

Lenovo 500e Chromebook Gen 4s 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](#)

First Edition (October 2024)

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Contents

Discover your Chromebook	ii	Use the keyboard shortcuts	13
Chapter 1. Meet your Chromebook	1	Use the touchpad	13
Front	1	Use the camera	14
Base	2	Use audio	14
Left	3	Use the electronic pen (for selected models)	15
Right	4	Connect to an external display	15
Bottom	5	Connect to Bluetooth devices	16
Features and specifications	6	Get to know your Chromebook modes	16
Statement on USB transfer rate	7	Set the power plan	17
Operating environment	7	Chapter 3. Help and support	19
Chapter 2. Get started with your Chromebook	9	Frequently asked questions	19
Charge your Chromebook	9	Lenovo Customer Support Center	19
Lock your Chromebook	9	Get help from Google	20
Connect to a cellular network (for selected models)	10	Appendix A. Open source information	23
Connect to Wi-Fi	11	Appendix B. Notices and trademarks	25
Use the touch screen	11		

Discover your Chromebook

Thank you for choosing a Lenovo® Chromebook™! We are dedicated to delivering the best solution to you.

Before starting your tour, please read the following information:

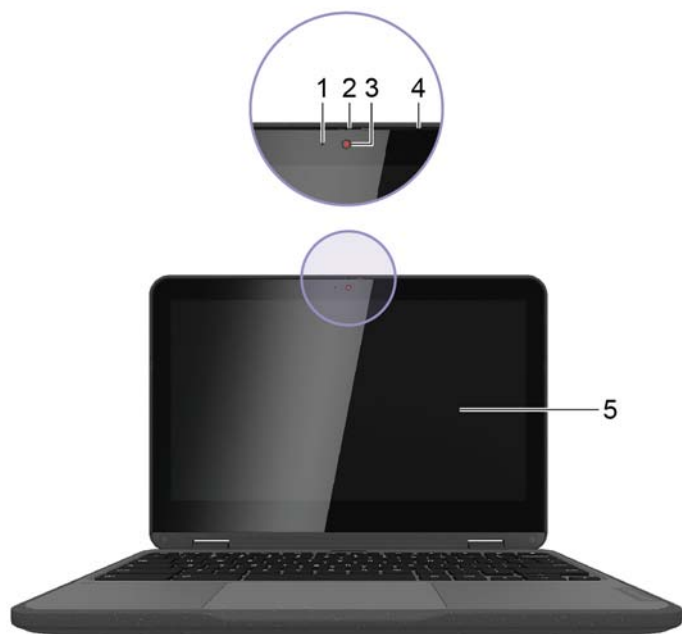
- This guide applies to Lenovo product model(s) listed below. Illustrations in this guide may look slightly different from your product model.

Model name	Machine type (MT)
Lenovo 500e Chromebook Gen 4s	83L4, 83L5

- For further compliance information, refer to the *Generic Safety and Compliance Notices* at https://pcsupport.lenovo.com/docs/generic_notices.
- Depending on the model, some optional accessories, features, software programs, and user interface instructions might not be applicable to your Chromebook.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://pcsupport.lenovo.com>.

Chapter 1. Meet your Chromebook

Front



1. Camera light	If the light is on, the camera is in use.
2. Camera cover	Cover or uncover the camera lens. Note: The camera cover helps you better protect your privacy.
3. Camera	Capture still and moving images for taking photos, recording videos, and video chatting.
4. Microphone	Capture or record sound and voice.
5. Screen	Display text, graphics, and videos. Support multi-touch function.

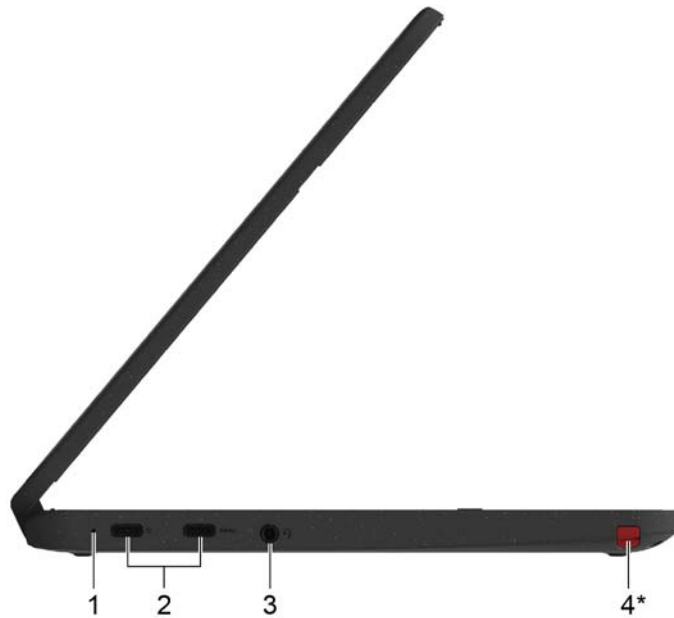
Base



1. Keyboard	Enter characters and interact with programs. Note: The keyboard also includes function keys and key combinations for changing settings and performing tasks quickly.
2. Touchpad	Perform finger touch and all the functions of a traditional mouse. Note: The touchpad also supports multi-touch function.
3. Wireless WAN antennas*	Send and receive radio waves for the built-in wireless WAN (wide area network) and Bluetooth module. Notes: - The antennas are not visible from the outside of the Chromebook. - The locations of wireless WAN antennas vary on different models.
4. Wireless LAN antennas	Send and receive radio waves for the built-in wireless LAN (local area network) and Bluetooth module. Notes: - The antennas are not visible from the outside of the Chromebook. - The locations of wireless LAN antennas vary on different models.
5. Camera	Capture still and moving images for taking photos, recording videos, and video chatting.
6. Camera light	If the light is on, the camera is in use.
7. Microphone	Capture or record sound and voice.

* for selected models

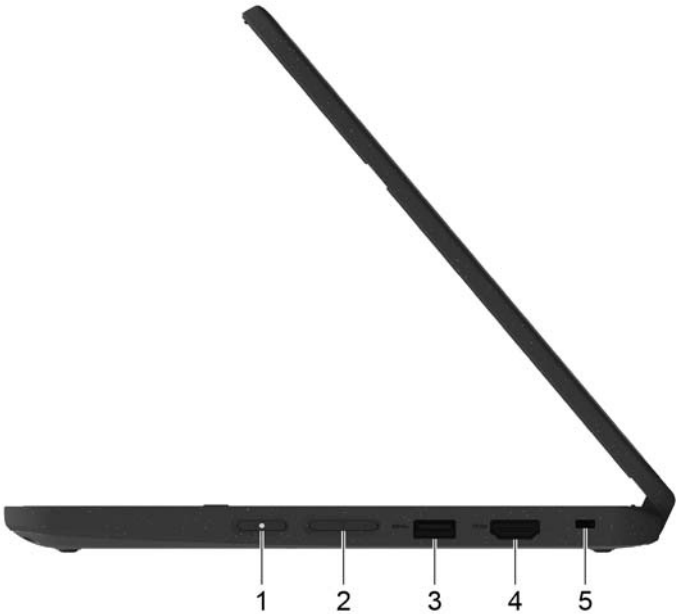
Left



1. Charging light	Indicate the ac power status and the battery status. See “AC power status indicator behavior” on page 9.
2. Multi-purpose USB Type-C® connectors	• This multi-purpose connector can be used to connect display devices and devices that utilize the USB data transfer technology. It also supports USB Power Delivery. Note: When connecting display devices, you need to use appropriate cables and adapters (if needed) according to the connection capabilities of the display device. • The USB Type-C connector with a plug icon  next to it also functions as the Chromebook’s power input connector.
3. Combo audio jack	Connect headphones or headsets with a 3.5 mm (0.14 inch), 4-pole plug. Note: This jack does not support standalone external microphones. If you use headsets, choose one with a single plug.
4. Electronic pen*	Write or draw on the screen.

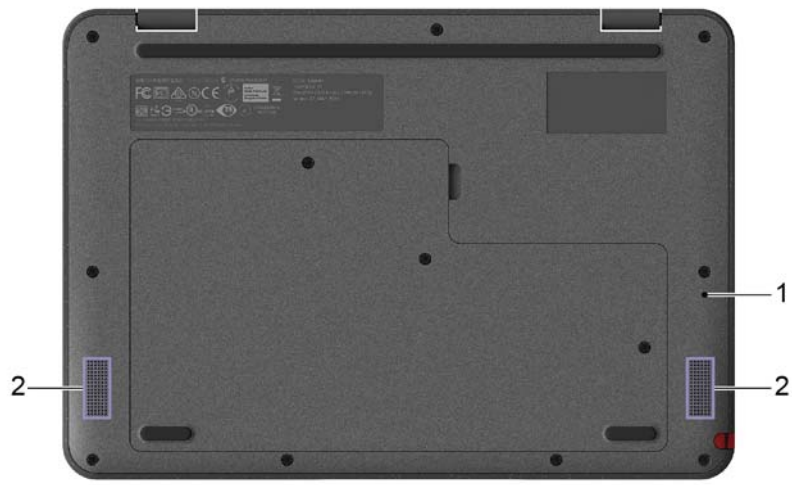
* for selected models

Right



1. Power button	Press the button to turn on the Chromebook or put the Chromebook into sleep mode. Notes: When you finish working with your Chromebook, shut it down to save power. • Click  in the system tray. • Press the power button.
2. Volume buttons	Press the button to increase or decrease the system volume.
3. USB (3.2 Gen 1) Type-A connector	Connect a USB-compatible device, such as a USB keyboard, a USB mouse, a USB storage device, or a USB printer.
4. HDMI™ connector	Connect to a compatible digital audio device or video monitor, such as an HDTV.
5. Nano security-lock slot	Lock your Chromebook to a desk, table, or other fixtures through a compatible security cable lock. See “Lock your Chromebook” on page 9.

Bottom



1. Keyboard drainage hole

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

2. Speakers

Produce sound.

Features and specifications

Note: Specifications might change without notice. Some specifications are model-specific and might not apply to the Chromebook model that you purchased.

Dimensions	• Width: 289.6 mm (11.4 inches) • Depth: 202.4 mm (8 inches) • Thickness: 20.4 mm (0.8 inches)
ac power adapter	• Input: 100 V ac–240 V ac, 50 Hz–60 Hz • Output: – 15 V dc, 3 A – 20 V dc, 3.25 A, or • Power: – 45 W, or – 65 W
Battery pack	• Capacity: 47 Wh • Number of cells: 1 Note: The battery capacity is the typical or average capacity as measured in a specific test environment. Capacities measured in other environments may differ but are no lower than the rated capacity (see product label).
Microprocessor	To view the microprocessor information of your Chromebook, type system information in the search box and then press Enter.
Memory	• Type: On-board lower double data rate 5 (LPDDR5) /LPDDR5X • Number of physical slots: 0
Secondary storage device	• Type: Embedded multi media card 5.1 • Bus: eMMC 5.1 • Capacity: 32 GB or 64 GB Note: The capacity of the storage device displayed in the operating system is typically lower than the nominal capacity.
Screen	• Size: 294.6 mm (11.6 inches) • Display resolution: 1366 × 768 pixels (HD model)
Keyboard	• Function keys • Key combinations

Connectors and slots

- Combo audio jack
- USB Type-A connector
 - Support power output up to 4.5 W (5 V, 0.9 A)
- Multi-purpose USB Type-C connector × 2
 - Support power input up to 65 W using the included power adapter
 - Support USB 2.0 480 Mbps
 - Support SuperSpeed USB 5 Gbps
 - Support DisplayPort™ Alt Mode (DisplayPort xx compliant)
 - Support USB Power Delivery
 - Support power output up to 15 W (5 V, 3 A)
- HDMI connector
 - Support 3840 × 2160 at 30 Hz as specified in HDMI 1.4
- Memory card slot

Note: Data rates and performance ratings are dependent on connected devices and cables if they are used. For DisplayPort connection through a USB Type-C connector, the listed maximum output capacity is only available on external displays with a DisplayPort, a Mini DisplayPort, or a USB Type-C connector that supports DisplayPort Alternate Mode. For connections using a converter or an adapter, the actual output resolution may be lower.

Security

Security-lock slot

Network

- Bluetooth and Wi-Fi® combo adapter
- Wireless WAN adapter*

* for selected models

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)
2.0	0.48
USB 3.2 Gen 1	5

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)

Chapter 2. Get started with your Chromebook

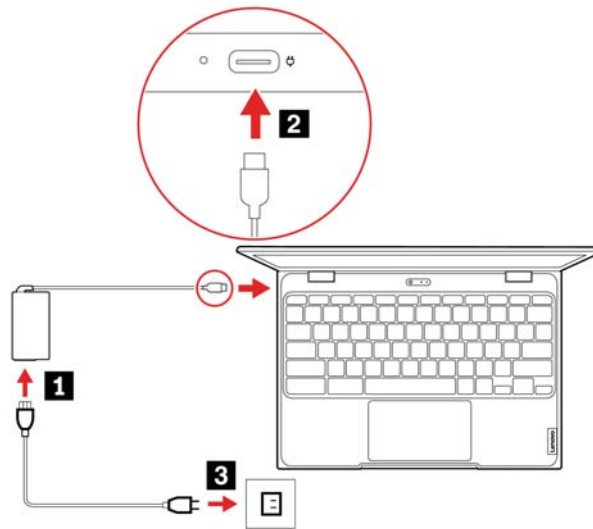
Charge your Chromebook

The USB Type-C connector on your Chromebook works as the power connector. Plug in the ac power adapter to charge the built-in battery pack and provide power to the Chromebook.

Connect to ac power

CAUTION:

All plugs must be firmly and securely inserted into receptacles.



1. Connect the power cord to the ac power adapter.
2. Plug the power adapter into the USB Type-C connector of the Chromebook.
3. Plug the power cord into an electrical outlet.

AC power status indicator behavior

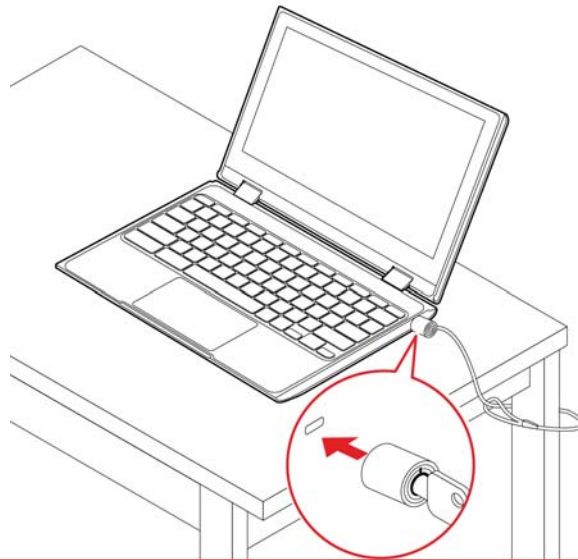
The ac power status indicator is next to the USB Type-C connector. The following table shows the indicator behaviors and the indicated power and battery status.

AC power status indicator	Power status	Battery status
on (red)	plugged in	being charged, remaining power is less than 5%
on (amber)	plugged in	being charged, remaining power is between 5% and 97%
on (green)	plugged in	fully charged (97% to 100%)
off	unplugged	discharging

Lock your Chromebook

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

Note: The slot supports cable locks that conform to the Kensington NanoSaver® lock standards using Cleat™ locking technology. Do not attempt to use other types of cable locks that use a rotating T-bar™ locking mechanism. You are responsible for evaluating, selecting, and implementing the locking device and security feature. Lenovo makes no comments, judgments, or warranties about the function, quality, or performance of the locking device and security feature. Cable locks for your product are available from Lenovo at <https://www.lenovoquickpick.com/>.



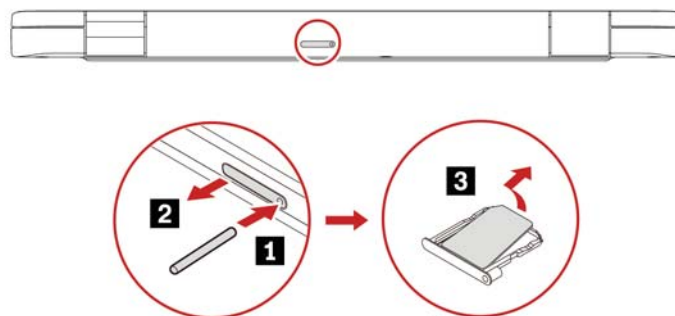
Connect to a cellular network (for selected models)

If your Chromebook 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 Chromebook.
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 Chromebook.

4. Click the network icon in the system tray, and then turn on **Mobile data**. Provide required information, if needed.

Connect to Wi-Fi

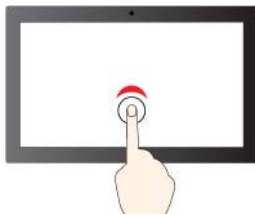
To connect your Chromebook to Wi-Fi:

1. Click your system tray.
2. Click the network icon and turn on the wireless feature.
3. Select an available network to connect. Provide required information if needed.

Use the touch screen

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

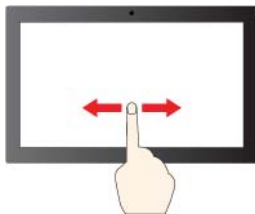
Note: Some gestures might not be available depending on the app you use.



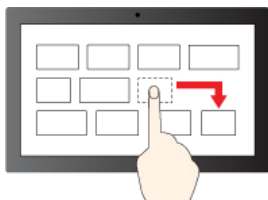
Tap once to single click



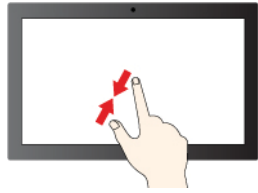
Tap and hold to right-click



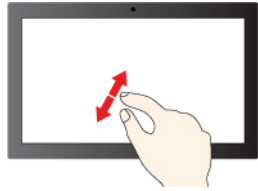
Slide to scroll through items



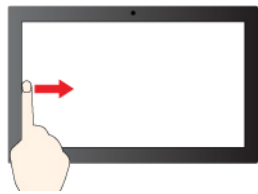
Drag



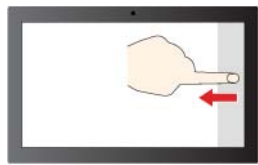
Zoom out



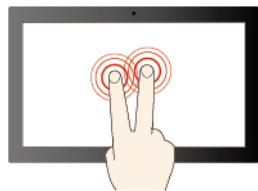
Zoom in



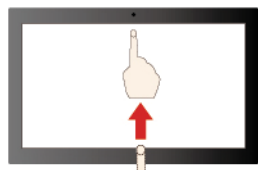
Swipe from the left: view all open windows



Swipe from the right: open action center



Tap with two fingers to open a shortcut menu



Swipe upwards to unfold the app Launcher

Maintenance tips:

- Turn off the Chromebook 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.

Use the keyboard shortcuts

The function keys on the keyboard help you work more easily and effectively.

	Go to the previous page
	Go to the next page
	Reload your current page
	Hide the tabs and the App Launcher in full-screen mode
	Show all windows in overview mode
	Decrease the brightness of the Chromebook screen
	Increase the brightness of the Chromebook screen
	Mute the speakers
	Decrease the volume
	Increase the volume
	Lock the Chromebook screen

Your Chromebook also supports some key combinations.

ctrl + 	Take a screenshot
alt + 	Switch the Caps Lock function
 + l	Lock your Chromebook screen
ctrl + alt + ?	View all keyboard shortcuts
*alt + 	Turn off the keyboard backlight and decrease the brightness
*alt + 	Turn on the keyboard backlight and increase the brightness

* for selected models

To change the keyboard settings:

1. Click the setting icon in the system tray, and then click **Device → Keyboard**.
2. Follow the on-screen instructions to change the settings as you prefer.

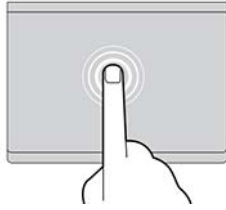
Use the touchpad

The entire touchpad surface is sensitive to finger touch and movement. You can use the touchpad to perform all the pointing, clicking, and scrolling functions of a traditional mouse.

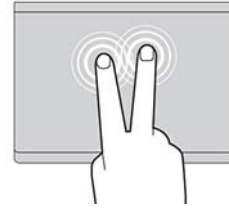
Use the touch gestures

Notes:

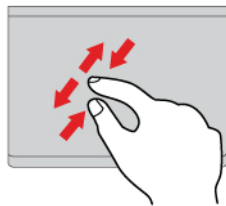
- When using two or more fingers, ensure that you position your fingers slightly apart.
- Some gestures are only available when you are using certain apps.
- If the touchpad surface is stained with oil, turn off the Chromebook first. Then, gently wipe the touchpad surface with a soft and lint-free cloth moistened with lukewarm water or Chromebook cleaner.



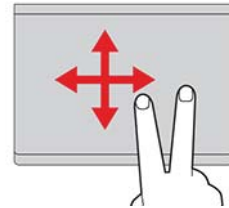
Tap once to select or open an item.



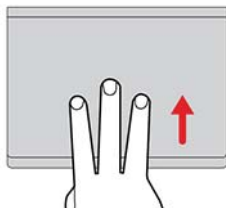
Tap twice quickly to display a shortcut menu.



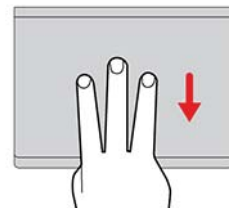
Two-finger zoom in or zoom out.



Scroll through items.



Open the task view.



Show the current window.

To change the settings:

1. Click the setting icon in the system tray, and then click **Device → Touchpad**.
2. Follow the on-screen instructions to change the settings as you prefer.

If **Enable tap-to-click** is turned on, you can tap or press the touchpad. Otherwise, you can only press the touchpad to achieve the clicking function of a traditional mouse.

Use the camera

The built-in camera can be used for video calling or video conferencing. The indicator next to the camera turns on when the camera is activated.

To take photos with the camera:

1. Click the Launcher button.
2. Click **Camera** and take photos.

Use audio

You can connect headphones or a headset with a 3.5-mm (0.14-inch), 4-pole plug to the audio connector to listen to the sound from your Chromebook.

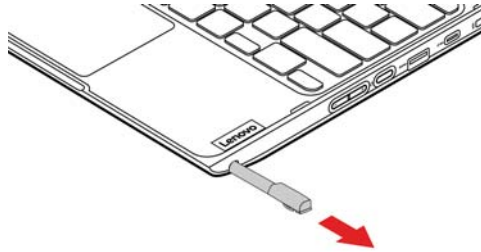
To play a saved audio or video:

1. Click the Launcher button, and then select **Files**.
2. Double-click a file to open it in the media player.

To adjust the volume, click the system tray, and then adjust the volume as you prefer.

Use the electronic pen (for selected models)

Selected models are shipped with an electronic pen. To use the pen, slide it out of the pen slot. When not in use, put it back into its slot.



Notes:

- You might need to install additional apps such as Google Keep for better use of the pen.
- For Chromebook models that come with a pen dummy, you can purchase an electronic pen to use. To purchase the pen, go to <https://www.lenovo.com/accessories>.

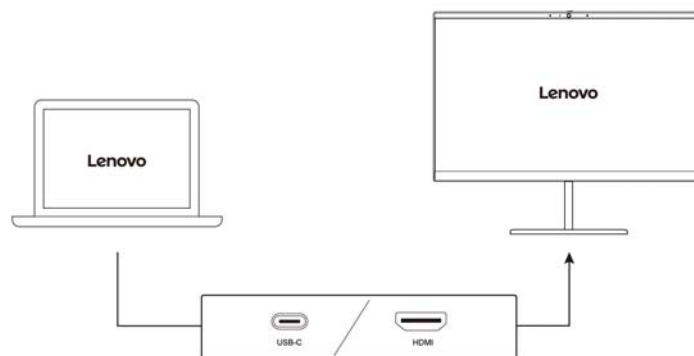
Use the electronic pen

You can perform the following operations with the pen:

- To open an app or a Web page, tap the display once.
- To display the shortcut menu or make a selection, tap the display and hold the pen there for one second.

Connect to an external display

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



Supported resolution

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

Connect the external display to	Supported resolution
Multi-purpose USB Type-C connector	Up to 3840 x 2160 pixels @ 30 Hz
HDMI connector	Up to 3840 x 2160 pixels @ 30 Hz

To change display settings:

1. Click the setting icon in the system tray, and then click **Device → Displays**.
2. Follow the on-screen instructions to change the display settings as you prefer.

Connect to Bluetooth devices

Your Chromebook supports Bluetooth feature. You can connect your Chromebook to a Bluetooth keyboard, mouse, speakers, or other Bluetooth devices.

Note: The Bluetooth devices must be within a short distance, usually 10 meters (33 feet), from the Chromebook.

1. Click your system tray, and then click the Bluetooth icon.
2. Turn on **Bluetooth**.
3. Select the device you want to pair and follow the on-screen instructions.

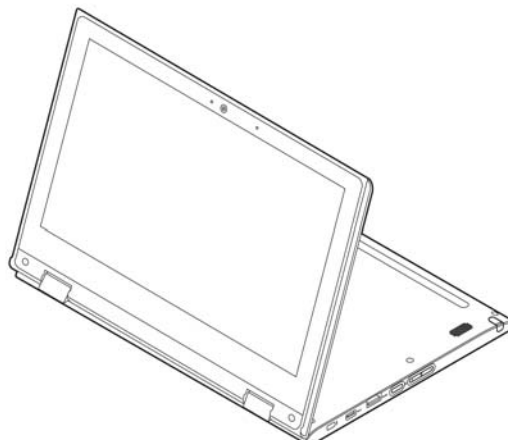
Get to know your Chromebook modes

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

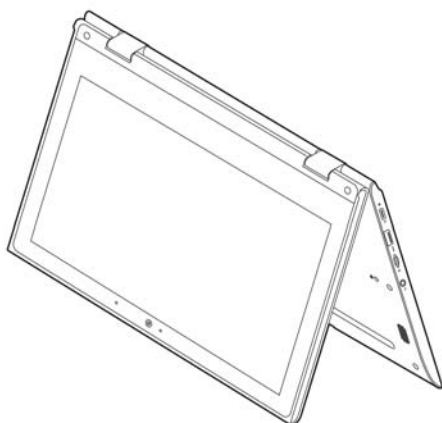
Attention: Do not rotate the Chromebook display with too much force, or apply too much force to the upper-right or upper-left corner of the Chromebook display. Otherwise, the display or hinges might get damaged.



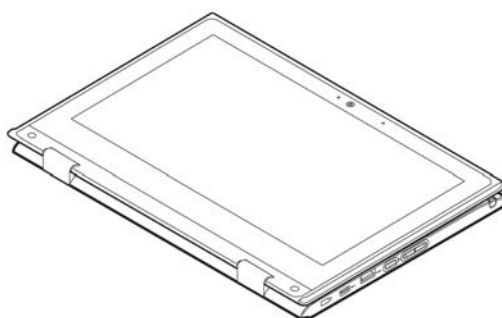
Laptop mode



Stand mode



Tent mode



Tablet mode

Warning: When operating in the tablet mode with any external device connected, the upper case (keyboard's side) of the Chromebook may become hot. Avoid keeping your hands, lap, or any part of the body in contact with the upper case for over one minute.

Set the power plan

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

Table 1. Default power plan (when plugged into ac power)

- Turn off the display: After seven minutes and 30 seconds
- Put the Chromebook into sleep: After eight minutes and 30 seconds

To reset the power plan to achieve the best balance between performance and power saving:

1. Click the setting icon in the system tray, and then click **Device → Power**.
2. Follow the on-screen instructions to change the settings as you prefer.

Chapter 3. Help and support

Frequently asked questions

What do I do if my Chromebook stops responding?

1. Press and hold the power button until the Chromebook turns off. Then, restart the Chromebook.
2. If step 1 does not work:
 - For models with an emergency reset hole: Insert a straightened paper clip into the emergency reset hole to cut off power supply temporarily. Then, restart the Chromebook with ac power connected.
 - For models without an emergency reset hole:
 - For models with the removable battery, remove the removable battery and disconnect all power sources. Then, reconnect to ac power and restart the Chromebook.
 - For models with the built-in battery, disconnect all power sources. Press and hold the power button for about seven seconds. Then, reconnect to ac power and restart the Chromebook.

What do I do if I spill liquid on the Chromebook?

1. Carefully unplug the ac power adapter and turn off the Chromebook immediately. The more quickly you stop the current from passing through the Chromebook the more likely you will reduce damage from short circuits.
Attention: Although you might lose some data or work by turning off the Chromebook immediately, leaving the Chromebook on might make your Chromebook unusable.
2. Do not try to drain out the liquid by turning over the Chromebook. If your Chromebook has keyboard drainage holes on the bottom, the liquid will be drained out through the holes.
3. Wait until you are certain that all the liquid is dry before turning on your Chromebook.

How do I disinfect my Chromebook?

1. Squeeze out excess liquid from wipe or disinfecting cloth before using. Recommended wipes are hydrogen peroxide wipes and alcohol based wipes. Do not use wipes containing sodium hypochlorite (bleach).
2. Gently wipe the Chromebook thoroughly, being careful to ensure no liquid drips into the Chromebook. Do not wipe on connector pins.
3. After disinfecting, follow the cleaning procedure from the wipe supplier to minimize chemical buildup of disinfectant residue.
4. Always allow the Chromebook to completely dry prior to any use.

For more information about cleaning and disinfecting, go to <https://support.lenovo.com/in/en/solutions/ht035676>.

How do I find accessibility information?

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

Lenovo Customer Support Center

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

Before you contact Lenovo

Record product information and problem details before you contact Lenovo.

Product information	Problem symptoms and details
• Product name • Machine type and serial number	• 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?

Note: The product name and serial number can usually be found on the bottom of the Chromebook, either printed on a label or etched on the cover.

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/llw_02
- <https://pcsupport.lenovo.com/warrantylookup>

Get help from Google

After signing in to your Chromebook, start Get Help from the app Launcher. The Get Help app provides comprehensive instructions on using your Chromebook.

In addition, if you are interested in visiting the Chromebook Help Center and Community, go to <http://support.google.com/chromebook>.

Appendix A. Open source information

Your Chromebook may include software made publicly available by Google and other third parties, including software licensed under the General Public License and/or the Lesser General Public License (the “open source software”).

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