



Microsoft Surface

Surface Laptop SE for Education Product FAQ

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Introduction



Built for hybrid learning

Bring high-quality experiences to hybrid learning with a slim and sleek laptop that's approachable for any budget. Surface Laptop SE delivers the performance and battery life students need to run apps essential to learning and the camera, mic, and speakers needed to engage in virtual classrooms.

- **A slim, classic laptop form factor** that fits easily into a backpack.
- **Power through a day of schoolwork**, from classroom assignments to homework, with up to 16 hours of battery life.¹
- **Performance for essential learning apps.** With an Intel® Celeron® Processor and modern SSD eMMC storage, apps and files will load and run effortlessly.

1. Surface Laptop SE battery life: Up to 16 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in November 2021 using preproduction software and preproduction Gemini Lake refresh N4020 device. Testing consisted of full battery discharge with a mixture of active use and sleep state. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel and Outlook Web, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows 11 SE 22000.

* Sold separately. Software license required for some features.

- **Present your best self** on Flipgrid² recorded video book reports and assignments and Microsoft Teams² virtual classrooms with 720p HD camera.
- **Every voice in the classroom matters.** Hear and be heard in Microsoft Teams² virtual classrooms using voice dictation and translation in Microsoft 365 apps.² Record learning with Reading Progress and give presentations with live captions knowing that digital mic and stereo speakers present voices clearly.
- **Connect in the ways needed.** Plug in accessories with the included USB-C® port, USB-A port, and headphone jack.
- **Increase equity for all with the ability to work online or offline.** Even without a network connection, students can get their work done.²

Simple to deploy, manage, and keep secure

Keep students protected and Surface Laptop SE secure. Reduce IT complexity with zero-touch deployment, maintain control down to the firmware level with one-click device management, and stay secure from chip to cloud with protection from Microsoft.

- **More control with cloud-first device deployment and management.** Deploy and manage down to the firmware layer through the cloud with Microsoft Endpoint Manager² and DFCI.³ Out of the box and ready to go, Intune¹ and Windows Autopilot provide zero-touch deployment reducing IT complexity. Maintain control over mics, USB ports, cameras, Bluetooth, and remove power to peripherals.
- **Security from chip to cloud with protection from Microsoft.** Every layer of a Surface device is maintained by Microsoft, from the hardened firmware adopted from a Microsoft open-source UEFI,³ to the operating system, through to cloud management.
- **Ensure every student's Surface Laptop SE is safe in the right hands.** It includes a Kensington Nano Security Slot™ to address physical security and a simple and effective lid-lock to lock the operating system when the laptop is closed.

The best of Microsoft, streamlined for students

Simplify learning for students with Surface Laptop SE and software designed for education. Windows 11 SE and Microsoft 365 for Education² work together to help students focus, learn and develop essential skills, with tools that meet them where they are, no matter their abilities.

- **Unlock the power of creativity and collaboration with Windows 11 SE,** which offers the performance and reliability of Windows 11 in a cloud-first edition. Featuring an easy-to-use interface plus an education-first menu of curated apps, with a cleaner interface and fewer distractions, Windows 11 SE helps students focus on learning.

2. Some features require qualifying Microsoft 365 or Office 365 license; sold separately.

3. Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. DFCI is currently available for Surface Laptop SE, Surface Go 3, Surface Pro 8, Surface Laptop Studio, Surface Duo 2, Surface Laptop 3, Surface Pro 7+, Surface Laptop Go, Surface Book 3, Surface Laptop 3, Surface Pro 7, and Surface Pro X. Find out more about managing Surface UEFI settings.

* Sold separately. Software license required for some features.

- **Learning is more flexible with web-based apps accessible through Microsoft Edge**, including Office 365² web apps, Google classroom* web apps, and Chrome extensions.
- **Meet the needs of today's diverse learners and help them build life skills.** When you use Microsoft 365 for Education⁴ in the classroom, your students learn a suite of skills and applications they'll need for the future.
- **One place for organization with OneNote.** The ultimate digital notebook, OneNote⁴ helps students stay organized and easily collaborate and share their work with teachers.
- **Inclusively designed with features for accessibility.** A wide variety of disabilities and learning styles are supported with Windows 11 SE including inclusivity features like color filters, high contrast modes, and Office 365⁴ features like Immersive Reader.

⁴ Some features require qualifying Microsoft 365 or Office 365 license; sold separately.

Technical specifications

Table 1. Surface Laptop SE tech specs

Feature	Description
Dimensions	– 11.17" x 7.6" x 0.70" (283.70 mm x 193.05 mm x 17.85 mm)
Storage ⁵	– On board, Embedded Multimedia Card (eMMC) 64GB or 128GB
Display	<ul style="list-style-type: none"> – Screen: 11.6" TFT Liquid Crystal Display Module – Display Resolution: 1366 x 768 (135 PPI) – Aspect Ratio: 16:9 – Contrast ratio: 800:1 (Typical) – Luminance: 220 nits – No Cover Glass
Battery	<ul style="list-style-type: none"> – 35Wh (nominal), 33.9Wh (min) – 16 hours of battery life⁶
Memory	– 4GB or 8GB DDR4 (2400 MHz min)
CPU / Graphics	<ul style="list-style-type: none"> – Intel® Celeron® Processor N4020 / Intel® UHD Graphics 600 – Intel® Celeron® Processor N4120 / Intel® UHD Graphics 600
Connections	<ul style="list-style-type: none"> – 1 x USB-A – 1 x USB-C – 1 x Barrel type DC connector – 1 x 3.5 mm Headphone/Mic Jack
Security	<ul style="list-style-type: none"> – Firmware TPM across all configurations (Commercial) – Nano Security Lock slot
Cameras, video, & audio	<ul style="list-style-type: none"> – 1MP front-facing camera with up to 720p 30fps video – 2W Stereo Speakers – Single digital microphone
Software	– Windows 11 SE

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 Storage](#) for more details.

6. Surface Laptop SE battery life: Up to 16 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in November 2021 using preproduction software and preproduction Gemini Lake refresh N4020 device. Testing consisted of full battery discharge with a mixture of active use and sleep state. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel and Outlook Web, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows 11 SE 22000.

Feature	Description
	– Microsoft 365 for Education ⁷
Wireless	– Wi-Fi: 802.11ac (2x2) – Bluetooth Wireless 5.0 LE
Sensors	– 1 x Hall-effect sensor
Exterior	– Casing: All plastic body unpainted – Colors: Glacier – Physical buttons: Power and Volume on Keyboard – Hinge: 135 degrees open angle
Weight	– 2.45 lb. (1,112.4 gr)
Keyboard and trackpad	– Standard Windows Keyboard for 11.6" without Backlight – Standard no floating precision trackpad
Thermals	– Passively cooled
Power supply	– In-box, 45W with DC Barrel charger
In the box	– Surface device – Power supply – Quick Start Guide – Safety and warranty documents
Warranty ⁸	– One-year limited hardware warranty

7. Requires qualifying Microsoft 365 or Office 365 license; sold separately.

8. Microsoft's Limited Warranty is in addition to your consumer law rights.

Introducing Surface Laptop SE

Without touch or pen capabilities, how does Surface Laptop SE fit with the Surface brand?

- Surface strives for products that push boundaries and reset expectations for what devices could be. We believe offering this type of product at this price aligns with this legacy. We are excited to grow the portfolio in a direction that assists students and districts with unmet needs. Let's not forget that our entire portfolio of Surface products remains on offer to educational institutions. In the end, it's more important that Surface devices feature modern solutions that facilitate access to information, productivity tools, remote learning, and more.

What makes Surface Laptop SE tailored for education? Isn't it just a stripped-down, cheap Surface?

- Surface Laptop SE is our most affordable Surface PC ever, starting at \$249. It's the first Surface explicitly built for K-8 students, with an 11.6" screen, front-facing 720p camera, stereo speakers, and up to 16 hours of battery life⁹ based on typical device usage. Surface Laptop SE offers the same high-quality typing experience as the rest of the product portfolio but offers new levels of repairability for IT admins.
- That means vital components like the display, battery, and keyboard¹⁰ can be repaired onsite,¹¹ saving time and money for IT admins and schools. See also: [Repairability](#) in this document.
- The pandemic quickly showed that many inexpensive devices didn't quite deliver what students and educators needed.
 - Many have low-resolution 360p or 480p camera sensors and subpar lenses impeding many learning experiences, so we built a 720p camera and improved face tracking.
 - We edited details like UEFI code to squeeze the most out of power management to provide up to 16 hours of battery life based on typical device usage.
 - A soft sound typing experience to not distract your classmates or carry through a video call
 - An approach that called for changes in hardware components, OS, apps, drivers, and UEFI is an excellent device we are proud to offer to students today.

How much will Surface Laptop SE cost?

- The 2C model with 4GB of memory and 64GB of storage starts at \$249.99.

9. Surface Laptop SE battery life: Up to 16 hours of battery life based on typical Surface device usage. Testing conducted by Microsoft in November 2021 using preproduction software and preproduction Gemini Lake refresh N4020 device. Testing consisted of full battery discharge with a mixture of active use and sleep state. The active use portion consists of (1) a web browsing test accessing eight popular websites over multiple open tabs, (2) a productivity test utilizing Microsoft Word, PowerPoint, Excel and Outlook Web, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Tested with Windows 11 SE 22000.

10. Components can be replaced by customer self-service (as commercial spare parts), by Authorized Service Providers (available in some markets), or by Microsoft. All replaceable components should be serviced by a skilled technician following a Microsoft-provided service guide. The device and components will be available in the US, UK, Japan, and Canada.

11. Most components will be available as commercial spare parts or through our Authorized Service Providers shortly after launch. Availability date for some components (such as motherboard and battery) as a commercial spare or for Authorized Service Provider repair may vary.

- The 4C model with 8GB of memory and 128GB of storage starts at \$329.99.

What countries will Surface Laptop SE be available in?

- Surface Laptop SE will be available in the US, UK, Canada, and Japan in early 2022.

What are the specs?

- See [Surface Laptop SE Tech specs](#) in this document for complete details.
- Highlights:
 - Intel® Celeron® Processor N4020/N4120
 - Intel® UHD Graphics 600
 - 64GB or 128GB Storage
 - 4GB or 8GB Memory
 - Display Resolution: 1366 x 768 (135 PPI)
 - Screen: 11.6" TFT Liquid Crystal Display Module

What colors will the device be available in?

- Surface Laptop SE will be available in Glacier.

Can a student use this device to work offline?

- Yes, Surface Laptop SE runs Windows 11 SE and enables both online & offline work.

Will Surface Laptop SE meet the Windows 11 minimum hardware requirements? If so, how?

- Surface Laptop SE was explicitly purpose-built for Windows 11 SE

What age group do you see benefiting most from Surface Laptop SE?

- Based on the average curriculum today, Surface Laptop SE makes an excellent introduction device to students in the early stages of education.

With the introduction of Surface Laptop SE, is Microsoft trying to redefine its Surface portfolio away from "premium" devices?

- No. Each product within the portfolio is unique and addresses specific customer needs. Even among the complete set of pre-existing Surface products, we recognize the opportunity to offer students and school districts a product that is attainable, adaptable, and easily deployed/maintained/repairable for their environments. We designed Surface Laptop SE to meet these needs.

Why are pen and touch capabilities missing from your first education Laptop?

- Our entire portfolio of Surface products remains on offer to educational institutions, and we're pleased to provide several products that offer those incredible benefits. Still, we recognize that some features remain cost-prohibitive for some districts. In the end, it's more important that they're equipped with modern solutions that facilitate access to information, productivity tools, remote learning, and more. The goal with Surface Laptop SE and Windows 11 SE is to begin closing those gaps for students.

With such substantial differences separating Surface Laptop SE from the rest of the Surface portfolio, why is this still branded "Surface?"

- Surface strives for products that push boundaries and reset expectations for what devices could be. Just like all Surface products, we approached Surface Laptop SE with incredible attention to detail. From the premium aesthetics to the best-in-class typing experience, Surface Laptop SE is unmistakably Surface in its look and feel – now at an increasingly attainable price point for school districts with diverse budgets.
- With this device, we support Microsoft's goal for students to achieve more. We believe offering this type of product at this price aligns to this legacy, and we're excited to grow the portfolio in a direction that assists students and districts with needs that currently go unmet.
- We are in a unique position with Surface Laptop SE to bring a quality device to market for students as well as Microsoft 365 programs for education

With Classroom Pen optimized for Surface Go, why wouldn't Microsoft take advantage of this offering with Surface Laptop SE?

- Our entire portfolio of Surface products remains on offer to educational institutions, and we're pleased to provide several products that offer those incredible benefits. Still, we recognize that some features remain cost-prohibitive for some districts. In the end, it's more important that they're equipped with modern tools that facilitate access to information, remote learning, and more. The goal with Surface Laptop SE and Windows 11 SE is to begin eliminating barriers to learning.

Specifically, what optimizations have been made with Surface Laptop SE to address the needs of educators, students, and IT?

- Surface Laptop SE offers incredible value out-of-the-box, with Windows 11 SE and the power of the Windows ecosystem and Microsoft 365. Students can launch essential apps in full-screen, which is a feature specific for first-time laptop users. Surface Laptop SE delivers optimized performance and up to 16 hours of battery life (based on typical Surface device usage) as well as high-definition videoconferencing to support learning from anywhere with a 720p camera and microphone.
- Repairing onsite with ease¹² saves IT time and money so devices can remain in the hands of students where they belong. Zero-touch deployment, one-click device management, and chip-to-cloud security all help reduce complexity for IT managers.

Does Surface Laptop SE use Windows Hello for authentication?

- No, the camera does not support Windows Hello.

Can I use this device as a virtual desktop endpoint with Windows 11 SE? or Windows 365?

- Yes, you can run Windows 365 in a browser from any endpoint, including Windows SE. And VDI is also supported through the browser.

¹². Components should be serviced by a skilled technician following a Microsoft-provided service guide

Introducing Windows 11 SE

What is Windows 11 SE?

- Windows 11 SE is a new edition of Windows 11, purpose-built to support the K-8 classroom and optimized for low-cost devices. Windows 11 SE was designed and built during the pandemic to address the most fundamental challenges that schools will face in the blended learning world and offers the power and reliability of Windows 11 with a simplified design and modern management tools.

Who is Windows 11 SE for?

- Windows 11 SE was purpose-built for the K-8 classroom and on lower-cost hardware as part of an education solution from service to apps to OS to device.
- Optimized for specific hardware from OEMs and Surface, Windows SE fundamentally simplifies the deployment process for education institutions by including essential EDU apps like Microsoft 365 built right in.
- Only IT can install and deploy apps to the device. There is no app store with SE, and administrators can add apps easily like security/web filters, testing platforms, and other learning-specific applications.

What in-box and default apps are on Windows 11 SE?

- Most schools and educators are using web apps and online tools, and with Microsoft Edge built on Chromium, we offer full compatibility for Chrome extensions and other online tools. In addition, Windows 11 SE supports third-party apps like Chrome and Zoom.
- We have a great set of apps that work right out of the gate. We are committed to expanding support over time to include the most common test-taking, accessibility, content filtering, and classroom orchestration apps – both offline and online.
- We will continue to work with partners to validate additional apps. Windows 11 SE also comes pre-loaded with Microsoft 365 to make deployment of those apps and services fast and easy for IT.

What are the minimum specifications for a device to run Windows 11 SE?

- Windows 11 SE has the same minimum requirements as Windows 11, given that they are built on the same core. To learn more, see [Windows 11 requirements](#).

Is Windows 11 SE available on all device configurations?

- Windows 11 SE is not available on all devices. It can run on machines with 4GB or 8GB of RAM and 64 or 128 gigabytes of memory.

What does SE stand for in Windows 11 SE?

- The SE in Windows 11 SE is not intended to be short for anything. It is intended to differentiate it from other editions like Home and Pro.

Why is there no application store on Windows 11 SE?

- Windows 11 SE can run apps in a browser, either in Edge or Chrome, which is very common for education

apps. Web apps do not require installation on the device.

- Windows 11 SE limits the applications that can be installed on the device, sometimes called native applications or Win32 applications.
- Teachers want a simple, distraction-free environment for their students, and IT Administrators want devices to be easy to manage and perform well all year. Application installation, advanced features, and setting changes are controlled by IT administrators rather than end users.

Will I be able to install all my apps?

- No. Windows 11 SE is intended for educational organizations that use cloud-based identity management and security for their students and devices. We built it with a streamlined interface and restricted, education-first app choices based on feedback from educators. Most customers purchasing a personal computer don't want app and management restrictions. While you might be able to buy a Windows 11 SE device as an individual, you would not be able to install your own apps, and there is no way to switch to a different version of Windows. To learn more, refer to the [Applications](#) section below.

What offline experiences will be available with Windows 11 SE?

- The Microsoft Office Win32 applications¹³ — including Microsoft Word, PowerPoint, Excel, and OneNote — are available for students to use offline on Windows 11 SE devices. OneDrive will intelligently store files locally on each device for students to access when they are offline.

What's the default file storage experience for Windows 11 SE?

- OneDrive.

Does it support any other cloud storage options?

- Windows 11 SE is a cloud-first experience with user content served in the cloud in OneDrive. Our first version only supports file storage in OneDrive, but we will continue to evaluate whether to expand to other cloud storage solutions in subsequent versions.

Why can't I change settings?

- Windows 11 SE is limited in the apps that can be installed and the settings an end user can manage. This curated experience is by design, based on feedback from teachers who want a simple, distraction-free environment for their students and IT admins who need devices to be easy to manage and perform well all year. App installation, advanced features, and setting changes are controlled by IT admins rather than end users.

If I want to use Surface Laptop SE for personal use, can I install Windows Home or Windows Pro?

- Windows 11 SE is not intended for personal use. We expect that most customers would find Windows SE too restrictive on a personal device. However, suppose you'd like to use a Windows 11 SE device for personal use. In that case, you may purchase a license for the version of Windows you'd like, completely erase all the data,

¹³. Requires qualifying Microsoft 365 or Office 365 license; sold separately.

files, settings, favorites, and the Windows 11 SE operating system on your device, and install your licensed version of Windows. After that, there would be no way to get back to Windows 11 SE.

Is installing a different OS supported for Surface Laptop SE?

- No. Surface Laptop SE is only sold with pre-installed Windows 11 SE, and this is the only scenario that will be supported.

Do Microsoft Windows and Microsoft Office work well on low-cost hardware?

- Windows 11 SE is optimized for cloud-connected classroom experiences. It includes performance optimizations, so core education-first Microsoft Office apps run well on budget-friendly hardware.

You say Windows 11 SE is for lower-priced hardware but aren't you still selling Windows 10 Pro EDU devices for even lower than \$249?

- Our goal is to allow OEMs to innovate and offer customers options at all price points. Some education customers are looking for Windows devices at even lower price points. But for schools looking for that balance between performance and price, we believe Windows 11 SE devices will provide the most compelling experience for learning.

You talk about offline access, but Google Docs provides offline access. Can you explain the difference?

- Many students don't have broadband connectivity at home, and cellular doesn't help since their plans don't support their data needs. Even when schools provide LTE, we've heard from customers that not all students have reliable connectivity/three bar service.
- Here's an offline example: Educators can distribute homework with [OneNote ClassNotebook](#) that includes all the material embedded, even videos. Students can read and watch videos offline and then type up their responses in OneNote, PowerPoint, or Word (all of which are pre-installed). Once they reconnect at school, their assignments will automatically sync to the cloud and can be turned in.

What challenges do educators face in the technology space?

- In a new era of blended learning, educators must accomplish more with less:
 - **A rapid shift to online learning.** Schools rushed to supply technology and ensure digital equity for all students, at school or online.
 - **A drive to offer personalized education.** Students of all abilities and learning styles need focused, personalized learning to achieve success.
 - **A goal to prepare students for the future.** Students require knowledge, tools, and skills to succeed at school, in their careers, and beyond.
- The Education sector was already more reliant on technology and personalized learning before 2020. But the pandemic forced schools worldwide to accelerate their digital transformation, shifting to remote and blended learning in a matter of weeks. Yet, the underlying educational needs of students remain the same: They need reliable tools that help them focus on learning.
- Students need to access learning materials to collaborate with other students and teachers, securely and at

scale, whether at school or online. Students also need to gain technology skills to help them succeed in school and later in their careers. At the same time, teachers need to create an engaging learning environment that meets the needs of students of all abilities and learning preferences, with limited access to professional development and technology training.

- IT admins must provide secure, reliable access to devices, apps, and information while overseeing limited technology budgets and maintaining equity for all learners, regardless of socioeconomic status. And equity is especially significant in today's environment, too, where the National Education Association found that an estimated quarter of 5-17-year-old students lack capabilities for online learning.

OS differences: What's unique about Windows 11 SE

- See also [Appendix: Windows SE OS comparison](#) in this document.

What is the difference between Windows 10 and Windows 11 SE?

- Windows 10 launched six years ago. Since then, there has been a lot of hardware innovation. Windows 11 SE is an edition of Windows 11 and has the same user experience, security, and learning anywhere updates that are new in Windows 11. In addition, Windows 11 SE is optimized to deliver excellent education experiences on low-cost devices, removing distractions to help students stay focused and simplifying deployment and management for IT professionals.

How is Windows 11 SE different from Windows 10 S?

- Windows 10 in S mode was a general improvement of the OS. While it considered education in general, it didn't quite address the education-specific needs across the whole solution, including optimizing for specific hardware, complexity in both the student and administrators perspective and ensuring a fit across a broader ecosystem.
- While S mode continues to be valuable for consumers looking for those attributes in a general use device, we learned a lot from our education customers on how we can improve Windows specifically for their needs.
- While there are some similarities like improved security and privacy, modern management with cloud, and Windows core technologies, Windows 11 SE was designed and built during the pandemic to address the most fundamental challenges that schools will face in the blended learning world.
- Specific differences include:
 - SE is based upon Windows 11 vs. Windows 10, with an improved, simplified UX and key innovations that will help students be more productive
 - SE has been built as part of an education solution from service, to apps, to OS to device
 - SE is optimized for specific hardware from OEMs and Surface, with tangible improvements in battery and performance
 - SE fundamentally simplifies the deployment process for education institutions by including essential education apps built-in
 - Only IT can install and deploy apps to the device. There is no Store with SE
 - SE allows you to use Microsoft Edge (built on Chromium and supports Chrome extensions out of the box) but also allows administrators to add Chrome if required
 - SE allows administrators to easily add apps like security/web filters, testing platforms, and learning specific applications.

- SE comes to market when we have incredible uptake at a scale of services, like Teams for EDU, Minecraft, and Flipgrid (all pre-installed out of the box).

How is Windows 11 SE different than Windows 11 Pro for Education?

- Unlike Windows 11, Windows 11 SE is a cloud-only operating system. It can be accessed only through cloud-based identities, and it is managed remotely through cloud services. Windows 11 SE, therefore, requires less memory and uses a smaller footprint than traditional Windows Pro. It also offers faster performance and an optimized experience for smaller devices, which students often use.
- Unlike Windows 11, only IT admins can install apps on Windows 11 SE computers. This default installation experience gives enhanced control to IT managers without the overhead of tracking apps that students might install on their devices. Instead, IT admins need devices to be easy to manage and perform well all year.

Does this mean Windows 11 Pro for EDU isn't suitable for education? How should someone think about the differences between Windows 11 Pro for EDU and Windows 11 SE?

- Windows 11 Pro for EDU offers maximum versatility, power, and performance for all education customers. Windows 11 Pro for EDU is particularly suited for higher-spec devices, more robust learning needs, heavier multitasking, etc. But we also needed to find a way to deliver the Windows 11 experience at a lower price point to broaden access and bring more options to schools, depending on their needs. Windows 11 SE is purpose-built to support the K-8 classroom on low-cost devices. This new collection of devices complements our current Windows 11 devices for learning, providing even more choices for schools at a price that broadens access to Microsoft performance, security, and reliability.

Is Windows 11 SE the same as Windows 10x?

- Windows 11 SE is different from Windows 10x. However, it does pull key features and functionality from 10x, which enables the cloud-connected experience.

Are schools able to switch Windows 11 SE devices to Windows 11? Windows 10?

- Windows 11 delivers great experiences on low-cost devices, and Windows 11 SE includes these improvements. Speeds will vary depending on hardware, applications, and configuration, but many Education experiences will perform better on Windows 11 SE devices than on previous versions of Windows.
- Unlike Windows 11, Windows 11 SE is a cloud-first operating system. It can be accessed only through cloud-based identities, and it is managed remotely through cloud services. Windows 11 SE, therefore, requires less memory and uses a smaller footprint than traditional Windows Pro. It also offers faster performance and an optimized experience for smaller devices, which students often use.

Will Windows 11 SE show up on other lower-end Surface Products like Surface Go?

- Surface Laptop SE is purpose-built for Windows 11 SE. The combined solution seeks to eliminate barriers for educational institutions that want to provide students with the advantages of Windows and Microsoft services.
- We do not currently have plans to replace Windows 11 with Windows 11 SE on other Surface products.

SKUs and availability

When will Windows 11 SE devices be available to purchase?

- Windows 11 SE will be available on new Windows 11 SE devices starting Nov. 9, 2021. However, we expect most devices to hit the market during the education buying season, which begins after the London BETT Conference in January 2022.

Where will Windows 11 SE be sold at launch?

- Windows 11 SE will be available worldwide, except in the People's Republic of China. PRC has specific government cloud storage and management requirements that prohibit the sale of Windows 11. We are evaluating options for selling the next version of Windows 11 SE in PRC.

Will a school's paid Microsoft 365 subscription work on Windows 11 SE?

- Yes. Active Microsoft Office 365 A3 or A5 licenses or Microsoft 365 A3 or A5 licenses can be used on Windows 11 SE devices.

Can I buy Windows 11 SE at retail?

- Although we won't restrict sales of Windows 11 SE devices, they're not expected to be available at retail stores. Windows 11 SE is intended for educational organizations that use cloud-based identity management and security for their students and devices. Most customers buying personal devices don't want the app and management restrictions of Windows SE, so stores are unlikely to sell them.

Can users upgrade to Windows 11 SE from Windows 10 or Windows 11?

- No. Windows 11 SE is only available pre-installed on new compatible devices. It isn't possible to upgrade to Windows 11 SE from other versions of Windows, including Windows 10 or Windows 11. However, an IT admin can reimage a Windows 11 SE device and install any Genuine Windows OS they have a license for via Intune for Education. However, once a device has been wiped and a new Windows OS installed, you can no longer re-install Windows 11 SE.

Does Windows 11 SE have discounted pricing?

- Windows 11 SE comes at a net product fee of \$0, after a \$10 "app pre-install discount" is applied as an off-invoice discount. To get the net price of \$0, an OEM must pre-install Microsoft Word, Excel, PowerPoint, OneNote, and the Windows 11 SE OPK (Teams, Whiteboard, Microsoft Edge, Take a Test, OneDrive, Outlook, Minecraft: Education Edition).¹⁴

Is Windows 11 SE available as part of the Shape the Future offering?

- Windows 11 SE has no restrictions on selling or minimum quantities, so it is not subject to the same policies as the Shape the Future program and is not part of the Shape the Future model.

¹⁴. Requires qualifying Microsoft 365 or Office 365 license; sold separately.

Which device partners have signed up to support Windows 11 SE?

- We're excited to announce an ecosystem of Windows 11 SE devices, including the new Surface Laptop SE, custom-built for students and starting at \$249, and devices coming from Acer, ASUS, Dell, Fujitsu, HP, Lenovo, Dynabook, JP.IK, and Positivo – powered by Intel and AMD.

Compete

How does Chromebook compare to Windows 11 SE?

- Like Chromebooks, Windows 11 SE devices provide great web-first experiences. Windows 11 SE also offers full use of Microsoft Office applications and a broad set of other offline education experiences.

Will Windows 11 SE be more expensive than Google's solution?

- No, the cost for a Windows 11 SE device is not higher than Google's solution. And when you consider other benefits, like management, productivity, and accessibility features, Windows 11 SE is more affordable.
- For example, Microsoft's per-device price includes management capabilities (Intune) and full versions of Microsoft Office and Minecraft: Education Edition for the same price as Google's management-only price.
- Microsoft also offers subscriptions options that can make management and productivity even more affordable.

With Google seen as a de facto standard, why would a school switch?

- This is about providing the right tools for learning needs, and we have a portfolio from Windows to meet those needs. We've heard from many schools and educators who quickly deployed devices during the pandemic and were disappointed with their choice.
- Specifically, pre-pandemic many schools were using shared devices that didn't meet the same needs once schools moved to more of a 1:1 environment, which is where more schools are now at today as we move through the pandemic. Microsoft delivers the tools educators need for the world we're in today – addressing social and emotional learning, reading, and literacy - which are vital areas that have seen gaps increase due to the pandemic.
- With the introduction of Windows 11 SE and Surface Laptop SE, we can now give schools the tools, insights, and controls they need to deliver optimal learning experiences at a price that broadens access to Microsoft performance, security, and reliability.

What's the difference between Intune and Google in terms of management? Is Microsoft as simple?

- We know schools are not businesses, so Microsoft offers two management solutions:
 - Intune for Education is an education-specific device dashboard to manage Windows and iPad devices.
 - Microsoft Endpoint Manager is our enterprise solution for managing Windows, iOS, Android, and Mac devices.
- Although many education customers prefer using Intune for Education, settings still sync across both dashboards. Google provides the same dashboard for enterprises and schools.

Can you use Chrome OS in Microsoft's Intune for Education dashboard?

- We would love to have Chrome OS in our Intune for Education dashboard, but the Google API doesn't allow that.

Why would OEMs bother to build for Windows 11 SE when they're selling a ton of

Chromebooks? What's in it for them?

- We believe a healthy, competitive ecosystem benefits everyone. And the Windows platform has always been open, allowing for OEM innovation. We are happy to see support from Acer, ASUS, Dell, Fujitsu, HP, Lenovo, Dynabook, jp-ik, Positivo, Intel, and AMD today to help support educators, schools, and students in the critical work of accelerating learning.

Do you think Windows 11 will help you win back share from Chromebook? If so, why?

- The PC has never played a more central role due to the unique value it offers, and customers are increasingly looking for not just reasonable prices but good value. Windows has been able to compete with high-quality devices at competitive prices but offers a solution that doesn't come with the compromises that Chromebooks do. Windows 11 will add even more value with its improved design, productivity, collaboration, and more of the apps customers are looking for.

How will Windows 11 help you better compete against Chromebook in the EDU space?

- Windows 11 is designed to help educators unlock the full potential of every student by giving them powerful tools to learn, collaborate, and create in a secure and trusted environment. We see increased demand for a full PC experience with rich apps in the hybrid education environment. We believe Windows 11 is well-positioned to meet the needs of our EDU customers. With the introduction of Windows 11 SE, we can now give schools the tools, insights, and controls they need to deliver optimal learning experiences at a price that broadens access to Microsoft performance, security, and reliability.

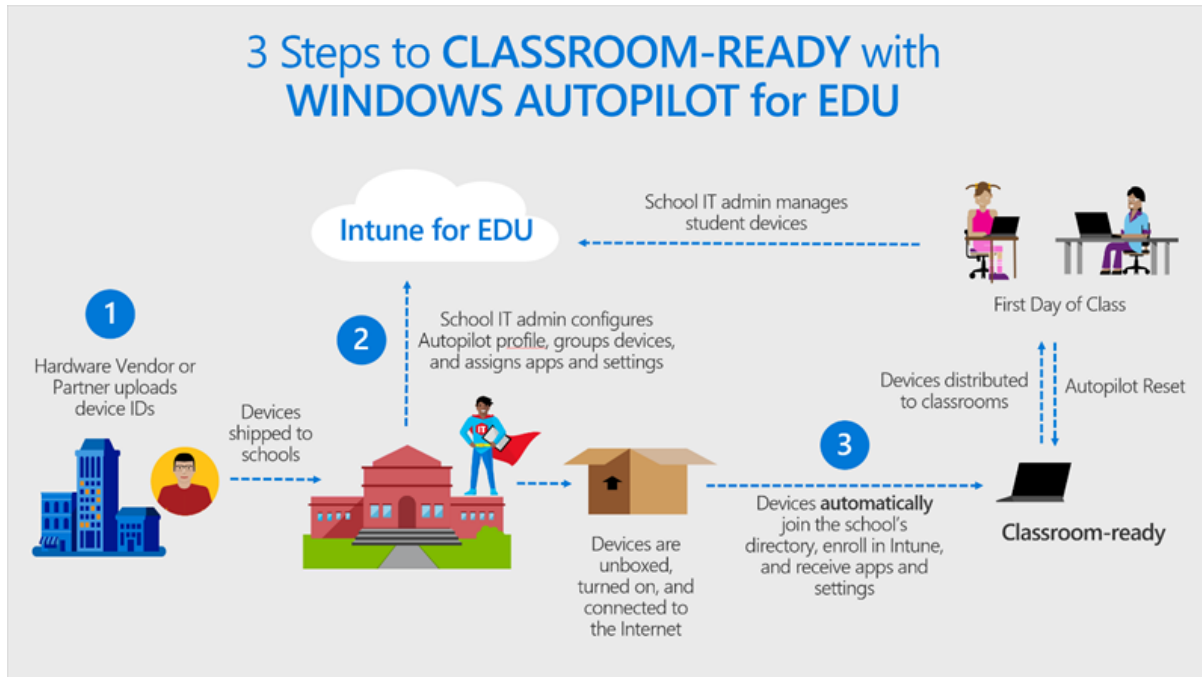
How do you expect to compete when Surface Laptop SE isn't as capable as lower-priced competitors or other Surface offerings?

- The purchase price is undoubtedly a key factor for schools, but it shouldn't be the only one. Surface Laptop SE offers incredible value out-of-the-box, with Windows 11 SE and the power of the Windows ecosystem. With Surface Laptop SE, students can benefit from rich applications, online and offline access to information, and the ability for IT to secure, manage, and repair with relative ease. We believe the sum of these capabilities, at this new low price, provides a worthy option for schools to consider.

Managing Surface Laptop SE

Will Windows Autopilot be available for Surface Laptop SE?

- Yes. You can use Windows Autopilot to provision Surface Laptop SE with Windows 11 SE. To learn more about prerequisites and general concepts, see [Set up Intune for Education devices with Windows Autopilot](#)



What is the difference between Intune for Education and the standard version of Intune? Can I use both?

- Yes, Intune for Education can be used by itself or in harmony with Intune's [full device management experience](#), which includes Autopilot. It can also be used alongside the rest of the tools available in [Microsoft Education](#), which makes it easy for you to use Intune for Education with other useful educational tools from Microsoft.

Why is Intune management recommended for Windows 11 SE?

- From the beginning, Windows 11 SE was designed to answer the needs of Education customers with a holistic device and cloud-based management and deployment experience.
- While many IT admins are comfortable with legacy management tools, most expect cloud-based, simplified management solutions. Windows 11 SE requires Intune for Education to ensure it is easy to manage and deploy.
- Intune for Education offers a simple, convenient platform for managing all student devices, including Windows and Apple machines. It's included with Microsoft 365.

Are Windows 11 SE devices only manageable using Intune?

- Yes. Windows 11 SE devices can only be managed using Intune and Intune for Education.

Can I manage Windows 11 SE with Chrome's Management Console?

- No. Windows 11 SE devices cannot be managed with Chrome's Management console.

Will Windows 11 SE require schools to change IT processes or management tools?

- To respond to IT needs for a solution that is easy to deploy and manage, Windows 11 SE requires Intune for Education for management.
- For Windows 10 or Windows 11 customers already using Intune for education, there are no changes for managing Windows 11 SE. For customers who prefer 3rd party or on-premise management tools, Windows 11 Pro Education is the right choice.

How does Windows 11 SE impact the current deployment of Windows 10 or Windows 11?

- Windows 11 SE, Windows 11, and Windows 10 can be deployed, managed, and serviced, in the same way, using Microsoft Intune for Education.

Any changes in VPN connectivity, remote management, update compliance, or security tools?

- You will not need to change anything for your remote learning students. Windows 11 SE offers the same trusted, easy-to-use management tools that your IT teams are already comfortable with—including hands-free setup and management options.

What is the activation and provisioning process for remote students? Is it the same as Windows 10?

- The activation and provisioning process for remote students for Windows 11 SE is the same as it's been for Windows 10. Windows 11 and Windows 11 SE offer the same trusted, easy-to-use management tools that your IT teams and educators are already comfortable with—including hands-free setup and management options.

As an IT Pro, can I manage or remove specific applications or features in Windows 11 SE that I may not want in my install base or exposed to my users?

- Yes. As an IT Pro, you have control over the installed applications on Windows 11 SE devices.

Will existing identity solutions continue to work as they do with Windows 10, such as AAD, Hybrid, MSA, etc.?

- AAD and MSA identities are supported. For others, it depends on your infrastructure setup. Windows 11 SE will not have local on-premises support.

Can IT admins perform a remote device reset?

- Yes. IT admins can wipe and reconfigure Windows 11 SE devices remotely through Intune for Education.

Is BitLocker enabled by default on Surface Laptop SE?

- No, but IT admins can enable BitLocker by configuring policy settings via Intune. To learn more, see [Encrypt Windows devices with BitLocker in Intune](#).

What if a customer uses Ping Federate or Octa?

How do students sign into Surface Laptop SE?

- Azure Active Directory (AAD) and Microsoft Account (MSA) are the only identity authentication tools supported on Windows 11 SE devices.

Who will purchase Surface Laptop SE? Schools or parents?

- In some cases, school districts might not directly purchase devices for their students. For example, districts could provide a "preferred device" list for parents to buy through educational sellers such as CDW or Ingram Micro. In this scenario, parents would log in to Surface Laptop SE with an MSA password but access only pre-installed apps and web browsers. Students need to bring their Surface Laptop SE to school and have it provisioned by an IT admin or teacher via Intune for Education to enable full device functionality.

Will Windows 11 SE devices require reimaging?

- Windows 11 SE comes in a single edition. It is pre-installed with Microsoft Office and more of the apps and policies schools need than ever before, eliminating the need for reimaging. Simply enroll and go.

Applications for Surface Laptop SE

What kinds of apps can IT admins install on Surface Laptop SE?

- Microsoft supports six categories of native applications on Surface Laptop SE (in Win32 and Universal Windows Platform (UWP) formats. These are curated to include the essential apps for education. The supported categories are:
 - Content-filtering apps
 - Test-taking solutions
 - Accessibility apps
 - Effective classroom communication apps
 - Essential diagnostics, management, connectivity, and supportability apps
 - Browsers
- Apps that fall outside these parameters cannot be installed on Surface Laptop SE.

Does How does Microsoft determine which apps are acceptable for Surface Laptop SE?

- At launch, Surface Laptop SE supports a curated set of apps that we chose based on feedback from educators and IT admins. We are open to supporting new apps by request. Please engage with your account manager to begin the evaluation process. To be considered, any new app must fit into at least one of the approved categories listed above.

What investments have you made for Teams, Office, Minecraft to work well on Surface Laptop SE?

- We've tested critical education scenarios that are important for student learning on Surface Laptop SE devices to ensure that the experience is smooth for students and that the machines perform according to our standards of excellence. These scenarios include joining a class, submitting an assignment, and taking notes during class.

What applications will work on Surface Laptop SE?

- Surface Laptop SE supports most applications that students and educators need. These include Win32 apps and modern applications, such as Universal Windows Platform (UWP) and Progressive Web Apps (PWA). Examples¹⁵ include Microsoft Teams, Zoom, Chrome, Class Policy, Light Speed, Screen Beam, and familiar tools such as Microsoft Word, Excel, PowerPoint, and OneNote, which many students already know.

Will x64 apps work on Surface Laptop SE?

- Surface Laptop SE will only run apps from the "essential Applications list," and no X64 apps are currently approved

¹⁵. Requires qualifying Microsoft 365 or Office 365 license; sold separately.

Why is there no application store on Surface Laptop SE?

- Windows 11 SE can run apps in a browser, either in Edge or Chrome, which is very common for education apps. Web apps do not require installation on the device. Windows 11 SE limits the applications installed on the device, sometimes called native applications or Win32 applications.
- Teachers need a simple, distraction-free environment for their students. IT admins want devices to be easy to manage and perform well all year, so app installation, advanced features, and setting changes are controlled by IT admins, not end users. For scenarios that require more installed applications or access to more apps in the store, Windows 11 Pro Education is the best choice.

Will Surface Laptop SE support the Chrome browser?

- Yes, absolutely. Surface Laptop SE supports essential third-party apps that promote better learning outcomes.

Will Surface Laptop SE support Zoom?

- Yes. Zoom can be provisioned using Intune for Education.

Can a student install their own applications like YouTube, Spotify, or iTunes?

- Students will not be able to install any third-party native apps (Win32 apps or those from the Microsoft Store). However, students will be able to use any Progressive Web Apps (PWA), such as Outlook, Whiteboard, and Flipgrid, via the web.

Are you confident you have all the apps educators will want?

- Most schools and educators are using web apps and online tools, and with Microsoft Edge built on Chromium, we offer full compatibility for Chrome extensions and other online tools. In addition, Windows 11 SE supports third-party apps like Chrome and Zoom.
- We have a great set of apps that work right out of the gate. Over time, we are committed to expanding support to include the most common test-taking, accessibility, content filtering, and classroom orchestration apps – both offline and online.
- We will continue to work with partners to validate additional apps. Surface Laptop SE also comes pre-loaded with Microsoft 365 to make deployment of those apps and services fast and easy for IT.

Environmental sustainability

What is Microsoft doing to minimize the amount of e-waste and carbon emissions associated with new PC purchases?

- Microsoft and our partners have done considerable work to reduce the environmental impact of PC replacement via the Microsoft Device Trade-in Program, the Microsoft Authorized Refurbisher Program and the Microsoft Voluntary Recycling Program. We encourage customers to seek out recycling programs in their local communities.
- Further, Microsoft and many other PC manufacturers have adopted targets to reduce the carbon footprint of new PCs available to purchase compared to older PCs.
- More information on Microsoft's sustainability efforts can be found in the [Microsoft Sustainability Report](#). Information on sustainability efforts specific to Microsoft Devices can be found in the [Devices Sustainability Report](#).

What is Microsoft doing to help customers recycle old PCs?

- Microsoft and its partners work to minimize waste through several programs and encourage customers to engage with recycling programs in their communities. Here are some examples:
- **Microsoft Device Trade-in Program.** Microsoft Store offers consumers a sustainable way to trade in used devices and potentially receive cash to help fund their next device. Customers can send in eligible devices for trade-in appraisal based on condition. Following an assessment, devices that aren't eligible can be recycled for free or returned. The Microsoft Store Device Trade-in Program is currently available in the US, Australia, and New Zealand. To learn more and get started, visit [Microsoft.com](https://microsoft.com).
- **Microsoft Authorized Refurbisher Program (MAR).** In place for more than a decade, MAR supports & encourages the reuse of retired devices. A global program is in 25+ countries and encompasses 70 direct Microsoft Authorized Refurbishers, and several hundred Refurbisher partners supported these MARs. Through this program, more than 5M devices will be refurbished & repurposed this year with a genuine Windows Refurbisher license, with a half-million of these distributed to philanthropy-oriented organizations. Many of our MAR partners offer ITAD or trade-in services to enterprises, government, small and medium businesses, schools, and consumers. These MAR partners often manage many of the trade-in programs offered by retailers. Many of our Refurbisher partners do fantastic work in the Philanthropy space, which has skyrocketed since Covid. These programs rely on donations or trade-in of used devices – which helps ensure that every used device has a second life with a user in need. For more information, visit Resource Center - Microsoft Authorized Refurbisher.
- **Microsoft Voluntary Recycling Program.** Like many other OEMs, [Microsoft offers voluntary recycling programs](#) for individuals who want to recycle a Microsoft-branded consumer product, battery, or packaging.
- **Your local government.** There are several ways to find recycling services and advice in your community. Please contact your local municipality for additional details on where to recycle your products.

Is the packaging for Surface Laptop SE made of recyclable material?

- Surface Laptop SE packaging is 97.8% recyclable.¹⁶ Surface Laptop SE uses Responsibly Forested papers, certified by the Forest Stewardship Council (FSC).

Surface Laptop SE repairability

What are the replaceable components?

- To support our company-wide sustainability efforts, Surface Laptop SE was designed so that skilled technicians can service devices locally¹⁷ by quickly replacing core components¹⁸:
 - AB Cover (Display)
 - C-cover with keyset and trackpad
 - Speaker module
 - Feet
 - D-bucket chassis
 - Wi-Fi module
 - Battery
 - Motherboard

¹⁶. Based on UL ECV Procedure 2789 standard.

¹⁷. Components can be replaced by customer self-service (as commercial spare parts), by Authorized Service Providers (available in some markets), or by Microsoft. All replaceable components should be serviced by a skilled technician following a Microsoft-provided service guide. The device and components will be available in the US, UK, Japan, and Canada.

¹⁸. Most components will be available as commercial spare parts or through our Authorized Service Providers shortly after launch. Availability date for some components (such as motherboard and battery) as a commercial spare or for Authorized Service Provider repair may vary.

Appendix A: Windows SE OS comparison















Features and benefits	Windows 10	Windows 11	Windows 11 SE
Education experiences designed for all			
Online and offline productivity backed up by the cloud	✓	✓	✓
Improved accessibility with touch screen and voice typing		✓	✓
Simple to deploy, manage, and secure			
Cloud-first device management supported by Intune and Azure Active Directory	✓	✓	✓
Cloud-managed only through Intune for Education			✓
Runs all Windows applications (UWP, PWA, and Win32)	✓	✓	
Optimized performance for low-cost devices			
Simplified User Experience (UX) with the versatility of Windows tuned for education		✓	✓
Foreground application boost		✓	✓
Devices with > 128GB storage, or > 8GB memory, or higher performance CPU	✓	✓	
Upgrade from Windows 10		✓	
Education experiences designed for all			
Simplified user experience		✓	✓
Runs all UWP, PWA, and Win32 applications	✓	✓	✓
Runs only IT approved UWP, PWA, and Win32 applications			✓
Streamlined experience for low-cost devices			✓
Improved docking and multi-monitor support		✓	✓

Features and benefits	Windows 10	Windows 11	Windows 11 SE
Improved Windows snapping		✓	Two windows side-by-side by default
Immersive Reader	✓	✓	✓
Smart videoconferencing		✓	✓
Customizable widgets		✓	
Supports third-party education applications	✓	✓	✓
Adaptive Touchscreen		✓	✓
Offline and online productivity	✓	✓	✓
Digital Pen	✓	✓	✓
Voice Typing		✓	✓
Ease of Access settings	✓	✓	✓
Windows Dictation	✓	✓	✓
Support for assistive tech	✓	✓	✓
Voice Commands	✓	✓	✓
One-click access to mic control		✓	✓
Simple to deploy, manage, and secure			
Non-disruptive security updates	✓	✓	✓
Defender Antivirus	✓	✓	✓
Windows Defender SmartScreen	✓	✓	✓
Multifactor Authentication	✓	✓	✓

Features and benefits	Windows 10	Windows 11	Windows 11 SE
Zero-touch deployment	✓	✓	✓
Microsoft Store access	✓	✓	✓
Default cloud-based file storage			✓
Cloud identities required for login			✓
Modern and secure Microsoft Edge Browser	✓	✓	✓
Optimized performance for low-cost devices			
Non-disruptive security updates	✓	✓	✓
Precision TouchPad	✓	✓	✓
Supports over 128 GB storage	✓	✓	
Supports over 8 GB RAM	✓	✓	
Supports large core processor	✓	✓	
Bluetooth support	✓	✓	✓
Can upgrade or switch edition allowed	✓	✓	
Foreground app boost		✓	✓
Reduced OS footprint		✓	✓

Appendix B: Accessories for Surface Laptop SE

Accessories for Surface Laptop SE*

<div>Gumdrop Protective Case</div> <div></div> <div>Protect your Surface Laptop SE with the case that can take whatever you can dish out.</div>	<div>Moshi USB-C Multimedia Adapter</div> <div></div> <div>Expand the versatility of your USB-C® ports with HDMI, VGA, USB-A, and 3.5 mm audio adapters.</div>	<div>JCPal VerSkin Keyboard Protector</div> <div></div> <div>Type confidently with easy-to-read large print letters, black backing material and color-coded keys that improve key contrast and recognition.</div>
<div>Gumdrop Headset</div> <div></div> <div>Gumdrop Headsets are tough enough to withstand heavy use, with a twistable non-break headband and durable earpads that easily wipe clean.</div>	<div>Moshi USB-C HDMI Adapter</div> <div></div> <div>USB-C to HDMI Adapter is a next-generation 4K solution that enables the output of ultra-high-definition video and digital audio to your Ultra HD TV or monitor.</div>	<div>Kensington Expert Trackball Mice</div> <div></div> <div>The Expert Mouse Wired Trackball is the ultimate productivity enhancer that makes working at the desk quicker, more accurate, and extremely comfortable for your hand and wrist.</div>
<div>Kensington Lock</div> <div></div> <div>MicroSaver 2.0 secondary lock head with T-Bar Locking Technology secures peripheral accessories featuring the industry-standard Kensington Security Slot.</div>	<div>JCPal Jasper Executive Sleeve</div> <div></div> <div>USB-C to Gigabit Ethernet Adapter enables any laptop equipped with a USB-C port to establish a fast and reliable wired internet connection.</div>	
<div>Kensington SD1610P USB-C Mini Hub</div> <div></div> <div>Whether in a temporary workspace or a conference room, the SD1610P keeps users productive and powered up.</div>	<div>Moshi USB-C to DisplayPort Cable</div> <div></div> <div>Easily connect your device to a 5K DisplayPort monitor to enjoy crystal clear, blur-free video as well as multi-channel digital surround sound.</div>	
<div>Aver Charging Cart</div> <div></div> <div>Save time, charge devices smarter. Quickly charge Surface laptops and 2-in-1s with the C36i+ adaptive charging technology.</div>	<div>Moshi USB-C Monitor Cable</div> <div></div> <div>Full-function cable certified by the USB-IF so you can transfer power, data and multimedia content at blazing speeds up to 10 Gbps.</div>	
<div>Aver Document Camera</div> <div></div> <div>The M5 distance learning document camera is a plug-n-play, easy-to-use, yet high-quality document camera.</div>	<div>Moshi USB-C Cable with Smart LED</div> <div></div> <div>Durable and intelligent cable features a smart LED to conveniently indicate charging status.</div>	

*Sold separately.



Learn more

- [Windows 11 requirements](#)
- [Surface devices documentation](#)
- [Set up Intune for Education devices with Windows Autopilot](#)