



Microsoft Surface

Surface Headphones 2+ Product FAQ

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Introduction

Empower your team with immersive, high-quality calls and distraction-free focus. Depend on a reliable connection during calls and interact with intuitive touch controls. Microsoft Surface Headphones 2+ is now certified for Microsoft Teams®, thanks to "Native Bluetooth® for Microsoft Teams," enabled via a [firmware update](#) (available in August 2022.) Or you can use the Microsoft Surface USB Link dongle from your Surface device, PC, or Mac. Meet comfortably all day with up to 15 hours of voice calling time, crystal-clear sound quality, active noise cancellation, and soft, breathable ear cups.

- Empower your team with immersive, high-quality Microsoft Teams calls and intuitive touch controls.¹
- Listen and be heard with crystal-clear sound, four microphones on each ear cup, and 13 levels of active noise cancellation.
- Power through an entire day of meetings in comfort and control with up to 15 hours of voice calling time.²
- Amplify your productivity with the power of voice in [Microsoft 365 apps](#) like Word, Outlook, and PowerPoint.*



Primary device attach

- Use Surface Headphones 2+ with your choice of Surface devices, including Surface Laptop, Surface Pro, Surface Book, Surface Studio, Surface Go, and Surface Duo

Soft attach

- [Microsoft Modern Webcam](#)

1. Surface Headphones 2+ with Microsoft Teams certification enabled by Native Bluetooth for Microsoft Teams (via firmware update 1.0.7.44) or the included Surface USB Link. Only available on Windows and macOS.

2. Software license required for some features.

* Sold separately.

Surface Headphones 2+ tech specs

Feature	Description
Dimensions	<ul style="list-style-type: none"> – Length: 8.03" (204 mm) – Width: 7.68" (195 mm) – Depth: 1.89" (48 mm)
Weight	<ul style="list-style-type: none"> – 0.64 lbs. (290 g)
Exterior	<ul style="list-style-type: none"> – Colors: Matte Black
Frequency response	<ul style="list-style-type: none"> – 20 – 20 kilohertz (kHz)
Noise cancellation	<ul style="list-style-type: none"> – Up to 30 dB for active noise cancellation – Up to 40 dB for passive noise cancellation
Speaker	<ul style="list-style-type: none"> – 40 mm Free Edge driver
Sound pressure level output	<ul style="list-style-type: none"> – Up to 115 dB (1 kHz, 1Vrms via cable connector with power on) – Up to 115 dB (1 kHz, 0dBFS over Bluetooth® connection)
Charging	<ul style="list-style-type: none"> – Full charge in less than two hours
Battery Life	<ul style="list-style-type: none"> – Up to 18.5 hours of music listening time³ or up to 15 hours of voice calling on Microsoft Teams⁴
USB cord length	<ul style="list-style-type: none"> – 1.5 m
Audio cable length	<ul style="list-style-type: none"> – 1.2 m
Inputs	<ul style="list-style-type: none"> – Headphones: USB C® connector, 3.5 mm audio connector – Surface USB Link: USB-A⁵
Sensors	<ul style="list-style-type: none"> – Wear detection sensors on ear cups – Touch sensors on ear cups
Compatibility	<ul style="list-style-type: none"> – Bluetooth (without Surface USB Link): Windows 10 / 11 Android 11 / 10 / 9, iOS 14 / 13 / 12, macOS 11 / 10.14, Bluetooth 5.0 / 4.2 / 4.1 – With Surface USB Link: Windows 10, macOS 11 / 10.14, Bluetooth 5.0
Audio Codec	<ul style="list-style-type: none"> – SBC and aptX™⁶
Buttons/controls	<ul style="list-style-type: none"> – Power button, Microsoft Teams button, Volume dial (right ear), Noise Cancellation dial (left ear), Single ear cup tap (Mute)

3. Music listening testing conducted by Microsoft in Feb 2021 using prerelease Surface Headphones + Dongle package with prerelease software. The dongle was plugged into Surface Laptop 3 and/or Surface Pro 7. Playlist consisted of 44 songs transmitted using SBC encoding. Volume was set to 46% with maximum noise cancellation. Bluetooth A2DP profile was used. Testing consisted of full Surface Headphones battery discharge while playing audio until the Surface Headphones disconnected from the host device. Battery life depends on device settings, environment, usage, and many other factors.

4. Voice calling testing conducted by Microsoft in Feb 2021 using prerelease Surface Headphones + Dongle package with prerelease software. The dongle was plugged into Surface Laptop 3 and/or Surface Pro 7. Volume was set to 52% with maximum noise cancellation. Bluetooth Hands-Free profile was used. Testing consisted of full Surface Headphones battery discharge with a Microsoft Teams call until the Surface Headphones disconnected from the host device. Battery life depends on device settings, environment, usage, and many other factors.

5. USB-A to USB-C® adapter should work for a C-capable source. Performance varies based on the quality of the adapter and the cable length.

6. aptX™ only works with Surface Headphones 2+ when not using the Surface USB Link.

Feature	Description
What's in the box	<ul style="list-style-type: none">- Surface Headphones 2+- Carrying case- USB cable- Audio cable- Surface USB Link (USB-A)- Quick Start Guide- Safety and warranty documents
Warranty	<ul style="list-style-type: none">- 1-year limited hardware warranty⁷

⁷ Microsoft's Limited Warranty is in addition to your consumer law rights.

Questions

Introducing Surface Headphones 2+

Why is Surface Headphones 2+ only available in the commercial channel?

- Surface Headphones 2+ adds Microsoft Teams certification, which is essential for our commercial customers, and we're pleased to address this need. Meanwhile, Surface Headphones 2 remains available in the consumer channel via Microsoft Stores and other channel partners.

What's the main difference between Surface Headphones 2+ and Headphones 2?

- The primary difference is Microsoft Teams certification enabled by one of the following:
 - Native Bluetooth for Microsoft Teams (via firmware update 1.0.7.44)
 - Microsoft Surface USB Link dongle for connection to a PC

What does Teams certification mean?

- Surface Headphones 2+ meets an audio specification standard while using Teams software to ensure the highest quality call experience.
- There are also rich integrations with these devices, such as a dedicated Teams button to join calls or bring Teams to the forefront, integrated call controls, and LED status indicators to see things like mute status.
- To learn more, see [Phones and Devices for Microsoft Teams - Microsoft Teams | Microsoft Docs](#).

Will the Surface USB Link dongle be available for Surface Headphones 2?

- No. The Microsoft Surface USB Link dongle is intended for commercial scenarios.

Will there be a USB-C version of the dongle?

- We have nothing to share at this time, but customers needing USB-C can buy a USB-A to USB-C adapter. Please note that performance may vary by the adapter's quality and the cable's length.

How do I update firmware for the headphones?

- Update the headphone's firmware via the Surface App installed on your Surface device (also available for [download](#) from the Microsoft Store, Version 61.5058.139 or later).

Is the new firmware available in all markets?

- The firmware update is available in all markets where Surface Headphones 2+ is sold.

How do I update firmware for the dongle?

- Windows Update will automatically push updates to the dongle's firmware.

Can the headphones be managed from Intune?

- No. There are no enterprise manageability options for Surface Headphones 2+.

Are other Surface or Microsoft audio devices subpar if they lack Teams certification?

- No. Teams certification refers to enhancements that integrate with Microsoft Teams experiences.

If I use Headphones 2 (consumer version), will my experience on Teams calls be bad?

- No, while you won't have certain features like the dedicated Teams button, you will enjoy the same high-quality audio and voice capability you'd expect from Surface Headphones.

If Surface Headphones 2+ is only available in the commercial channel, can I buy them as a consumer for work?

- Commercial customers can buy Surface Headphone 2+ through an authorized commercial reseller.
- Surface Headphones 2 will continue to be available for consumer customers.

Firmware update: Version 1.0.7.44

What is the firmware update for Surface Headphones 2+

- The firmware update version 1.0.7.44 enables Native Bluetooth for Microsoft Teams, providing an untethered Teams-certified experience on your Surface device. Once updated, you will no longer need a dongle to ensure the integrated experiences enabled by Teams certification.

What is the benefit of firmware update 1.0.7.44?

- Enjoy Teams certification over native Bluetooth without the dongle.

When will the firmware update be available?

- August 2022.

How do I get the firmware update?

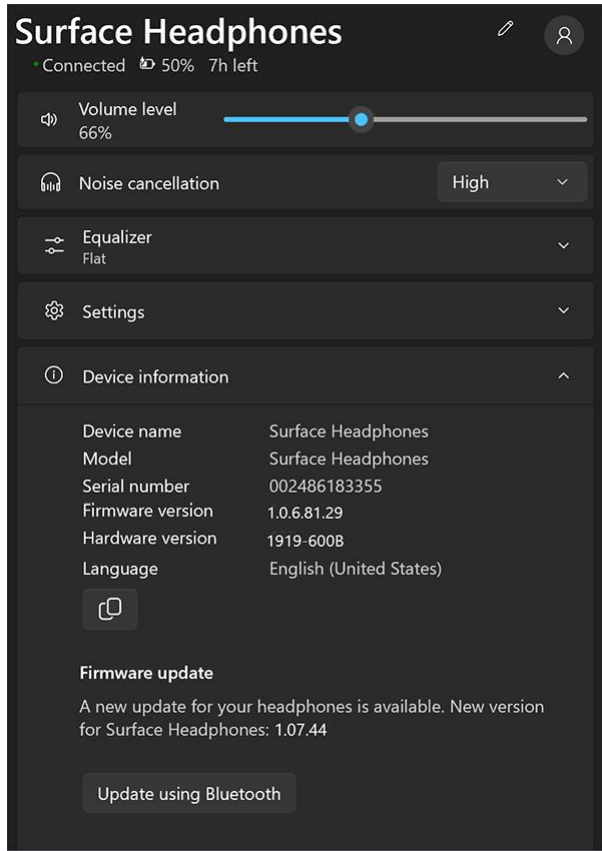
- Update your Surface Headphones 2+ via the Surface App installed on your Surface device. Or you can download the [Surface App](#) from the Microsoft Store.
- For Apple Mac users, use the [Microsoft Accessory Updater tool](#), available from the Mac App Store.

What are the system requirements for the firmware update?

- Windows 10 or Windows 11.

How do I know if the new firmware is correctly installed on the headphones?

- To confirm if your Surface headphones 2+ received the update, go to the Surface App. Under Device information, verify the firmware version is **1.0.7.44** or later. If not, select **Update using Bluetooth**, as shown below.



Will Native Bluetooth for Microsoft Teams work on my phone?

- No. The firmware update that enables Native Bluetooth for Microsoft Teams is only available on Surface, Mac, or PC.

Will the dongle still ship with the Surface Headphones 2+ after the firmware update is available?

- Yes, the dongle will be included in the box.

Appendix: Replacement parts

Microsoft Surface USB Link tech specs

Feature	Description
Dimensions	<ul style="list-style-type: none"> – Length: 0.75" (19.0 mm) – Width: 0.57" (14.4 mm) – Depth: 0.27" (6.9 mm)
Weight	– 0.067 oz (1.9 g)
Exterior	– Colors: Black
Wireless Platform	– Bluetooth® 5.0
Interface	– USB-A ⁸ 2.0 full speed
Compatibility	– Windows 10/11, macOS 11 / 10.14, ⁹ Bluetooth 5.0
Product Compatibility	– Surface Headphones 2+

Microsoft Surface Headphones Ear Pads tech specs

Feature	Description
Dimensions	– Each ear pad: 3.62" x 3.62" x 1.16" (92 mm x 92 mm x 29.5 mm)
Weight	– Each ear pad: 0.08 lbs. (36.2 g)
Color	– Black
Product Compatibility	– Surface Headphones 2+

8. USB-A to USB-C® adapter should work for a C-capable source. Performance varies based on the quality of the adapter and the cable length

9. To pair your replacement Surface USB Link to Surface Headphones 2+ you will need the Surface App that is installed on Surface devices or available to [download](#) from the Microsoft Store. Find out more [here](#).

Learn more

- [New firmware brings fully untethered Bluetooth experience to Surface Headphones 2+ - Microsoft Tech Community](#)
- [Surface Headphones 2+ tech overview - Surface | Microsoft Docs](#)
- [Phones and Devices for Microsoft Teams - Microsoft Teams | Microsoft Docs](#)
- [Surface devices documentation](#)