

Support and Service

In the event that you have issues with your Surface Hub device, you should contact Microsoft's support team using one of these two options:

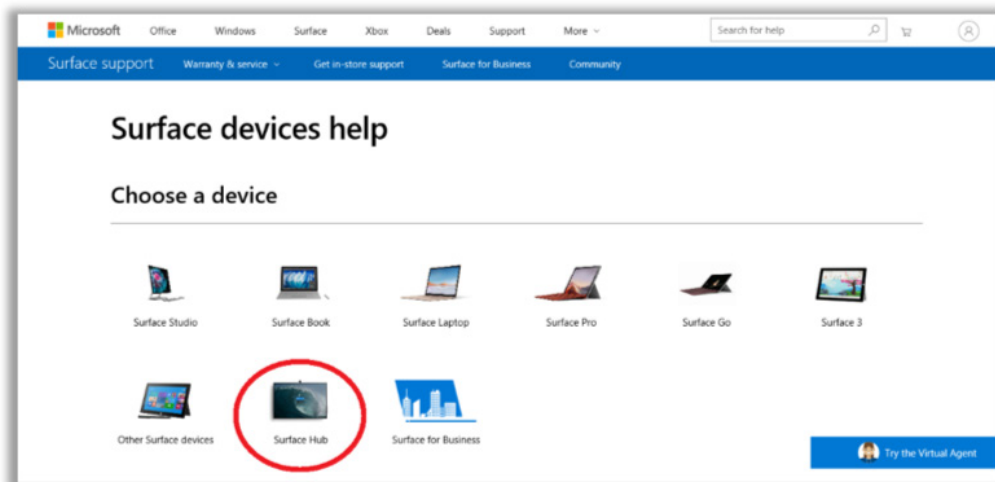
- Dial the Global Customer Service phone number by country:
<https://support.microsoft.com/gp/customer-service-phone-numbers>
- Or Contact Technical Support online:
www.microsoft.com/surface/support

Microsoft Customer Service and Support are available:

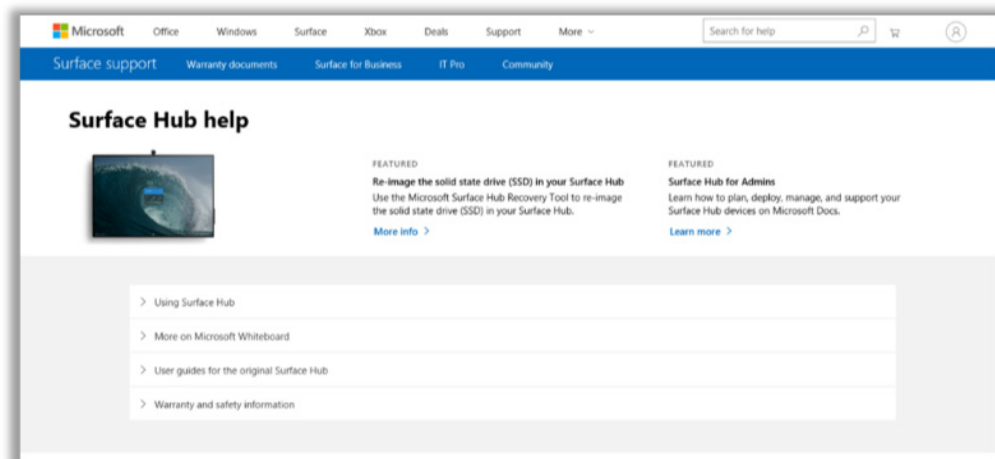
- in English: 24 hours a day, seven days a week—including weekends & holidays.
- in Japanese, French and German local support: Monday through Friday, 9:00 AM - 5:00 PM.

Help Topics screenshot guide

Select Surface Hub



Here you can choose from SSD re-image; Admin access or User Tips, Guides, etc. & warranty information.

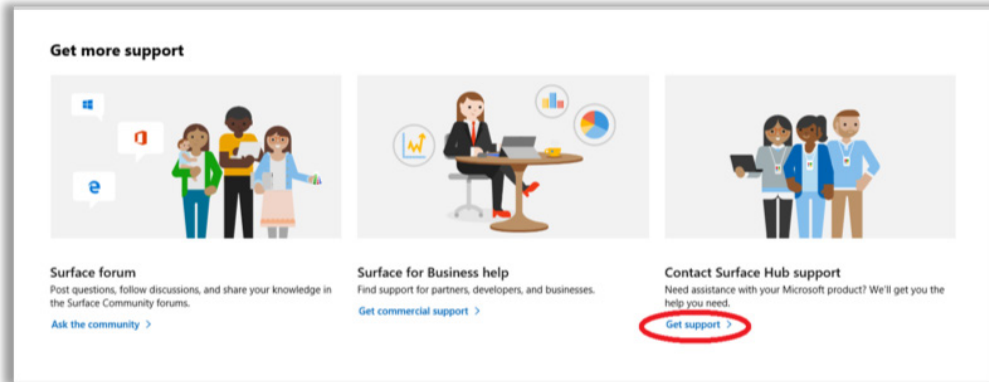


Microsoft Surface Hub 2S

Comprehensive support and service

Online Support screenshot guide

If you need product technical support, scroll further down to the next three support options – then select 'Get Support' for technical assistance.



Here you'll need to select Surface Hub 2S; and the category that serves your particular issue (i.e. Technical Support); and a general description of the problem.

New support request

1 Product Selection 2 Issue Details 3 Support Plan 4 Severity 5 Contact Information 6 Review 7 Complete

What can we help you with?

Select the product family
Surface

Select a product
Surface Hub

Select the product version
Surface Hub 2S

Select a category that best describes the issue
Technical Support

Select a problem that best describes the issue

- Device Account Creation
- Display and Screen
- Install and Update
- Performance and Maintenance
- Power
- Safety and Security
- Speakers and Microphones
- Wifi and Internet
- Windows and Office

For each subsequent entry page, you'll provide additional information and detail, (Error codes or messages) to help Microsoft efficiently respond and support your issue, per the terms of your warranty.

Microsoft Office Windows Surface Xbox Deals Support More

Search for help

Support for business Support requests

New support request

1 Product Selection 2 Issue Details 3 Support Plan 4 Severity 5 Contact Information 6 Review 7 Complete

Offices worldwide.

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2020. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No: 1800000. January 2020