

Surface Hub 3 Compute Cartridge FAQ

Applies to: Surface Hub 3

What is the Surface Hub 3 Compute Cartridge?

- The Surface Hub 3 Compute Cartridge (formerly 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.
- The Surface Hub 3 Compute Cartridge enables you to rotate 50" Hub devices: Unlock unique collaboration scenarios with Portrait 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 Compute Cartridge 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 Compute Cartridge?

- Contact your [Surface device reseller](#) [↗].

How do I install Surface Hub 3 Compute Cartridge?

- The Surface Hub 3 Compute Cartridge 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 Compute Cartridge. Press power, and the installation is complete. For detailed instructions, see [Install and manage Surface Hub 3 Compute Cartridge](#).

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

- No. Surface Hub 3 Compute Cartridge comes with a 1-year limited hardware warranty¹ and does not affect your Surface Hub 2S warranty.

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 Compute Cartridge helps extend the life of your current Surface Hub 2S.

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

- Yes. You can use the return label included in the packaging for the Surface Hub 3 Compute Cartridge 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. To learn more, see [Install and manage Surface Hub 3 Compute Cartridge](#)

References

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

Learn more

- [Surface Hub 3 Compute Cartridge tech specs](#)
- [Surface Hub running Microsoft Teams Rooms on Windows FAQ](#)
- [Get started with Surface Hub running Microsoft Teams Rooms on Windows](#)
- [First-time setup for Surface Hub running Microsoft Teams Rooms on Windows](#)
- [Security best practices for Surface Hubs running Microsoft Teams Rooms on Windows](#)
- [Install wallpaper on Surface Hub running Microsoft Teams Rooms on Windows](#)

Last updated on 14/07/2026