

# 100w Gen 3, 300w Gen 3, and 500w Gen 3 User Guide



Lenovo

## **Read this first**

Before using this documentation and the product it supports, ensure that you read and understand the following:

- *Safety and Warranty Guide*
- *Setup Guide*
- [Generic Safety and Compliance Notices](#)

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## Discover your Lenovo notebook

**Thank you for choosing a Lenovo notebook! We are dedicated to delivering the best solution to you.**

Before starting your tour, please read the following information:

- Illustrations in this documentation might look different from your product.
- Depending on the model, some optional accessories, features, software programs, and user interface instructions might not be applicable to your computer.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://pcsupport.lenovo.com>.





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# Chapter 1. Meet your computer

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## Front



|   |              |   |                   |
|---|--------------|---|-------------------|
|    | Camera *     |    | Privacy shutter * |
|  | Microphone * |  | Touch screen *    |




\* for selected models

### Related topics

- “Use the touch screen (for selected models)” on page 10

Base



|  |                       |   |              |
|--|-----------------------|---|--------------|
|   | World-facing camera * |  | Microphone * |
|  | Trackpad              |   |              |

\* for selected models of 300w Gen 3 and 500w Gen 3



Left



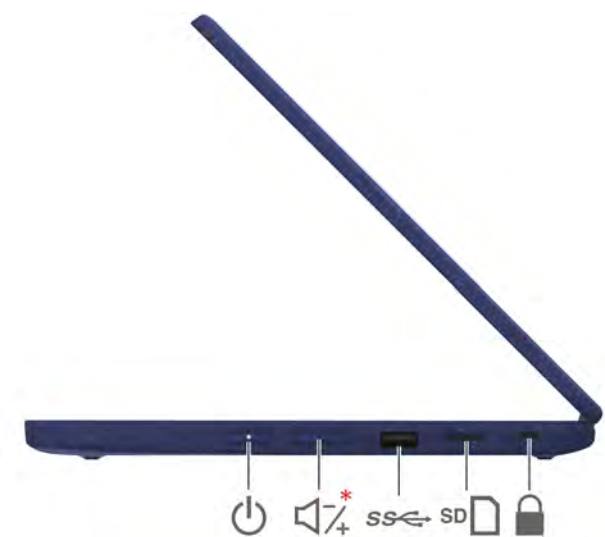
|   |  |   |                                   |
|---|--|---|-----------------------------------|
|    | Power connector / USB-C® 3.2 connector Gen 1 |  | Always On USB 3.2 connector Gen 1 |
| HDMI  | HDMI™ connector                              |  | Audio connector                   |
|  | Lenovo Integrated Pen *                      |   |                                   |






\* for selected models

Related topics

- “Charge the battery” on page 16
- “USB specifications” on page 6
- “Use Lenovo Integrated Pen (for 300w Gen 3 and 500w Gen 3 only)” on page 14

Right



|   |                         |   |                   |
|---|-------------------------|---|-------------------|
|    | Power button            |  | Volume button *   |
|    | USB 3.2 connector Gen 1 |  | microSD card slot |
|  | Mini security-lock slot |   |                   |

\* for 300w Gen 3 and 500w Gen 3 only

Related topics

- “USB specifications” on page 6
- “Use a microSD card” on page 17
- “Lock the computer” on page 15

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## Bottom



Keyboard drainage hole



Speakers

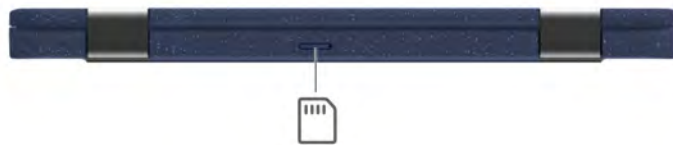
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### Keyboard drainage hole

Drain out liquid from your computer if you accidentally spill liquid on the keyboard.

## Rear



Nano-SIM-card tray (for 300w Gen 3 only)

### Related topics








- “Connect to a cellular network (for 300w Gen 3 only)” on page 9

## Specifications

For detailed specifications of your computer, go to <https://psref.lenovo.com>.

### USB specifications

**Note:** Depending on the model, some USB connectors might not be available on your computer.

| Connector name  | Description  |
|---|--|
|  <ul style="list-style-type: none"><li>•  USB 2.0 connector</li><li>•  USB 3.2 connector Gen 1</li><li>•  USB 3.2 connector Gen 2</li></ul> | <p>Connect USB-compatible devices, such as a USB keyboard, USB mouse, USB storage device, or USB printer.</p>  |
|  <ul style="list-style-type: none"><li>• USB-C (3.2 Gen 1) connector</li><li>• USB-C (3.2 Gen 2) connector</li><li>•  Thunderbolt 3 connector (USB-C)</li><li>•  Thunderbolt 4 connector (USB-C)</li></ul>                     | <ul style="list-style-type: none"><li>• Charge USB-C compatible devices with the output voltage and current of 5 V and 1.5 A.</li><li>• Connect to an external display:<ul style="list-style-type: none"><li>– USB-C to VGA: up to 1920 x 1200 pixels, 60 Hz</li><li>– USB-C to DP: up to 5120 x 3200 pixels, 60 Hz</li></ul></li><li>• Connect to USB-C accessories to help expand your computer functionality. To purchase USB-C accessories, go to <a href="https://www.lenovo.com/accessories">https://www.lenovo.com/accessories</a>.</li></ul> |

### Statement on USB transfer rate

Depending on many factors such as the processing capability of the host and peripheral devices, file attributes, and other factors related to system configuration and operating environments, the actual transfer rate using the various USB connectors on this device will vary and will be slower than the data rate listed below for each corresponding device.

| USB device                      | Data rate (Gbit/s) |
|---------------------------------|--------------------|
| 3.2 Gen 1 / 3.1 Gen 1           | 5                  |
| 3.2 Gen 2 / 3.1 Gen 2           | 10                 |
| 3.2 Gen 2 × 2                   | 20                 |
| Thunderbolt 3 connector (USB-C) | 40                 |
| Thunderbolt 4 connector (USB-C) | 40                 |



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## Chapter 2. Get started with your computer

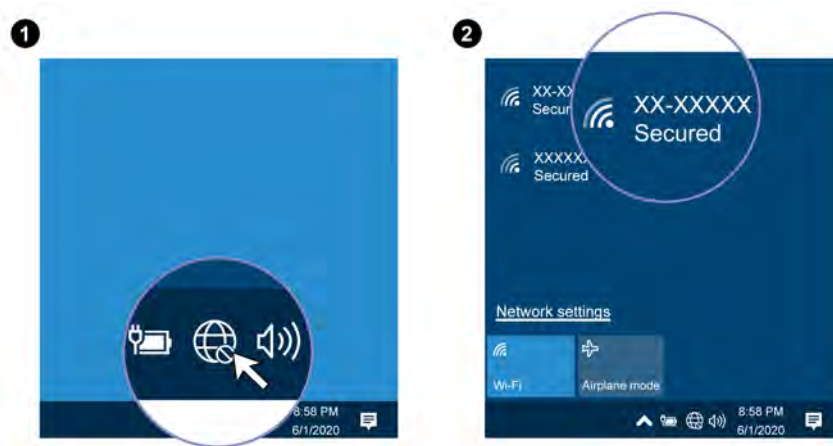
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### Access networks

This section helps you connect to a wireless or wired network.

#### Connect to Wi-Fi networks

Click the network icon in the Windows® notification area, and then select a network for connection. Provide required information, if needed.



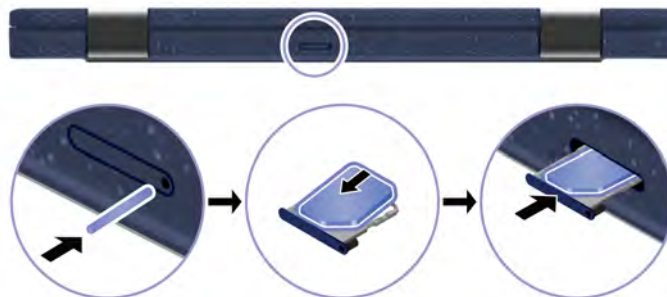
#### Connect to a cellular network (for 300w Gen 3 only)

If your computer has a wireless wide area network (WAN) card and a nano-SIM card installed, you can connect to a cellular data network and get online everywhere.

**Note:** The cellular service is provided by authorized mobile service carriers in some countries or regions. You must have a cellular plan from a service carrier to connect to the cellular network.


To establish a cellular connection:

1. Turn off the computer.
2. Locate the nano-SIM card slot and insert the nano-SIM card as shown. Note the orientation of the card and ensure that it is seated correctly.




3. Turn on the computer.



4. Click the network icon, and then select the cellular network icon  from the list. Provide required information, if needed.

## Turn on the Airplane mode

When the Airplane mode is enabled, all wireless features are disabled.

1. Click the action center icon  in the Windows notification area.
2. Click **Airplane mode** to turn on the Airplane mode.














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## Interact with your computer

Your computer provides you various ways to navigate the screen.

## Use Hotkeys

Some keys on the keyboard are printed with icons. These keys are called hotkeys and can be pressed alone or in combination with the Fn key to access certain functions or settings quickly. The functions of hotkeys are symbolized by the icons printed on them.

| Hotkey  | Function  |
|---|---|
|    | Mute / unmute the speakers.<br><br>If you mute the speakers and turn off your computer, the speakers remain muted when you turn on your computer. |
|  -    | Decrease / increase the volume.   |
|    | Mute / unmute the microphones.  |
|    | Refresh the current window.   |
|    | Enable / disable the touchpad.  |
|    | Turn on / turn off the airplane mode.   |
|    | Enable / disable the camera.  |
|    | Lock the current user account.  |
|    | Manage external displays.   |
|  -  | Decrease / increase display brightness.   |
| Fn +   | Equal the Home key.   |

## Use the hotkey mode

Some hotkeys share keys with functions keys (F1 to F12). The hotkey mode is a UEFI BIOS setting that changes how hotkeys (or function keys) are used.

- When the hotkey mode is enabled, press Fn together with the hotkey to use the hotkey.
- When the hotkey mode is disabled, press the hotkey directly.

## Use the touch screen (for selected models)

If your computer display supports the multi-touch function, you can navigate the screen with simple touch gestures.

**Note:** Some gestures might not be available depending on the app you use.



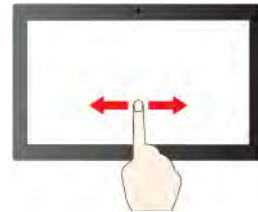
Tap once to single click



Tap twice quickly to double-click



Tap and hold to right-click



Slide to scroll through items



Zoom out



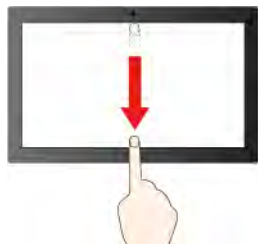
Zoom in



Swipe from the left: view all open windows



Swipe from the right: open action center



Swipe downwards shortly: show title bar

Swipe downwards: close the current app



Drag

**Maintenance tips:**

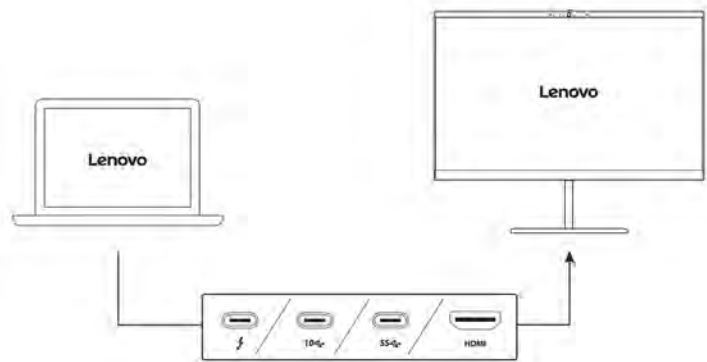
- Turn off the computer before cleaning the multi-touch screen.
- Use a dry, soft, and lint-free cloth or a piece of absorbent cotton to remove fingerprints or dust from the multi-touch screen. Do not apply solvents to the cloth.
- The multi-touch screen is a glass panel covered with a plastic film. Do not apply pressure or place any metallic object on the screen, which might damage the touch panel or cause it to malfunction.
- Do not use fingernails, gloved fingers, or inanimate objects for input on the screen.
- Regularly calibrate the accuracy of the finger input to avoid a discrepancy.

**Connect to an external display**

Connect your computer to a projector or a monitor to give presentations or expand your workspace.



**Connect to a wired display**

If your computer cannot detect the external display, right-click a blank area on the desktop, and then click **Display settings** → **Detect**.





**Supported resolution**

The following table lists the supported maximum resolution of the external display.

| Connect the external display to  | Supported resolution   |
|--|--|
| <br>USB-C connector | Up to 3840 x 2160 pixels / 60 Hz   |
| <br>HDMI™ connector | <ul style="list-style-type: none"><li>• <b>For 100w Gen 3 and 300w Gen 3:</b> Up to 3840 x 2160 pixels / 30 Hz</li><li>• <b>For 500w Gen 3:</b> Up to 4096 x 2160 pixels / 60 Hz</li></ul> |

**Connect to a wireless display**

To use a wireless display, ensure that both your computer and the external display support the Miracast® feature.

Press  +  and then select a wireless display to connect with.

## Set the display mode

Press F10 or Fn + F10 and then select a display mode of your preference.

## Change display settings

1. Right-click a blank area on the desktop and select **Display settings**.
2. Select the display that you want to configure.
3. Change display settings of your preference.

You can change the settings for both the computer display and the external display. For example, you can define which one is the main display and which one is the secondary display. You also can change the resolution and orientation.

## Get to know operating modes (for 300w Gen 3 and 500w Gen 3 only)

Rotate the display to switch among different YOGA modes according to your preference. The keyboard and the pointing devices are automatically disabled in the stand mode, tent mode, and tablet mode. Use the touch screen to control your computer instead.

**Attention:** Do not rotate the computer display with too much force, or apply too much force to the upper-right or upper-left corner of the computer display. Otherwise the display or hinges might get damaged.



**Notebook mode**



**Stand mode**



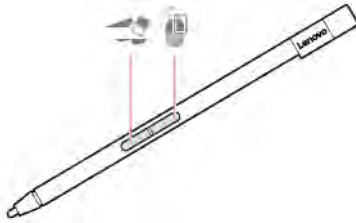
**Tent mode**



**Tablet mode**

## Use Lenovo Integrated Pen (for 300w Gen 3 and 500w Gen 3 only)

The garaged rechargeable electronic Lenovo Integrated Pen enables a more precise and easier way of writing and sketching.



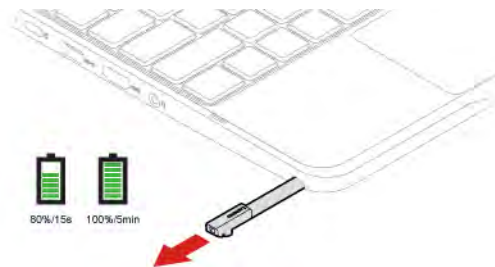
|   |               |   |                    |
|---|---------------|---|--------------------|
|  | Eraser button |  | Right-click button |
|---|---------------|---|--------------------|

### Notes:

- Lenovo Integrated Pen is not waterproof. Keep the pen away from water and excessive moisture.
- To purchase Lenovo Integrated Pen, go to <https://www.lenovo.com/accessories>.
- Select models support Pencil with a conductive tip. The tip diameter should be more than 2 mm. Also, the diameter of the contact area between the tip and screen should be more than 1.5 mm.

### Charge Lenovo Integrated Pen

1. Ensure that your computer is on or in sleep mode.
2. Insert the pen back into the pen slot. The pen is 80% charged in about 15 seconds and 100% charged in about five minutes.



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## Chapter 3. Explore your computer

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### Lock the computer

Lock your computer to a desk, table, or other fixtures through a compatible security cable lock.



**Note:** The slot supports cable locks that conform to the Kensington MiniSaver® lock standards using Cleat™ locking technology. You are responsible for evaluating, selecting, and implementing the locking device and security feature. Lenovo is not responsible for the locking device and security feature. You can purchase the cable locks at <https://smartfind.lenovo.com>.

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### Use the Vantage app

The preinstalled Vantage app is a customized one-stop solution to help you maintain your computer with automated updates and fixes, configure hardware settings, and get personalized support.

To access the Vantage app, type Vantage in the search box.

#### Key features

The Vantage app enables you to:

- Know the device status easily and customize device settings.
- Download and install UEFI BIOS, firmware, and driver updates to keep your computer up-to-date.
- Monitor your computer health, and secure your computer against outside threats.
- Scan your computer hardware and diagnose hardware problems.
- Look up warranty status (online).
- Access *User Guide* and helpful articles.

#### Notes:

- The available features vary depending on the computer model.

- The Vantage app makes periodic updates of the features to keep improving your experience with your computer. The description of features might be different from that on your actual user interface.



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## Manage power

Use the information in this section to achieve the best balance between performance and power efficiency.

### Check the battery status and temperature

#### Check the battery status

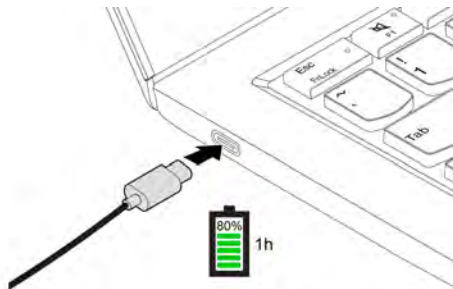
The battery status icon  or  is in the Windows notification area. You can click the icon to check the battery status, view the current power plan, change the power mode, and access battery settings quickly.

#### Check the battery temperature

Open the Vantage app, and then follow the on-screen instructions to view battery details.

### Charge the battery

When the battery power is low, charge your battery by connecting your computer to ac power.



**Note:** To maximize the life of the battery, use the battery until the charge is depleted and recharge the battery completely before using it. Once the battery is fully charged, it must discharge to 94% or lower before it will be allowed to recharge again.

### Change the power settings

For ENERGY STAR® compliant computers, the following power plan takes effect when your computer has been idle for a specified duration:

- Turn off the display: After 10 minutes
- Put the computer to sleep: After 30 minutes

To reset the power plan:

1. Right-click the battery status icon and select **Power Options**.
2. Choose or customize a power plan of your preference.

To reset the power button function:

1. Right-click the battery status icon and select **Power Options → Change what the power buttons do**.



2. Change the settings as you prefer.


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## Transfer data

Quickly share your files using the built-in Bluetooth or NFC technology among devices with the same features. You also can insert a media card or smart card to transfer data.

### Connect to a Bluetooth-enabled device

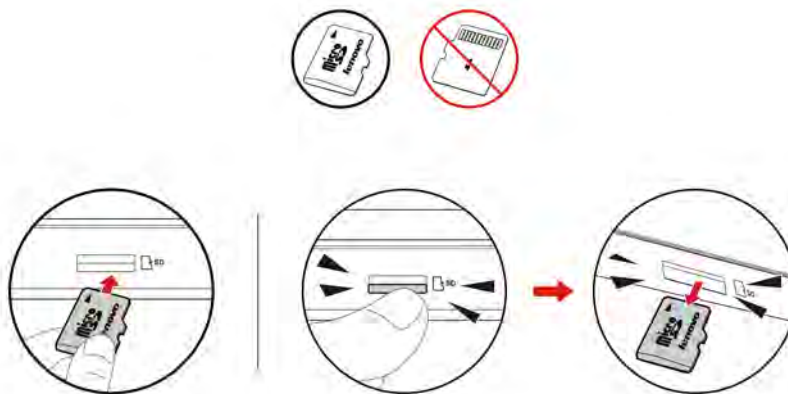
You can connect all types of Bluetooth-enabled devices to your computer, such as a keyboard, a mouse, a smartphone, or speakers. To ensure successful connection, place the devices at most 10 meters (33 feet) from the computer.

1. Click the action center icon  in the Windows notification area, and enable the Bluetooth feature.
2. Right-click the **Bluetooth** icon.
3. Select **Go To Settings → Add Bluetooth or other device → Bluetooth**.
4. Select a Bluetooth device, and then follow the on-screen instructions.

### Use a microSD card

You can insert a microSD card to transfer data.

#### Install or remove a card



**Attention:** Before removing the card:

1. Click the triangular icon in the Windows notification area to show hidden icons.
2. Select the corresponding item and right-click the **Safely Remove Hardware and Eject Media** icon.



---

## Chapter 4. Configure advanced settings

This chapter provides information about the UEFI (Unified Extensible Firmware Interface) BIOS (Basic Input/Output System) setup utility and system recovery information.

---

### UEFI BIOS setup utility

UEFI BIOS setup utility is the first program that the computer runs. When the computer turns on, UEFI BIOS setup utility performs a self test to make sure that various devices in the computer are functioning.

### Enter the UEFI BIOS setup utility

Restart the computer. When the logo screen is displayed, press F2 or Fn + F2 to enter the UEFI BIOS setup utility.

### Change the startup sequence

You might need to change the startup sequence to allow the computer to start from another device or a network location.

1. Enter the setup utility.
2. Navigate to the **Boot** menu.
3. Follow the on-screen instructions to change the order of devices under **Boot Priority Order**.

**Note:** You can also change the startup sequence temporarily without opening the setup utility. To do so, start the computer. When the logo screen is displayed, press Fn + F12.

### Change the hotkey mode

1. Open the setup utility.
2. Select **Configuration → Hotkey Mode** and press Enter.
3. Change the setting to **Disabled** or **Enabled**.
4. Select **Exit → Exit Saving Changes**.

### Enable or disable the Always On USB function

For computer models with the Always On USB connector, the always-on function can be enabled or disabled in the setup utility.

1. Open the setup utility.
2. Select **Configuration → Always On USB** and press Enter.
3. Change the setting to **Disabled** or **Enabled**.
4. Select **Exit → Exit Saving Changes**.

---

### Use passwords

This section introduces the types of passwords that you can set in the setup utility.

### Password types

You can set various types of passwords in the UEFI BIOS setup utility.

## Notes:

- All passwords set in the setup utility consist of alphanumeric characters only.
- If you start the setup utility using the user password, you can only change a few settings.

| Password type             | Pre-requisite                              | Usage   |
|---------------------------|--|---|
| Administrator password    | No   | Use the administrator password to enter the setup utility.                      |
| User password             | The administrator password must be set.    | Use the user password to enter the setup utility.                               |
| Master hard disk password | No   | Use master hard disk password to enter the setup utility or operating system.   |
| User hard disk password   | The master hard disk password must be set. | Use the user hard disk password to enter the setup utility or operating system. |

## Set an administrator password

You can set the administrator password to prevent unauthorized access to the setup utility.

**Attention:** If you forget the administrator password, a Lenovo authorized service personnel cannot reset your password. You must take your computer to a Lenovo authorized service personnel to have the system board replaced. Proof of purchase is required and a fee will be charged for parts and service.

1. Enter the setup utility.
2. Select **Security** → **Set Administrator Password** and press Enter.
3. Enter a password string that contains only letters and numbers and then press Enter.
4. Enter the password again and press Enter.
5. Select **Exit** → **Exit Saving Changes**.

Next time you turn on the computer, you should enter the administrator password to enter the setup utility.

## Change or remove the administrator password

Only the administrator can change or remove the administrator password.

1. Enter the setup utility.
2. Select **Security** → **Set Administrator Password** and press Enter.
3. Enter the current password.
4. In the **Enter New Password** field, enter the new password.
5. In the **Confirm New Password** field, enter the new password again.

**Note:** If you want to remove the password, leave both fields blank, and press Enter twice.

6. Select **Exit** → **Exit Saving Changes**.

If you remove the administrator password, the user password is also removed.

## Set a user password

You must set the administrator password before you can set the user password. The system administrator might need to set a user password so that other users can access the computer.

1. Enter the setup utility.
2. Select **Security → Set User Password** and press Enter.
3. Enter a password string that contains only letters and numbers and then press Enter.

**Note:** The user password should be different from the administrator password.

4. Enter the password again and press Enter.
5. Select **Exit → Exit Saving Changes**.

## Change or remove the user password

1. Enter the setup utility.
2. Select **Security → Set User Password** and press Enter.
3. Enter the current password.
4. In the **Enter New Password** field, enter the new password.
5. In the **Confirm New Password** field, enter the new password again.

**Note:** If you want to remove the password, leave both fields blank, and press Enter twice.

6. Select **Exit → Exit Saving Changes**.

## Enable the power on password

If the administrator password has been set, you can enable the power on password to enforce stronger security.

1. Enter the setup utility.
2. Select **Security → Power on Password** and press Enter.

**Note:** The administrator password must be set in advance.

3. Change the setting to **Enabled**.
4. Select **Exit → Exit Saving Changes**.

If the power on password is enabled, you must enter the administrator password or user password every time you enter the setup utility.

## Set a hard disk password

You can set a hard disk password in the setup utility to prevent unauthorized access to your data.

**Attention:** Be extremely careful when setting a hard disk password. If you forget the master hard disk password, a Lenovo authorized service personnel cannot reset your password or recover data from the hard disk. You must take your computer to a Lenovo authorized service personnel to have the hard disk drive replaced. Proof of purchase is required and a fee will be charged for parts and service.

### Notes:

- If you start the setup utility using the user password, you cannot set the hard disk password.
- The master hard disk password and user hard disk password must be set at the same time.
  1. Enter the setup utility.
  2. Select **Security → Set Hard Disk Password** and press Enter.
  3. Follow the on-screen instructions to set both the master hard disk password and user hard disk password.
  4. Select **Exit → Exit Saving Changes**.

If the hard disk password is set, you must enter the password to enter the setup utility or the operating system.

## Change or remove the hard disk password

1. Enter the setup utility.
2. Select **Security**.
3. To change or remove the hard disk password, do one of the following:
  - To change or remove the master hard disk password, select **Change Master Password** and press Enter.

### Notes:

- If you remove the master hard disk password, the user hard disk password is also removed.
  - The user hard disk password cannot be removed separately.
  - To change the user hard disk password, select **Change User Password** and press Enter.
4. Select **Exit → Exit Saving Changes**.

---

## Recovery information

This section introduces the recovery information of the Windows 10 operating system. Ensure that you read and follow the on-screen recovery instructions. The data on your computer might be deleted during the recovery process. To avoid data loss, make a backup copy of all the data that you want to keep.

## Restore system files and settings to an earlier point

1. Go to **Control Panel** and view by Large icons or Small icons.
2. Click **Recovery → Open System Restore**. Then, follow the on-screen instructions.

## Restore your files from a backup

**Note:** If you use the File History tool to restore your files from a backup, ensure that you backed up your data earlier with the tool.

1. Go to **Control Panel** and view by Large icons or Small icons.
2. Click **File History → Restore personal files**. Then, follow the on-screen instructions.

## Reset your computer

In the resetting process, you can choose to keep your files or remove them when you reinstall the operating system.

**Note:** The items in the graphical user interface (GUI) might change without notice.

1. Open the **Start** menu, and then click **Settings → Update & Security → Recovery**.
2. In the **Reset this PC** section, click **Get started**.
3. Follow the on-screen instructions to reset your computer.

## Use advanced options

**Note:** The items in the graphical user interface (GUI) might change without notice.

1. Open the **Start** menu, and then click **Settings → Update & security → Recovery**.
2. In the **Advanced startup** section, click **Restart now → Troubleshoot → Advanced options**.
3. Select a preferred option, and then follow the on-screen instructions.

## Windows automatic recovery

**Note:** Ensure that your computer is connected to ac power during the recovery process.

The Windows recovery environment on your computer operates independently from the Windows 10 operating system. It enables you to recover or repair the operating system even if the Windows 10 operating system fails to start.

After two consecutive failed boot attempts, the Windows recovery environment starts automatically. Then you can choose repair and recovery options by following the on-screen instructions.

## Create and use a recovery USB device

It is recommended that you create a recovery USB drive as early as possible as a backup for the Windows recovery programs. With the recovery USB drive, you can troubleshoot and fix the problems even if the preinstalled Windows recovery programs are damaged. If you did not create a recovery USB drive as a precautionary measure, you can contact Lenovo Customer Support Center and purchase one from Lenovo. For a list of the Lenovo Support phone numbers for your country or region, go to:

<https://pcsupport.lenovo.com/supportphonenumberlist>

### Create a recovery USB drive

**Attention:** The creation process deletes anything stored on the USB drive. To avoid data loss, make a backup copy of all the data that you want to keep.

1. Ensure that your computer is connected to ac power.
2. Prepare a USB drive with at least 16 GB of storage capacity. The actual USB capacity required depends on the size of the recovery image.
3. Connect the prepared USB drive to the computer.
4. Type **recovery** in the search box. Then, click **Create a recovery drive**.
5. Click **Yes** in the User Account Control window to allow the Recovery Media Creator program to start.
6. In the Recovery Drive window, follow the on-screen instructions to create a recovery USB drive.

### Use the recovery USB drive

1. Ensure that your computer is connected to ac power.
2. Connect the recovery USB drive to the computer.
3. Turn on or restart the computer. When the logo screen is displayed, press F12. The Boot Menu window opens.
4. Select the recovery USB drive as the boot device. Then, follow the on-screen instructions to complete the process.

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## Use firewalls and antivirus programs

Your computer might be preinstalled with a firewall program. The firewall protects against computer Internet security threats, unauthorized access, intrusions, and Internet attacks. It also protects your privacy.

A full version of the antivirus program is provided with a free 30-day subscription. After 30 days, you must renew the license to continue receiving the antivirus program updates.

For more information, see the help system of the program.





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## Chapter 5. Help and support

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### Frequently asked questions

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|  |   |
|--|---|
| How do I open the Control Panel?                         | <ul style="list-style-type: none"><li>• Open the <b>Start</b> menu and select <b>Windows System → Control Panel</b>.</li><li>• Use Windows Search.</li></ul>  |
| How should I turn off my computer?                       | Open the <b>Start</b> menu and select <b>Power → Shut down</b> .  |
| How do I partition my storage drive?                     | Refer to <a href="https://support.lenovo.com/solutions/ht503851">https://support.lenovo.com/solutions/ht503851</a> .  |
| What should I do if my computer stops responding.        | Press and hold the power button until the computer turns off. Then restart the computer.  |
| What should I do if I spill liquid on the computer?      | <ol style="list-style-type: none"><li>1. Carefully unplug the ac power adapter and turn off the computer immediately. The more quickly you stop the current from passing through the computer the more likely you will reduce damage from short circuits.<br/><br/><b>Attention:</b> Although you might lose some data or work by turning off the computer immediately, leaving the computer on might make your computer unusable.</li><li>2. Wait until you are certain that all the liquid is dry before turning on your computer.<br/><br/><b>CAUTION:</b><br/><b>Do not try to drain out the liquid by turning over the computer. If your computer has keyboard drainage holes on the bottom, the liquid will be drained out through the holes.</b></li></ol> |
| Where can I get the latest device drivers and UEFI BIOS? | <ul style="list-style-type: none"><li>• The Vantage app</li><li>• Lenovo Support Web site at <a href="https://support.lenovo.com">https://support.lenovo.com</a></li></ul>  |

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## Self-help resources

Use the following self-help resources to learn more about the computer and troubleshoot problems.

| Resources   | How to access?  |
|---|---|
| Use the Vantage app to: <ul style="list-style-type: none"><li>• Configure device settings.</li><li>• Download and install UEFI BIOS, drivers, and firmware updates.</li><li>• Secure your computer from outside threats.</li><li>• Diagnose hardware problems.</li><li>• Check the computer warranty status.</li><li>• Access <i>User Guide</i> and helpful articles.</li></ul> | Type Vantage in the search box.   |
| Product documentation: <ul style="list-style-type: none"><li>• <i>Safety and Warranty Guide</i></li><li>• <i>Generic Safety and Compliance Notices</i></li><li>• <i>Setup Guide</i></li><li>• <i>This User Guide</i></li><li>• <i>Regulatory Notice</i></li></ul>   | Go to <a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a> . Then, follow the on-screen instructions to filter out the documentation you want.   |
| Lenovo Support Web site with the latest support information of the following: <ul style="list-style-type: none"><li>• Drivers and software</li><li>• Diagnostic solutions</li><li>• Product and service warranty</li><li>• Product and parts details</li><li>• Knowledge base and frequently asked questions</li></ul>  | <a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a>   |
| Windows help information  | <ul style="list-style-type: none"><li>• Open the <b>Start</b> menu and click <b>Get Help</b> or <b>Tips</b>.</li><li>• Use Windows Search or the Cortana® personal assistant.</li><li>• Microsoft support Web site: <a href="https://support.microsoft.com">https://support.microsoft.com</a></li></ul> |

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## Windows label

Your computer might have a Windows 10 Genuine Microsoft label affixed to its cover depending on the following factors:

- Your geographic location
- Edition of Windows 10 that is preinstalled

Go to <https://www.microsoft.com/en-us/howtotell/Hardware.aspx> for illustrations of the various types of Genuine Microsoft labels.

- In the People's Republic of China, the Genuine Microsoft label is required on all computer models preinstalled with any version of Windows 10.
- In other countries and regions, the Genuine Microsoft label is required only on computer models licensed for Windows 10 Pro.

The absence of a Genuine Microsoft label does not indicate that the preinstalled Windows version is not genuine. For details on how to tell whether your preinstalled Windows product is genuine, refer to the information provided by Microsoft at <https://www.microsoft.com/en-us/howtotell/default.aspx>.

There are no external, visual indicators of the Product ID or Windows version for which the computer is licensed. Instead, the Product ID is recorded in the computer firmware. Whenever a Windows 10 product is installed, the installation program checks the computer firmware for a valid, matching Product ID to complete the activation.

In some cases, an earlier Windows version might be preinstalled under the terms of the Windows 10 Pro license downgrade rights.

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## What are CRUs

Customer Replaceable Units (CRUs) are parts that can be upgraded or replaced by the customer. The computers contain the following types of CRUs:

- **Self-service CRUs:** Refer to parts that can be installed or replaced easily by customer themselves or by trained service technicians at an additional cost.
- **Optional-service CRUs:** Refer to parts that can be installed or replaced by customers with a greater skill level. Trained service technicians can also provide service to install or replace the parts under the type of warranty designated for the customer's machine.

If you intend on installing a CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You might be required to return the defective part that is replaced by the CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective CRU within thirty (30) days of your receipt of the replacement CRU. For full details, see the Lenovo Limited Warranty documentation at [https://www.lenovo.com/warranty/llw\\_02](https://www.lenovo.com/warranty/llw_02).

Refer to the following CRU list for your computer.

### Self-service CRUs

- ac power adapter
- Lenovo Integrated Pen\*
- Power cord

\* for selected models

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## Call Lenovo

If you have tried to correct the problem yourself and still need help, you can call Lenovo Customer Support Center.

## Before you contact Lenovo

Prepare the following before you contact Lenovo:

1. Record the problem symptoms and details:
  - What is the problem? Is it continuous or intermittent?
  - Any error message or error code?
  - What operating system are you using? Which version?

- Which software applications were running at the time of the problem?
- Can the problem be reproduced? If so, how?

2. Record the system information:

- Product name
- Machine type and serial number

The following illustration shows where to find the machine type and serial number of your computer.



## Lenovo Customer Support Center

During the warranty period, you can call Lenovo Customer Support Center for help.

### Telephone numbers

For a list of the Lenovo Support phone numbers for your country or region, go to <https://pcsupport.lenovo.com/supportphonenumberlist> for the latest phone numbers.

**Note:** Phone numbers are subject to change without notice. If the number for your country or region is not provided, contact your Lenovo reseller or Lenovo marketing representative.

### Services available during the warranty period

- Problem determination - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- Lenovo hardware repair - If the problem is determined to be caused by Lenovo hardware under warranty, trained service personnel are available to provide the applicable level of service.
- Engineering change management - Occasionally, there might be changes that are required after a product has been sold. Lenovo or your reseller, if authorized by Lenovo, will make selected Engineering Changes (ECs) that apply to your hardware available.

### Services not covered

- Replacement or use of parts not manufactured for or by Lenovo or nonwarranted parts
- Identification of software problem sources
- Configuration of UEFI BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers

- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of programs

For the terms and conditions of the Lenovo Limited Warranty that apply to your Lenovo hardware product, go to:

- [https://www.lenovo.com/warranty/lw\\_02](https://www.lenovo.com/warranty/lw_02)
- <https://pcsupport.lenovo.com/warrantylookup>





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## Appendix A. Accessibility and ergonomic information

This chapter provides information about accessibility and ergonomics.

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### Accessibility information

Lenovo is committed to providing users who have hearing, vision, and mobility limitations with greater access to information and technology. This section provides information about the ways these users can get the most out of their computer experience. You also can get the most up-to-date accessibility information from the following Web site:

<https://www.lenovo.com/accessibility>

#### Keyboard shortcuts

The following list contains keyboard shortcuts that can help make your computer easier to use.

**Note:** Depending on your keyboard, some of the following keyboard shortcuts might not be available.

- **Windows logo key + U:** Open Ease of Access Center
- **Right Shift for eight seconds:** Turn on or turn off Filter Keys
- **Shift five times:** Turn on or turn off Sticky Keys
- **Num Lock for five seconds:** Turn on or turn off Toggle Keys
- **Left Alt+Left Shift+Num Lock:** Turn on or turn off Mouse Keys
- **Left Alt+Left Shift+PrtScn (or PrtSc):** Turn on or turn off High Contrast

For more information, go to <https://windows.microsoft.com>, and then search using any of the following keywords: keyboard shortcuts, key combinations, shortcut keys.

#### Ease of Access Center

Ease of Access Center on the Windows operating system enables you to configure your computers to suit their physical and cognitive needs.

To access Ease of Access Center:

1. Go to **Control Panel** and view by Category.
2. Click **Ease of Access → Ease of Access Center**.
3. Choose the appropriate tool by following the on-screen instructions.

Ease of Access Center mainly includes the following tools:

- **Magnifier**  
Magnifier is a useful utility that enlarges the entire screen or part of the screen so that you can see the items better.
- **Narrator**  
Narrator is a screen reader that reads what is displayed on the screen aloud and describes events such as error messages.
- **On-Screen Keyboard**  
If you prefer to type or enter data into your computer using a mouse, joystick, or other pointing device instead of a physical keyboard, you can use On-Screen Keyboard. On-Screen Keyboard displays a visual

keyboard with all the standard keys. You can select keys using the mouse or another pointing device, or you can tap to select the keys if your computer supports multi-touch screen.

- **High Contrast**

High Contrast is a feature that heightens the color contrast of some text and images on your screen. As a result, those items are more distinct and easier to identify.

- **Personalized keyboard**

Adjust keyboard settings to make your keyboard easier to use. For example, you can use your keyboard to control the pointer and make the keyboard easier to type certain key combinations.

- **Personalized mouse**

Adjust mouse settings to make your mouse easier to use. For example, you can change the pointer appearance and make your mouse easier to manage windows.

## **Speech Recognition**

Speech Recognition enables you to control your computer by voice.

You can use verbal instructions to control the keyboard and mouse. With verbal instructions, you can start programs, open menus, click objects on the screen, dictate text into documents, and write and send e-mails.

To use Speech Recognition:

1. Go to **Control Panel** and view by Category.
2. Click **Ease of Access → Speech Recognition**.
3. Follow the on-screen instructions.

## **Screen-reader technologies**

Screen-reader technologies are primarily focused on software program interfaces, help systems, and various online documents. For additional information about screen readers, see the following:

- Use PDFs with screen readers:  
<https://www.adobe.com/accessibility.html?promoid=DJGVE>
- Use the JAWS screen reader:  
<https://www.freedomscientific.com/Products/Blindness/JAWS>
- Use the NVDA screen reader:  
<https://www.nvaccess.org/>

## **Screen resolution**

You can make the text and images on your screen easier to read by adjusting the screen resolution of your computer.

To adjust the screen resolution:

1. Right-click a blank area on the desktop and then click **Display settings → Display**.
2. Follow the on-screen instructions.

**Note:** Setting a resolution too low might prevent some items from fitting on the screen.

## **Customizable item size**

You can make the items on your screen easier to read by changing the item size.

- To change the item size temporarily, use the Magnifier tool in Ease of Access Center.
- To change the item size permanently:

- Change the size of all the items on your screen.
  1. Right-click a blank area on the desktop and then click **Display settings → Display**.
  2. Change the item size by following the on-screen instructions. For some applications, your configuration might not take effect until you sign out and then sign in again.
- Change the size of the items on a Web page.  
Press and hold Ctrl, and then press the plus-sign key (+) to enlarge or the minus-sign key (–) to reduce the text size.
- Change the size of the items on the desktop or a window.

**Note:** This function might not work on some windows.

If your mouse has a wheel, press and hold Ctrl, and then scroll the wheel to change the item size.

### Industry-standard connectors

Your computer provides industry-standard connectors that enable you to connect assistive devices.

### Documentation in accessible formats

Lenovo provides electronic documentation in accessible formats, such as properly tagged PDF files or HyperText Markup Language (HTML) files. Lenovo electronic documentation is developed to ensure that visually impaired users can read the documentation through a screen reader. Each image in the documentation also includes adequate alternative text so that visually impaired users can understand the image when they use a screen reader.

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## Ergonomic information

Good ergonomic practice is important to get the most from your personal computer and to avoid discomfort. Arrange your workplace and the equipment you use to suit your individual needs and the kind of work that you perform. In addition, use healthy work habits to maximize your performance and comfort when using your computer.

Working in the virtual office might mean adapting to frequent changes in your environment. Adapting to the surrounding light sources, active seating, and the placement of your computer hardware, can help you improve your performance and achieve greater comfort.

This example shows someone in a conventional setting. Even when not in such a setting, you can follow many of these tips. Develop good habits, and they will serve you well.



**General posture:** Make minor modifications in your working posture to deter the onset of discomfort caused by long periods of working in the same position. Frequent short breaks from your work also help to prevent minor discomfort associated with your working posture.

**Display:** Position the display to maintain a comfortable viewing distance of 510 mm to 760 mm (20 inches to 30 inches). Avoid glare or reflections on the display from overhead lighting or outside sources of light. Keep the display screen clean and set the brightness to levels that enable you to see the screen clearly. Press the brightness control keys to adjust display brightness.

**Head position:** Keep your head and neck in a comfortable and neutral (vertical, or upright) position.

**Chair:** Use a chair that gives you good back support and seat height adjustment. Use chair adjustments to best suit your comfort posture.

**Arm and hand position:** If available, use chair arm rests or an area on your working surface to provide weight support for your arms. Keep your forearms, wrists, and hands in a relaxed and neutral (horizontal) position. Type with a soft touch without pounding the keys.

**Leg position:** Keep your thighs parallel to the floor and your feet flat on the floor or on a footrest.

### **What if you are traveling?**

It might not be possible to observe the best ergonomic practices when you are using your computer while on the move or in a casual setting. Regardless of the setting, try to observe as many of the tips as possible. Sitting properly and using adequate lighting, for example, helps you maintain desirable levels of comfort and performance. If your work area is not in an office setting, ensure to take special note of employing active sitting and taking work breaks. Many product solutions are available to help you modify and expand your computer to best suit your needs. You can find some of these options at <https://www.lenovo.com/accessories>. Explore your options for docking solutions and external products that provide the adjustability and features that you want.

### **Questions about vision?**

The visual display screens of notebook computers are designed to meet the highest standards. These visual display screens provide you with clear, crisp images and large, bright displays that are easy to see, yet easy on the eyes. Any concentrated and sustained visual activity can be tiring. If you have questions on eye fatigue or visual discomfort, consult a vision-care specialist for advice.

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## Appendix B. Compliance information

**Note:** For more compliance information, refer to *Generic Safety and Compliance Notices and Regulatory Notice* at <https://pcsupport.lenovo.com>.

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### Federal Communications Commission (FCC) Supplier's Declaration of Conformity

The following information refers to Lenovo 100w Gen 3, Lenovo 300w Gen 3, and Lenovo 500w Gen 3.

| Product name      | Machine types |
|-------------------|---------------|
| Lenovo 100w Gen 3 | 82HY and 82J0 |
| Lenovo 300w Gen 3 | 82J1 and 82J2 |
| Lenovo 500w Gen 3 | 82J3 and 82J4 |

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an authorized dealer or service representative for help.

Lenovo is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:  
Lenovo (United States) Incorporated  
7001 Development Drive  
Morrisville, NC 27560  
Email: [FCC@lenovo.com](mailto:FCC@lenovo.com)



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## Korea

무선설비 전파 혼신 (사용주파수 2400 ~ 2483.5 , 5725 ~ 5825 무선제품해당)

해당 무선설비가 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

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## Operating environment

### Maximum altitude (without pressurization)

3048 m (10 000 ft)

### Temperature

- Operating: 5°C to 35°C (41°F to 95°F)
- Storage: 5°C to 43°C (41°F to 109°F)

**Note:** When you charge the battery, its temperature must be no lower than 10°C (50°F).

### Relative humidity

- Operating: 8% to 95% at wet-bulb temperature 23°C (73°F)
- Storage: 5% to 95% at wet-bulb temperature 27°C (81°F)

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## Appendix C. Notices and trademarks

### Notices

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U.S.A.  
Attention: Lenovo Director of Licensing*

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For the latest information or any questions or comments, contact or visit the Lenovo Web site:

<https://pcsupport.lenovo.com>

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