

Surface Insider Guide – February 2025



Hello Surface Partners,

Happy February – the month of LOVE ❤️ ... and you will LOVE what we have in store for you this month! Microsoft Surface just [announced](#) our latest additions to our Surface Copilot+ PCs for Business: [Surface Pro](#) and [Surface Laptop](#), now available with the latest Intel® Core™ Ultra processors (Series 2). We also introduced the new Surface USB4 Dock, new experiences with Microsoft Teams Rooms on Surface Hub 3, and the public preview of Security Copilot in the Surface Management Portal.

Happy Reading – Your Microsoft Surface Team

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Top of Mind

Microsoft FY25 Updates

Without further ado, please review the most up-to-date [Surface DMP Landing Deck](#) for details on profitability, customer & partner savings, customer experiences, demo programs, marketing support and trainings resources available to Surface authorized partners.

SRA New Content

Announcement Resources

New sales and marketing materials available on the [Surface Reseller Alliance Portal](#).

Category	Resources
Announcements	<p>Please note that URLs will become active once the asset is live on the SRA Portal.</p> <p>Windows Devices Introducing the new Surface Copilot+ PCs for Business</p> <p>Surface IT Pro Fuel AI adoption with Surface Pro and Surface Laptop for Business with Intel processors</p> <p>Surface IT Pro Announcing Edge and Miracast support coming to Surface Hub 3</p> <p>Windows IT Pro Understanding the Microsoft Pluton security processor</p> <p>Watch the recording from our announcement at New York AI Tour</p>
Product FAQs	<p>Microsoft Surface Pro for Business with Intel® Core™ Ultra (Series 2)</p> <p>Microsoft Surface Laptop for Business with Intel® Core™ Ultra (Series 2)</p>
Factsheets	<p>Microsoft Surface Pro for Business with Intel® Core™ Ultra (Series 2)</p> <p>Microsoft Surface Laptop for Business with Intel® Core™ Ultra (Series 2)</p> <p>Microsoft Surface USB4 Dock</p>

Seller Readiness	Get AI-ready with Surface Customer Presentation Surface for Business Portfolio Deck Surface for Business Technical Deck Surface Laptop and Pro Product Mission & Solution ExpertPath
Seller Slides	Surface for Business Product Family What's New Surface Pro for Business Family Surface Laptop for Business Family Surface Laptop Desktop Scenario Surface Pro Desktop Scenario Surface Docks & Travel Hub Surface Keyboards Surface Pro for Business, Copilot+ PC (11th Edition) Surface Laptop for Business, Copilot+ PC (7th Edition)
Campaign Readiness	Surface for Business January 2025 Announce Presentation Surface for Business January 2025 Launch BOM Compilation Deck Surface Copilot+ PCs with Intel® Core™ Ultra Branding Deck Template Surface Copilot+ PCs with Intel® Core™ Ultra Teams Background
Email Templates	Announcing Surface Laptop and Pro for Business with Intel® Core™ Ultra
Social	Microsoft Surface Pro and Laptop for Business with Intel® Core™ Ultra
Display Banners	Microsoft Surface Laptop and Pro for Business with Intel® Core™ Ultra
Event Support	Surface Copilot+ PCs with Intel® Core™ Ultra Event Comms Surface Copilot+ PCs with Intel® Core™ Ultra Event Invite

	Surface Copilot+ PCs with Intel® Core™ Ultra Easel Sign Surface Copilot+ PCs with Intel® Core™ Ultra Backwall Banner Surface Copilot+ PCs with Intel® Core™ Ultra Retractable Banner
Demos & Videos	Explore Surface for Business Surface Copilot+ PC Demo Deck
Segment and Industry	Surface Functional Day-in-the-Life Slides Education Financial Services Healthcare Retail SMB
Reseller Websites	Recommend Guidance for SKU Descriptions Product Renders Surface Landing Page Syndication

Reminder: Microsoft Surface Windows 10 Support

Windows 10 Support: While Microsoft will no longer be offering Windows 10 Pro as a choice, effective March 31, 2024, the support lifecycle for Windows 10 Pro has not changed. All editions of Windows 10 will continue to receive security updates through to October 14, 2025. Check out [Windows Lifecycle Fact Sheet page](#) for more details. For our partners and customers who need Windows 10 Pro, after March 31, 2024, you can [learn more about MSI files](#) (downgrade rights) to support your business needs.

Windows 11: There are many great reasons for our customers to choose Windows 11. [Click here](#) to learn more about Windows 11 Pro for business.

Inventory and Lead Times

February 2025

Availability continues to be dynamic based on Area, market, product line, SKU availability, etc. Please check with your regional Supply Chain Ops Manager for alignment.

North America **New Order ** Lead Time Guidance

Surface Product	Current Supply Status	Lead Time to Ship from MSFT
Go 4	No Constraints	5 weeks
Pro 10 Wi-Fi	No Constraints	5-to7 weeks
Pro 10 5G	No Constraints	5 weeks
Pro 11 Wi-Fi	No Constraints	5 weeks
Pro 11 5G	No Constraints	12-to-15 weeks
Laptop Go 3	No Constraints	6-to-8 weeks
Laptop 6	No Constraints	6-to-8 weeks
Laptop 7	No Constraints	5 weeks
Laptop Studio 2	No Constraints	5 weeks
Hub 3 – 50”	No Constraints	10-to-12 weeks
Hub 3 – 85”	No Constraints	10-to-12 weeks
Hub 3 – Cartridge	No Constraints	8 weeks
Pro Typecovers	No Constraints	6 weeks
Go Typecovers	No Constraints	6 weeks
Dock	No Constraints	6 weeks

*Please contact MSFT channel ops for supportability on existing orders.

PLEASE NOTE: Studio 2+ End of Life: This product is reaching the end of life and is no longer available for new orders. The teams are working to prioritize current orders in the system. Please know, Microsoft warranty and support timelines for this product remain unchanged.

Customer Offers and Partner Incentives

Please find all of the most up-to-date [Customer Promotions](#) & [Partner Incentives](#) on the SRA. Current promos also listed below:

Timing	Device	Promo
2/10/25-3/31/25	Surface Laptop 6	Save \$100 on select Surface Pro 10 devices
2/10/25-3/31/25	Surface Pro 10	Save \$100 on select Surface Laptop 6 devices
1/1/25-6/30/25	Surface Laptop 6 Surface Pro 10 Surface Laptop Studio 2 Surface Laptop 7th edition (Intel & Qualcomm) Surface Pro 11th edition (Intel & Qualcomm)	Save up to 10% off select Surface devices for eligible customers.

Save the Date

Surface Hub and Portfolio Virtual Briefing Schedule

Surface Briefing	Scheduled for (your local time)	Registration Link
Hub	Thursday, February 13, 2025 10:00 AM - 11:30 AM	REGISTER

Hub	Thursday, February 20, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, February 25, 2025 6:00 PM - 7:30 PM	REGISTER
Hub	Thursday, February 27, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, March 6, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, March 11, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, March 13, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, March 20, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, March 25, 2025 6:00 PM - 7:30 PM	REGISTER
Hub	Thursday, March 27, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, April 3, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, April 8, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, April 10, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, April 17, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, April 22, 2025 6:00 PM - 7:30 PM	REGISTER

Hub	Thursday, April 24, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, May 1, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, May 6, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, May 8, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, May 15, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, May 20, 2025 6:00 PM - 7:30 PM	REGISTER
Hub	Thursday, May 22, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, May 29, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, June 3, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, June 5, 2025 10:00 AM - 11:30 AM	REGISTER
Hub	Thursday, June 12, 2025 6:00 PM - 7:30 PM	REGISTER
Portfolio	Tuesday, June 17, 2025 6:00 PM - 7:30 PM	REGISTER
Hub	Thursday, June 26, 2025 6:00 PM - 7:30 PM	REGISTER

Surface Portfolio Executive Briefings

We're excited to announce updated Surface device briefings schedule for H2 FY25. There are two briefings offered:

- **Unlock Team Collaboration with Surface Hub 3 Briefing:** Dive into the new era of meeting room innovation with the Surface Hub 3. Experience firsthand how it transforms collaboration, integrates seamlessly with the Microsoft ecosystem, and sets a new standard for interactive whiteboards.
- **The New Era of AI PCs from Surface and Copilot+PCs Briefing:** Explore the pinnacle of personal productivity with the new era of AI PCs and the diverse range of Surface device portfolio. Watch live demos, understand the full functionality, and engage with our experts to see how Surface empowers your work like never before.

These sessions are open to all customers and partners, with ***no NDA*** required.

The full calendar is available on the [Executive Briefing homepage on SRA](#).

DMP Onboarding to Partner Center has Resumed

Extension of Microsoft Surface Reseller (VADOR) terms

Effective January 2025, the Term of the current Microsoft Hub Opportunity Reseller (OR) Agreement (OR Agreement) has been extended through **September 30th, 2025**.

If you have already enrolled as a Surface Reseller (VADOR) in Partner Center and signed the new Microsoft Reseller Agreement, then you can disregard. *No action is required from you at this time.*

Notice of Term Extension Surface Reseller (DMP)

Effective January 2025, the term of the current Microsoft Distributed Managed Partner (DMP) Agreement is extended through **September 30th, 2025**.

If you have already enrolled as a Surface DMP in Partner Center and signed the new Microsoft Reseller Agreement, then you can disregard. *No action is required from you at this time.*

Co-op H1 Claims and H2 Funds

FY2H1 Claim Deadline is February 15, 2025

Surface Partners with Co-op funds should ensure all their FY25H1 claims are entered into the [Partner Center](#) and submitted by February 15, 2025. Make sure to check your Co-op balances in [Partner Center](#) and claim them to avoid forfeiting any funds after the deadline. If you have any questions, you can directly reach out to surfhelp@microsoft.com for assistance.

FY25H2 Co-op Funds Overview

FY25H2 Co-op funds will become visible in Partner Center around February 15, 2025, which is 45 days after the earning period ends to accommodate calculation adjustments. Meanwhile, you can view your estimated Co-op earnings from the FY25H1 earning period (see [instructions here](#)). Although the figures are not yet final, you can utilize them for your H2 Co-op Marketing Planning.

Marketing Updates

Digital Marketing Content On-Demand (DMC)

[Choose Surface](#), the FY25 global campaign, is now live on [Digital Marketing Content On-Demand \(DMC\)](#). DMC is a great option for unmanaged partners and DMPs, offering automated campaign management that includes customization and tracking. Partners will also find [Advancing the Era of AI](#), [Modernize with Surface](#), and [Surface, Security + Cyber Resilience](#) campaigns ready to launch on DMC.

SRA

On [SRA](#), partners can download and customize the full [Choose Surface](#) campaign. The campaign includes invaluable resources and full funnel marketing collateral. Looking for marketing strategies to jump-start your campaign? Check out the [Campaign Compilation Deck](#) for guidance.

New eBook and BoM

Looking for fresh content to boost your campaigns? Check out the new [Drive Business Resilience with AI/PCs](#) eBook and BoM Kit, which includes animated GIFs, social, email, landing page and blog copy. You can also find more blogs, eBooks, videos and campaign assets on [SRA](#) – just search by device, imagery, and campaign.

Reminder: Web Syndication from 1WorldSync

Partners can get Surface content displayed on their website provided by 1WorldSync Content Solutions in partnership with Microsoft.

- No cost for Microsoft Partners to participate.
- Ability to syndicate Surface content throughout their website utilizing a single line of code.
- Content and assistance available in multiple languages.

Hear from Chena Carver from 1WorldSync about the content available to our Surface partners and how they can get content syndicated to their site. [Play episode >](#)

How to get started:

1. [Register](#) for the program.
2. Email [Chenoa Carver](#) to request Surface inline and/or microsite content.
3. 1WorldSync will generate the integration code to be applied on the partner website and help with implementation.

Reminder: TCO Calculator and Emissions Estimator

Use the Surface Total Cost of Ownership (TCO) calculator and the Surface Emissions Estimator to solidify the business value of Surface in your customer conversations.

[TCO Calculator](#) | [Surface Emissions Estimator](#)

Copilot Corner

Copilot Corner

As talk and excitement around Copilot continues to grow, we want to make sure you are up to speed with the best resources.

NEW! Microsoft Copilot Scenario Library: Becoming AI powered means transforming scenarios across your organization. Use our guidance by department and individual scenario to get inspired, empower your workforce and realize value from your Microsoft Copilot investment. [Visit library today!](#)

What's New from Copilot: Bookmark [this page to keep up to date with the latest updates from Copilot](#).

Copilot Sales Champion: Take this course to know and understand the capabilities of the series of AI companions unleashed by Microsoft that can help you complete your everyday tasks at work and in your business faster. [Register here](#).

Microsoft Learn has an [Overview of Copilot](#) page that provides a detailed introduction to Copilot, its features, and how it can help users access better answers, increase efficiency, and be more creative.

Learn Copilot: Check out this [YouTube playlist](#) with over 30 short Copilot tutorials.

Microsoft Learn also has pages on Managing Copilot, Copilot in Windows, and Copilot in Edge [that provide information on commercial data protection eligibility, enabling Copilot, and using Copilot within the Windows and Edge experiences](#).

Training & Skilling

ExpertZone

We would like to invite you to join us to take your skills to the next level with [ExpertZone](#)!

Our new business mission is focused on [Copilot + PCs from Surface](#), along with a Surface IT Toolkit. In addition, our latest accreditation focuses on answering the question “Why Surface for Business?” along with foundational knowledge and the benefits of Surface for Business devices. By completing this series of stories, you’ll gain a baseline understanding of Surface products and their key advantages, enabling you to discuss Surface devices more effectively with your customers.

Looking for more skilling? Check out our new [Surface Solution Expert Path](#)!

[Click here](#) to start your accreditation journey and get your badge.

Surface Elevate

Join the Surface Elevate Program for a comprehensive four-hour session that transforms you into a Surface expert, offering an all-encompassing training experience designed to enhance your product knowledge and sales tactics in one dynamic workshop. [Learn more.](#)

Surface Hub Highlights

Surface Hub 3 Marketing Assets: Make sure to bookmark to stay on top of all of the latest Surface Hub marketing resources:

Stay up to date on all the latest Surface Hub 3 technical documentation and training resources on [Microsoft Learn](#).

Take your Surface Hub skills to the next level with [ExpertZone](#)! The Surface Hub ExpertPath is crafted to engage learners with the intricacies of Surface Hub and equip them with the necessary tools to effectively pitch and convey its value to customers

Reminder! Surface Hub 2S Recycling Program: Do you have accounts that transitioned (or plan to transition) to Surface Hub 3 with a Hub 3 Pack, and don't know what to do with the Hub 2S cartridge? Now they can leverage the Surface Hub 2S Recycle Program.

To participate, [remove the hard drive](#) from the cartridge to protect sensitive data and [request a pre-paid shipping label](#). Select your country/region and follow the instructions to obtain a shipping label.

If your customer upgraded to the Surface Hub 3 Pack, they could use its original packaging to ship the Surface Hub 2S cartridge for recycling.

IMPORTANT: On February 10, 2025, M365 Services Hub will no longer provide support for Surface business customers. We realize this could cause customer satisfaction issues, so we are making every effort to get ahead of potential problems well before the February cut-off date.

The best way to avoid issues is to act now and move customers to the [Surface Support Portal \(SSP\)](#) or for Intune customers, the [Surface Management Portal \(SMP\)](#) for their Surface support. These portals offer a more modern, time-saving support experience than Services Hub and an M365 subscription to access SSP is no longer needed. An M365 tenant will still be required but now you can create a Microsoft tenant without buying any products from Microsoft.

Help Needed:

- Use the existing Surface support materials on [Seismic](#) and [SRA](#) to drive awareness with partners and business customers of the more modernized support experience the Surface Portals provide.

[Surface Hub 2S migration to Microsoft Teams Rooms on Windows:](#) Customers can now migrate Surface Hub 2S devices to the same Teams Rooms on Windows software platform that ships on all new Surface Hub 3 devices.

Take your Surface Hub skills to the next level with ExpertZone! The [Surface Hub ExpertPath](#) is crafted to engage learners with the intricacies of Surface Hub and equip them with the necessary tools to effectively pitch and convey its value to customers.

Resources

- [Microsoft Learn:](#) Learn how to plan, deploy, and manage Microsoft Surface and Surface Hub devices.
- [Partner Marketing with Andrea:](#) Explore Surface marketing with experts, gaining insights to support our Surface Partners and enhance customer engagement in our learning series.
- [Surface Pre Sales Concierge:](#) Ask us about Surface product information, partner resources, device deployment and management, sales assistance, certifications, and sustainability.
- [Expert Zone:](#) Become a Surface expert with this learning platform offering on demand, snackable readiness training and content to help make training fun and exciting.
- [Surface Landing Deck:](#) Resource created to help you navigate all the offerings from Microsoft – from incentives, trainings, customer offers and more.
- [Explore Surface:](#) Tool to help provide 3D education on the full Surface portfolio.
- [Surface YouTube Channel:](#) Check out the latest videos released from Microsoft Surface. From product videos to tech deep dives, find new ways to learn and communicate.
- [Surface Reseller Alliance:](#) Your one stop for all things Surface, including marketing assets, partner programs, industry resources, and training.
- [Partner Center Support:](#) All partner center help in one place.
- [Compatibility Matrix:](#) Comprehensive list of SKUs and prices.

- [Surface Hub Authorization](#): Get authorized to sell Surface Hub.
- [Surface Tools for IT](#): New streamlined support experience for commercial customers.
- [Surface Update History](#): Find out what's included in each update and learn how to update manually.
- [Check Warranty Info](#): Self-serve to confirm warranty plan.



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