



Windows 11 and Surface devices FAQ

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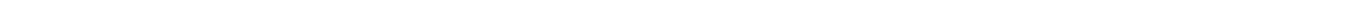
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Contents

Questions	2
Which Surface devices will support running Windows 11?.....	2
When will I be able to upgrade my eligible Surface device to Windows 11?	2
How can Windows 11 be used on Surface devices that does not support Windows 11?	2
What are the minimum system requirements for Windows 11?	2
What's the basis of the minimum system requirements for Windows 11?	2
How does Windows 11 enable Zero Trust protection?.....	3
How will I know if my PC qualifies for the upgrade?	3
I see there is a Windows Insider Program for Windows 11, can I install this now on my Surface device?	3
Will installing the Windows 11 Insider Preview build impact my warranty and the support I can receive?....	3
How will driver packs and .msi file downloads be handled during the Insider Preview period?	3
Can I install Windows 11 on any of the older Surface device that I own?	4
If I install the Windows Insider build, can I revert to Windows 10 without having to reimage my device?	4
Can my organization use Windows Update for Business to deploy Windows 11 to a limited set of users for testing purposes?.....	4
Will Surface Hub be able to run Windows 11?.....	4
I heard about haptic feedback with Pen input. Does the current Surface Pen support haptic feedback? Will there be a new Surface Pen?	4
How can commercial customers choose the operating system on new Surface devices?	4
OS choice	5
Will Microsoft start shipping new orders of currently in-market devices that I purchase with Windows 11 instead of Windows 10?	5
What devices are eligible for OS choice?	5
Which OS versions are available?	5
Will factory recovery images be available for download?	5
What's new about having an OS choice on new devices?.....	5
Who can take advantage of this?	5
How do commercial customers place orders?	5
Best of Windows 11 on Surface	6
How is Windows 11 empowering productivity and collaboration for our users?	6
How is Windows 11 built for Surface enterprise customers?	6
How can I run Windows 11 on Surface Duo?	Error! Bookmark not defined.
What is Voice clarity?.....	6

Learn more 7



Questions

Which Surface devices will support running Windows 11?

- Our newest Surface devices — Surface Laptop Studio, Surface Pro 8, and Surface Go 3 — can be purchased with Windows 11 installed. In addition, the following devices are eligible to be upgraded to Windows 11: Surface Pro 7+, Surface Pro 7, Surface Pro 6, Surface Go 2, Surface Laptop 4, Surface Laptop 3, Surface Laptop 2, Surface Laptop Go, Surface Pro X (all generations), Surface Book 3 (13" & 15"), Surface Book 2 (i5-8350U, i7-8650U supported, i5-7300 not supported), Surface Hub 2, and Surface Studio 2

When will I be able to upgrade my eligible Surface device to Windows 11?

- The upgrade rollout plan is scheduled to begin late in 2021 and continue into 2022. Specific timing will vary by device. Certain features require specific hardware, see <https://www.microsoft.com/windows/windows-11-specifications>.

How can Windows 11 be used on Surface devices that does not support Windows 11?

- Users could leverage Windows365 to run Windows11 on cloud
- Surface Duo can use the power of Windows365 web app to run Windows

What are the minimum system requirements for Windows 11?

- Please refer to the Windows 11 Specifications page at <https://www.microsoft.com/windows/windows-11-specifications>.

What's the basis of the minimum system requirements for Windows 11?

- Windows 11 is designed and built as a complete set of experiences, unlocking the full power of the PC our customers have come to rely on, including in areas like security, reliability, compatibility, video conferencing, multitasking, playing, creating, building, learning and more. We need a minimum system requirement that enables us to adopt software and hardware to keep pace with people's expectations, needs and harness the true value and power of the PC to deliver the best experiences, now and in the future. To do that, we were guided by the following principles:
 - **Security.** Windows 11 raises the bar for security by requiring hardware that can enable protections like Windows Hello, Device Encryption, virtualization-based security (VBS), hypervisor-protected code integrity (HVCI) and Secure Boot. The combination of these features has been shown to [reduce malware by 60%](#) on tested devices. To meet the principle, all Windows 11 supported CPUs have an embedded TPM, support secure boot, and support VBS and specific [VBS capabilities](#).
 - **Reliability.** Devices upgraded to Windows 11 will be in a supported and reliable state. By choosing CPUs that have adopted the new [Windows Driver model](#) and are supported by Surface as well as our OEM and silicon partners who are achieving a 99.8% crash free experience.
 - **Compatibility.** Windows 11 is designed to be compatible with the apps you use. It has the fundamentals of >1GHz, 2-core processors, 4GB memory, and 64GB of storage, aligning with our minimum system requirements for Office and Microsoft Teams.

- Using the principles above, we are confident that the following devices meet our principles around security and reliability and minimum system requirements for Windows 11:
 - Devices running on Intel 8th generation processors and AMD second generation Zen including the Zen+ microarchitecture as well as Qualcomm 7 and 8 Series.
 - Devices running 7th generation Intel Core™ X-series, Xeon® W-series.
 - Select devices running Intel Core 7820HQ that shipped with modern drivers based on Declarative, Componentized, Hardware Support Apps (DCH) design principles, including Surface Studio 2.

How does Windows 11 enable Zero Trust protection?

- As explained in the [Windows 11 Security Book](#), the Zero Trust principles are threefold. First, verify explicitly. That means always authenticate and authorize based on all available data points, including user identity, location, device health, service or workload, data classification, and anomalies. The second uses least privileged access, which limits user access with just-in-time and just-enough-access, risk based adaptive policies, and data protection to help secure both data and productivity. And lastly, assume breach. Assume breach operates in a manner that minimizes blast radius and segments access. Verify end-to-end encryption and use analytics to gain visibility to improve threat detection and defenses.

How will I know if my PC qualifies for the upgrade?

- Customers can use the [PC Health Check app](#) to see if their device meets the minimum system requirements when it is available this fall. In the meantime, you can visit the Windows 11 Specifications page at <https://www.microsoft.com/windows/windows-11-specifications> to learn about the minimum system requirements.

I see there is a Windows Insider Program for Windows 11, can I install this now on my Surface device?

- If your device meets the minimum hardware requirements for Windows 11, you can preview the Windows 11 bits through the Windows Insider Program by joining [here](#) for free. The Windows Insider Program is a community of millions of Windows' biggest fans who get to be the first to see what's next. Windows Insiders run previews of the platform, called Windows Insider Preview Builds, then give feedback and engage directly with our engineers to help shape Windows experiences.

Will installing the Windows 11 Insider Preview build impact my warranty and the support I can receive?

- Joining the Windows Insider Program and installing the [related preview builds](#) does not impact Microsoft's limited warranty on your Surface device.. However, the Windows 11 preview is not a fully supported operating system, and not all drivers and firmware specific to Surface will be available before general availability.

How will driver packs and .msi file downloads be handled during the Insider Preview period?

- The Windows 11 Insider Preview build is not a fully supported operating system, and not all drivers and firmware specific to Surface will be available before general availability. To bring your device back into a fully supported configuration, you would need to reimage your device as described on the [Surface](#)

[Recovery Image Download](#) page.

Can I install Windows 11 on any of the older Surface device that I own?

- Customers will be able to use the [PC Health Check app](#) to see if their device meets the minimum system requirements when it is available this fall. In the meantime, you can visit the Windows 11 Specifications page at <https://www.microsoft.com/windows/windows-11-specifications> to learn about the minimum system requirements.
- If Surface devices are ineligible, advise customers to use W365 on web/desktop

If I install the Windows Insider build, can I revert to Windows 10 without having to reimage my device?

- No, you would need to reimage your device as described on the [Surface Recovery Image Download](#) page.

Can my organization use Windows Update for Business to deploy Windows 11 to a limited set of users for testing purposes?

- The Windows Insider Program is targeted at individual users to provide feedback and make Windows better. Access to preview builds is determined by the individual user's status in the Windows Insider Program.

Will Surface Hub be able to run Windows 11?

- Yes, but only for Surface Hub 2 devices modified to run Windows 10 Pro or Windows 10 Enterprise, as described in [Migrate to Windows 10 Pro or Enterprise on Surface Hub 2](#).

I heard about haptic feedback with Pen input. Does the current Surface Pen support haptic feedback? Will there be a new Surface Pen?

- As an early driver of pen technology, the Surface team is really excited about advances in pen technology in Windows 11. Tactile signals with Microsoft Surface Slim Pen 2 can be experienced on some applications running Windows 11 on new devices including Surface Pro 8 and Surface Laptop Studio.

How can commercial customers choose the operating system on new Surface devices?

- In light of the general availability of Windows 11, commercial customers can purchase new devices with Windows 10 or Windows 11 and benefit from zero-touch deployment straight to their users.

OS choice

Will Microsoft start shipping new orders of currently in-market devices that I purchase with Windows 11 instead of Windows 10?

- Commercial customers can choose the operating system installed on Surface devices including Surface Pro 8, Surface Laptop Studio, and Surface Go 3.
- This is a huge benefit that did not exist before
- Customers can choose the OS system they would like to be directly shipped from factory to them

What devices are eligible for OS choice?

- Currently, OS choice is available for [Surface Pro 8](#), [Surface Laptop Studio](#) and [Surface Go 3](#).

Which OS versions are available?

- Windows 10 20H2
- Windows 11 21H2

Will factory recovery images be available for download?

- Yes. customers will be able to download Surface recovery images (BMRs) and .msi files from the [Surface Recovery Image Download page](#).

What's new about having an OS choice on new devices?

- Commercial customers can get the OS version they need directly from Surface, a benefit that frees IT admins and partners from having to compile driver packs and reimage devices before distributing them to their users via Autopilot or Azure Active Directory domain join (AADJ).
- This simplified IT process includes delivery of shrink-wrapped devices already configured with the latest firmware and drivers.

Who can take advantage of this?

- Commercial customers using cloud-based deployment and management via Microsoft 365 or other modern deployment technologies.

How do commercial customers place orders?

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

Best of Windows 11 on Surface

How is Windows 11 empowering productivity and collaboration for our users?

- [Top 10 ways Surface shines on Windows 11 | Microsoft Devices Blog](#)

How is Windows 11 built for Surface enterprise customers?

- <https://techcommunity.microsoft.com/t5/surface-it-pro-blog/surface-built-for-enterprise-powered-by-windows-11/ba-p/1419016>
- [Windows 11 on Surface for Business - Microsoft Tech Community](#)

What is Voice clarity?

- Premium audio processing brings a more natural feel to audio calls through powerful Dual Studio mics on Surface Laptop Studio exclusive to Windows 11. Voice clarity uses advanced audio processing to help your voice be heard clearly. Voice clarity will be available on Surface Laptop Studio on 4/14

Where can I find more information on Windows 11 for Business

- [Windows 11 for Business Devices | Microsoft](#)

Learn more

- [Windows 11 Security Book](#)
- [Windows 11 Security for Business | Microsoft](#)
- [Windows 11 Specifications - Microsoft](#)
- [Top 10 ways Surface shines on Windows 11 | Microsoft Devices Blog](#)
- [Surface built for enterprise, powered by Windows 11](#)
- [Update on Windows 11 minimum system requirements | Windows Insider Blog](#)
- [Announcing the first Insider Preview for Windows 11 | Windows Insider Blog](#)
- [Windows Insider](#)
- [OS choice for new Surface devices](#)