FAQ

Check the battery icon status on your Surface

For info about charging and battery status, view the battery icon at the right side of the taskbar. Look at or select the battery icon to view your battery status in the desktop notification area, and then select the section below that matches what you see on your screen.

Plugged in, not charging

The battery icon shows a power plug on the taskbar, but when you click on the battery icon, it shows **Plugged in, not charging**. This means that your Surface detects the power supply but is not charging the battery. Your Surface may turn off when you unplug it. Here's what to do:

- **Use included power supply**

  Surface is designed to work best with the included power supply. This makes sure your Surface is receiving enough power to operate the device and charge the battery.

  1. **Remove the battery driver and install updates** Plug in your Surface.
  2. Select the search box in the taskbar, enter **device manager**, and then select **Device Manager** from the list of results.
  3. Select the arrow next to the **Batteries** category.
  4. Double-tap or double-click **Microsoft Surface ACPI-Compliant Control Method Battery**, select the **Driver** tab, and select **Uninstall > OK**. (Or you can right-click **Microsoft Surface ACPI-Compliant Control Method Battery** and select **Uninstall**.)
  5. Select the computer at the top of all the categories, select the **Action menu**, and then select **Scan for hardware changes**.
  6. Leave your Surface plugged in.

Battery not detected

The battery icon shows a power plug and a red X on the taskbar. It may also turn off immediately when you unplug it. This means that your Surface detects the power supply but can’t detect the battery.

Not plugged in

The battery icon doesn’t show a power plug on the taskbar, even when the power supply is connected and the power connector light is on. This means that your Surface does not detect the power supply and is also not charging the battery. If your charge is below 10 percent, a red X will appear. Try these solutions to help resolve this issue:
Solution 1: Change the power connector orientation (Surface Book and Pro models only)

Don’t try this solution on Surface 3. The Micro USB power connector on Surface 3 plugs into the Micro USB charging port only with the power cord extending downward.

If your Surface doesn’t charge even when the power connector light is on, try this:

1. Remove the power connector from your Surface, turn it over, and plug it back in. Make sure the connection is secure and the power connector light is on.
2. Wait 10 minutes, and check to see if your Surface is charging.

Solution 2: Remove the battery driver and install updates

Here’s how to remove the battery driver:

1. Plug in your Surface.
2. Select the search box in the taskbar, enter **device manager**, and then select **Device Manager** from the list of results.
3. Select the arrow next to the **Batteries** category.
4. Double-tap or double-click **Microsoft Surface ACPI-Compliant Control Method Battery**, select the **Driver** tab, and select **Uninstall > OK**.
   (Or you can right-click **Microsoft Surface ACPI-Compliant Control Method Battery** and select **Uninstall**.)
5. Select the computer at the top of all the categories, select the **Action** menu, and then select **Scan for hardware changes**.
6. Leave your Surface plugged in.

Plugged in, charging (won’t run on battery)

The battery icon shows a power plug on the taskbar, and the battery shows a charge. This means that your Surface detects the power supply and is trying to charge the battery Your Surface turns off when you unplug it.

Clean the connector on your power supply

1. Unplug the power supply from the wall.
2. Clean the pins on the connector with a pencil eraser. Rub the eraser back and forth across the pins.
3. Wet a cotton swab in rubbing alcohol. Clean the pins on the long, narrow part of the charger that you plug into your Surface. Rub the cotton swab back and forth across the pins. After you are done cleaning the pins, make sure all the pins on the connector are dry, plug the power supply into the wall, and then plug the connector back into your Surface.