

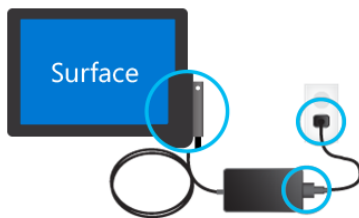
# ZenConnect

## Your Surface Device

Charging and troubleshooting your Surface Device  
Source [www.microsoft.com](http://www.microsoft.com)

### 1 Connect your charger

To begin charging your Surface, connect the power supply that came with your Surface to a power source such as a wall outlet, power strip, or surge protector.



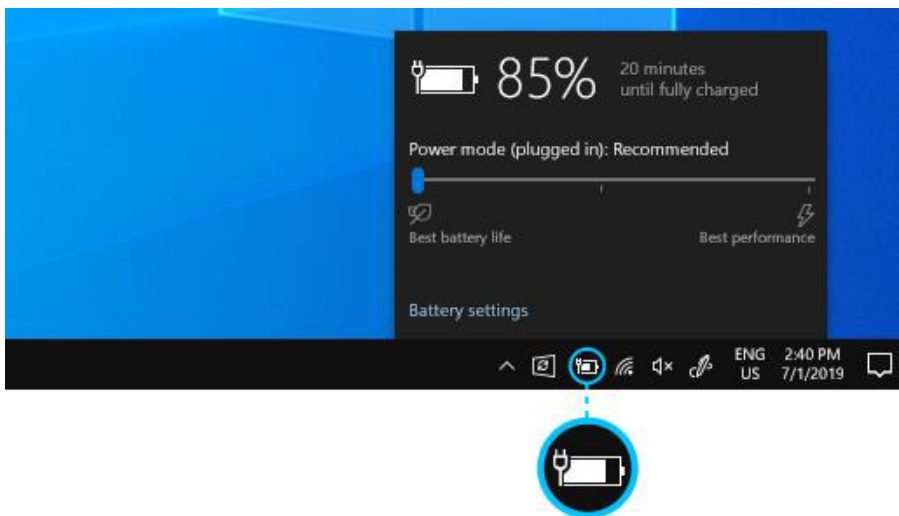
You can plug the charging connector into the charging port on your Surface in either direction, except on Surface 3 where the charging connector must be plugged in with cable extending down and the LED indicator facing you.

*The white LED light should be when your power connector is plugged into your Surface.*

When the light is...	It means...
<b>OFF</b>	Make sure that the connector is fully clicked into the device, and then try moving the power supply to another wall outlet. If the LED light remains off, you may need to replace your power supply.
<b>Blinking or flashing white</b>	Remove the power connector from your Surface and check for damage or debris that could cause a bad connection. If the light continues to flash, you may need to replace the power supply.
<b>Solid white</b>	If the power connector light is on but you still have the problem, check battery and icon status on your Surface taskbar.

## 2 How can you tell if your Surface is charging?

While your Surface is charging, the LED indicator on the tip of the power supply's charging connector is lit to show your Surface is getting power, and the battery icon will show an electrical plug. Select the battery icon to see an estimate of how long it should take until the device is fully charged. It might take a minute for that estimate to appear.



*If the LED indicator isn't lit or the battery icon doesn't show that the battery is charging please see next section.*

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### Surface battery won't charge or Surface won't run on battery

You may have a problem with your battery or with Windows recognizing your battery if you experience the following issues:

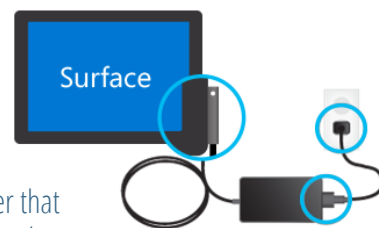
- Surface and Windows start but you're having trouble charging your Surface.
- You receive a low-battery error.
- Surface turns off when you unplug it.

#### *Step 1. Check the connections:*

- First, check for things that might prevent your Surface or Windows from starting or the battery from charging. Make sure that the connections are secure and that nothing is plugged in to the USB charging port on the power supply. Here are some tips:

#### *Step 2. If the light is not ON or battery is not charging try the following:*

- Clean the pins on the connector with a pencil eraser. Rub the eraser back and forth across the pins.
- Wet a cotton swab in rubbing alcohol. Clean the pins on the long, narrow part of the charger that you plug into your Surface. Rub the cotton swab back and forth across the pins. After you are done cleaning the connector pins, make sure that the pins are dry, and then reattach.



#### *Step 3. Turn off your Surface and charge it for at least 30 minutes before trying to restart:*

- If your battery is completely drained use the power supply that shipped with the device. After your device has charged with the power supply for at least 30 minutes, try starting your surface device and continue charging.

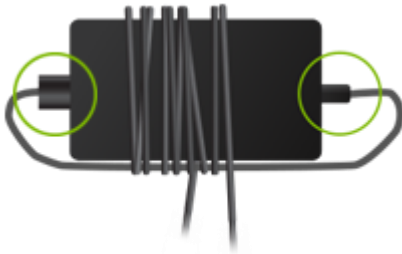
**If see any damage to the charging port, power connector, or power cord or you've gone through the troubleshooting steps and your Surface still won't charge, contact [support@neuroptimal.com](mailto:support@neuroptimal.com) We strongly recommend that you use only a genuine Microsoft power supply (also referred to as battery charger). NEVER replace with counterfeit or cheaper imitations as they will damage your Surface device, battery and charging system and void your warranty.**

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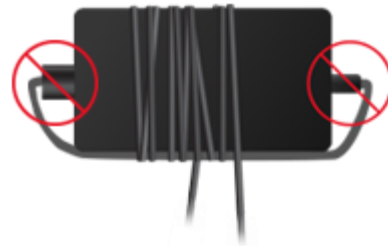
## Power cord care

Power cords, like any other metal wire or cable, can be weakened or damaged if repeatedly twisted or bent in the same spot. Here are a few things you can do to keep your power cord from being damaged:

- Avoid twisting or pinching your power cord.
- Don't wrap your power cord too tightly, especially around the power brick. Instead, wrap it using loose coils rather than tight angles.



*Correct: Cord wrapped loosely*



*Incorrect: Cord wrapped too tightly*

- Inspect your power cord regularly, especially where it joins the power brick.
- Avoid pulling on the power cord when unplugging your Surface. Gently removing the connector from the charging connector can help prevent damage to your power cord.



*Correct: Unplugging gently*



*Correct: Tugging in cord to unplug*

**If you find any damage on any part of your Surface charger cords, stop using the cord and purchase a new one from the [Microsoft Store](#).**