

Frequently Asked Questions

Upgrade your Microsoft Surface Hub 2S to Surface Hub 3

What is the Surface Hub 3 Pack?

The Surface Hub 3 Pack is an upgrade that replaces the Surface Hub 2S cartridge. It's the same shape and size as the Surface Hub 2S cartridge and includes tactile bumps to differentiate it from the cartridge for Surface Hub 2S.

Hub 3 Pack enables you to rotate 50" Hub devices: Unlock unique collaboration scenarios with the ability to rotate the screen into Portrait Mode on Surface Hub 3 50" devices. With Smart Rotation, seamlessly adjust the device to the orientation that's best for your meeting or collaboration needs in the moment.

Customers will benefit from a 60% CPU performance increase and a 160% GPU performance increase over Surface Hub 2S.

Does this pack turn my Surface Hub 2S into Surface Hub 3?

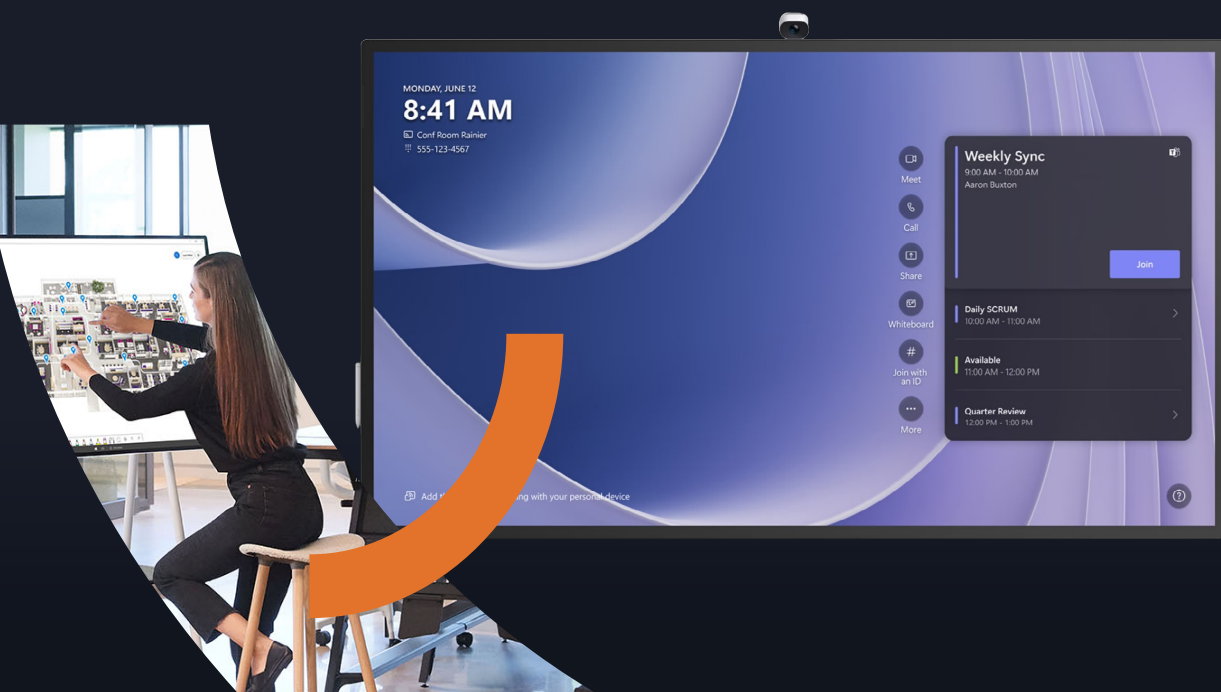
Yes, the Surface Hub 3 Pack is a hardware upgrade that transforms your Surface Hub 2S device into a Surface Hub 3.

How can I place an order for the Surface Hub 3 Pack?

Contact the team at Carillion Communications Ltd.

How do I install Surface Hub 3 Pack?

The Surface Hub 3 Pack is designed for easy removal and replacement of the existing Surface Hub 2S cartridge. Using a Phillips-head screwdriver to unscrew the retaining bolt, you can remove the Hub 2S cartridge and insert the new Surface Hub 3 Pack.



Press power, and the installation is complete. For detailed instructions, see Install and manage Surface Hub 3 Pack.

Will the new cartridge extend the warranty on my Surface Hub 2S?

No. Surface Hub 3 Pack comes with a 1-year limited hardware warranty and does not affect your Surface Hub 2S warranty.

Should you require additional product warranty and protection Carillion have two exclusive extended warranty services for Surface Hub.

Contact our team to find out more and discover why we are Microsoft's only Authorised Service Partner for Hub outside Microsoft.

If I install the new cartridge on my Surface Hub 2S, will it get all the same firmware, driver and feature updates as Surface Hub 3?

Yes, purchasing the Surface Hub 3 Pack helps extend the life of your current Surface Hub 2S.

Can I recycle the old cartridge after installing the Surface Hub 3 Pack?

Yes. Carillion Communications provide the return label included in the packaging for the Surface Hub 3 Pack to send your old cartridge to Microsoft for recycling, if desired. Before recycling your Surface Hub 2S cartridge, first remove the hard drive and delete any corporate data or we can provide an option on a secure data management solution.

Can a Surface Hub 2S be a Microsoft Teams Room?

Alternatively, you can migrate your Surface Hub 2S to run Microsoft Teams Rooms on Windows following the public release of migration software and instructions early next year. Contact Carillion to be on our exclusive update program.

As one of the UK's leading Microsoft Gold Partners, Carillion Communications have the expertise needed to supply, install and configure the Surface Hub 3 cartridge. We also provide on-going Support and Maintenance, with 3 different plans to suit your specific requirements.

Contact our friendly team of Microsoft experts to find out more.

carillion.com · info@carillion.com