine how to safely move it to the location where it will be unpacked and mounted.
- Always use at least two people for unpacking and installation.
- Once your device is unpacked, it should be mounted immediately, so the mounting system should be in place before unpacking. If you're mounting onto a rolling stand, lock or block the wheels of the stand before unpacking.
- To avoid tripping hazards, keep the assembly area clear of packing materials.



WARNING: Use requirements

Applies to: HoloLens

Was this information helpful?

Yes

No



An interpupillary distance (an eye measurement of the distance between your two pupils) between 51 and 74 is needed to correctly and comfortably view Holograms with HoloLens. This range accommodates most adults and children age 13 and older. HoloLens is not intended for use by children under age 13.



WARNING: Proper wall mounting

Applies to: Surface Hub

Your device is heavy. To reduce the risk of injury, death, or damage to your device:

- Follow all instructions provided by the wall mount manufacturer.
- Ensure your wall structure/materials and your proposed mounting method will support the weight of your device.
- Purchase and use the recommended hardware and mounting system for your device based on your wall structure/materials.
- Ensure all screws are securely tightened according to the wall mount manufacturer's instructions.
- Your device was designed to be installed on a concrete wall or pillar. Additional reinforcement may be required for plasterboard, plaster, plastic board, steel, and wood walls, pillars, and/or studs before installation begins.
- Do not release your device until you are certain that it is fully secured according to the instructions provided with your selected mounting solution.



WARNING: Proper installation

Applies to: Surface Hub

To avoid hazards related to improper device installation, installation must be performed by

Was this information helpful?

Yes

No



you do not have the necessary equipment or expertise, or if you are uncertain the mounting surface can properly support your device, consult a professional installer.



WARNING: Pre-existing vision disorders

Applies to: HoloLens, Windows mixed reality

Good binocular vision is required to view stereoscopic 3D content. Consider consulting an eye doctor if you are not able to view the 3D effect clearly and comfortably. HoloLens can be worn over most glasses and used with contact lenses. If you have a pre-existing vision disorder, please consult a doctor before using HoloLens. A small percentage of people have a pre-existing vision disorder that may be aggravated when using HoloLens.



CAUTION: Device stability

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Surface docking stations, HoloLens, Mouse, Keyboard, Mobile devices, and Xbox

Do not place your device on uneven or unstable surfaces. Be sure to hold it securely when it is carried and not via an accessory, cable, or cord. Failure to hold your device securely could cause it to fall or hit a person or object, which could damage your device, damage other property, or cause personal injury.



CAUTION: Hearing Safety

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, HoloLens, Mobile devices, and Xbox

Frequent or extended exposure to loud noise or sounds when using a headset or headphones can cause temporary or permanent hearing loss. Individual susceptibility to noise-induced hearing loss and potential hearing problems varies. Also, the sound volume produced by a

Was this information helpful?

Yes

No



headphones used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings, and equipment.

Here are a few common-sense recommendations to minimize your exposure to loud noises or sounds when using a headset or headphones with your device:

- Minimize your time listening to loud sound. All of the sound you are exposed to each day adds up. At maximum volume, listening to music or other content on your device with a headset or headphones can permanently damage your hearing in 15 minutes. If you are exposed to other loud sounds also, it takes less time listening at high volumes to cause hearing damage.
- The more time you spend exposed to loud sounds, the more likely you are to damage your hearing. The louder the sound, the less time that is required to damage your hearing.
- Always turn the volume on your device down before plugging a headset or headphones into your device. Set the volume loud enough to hear clearly in quiet surroundings, and no louder.
- Do not increase the volume after you start listening. Your ears can adapt over time so that high volume sounds normal, but the high volume could still damage your hearing.
- Do not increase the volume to block outside noise. The combination of outside noise and sound from your headset or headphones can damage your hearing. Sealed or noise-canceling headphones can reduce outside noise so that you don't have to turn up the volume.
- If you can't understand someone nearby speaking normally, turn down the volume. Sound that drowns out normal speech can damage your hearing. Even with sealed or noise-canceling headphones, you should be able to hear nearby people speak.
- To minimize the potential for hearing damage, keep the volume low enough that you can carry on a conversation with people nearby.
- Headphones and headsets can attract dangerous objects like staples and paper clips. Always check your headset or headphones before use.
- Use of a headset or headphones while driving may be prohibited or restricted in your area; check your local laws and regulations for further information.

Was this information helpful?

Yes

No



your hearing checked if:

- You experience any hearing loss symptoms
- You hear ringing in your ears
- Your speech sounds muffled, dull, or flat.



CAUTION: Touch-screen glass

Applies to: Surface, Surface Duo, Surface Hub, and Mobile devices

The touch screen on your device, like most touch screens, is made of glass. The glass can break if your device is dropped or receives a significant impact. To reduce the risk of personal injury, avoid touching the screen if the glass is broken, chipped or cracked and arrange to have the screen replaced.

A cracked or chipped touch screen caused by misuse or abuse of your device is not covered under the Standard Limited Warranty.



CAUTION: Skin irritation (wearable devices)

Applies to: HoloLens, Surface Headphones, Surface Earbuds, Microsoft Band

This device is made of materials commonly used in wearable consumer electronic devices. However, certain people may develop skin irritation due to allergies or sensitivities. To reduce the risk of skin irritation:

- Clean your device regularly.
- Avoid using lotions or other products under the portions of the device that contact your skin.
- Do not wear over injured skin.

Was this information helpful?

Yes

No



- If your skin becomes irritated, stop using device.

If symptoms are severe or persist, consult your physician.



CAUTION: Skin irritation (non-wearable devices)

Applies to: Surface Duo, Surface Pen, Mouse, and Keyboard

This device is made of materials commonly used in wearable consumer electronic devices. However, certain people may develop skin irritation due to allergies or sensitivities. To reduce the risk of skin irritation:

- Clean your device regularly.
- Avoid using lotions or other products in locations where the device may contact your skin.
- Use with caution if your skin is injured.

If symptoms are severe or persist, consult your physician.



CAUTION: Navigation

Applies to: Surface, Surface Duo, and Mobile devices

The navigation functions and location services on your device rely on data services that are subject to change and may not be available in all areas or under all conditions. As a result, the map and location-based functions on your device may be unavailable, inaccurate, or incomplete. Always use common sense when navigating, compare the information provided by navigation functions to what you see in your surroundings, and observe existing road conditions and posted signs to identify any discrepancies.

Was this information helpful?

Yes

No





CAUTION: Cable and cord safety

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, Mobile devices, HoloLens, Mouse, Keyboard, Microsoft Band, Azure Kinect Devices, and Xbox

Exposed device cables and cords pose a potential tripping hazard. Arrange all cables and cords so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk through the area. Do not allow children to play with cables and cords. To avoid damaging the cords and cables:

- Protect cords from being walked on or crushed.
- Protect cords from being pinched or sharply bent, particularly where they connect to a wall power (mains) outlet, the power supply unit, and your device.
- Do not jerk, knot, sharply bend, stretch, or otherwise abuse the power cords. Do not wrap your power cord too tightly, especially around the power brick. Instead, wrap it using loose coils rather than tight angles.
- When positioning your device or PSU make sure that the cords are not bent sharply and that the connectors are not pushed against a wall or hard surface.
- Do not expose power cords to heat sources.
- Do not allow pets or children to bite or chew on power cords.
- When disconnecting the power cord, pull on the plug—do not pull on the cord.
- Inspect your power cords and cables regularly. If a power cord or cable becomes warm, frayed, cracked or damaged in any way, stop using it immediately. We recommend that you replace your damaged power cord or cable with a genuine Microsoft replacement power or cable.
- Unplug your charging cable or cord during lightning storms or when unused for long periods.



Was this information helpful?

Yes

No



Applies to: HoloLens, Windows mixed reality

Some people may experience discomfort such as nausea, motion sickness, dizziness, disorientation, headache, fatigue, eye strain, or dry eyes when using mixed or virtual reality, particularly as they adjust to using it. If symptoms are severe or persist, consult your doctor.

Motion sickness and related symptoms can occur when there is a mismatch between what you see and what your body perceives. If you are prone to motion sickness, get migraine headaches, have an inner ear disorder, or other health conditions, you may be at increased risk of discomfort.

Viewing 3D or Mixed Reality is not known to harm vision development or cause binocular vision disorders. If you are not able to view the 3-D effect clearly and comfortably, consider consulting an eye doctor, as you may have a pre-existing, undiagnosed binocular vision disorder.

Certain situations can increase your risk of discomfort. For example:

- Being a new user – symptoms tend to decrease as you become accustomed to using mixed or virtual reality.
- Devices may work best for users whose interpupillary distance (IPD) falls within a certain range. IPD is the distance between the center of the pupils of the two eyes. Users with an IPD outside the optimal range for the device may experience discomfort.
- Certain types of content, particularly games or movies that make you feel as if you are moving through space or looking down from above, or interactions that involve tracking moving objects.
- Using your device for extended periods without a break.

To reduce the risk of discomfort:

- Start slowly and keep your first sessions brief. For most people discomfort should decrease over the first few sessions.
- Take breaks periodically and stop and rest if you experience any discomfort. The timing and length of breaks varies by the individual user and how they use their device.

If you experience discomfort, stop using your device and rest until you feel better. Sitting still

Was this information helpful?

Yes

No



note of the type of content you were viewing and other aspects of the situation in which the discomfort occurred, so you can adjust or ease into the experience next time. People differ in the time required to adapt. Consider taking more frequent or longer breaks.

NOTICE: Heat related concerns

Applies to: Surface, Surface Duo, Surface docking stations, Mobile devices, other non-wearable devices, and Xbox

Your device may become very warm during normal use. It complies with the user-accessible surface temperature limits defined by the International Standards for Safety (IEC 60950-1 and IEC 62368). Still, sustained contact with warm surfaces for long periods of time may cause discomfort or injury. To reduce potential heat-related concerns, follow these guidelines:

- Keep your device and its power adapter in a well-ventilated area when in use or charging. Allow for adequate air circulation under and around the device.
- Use common sense to avoid situations where your skin is in contact with your device or its power adapter when it's operating or connected to a power source. For example, don't sleep with your device or its power adapter, or place it under a blanket or pillow, and avoid contact between your body and your device when the power adapter is connected to a power source. Take special care if you have a physical condition that affects your ability to detect heat against the body.
- If your device is used for long periods, its surface can become very warm. While the temperature may not feel hot to the touch, if you maintain physical contact with the device for a long time, for example if you rest the device on your lap, your skin might suffer a lowheat injury.
- If your device is on your lap and gets uncomfortably warm, remove it from your lap and place it on a stable work surface.
- Never place your device or AC adaptor on furniture or any other surface that might be marred by exposure to heat since the base of your device and the surface of the AC adaptor may increase in temperature during normal use.

NOTICE: Heat related concerns (wearable devices)

Was this information helpful?

Yes

No



Applies to: HoloLens, Surface Headphones, Surface Earbuds, Microsoft Band, other wearable devices

Your device may become very warm during normal use. It complies with the user-accessible surface temperature limits defined by the International Standards for Safety (IEC 60950-1 and IEC 62368). To reduce heat-related concerns, follow these guidelines:

- Use CAUTION when operating your device with a pillow, blanket or other soft material in contact with your device, because the material can block the airflow which may result in the device overheating.
- If your device gets uncomfortably warm, remove it and take a break.
- If your device is used for long periods, its surface can become very warm. While the temperature may not feel hot to the touch, if you maintain physical contact with the device for a long time, your skin might suffer a low-heat injury.
- Never place the power supply unit (PSU) for your device on furniture or any other surface that might be marred by exposure to heat since the surface of the PSU may increase in temperature during normal use.

NOTICE: Handling

Applies to: Surface, Surface Headphones, Surface Earbuds, Surface Duo, HoloLens, Mobile devices, Microsoft Band, and Azure Kinect devices

Handle your Microsoft device with care. It is made of metal, glass, and plastic and has sensitive electronic components inside. Your device can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquid. If you suspect damage to your device or its battery, discontinue use of your device, as it may cause overheating or injury. Don't use your device with a cracked screen, as it may cause injury. If you're concerned about scratching the surface of your device, consider using a case or cover.

NOTICE: Third-party compatibility

Applies to: all products

Was this information helpful?

Yes

No



Microsoft-licensed devices or accessories only. Use of incompatible or counterfeit accessories, batteries, and charging devices could result in damage to your device and pose a possible risk of fire, explosion, or battery failure leading to serious injuries, damage to your device, or other serious hazards.

NOTICE: To view 3D content more comfortably

Applies to: HoloLens, Windows mixed reality

Good binocular vision is required to view stereoscopic 3D content. If you have a binocular vision disorder, such as strabismus (eye misalignment, crossed or wandering eye), you may not be able to view 3D content comfortably. A small percentage of people have a pre-existing binocular vision disorder that they might not be aware of until they try viewing 3D content. Consider consulting an eye doctor if you are not able to view 3D content clearly and comfortably.

NOTICE: Using Boundaries

Applies to: HoloLens, Windows mixed reality

Where available and correctly configured, the features on your device can be used to set up boundaries to help you avoid obstacles and aid in managing your surroundings.

NOTICE: Handling

Applies to: Xbox

Handle your Microsoft device with care. It is made of metal, plastic, and has sensitive electronic components inside. Your device can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquid. If you suspect damage to your device or its battery, discontinue use of your device, as it may cause overheating or injury.

NOTICE: Disc use

Was this information helpful?

Yes

No



To avoid jamming the disc drive and possibly damaging your discs or device:

- Always remove discs before moving the device.
- Never use cracked discs. They can shatter and jam or damage internal parts inside your device.



 [SUBSCRIBE RSS FEEDS](#)

Need more help?

How can we help you?



Expand your skills

[EXPLORE TRAINING >](#)

Get new features first

[JOIN MICROSOFT INSIDERS >](#)

 Microsoft 365

A subscription to make
the most of your time

[Try one month free](#)

Was this information helpful?

[Yes](#)

[No](#)



What's new

[Surface Laptop 4](#)
[Surface Laptop Go](#)
[Surface Go 2](#)
[Surface Pro X](#)
[Surface Duo](#)
[Microsoft 365](#)
[Windows 10 apps](#)
[HoloLens 2](#)

Microsoft Store

[Account profile](#)
[Download Center](#)
[Microsoft Store support](#)
[Returns](#)
[Order tracking](#)
[Virtual workshops and training](#)
[Microsoft Store Promise](#)
[Financing](#)

Education

[Microsoft in education](#)
[Office for students](#)
[Office 365 for schools](#)
[Deals for students & parents](#)
[Microsoft Azure in education](#)

Enterprise

[Azure](#)
[AppSource](#)
[Automotive](#)
[Government](#)
[Healthcare](#)
[Manufacturing](#)
[Financial services](#)
[Retail](#)

Developer

[Microsoft Visual Studio](#)
[Windows Dev Center](#)
[Developer Center](#)
[Microsoft developer program](#)
[Channel 9](#)
[Microsoft 365 Dev Center](#)
[Microsoft 365 Developer Program](#)
[Microsoft Garage](#)

Company

[Careers](#)
[About Microsoft](#)
[Company news](#)
[Privacy at Microsoft](#)
[Investors](#)
[Diversity and inclusion](#)
[Accessibility](#)
[Security](#)



English (United States)

[Sitemap](#)

[Contact Microsoft](#)

[Privacy](#)

[Terms of use](#)

[Trademarks](#)

[Safety & eco](#)

[About our ads](#)

© Microsoft 2021

Was this information helpful?

Yes

No

