

# FAQ: How do I resolve issues with my Surface Laptop 5?

## Issue:

Users may encounter various problems with their Surface Laptop 5, such as the keyboard and mouse not working, the screen not responding, or the computer not turning on properly.

## Common Surface Laptop 5 Issues and Solutions:

1. **Keyboard and Mouse Not Working**
  2. **Screen Not Working**
  3. **Computer Shows Logo but Does Not Turn On**
  4. **Computer Does Not Turn On**
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## Common Solution for Display and Input Issues:

If you are experiencing display problems or issues with the keyboard and mouse, try the following steps:

1. **Close the laptop lid** completely.
  2. **Reopen the lid** to wake the device.  
In many cases, simply closing and reopening the lid can resolve issues with the display, keyboard, or mouse not responding.
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## Additional Help:

If this method does not resolve your issue and you're still experiencing problems, please **contact us** for further assistance.

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**Source:**

This solution has been discussed and verified by users in the Surface community. For more details, you can view the conversation on Reddit: [Surface Laptop 5 Keyboard and Touchpad Issues](#).

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