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**

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.

Additional Help:

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

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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