

# Microsoft Surface will not turn on or wake from sleep

## Problem

Microsoft Surface will not turn on or wake from sleep. It is showing a black screen.

## Solution

<https://www.microsoft.com/surface/en-us/support/warranty-service-and-recovery/surface-wont-turn-on-or-wake-from-sleep?os=windows-10&=undefined>

1. Press and hold the power button on your Surface for 30 seconds and then release it.
2. Press and hold the volume-up button and the power button at the same time for at least 15 seconds and then release both. The screen may flash the Surface logo, but continue holding the buttons down for at least 15 seconds.

## Related articles

- [New Computer Configurations - Windows](#)
- [Student Personal Computers - Suggested Specifications](#)
- [Software downloads and discounts for personal devices and home use](#)
- [How to Configure Windows 11 for the Panopto Remote Recorder](#)
- [Working with Network Drives](#)