



Microsoft
Surface[™]

Frequently Asked Questions (FAQ) about Microsoft Surface 1.0 SP1

General

Q: What is in Microsoft Surface 1.0 Service Pack 1?

A: Microsoft Surface[™] 1.0 Service Pack 1 (SP1) responds to feedback from Microsoft Surface customers and partners by making it easier than ever to create innovative new application experiences on the Microsoft Surface platform.

The enhancements within SP1 allow faster and easier application development, introduce new platform capabilities that allow the design of innovative applications, improve the user interface with more control over the overall user experience, increase reach through broad international support, and enable easier installation, configuration and maintenance

For more information about Microsoft Surface 1.0 SP1, see the 1-page summary and short video on the Microsoft Surface Community site (<http://community.surface.com>).

At a high level, SP1 includes the following features:

- Improved SDK and developer tools, including API enhancements and library and menu controls to help speed up the development process.
 - Tagged object routing that enables users to quickly switch between applications by using tagged objects and gives developers innovative new interaction options.
 - Contact visualizations that display visual feedback when users touch a Microsoft Surface screen, providing a faster learning curve with the touch experience.
 - Broader worldwide availability of Microsoft Surface by offering localization support for several languages and easy international configuration. The languages includes Danish, Dutch, English, French, German, Italian, Korean, Spanish, and Swedish.
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- Simplified system configuration through new calibration guides that do not require an external monitor.

Q: Is there a charge for Microsoft Surface 1.0 SP1?

A: SP1 is a free upgrade, so there is no charge for the software or for the media that it is delivered on (including no charge for shipping).

Q: How do I receive Microsoft Surface 1.0 SP1?

A: SP1 is available for Microsoft Surface units only by ordering an upgrade USB flash drive from Microsoft. To receive an SP1 USB flash drive, e-mail sbizdesk@microsoft.com for an order form. When you receive a copy of the SP1 Order Form, you have three options for obtaining Microsoft Surface 1.0 SP1:

1. For customers who purchased the Microsoft Surface Maintenance Service (a quarterly service provided on-site to maintain Microsoft Surface units), Microsoft technicians can administer the SP1 update during an upcoming service visit of your choosing before the expiration of your maintenance service plan.
2. For customers that do not have the Microsoft Surface Maintenance Service, the SP1 update is available on a USB flash drive that you can order and administer yourself.
3. Alternatively, Microsoft technicians are available to administer the SP1 update as part of an on-site repair service visit. This service is available at your cost per the rates in the SP1 Order Form.

The SP1 USB flash drive is available in the following versions:

- JUH-00062 Surface Commercial 1.0 SP1 Update
- JUI-00059 Surface Developer 1.0 SP1 Update

To help us determine which USB flash drive you need to update your Microsoft Surface unit, you'll need to determine whether your unit is a *developer unit* or a *commercial unit*:

- Developer units are designed for people who are designing and developing touch-enabled applications. A developer unit includes the Microsoft Surface SDK software and all other software that is required to develop and test Microsoft Surface applications.
 - Commercial units are designed for venues where users can interact with them. A commercial unit includes the Microsoft Surface Runtime software and all other software that is required to run Microsoft Surface touch-enabled applications.
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Q: Who should use Microsoft Surface 1.0 SP1?

A: Anyone that currently owns a Microsoft Surface 1.0 unit should upgrade to SP1. Additionally, we recommend that all customers that want ongoing software support should upgrade to SP1 because Microsoft will discontinue support for Microsoft Surface 1.0 in May 2010.

The primary value of SP1 is in:

- Faster and easier application development.
- New platform capabilities that allow faster and easier design of innovative applications.
- Improved user interface with more control over the overall user experience.
- Increased reach through broad international support.
- Easier installation, configuration and maintenance.

Q: What is the Microsoft Surface 1.0 SP1 upgrade experience?

A: SP1 requires an update to the Windows Vista® software image and the Microsoft Surface 1.0 software. Because of the update to Windows Vista, the SP1 upgrade process deletes all existing content (including files and applications) on the Microsoft Surface unit. The required time varies based on the customer and how much content that loaded onto the unit. For more information, see the detailed SP1 upgrade instructions.

Availability

Q: Will Microsoft continue to offer the Microsoft Surface 1.0 platform image to customers?

A: After May 11, 2009, all new Microsoft Surface units will include SP1. In addition, Microsoft will no longer offer the Microsoft Surface 1.0 image or SDK to customers. for download.

Q: Is Microsoft Surface 1.0 SP1 available internationally?

A: Yes, this service pack is available in all markets where Microsoft Surface is currently sold.

Purchasing and Distribution

Q: How much does Microsoft Surface 1.0 SP1 cost?

A: All Microsoft Surface customers receive SP1 free of charge.

Q: Where do I go to get more information about Microsoft Surface 1.0 SP1?

A: Documentation and video demos are available on the Microsoft Surface Community Web site (<http://community.surface.com/>). For commercial and enterprise customers who are interested in a live demo, contact your Microsoft sales representative.

SDKs, ISVs and Applications

Q: Is the software development kit (SDK) updated as part of Microsoft Surface 1.0 SP1?

A: Yes, there are several key updates to the Microsoft Surface SDK and Microsoft Surface SDK, Workstation Edition as part of Microsoft Surface 1.0 SP1.

Q: Will my current applications work on Microsoft Surface 1.0 SP1?

A: Applications that run on the Microsoft Surface 1.0 platform should work on SP1. We recommend that you test the applications before you deploy SP1. Any applications that are written for SP1 are not guaranteed to be backward compatible with Microsoft Surface 1.0.

Q: Will Concierge, Photos and Music work on Microsoft Surface 1.0 SP1?

A: We are releasing updated versions of our suite of applications that are optimized to run on Microsoft Surface 1.0 SP1: Microsoft Surface Concierge 1.0 SP1, Microsoft Surface Photos 1.0 SP1, and Microsoft Surface Music 1.0 SP1. These applications run on Microsoft Surface 1.0 SP1, but they are not supported on Microsoft Surface 1.0.

Q: Will I need to re-install my applications after I install Microsoft Surface 1.0 SP1?

A: After you install SP1, you must re-install the new updated versions of Microsoft Surface Concierge 1.0 SP1, Microsoft Surface Photos 1.0 SP1, and Microsoft Surface Music 1.0 SP1. Previous versions of these applications are not supported on Microsoft Surface 1.0 SP1.

Q: Why did Microsoft release a new Microsoft Surface service pack?

A: Microsoft is committed to the continued development and innovation of the Microsoft Surface platform and SP1 is the natural evolution of this work. SP1 is based almost entirely on the direct feedback we receive from partners, customers, and developers who are using the Microsoft Surface platform today. We're addressing some of their core needs by making it easier than ever to create innovative, new experiences on the Microsoft Surface platform. SP1 achieves this goal by offering lower total cost of ownership, improved reliability and productivity, an enhanced user experience, and more international support.

Q: What if I just want the Microsoft Surface SDK, Workstation Edition? Is that available separately?

A: Microsoft Surface 1.0 SP1, Workstation Edition is available for download only from the Microsoft Surface Community Site (<http://community.surface.com>). Access to this site is granted to Microsoft Surface customers and select developers. If you are a developer that is not a current Microsoft Surface customer and if you are interested in the Microsoft Surface SDK 1.0 SP1, Workstation Edition (which includes the Surface Simulator application), e-mail sbizdesk@microsoft.com.

Q: Can I load Microsoft Surface SDK 1.0 SP1, Workstation Edition on a computer that is running Windows 7?

A: The Microsoft Surface SDK 1.0 SP1, Workstation Edition is a version of the Microsoft Surface SDK that runs on a separate computer. This gives developers more flexibility in choosing where and how they develop their Microsoft Surface applications. The Microsoft Surface SDK 1.0 SP1, Workstation Edition

does not block loading onto the Windows 7® operating system. However, we support the workstation edition only on most versions of the Windows Vista operating system, not Windows 7.

Q: Will Microsoft continue to support the Microsoft Surface 1.0 software platform?

A: Support for the Microsoft Surface 1.0 platform will continue until May 2010.

Q: How many Microsoft Surface units can I update with one USB flash drive?

A: You can update an unlimited number of Microsoft Surface 1.0 units by using one USB flash drive with SP1. If you own multiple units, the number of drives that you should order depends on your deployment process. If one person updating all the units, one USB flash drive will most likely suffice.

Q: What is the service pack support policy?

A: The Microsoft Support Lifecycle policy for Microsoft Surface provides customers with a 12-month period from the release date during which they can upgrade to the most current service pack to remain eligible for support. Support will not be available for Microsoft Surface units on the pre-SP1 platform starting May 2010. We encourage all customers to upgrade to SP1 during the next 12 months. For more information about the Microsoft Lifecycle Support Policy, see <http://www.microsoft.com/lifecycle>. If you have any questions, contact the Microsoft Surface Support team at **1-866-425-8880**.

Q: If I have the Microsoft Surface Maintenance Service, how do I receive Microsoft Surface 1.0 SP1?

A: For customers who purchased the Microsoft Surface Maintenance Service (which is a quarterly service provided on-site to maintain Microsoft Surface units), Microsoft technicians will administer the SP1 update during an upcoming quarterly service visit of your choosing before May 2010. To schedule this visit, contact the Microsoft Surface Support team at **1-866-425-8880**.

Q: Is the reason you're releasing Microsoft Surface 1.0 SP1 because you need to fix issues and problems?

A: The primary reasons that Microsoft released SP1 are:

- Commitment to innovating on the Microsoft Surface platform.
 - Addressing the needs and feedback of developers, partners and customers.
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- To make developing on Microsoft Surface faster and easier than ever.

Q: What is some of the direct feedback you received from customers and partners that you then responded to?

A: The following list describes a few examples of functionality that are included in SP1 because of feedback:

- Access points. End-user studies and direct partner feedback revealed that finding the Microsoft Surface access points is difficult for some users. As a result, we designed discoverable access points. With SP1, when a user walks up and touches the screen, the access points appear in the four corners with an accompanying animation and sound to alert users about the access points. This design makes Microsoft Surface easier to use and more intuitive.
- Single-application mode. Some of our current customers requested the ability to focus their user experience by allowing an easy-to-use single-application mode. This mode is included in SP1.
- More custom controls. Developers for Microsoft Surface asked for more controls. With SP1, we have introduced new controls, such as the element menu and the stack and bar control.

Q: Is there a plan for SP2? How many service packs do you anticipate releasing?

A: Microsoft will continue to develop the Microsoft Surface platform with future releases. We do not comment about specifics of our release plans.

Q: If my applications don't work as a result of running SP1, what do I do? What type of support is Microsoft providing to ensure compatibility?

A: Check the Microsoft Surface Community forums for the latest known issues and community assistance about the issue that you are experiencing after the upgrade. If you cannot find an answer in the forums, Microsoft Product Support Services is available to companies with existing support incidents through programs subscriptions like MSDN or on a pay-per-incident model. The Microsoft Surface support number is **1-866-425-8880**.

Q: Do I have to run Microsoft Surface 1.0 SP1? What if I continue to use Microsoft Surface 1.0?

A: Support for Microsoft Surface 1.0 will continue for one year from the SP1 release date. We encourage all customers to upgrade to SP1 during the next 12 months. For more information about the Microsoft

Lifecycle Support Policy, see <http://www.microsoft.com/lifecycle>. If you have any questions, contact the Microsoft Surface Support team at **1-866-425-8880**.

Q: I am an ISV with an application that is certified for Microsoft Surface 1.0, do I have to make sure that my application works on SP1?

A: Your application will remain certified until a major version change in the Microsoft Surface platform so you do not have to resubmit your application for SP1 testing. However, we expect Microsoft Surface 1.0 SP1 update to be on the majority of Microsoft Surface units going forward, so we strongly recommend that you test your own application for SP1 interoperability.

