

Lenovo YOGA C930

YOGA C930-13IKB | YOGA C930-13IKB Glass

User Guide



Read the safety notices and important tips in the included guides before using your computer.

Lenovo

Note

- Before using this product, first make sure you read the *Lenovo Safety and General Information Guide*.
- The latest *Safety and Warranty Guide*, *Setup Guide*, and *Regulatory Notice* are available on the Lenovo Support Web site at: <http://support.lenovo.com>.
- The latest electronic compliance information and environmental declarations are available from the Lenovo compliance information Web sites.
 - To view compliance information, go to: <http://www.lenovo.com/compliance>
 - To download environmental information, go to: <http://www.lenovo.com/ecodeclaration>
- Some instructions in this guide may assume that you are using Windows® 10. If you are using another Windows operating system, some operations may be slightly different. If you are using other operating systems, some operations may not apply to you.
- Microsoft® makes periodic feature changes to the Windows operating system through Windows Update. As a result, some information in this guide may become outdated. Refer to Microsoft resources for the latest information.
- The features described in this guide are common to most models. Some features may not be available on your computer or your computer may include features that are not described in this guide.
- The illustrations in this guide may differ from the actual product. Please refer to the actual product.

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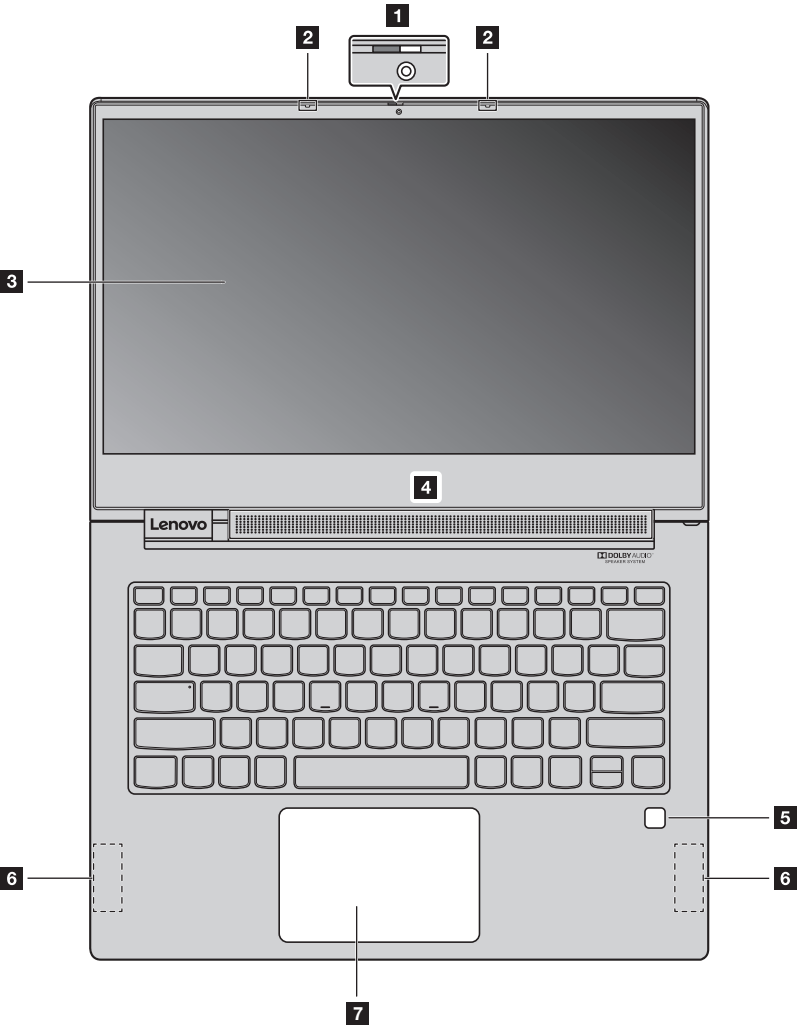
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Chapter 1. Getting to know your computer

This chapter provides basic information to help you get familiar with your computer.

■□ Front view



Chapter 1. Getting to know your computer

Note: Parts shown with dotted lines are not visible externally.

1. Camera	2. Microphones
3. Multi-touch screen	4. Speakers
5. Fingerprint reader	6. Wireless antennas
7. Touch pad	

■ **Camera**

Use the camera for video communication or taking photos.

Note: You can slide the camera cover to cover or uncover the camera.

■ **Microphones**

The microphones capture sound and voice for video conferencing, voice narration, or audio recording.

■ **Multi-touch screen**

The multi-touch screen enables you to operate your computer using simple touch gestures. For details, see “Using the multi-touch screen” on page 22.

■ **Speakers**

Your computer is equipped with stereo speakers.

■ **Fingerprint reader**

Fingerprint authentication technology provides simple and secure user access by associating your fingerprint with a password. For details, see “Using the fingerprint reader” on page 25.

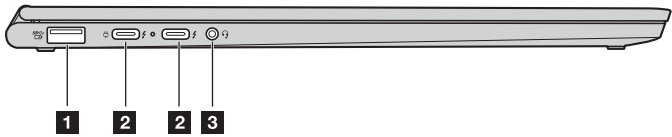
■ **Wireless antennas**

The wireless antennas connect to a wireless adapter to send and receive wireless radio signals.

■ **Touch pad**

The touch pad functions as a conventional mouse. For details, see “Using the touch pad” on page 21.

■ ■ Left-side view



1. USB (Type-A) connector	2. USB (Type-C) connector
3. Combo audio connector	

■ USB (Type-A) connector

Connect USB-compatible devices, such as a USB keyboard, USB mouse, USB storage device, or USB printer. For details, see “Connecting USB device” on page 26.

Attention: When you attach a USB cable to this connector, ensure that the USB mark is facing upward. Otherwise the connector might get damaged.

■ USB (Type-C) connector

The USB (Type-C) connectors support both the USB Type-C™ standard and Thunderbolt™ 3 technology. With a compatible USB-C cable, you can use this connector to transfer data, charge your device, or connect your computer to external displays. Both connectors are also compatible with DisplayPort® standard: this means you can connect a high-performance monitor, a direct-drive monitor, or other devices that use a DisplayPort connector.

The USB (Type-C) connectors also work as power connectors, and the ac power adapter shipped with your computer is a USB-C power adapter. You can therefore connect your computer to ac power by plugging the power adapter with power cord to either of the two USB-C connectors.

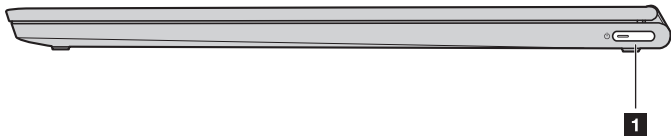
■ Combo audio connector

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 the computer.

The audio connector does not support a conventional microphone.

For details, see “Using audio features” on page 24.

■□ Right-side view



1. Power button	
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■ Power button

- When the computer is off:
 - Press the Power button to turn on the computer.
 - Press Fn + Power button to open the Novo Button Menu. The Novo Button Menu provides four options: Normal Startup, BIOS Setup, Boot Menu and System Recovery.
- When Windows is running, press the Power button to put the computer into sleep mode.

■□ Rear view

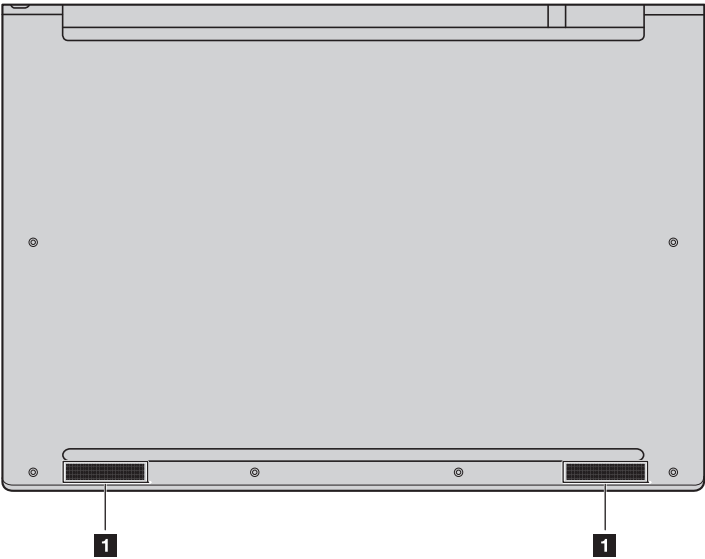


1. YOGA Pen	
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■ YOGA Pen

The YOGA Pen is stored in the pen slot. Its high-level pressure sensitivity allows you to create content with precision. For details, see “YOGA Pen” on page 16.

■□ **Bottom view**



1. Speakers	
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■ **Speakers**

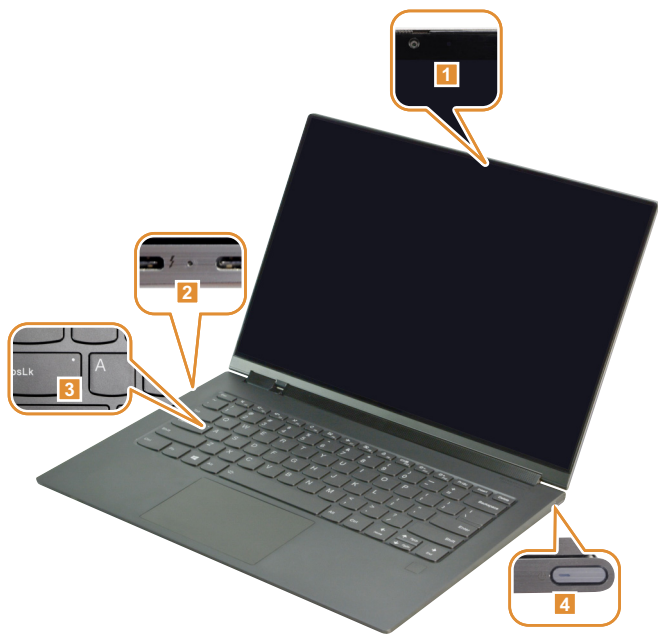
Your computer is equipped with a pair of stereo speakers.

■□ **Status indicators**

This section helps you locate and identify the various status indicators on your computer.

Note: Depending on the model, your computer might look different from the illustrations below.

Chapter 1. Getting to know your computer



1. Camera status indicator	2. ac power status indicator
3. Caps Lock indicator	4. System status indicator

■ Camera status indicator

When this indicator is on, the camera is in use.

■ ac power status indicator

This indicator shows the ac power and charging status of the computer.

- **On (solid white):** The computer is connected to ac power (battery power 80% - 100%).
- **On (solid amber):** The computer is not connected to ac power (battery power 5% - 20%).
- **Blinking slowly (white):** The computer is connected to ac power (battery power 20% - 80%). When the battery power reaches 80%, the indicator will stop blinking. However, charging will continue until the battery is fully charged.
- **Blinking slowly (amber):** The computer is connected to ac power (battery power 1% - 20%). When the battery power reaches 20%, the indicator turns to white.
- **Blinking quickly (amber):** The computer is not connected to ac power (battery power 1% - 5%).
- **Off:** The computer is not connected to ac power (battery power 20% - 100%).

■ Caps Lock indicator

When this indicator is on, you can type uppercase letters by directly pressing the letter keys.

■ System status indicator

The indicator in the power button shows the system status of your computer.

- **On (solid white):** The computer is on.
- **Blinking (white):** The computer is in sleep mode.
- **Off:** The computer is off.

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Chapter 2. Getting started with your computer

This chapter provides information to help you use the various features provided by your computer.

■ □ Information about Windows

■ Microsoft resources for Windows

Microsoft provides a comprehensive set of information about Windows.

- The preinstalled **Tips** App provides new features and tips for Windows. You can start the **Tips** app by typing "Tips" in the search box of your Windows desktop and selecting the matching results.
- The preinstalled **Get Help** App provides support and assistance for using Windows. You can start the **Get Help** App by typing "Get Help" in the search box of your Windows desktop and selecting the matching result. You must be connected to the internet to use the **Get Help** App.
- The Microsoft support Web site [https:// support.microsoft.com/](https://support.microsoft.com/) provides comprehensive helpful information about Windows.

■ Windows user account

You must create at least one user account to use the Windows operating system. You will be prompted to create your user account when you start Windows for the first time. You should also create a password to secure your account.

Note: The first account created is of the "Administrator" type. This account can create additional user accounts.

Create a Microsoft account

If you don't have a Microsoft online account, you can create one while you are setting up your computer, or wait until later.

To create a Microsoft account while setting up your computer, select **Sign up** on the login page.

To create a Microsoft account after you set up your computer, go to Microsoft's sign-up page at Microsoft.com/account.

Either way, you'll be directed to Microsoft's sign-up page for a Microsoft account. On the page, enter your email address as the user name and set a password. You also need to fill in some personal information. Before the account is created, check your inbox for a message from the Microsoft account team. Follow the instructions in the message to finish setting up your account.

If you don't have an email address, click **get a new email address**. By doing this, you get a Microsoft account and a Microsoft-hosted email account at the same time.

Benefits of using a Microsoft account

There are two main benefits of using a Microsoft account:

- Sign in only once. If you use a Microsoft account to sign into Windows 10, you don't need to sign in again to use OneDrive, Skype, Outlook.com, and other Microsoft services.

Chapter 2. Getting started with your computer

- Devices can be synced. If you use your Microsoft account to sign into multiple Windows based devices, personalized settings can be synced across those devices.

Add additional user accounts

Your user account must be of the “Administrator” type to add additional user accounts to Windows. Add additional user accounts if you need to share your computer with family members or other people.

- ❶ Select **Start > Settings > Accounts > Family & other people**.
- ❷ Select either **Add a family member** or **Add someone else to this PC**.

Note: By default, you’re prompted to add Microsoft accounts. If you don’t know a person’s Microsoft account, either create one or select **Add a user without a Microsoft account**. If you’re having problems, select the **Get help** link to read Microsoft’s help information.

Add a local account

If your computer is not connected to the Internet, you can add a local account for the person who wants to use your computer.

- ❶ Click **Start > Settings > Accounts**.
- ❷ Click **Family & other users** and then select **Add someone else to this PC**.
- ❸ Create a user name and password for the account.
- ❹ Click **Finish** to complete adding the account.

Add a Microsoft account

To add a Microsoft account to your computer, your computer must be connected to the Internet. If a person who wants to use your computer has a Microsoft account, you can add his or her Microsoft account to your computer.

- ❶ Click **Start > Settings > Accounts**.
- ❷ Click **Family & other users** and then select **Add someone else to this PC**.

If your computer is connected to the Internet, you’ll be prompted to enter the user name (an email address) of the Microsoft account you want to add to your computer.

- ❸ Type the email address and click **Next**.

The email address will be sent to Microsoft for verification. This might take several minutes.

- ❹ Click **Finish** to complete adding the Microsoft account.

The person should now be able to sign in to your computer with his or her Microsoft account.

Note: If the email address you entered is not an existing Microsoft account, you’ll be prompted to create a Microsoft account using the email address.

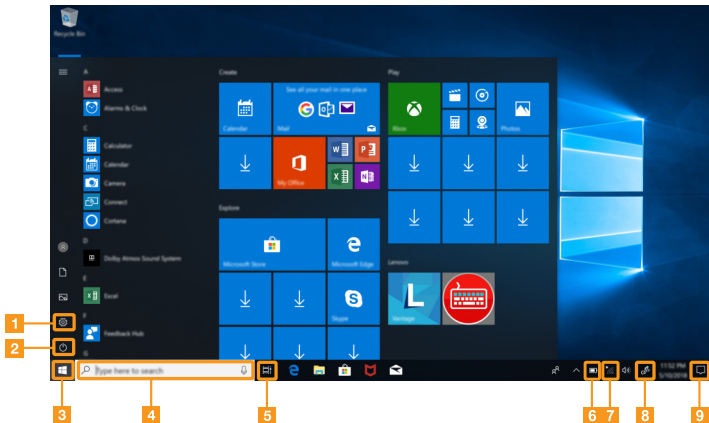
Change account type

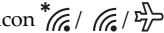
By default, any user account added after you set up your computer is a Standard User account. If you're the Administrator, you can change a Standard User account to an Administrator account.

- ❶ Click **Start > Settings > Accounts**.
- ❷ Click **Family & other users**.
- ❸ Under **Other people**, click the user name of the account you want to change and then click **Change account type**.
- ❹ Change the account type in the drop-down menu.

Important: Be extremely careful when granting administrator permission. An administrator account can delete important system files or make changes that affect all users on the computer.

■ Operating system interface



1. Settings button 	2. Power button 
3. Start button 	4. Search box
5. Task view button 	6. Battery status icon
7. Wireless status icon 	8. Windows Ink Workspace 
9. Action center 	

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Settings button

Settings lets you perform basic tasks. You can also search for more settings using the settings search box.

Battery status icon

You can move your pointer to this icon to check the battery status. The battery status icon displays the percentage of battery power remaining and how long you can use your computer before you must charge the battery.

Wireless status icon

This icon shows the status of your computer's wireless connection.

-  Your computer is not connected to any wireless network.
-  Your computer is connected to a wireless network.
-  Airplane mode is on.

Windows Ink Workspace

Windows Ink Workspace is a space for applications designed to support the use of your YOGA Pen. Here you can launch pen-enabled apps like the sketchpad, sticky notes, screen sketch, and a range of other pen-enabled apps.

For details, see “YOGA Pen” on page 16.

Action center

Here you can find important notifications from Windows and your apps. You can also change common settings quickly.

■ □ Power management

This section provides information about how to use ac power to achieve the best balance between performance and power management.

■ Using the ac power adapter

The power to run your computer can come either from the battery or from ac power. While you are using ac power, the battery charges automatically.

Your computer comes with a USB (Type-C) ac power adapter and a power cord.

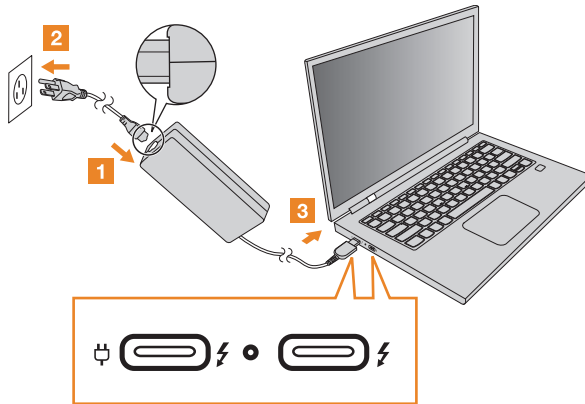
- ac power adapter: Converts ac power for notebook computer use.
- Power cord: Connects the ac power adapter to the electrical outlet.

Connecting the ac power adapter

To connect the computer to ac power, ensure that you follow these steps in order:

Attention: Using an improper power cord might severely damage your computer.

- ❶ Connect the power cord to the ac power adapter.
- ❷ Connect the power cord to an electrical outlet.
- ❸ Connect the ac power adapter to one of the USB (Type-C) connectors of the computer.



Note:

- When the ac power adapter is not in use, disconnect it from the electrical outlet.
- Do not bind the power cord tightly around the ac power adapter transformer pack when it is connected to the transformer.

■ Power-saving modes

When you have finished working with your computer, you can put it to sleep or shut it down.

Putting your computer to sleep

When the computer is in sleep mode, you can quickly wake it to resume use, bypassing the startup process.

To put the computer to sleep, do one of the following:

- Close the display lid.
- Press the Power button.
- Open the Start menu and then select **Power > Sleep**.

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To wake the computer, do one of the following:

- Press any key on the keyboard. (Notebook mode only)
- Press the Power button.

Shutting down the computer

If you are not going to use your computer for a long time, shut it down.

To shut down the computer, do one of the following:

- Open the Start menu and then select **Power > Shut down**.
- Press and hold or right-click the **Start** button in the lower-left corner and select **Shut down or sign out > Shut down**.

■ □ Wireless connection

Wireless connection is the transfer of data using radio waves instead of cables.

■ Connecting to a Wi-Fi network

Your computer comes with a built-in Wi-Fi network card to help you establish wireless connections and monitor connection status.

- ① Click the wireless icon in the notification area.

Note: If the wireless icon is not displayed, airplane mode may be turned on.

- ② Select the network name you want to connect to and click **Connect**.
- ③ Enter the security key when prompted and click **Next**.

■ Turning on/off airplane mode

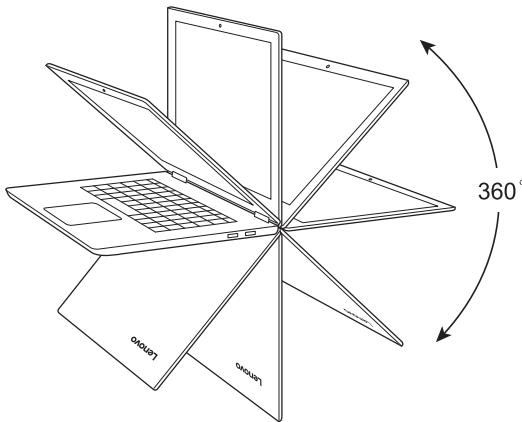
- Press **F7** on the keyboard
- Click **Start > Settings > Network & Internet > Airplane mode**. Slide the toggle for Airplane mode to turn it on or off.
- In action center, click the **Airplane mode** button to turn it on or off.

■ □ YOGA modes

The display panel can be opened to any angle, up to 360 degrees. The orientation of the contents of your display changes automatically when you rotate the display to a different angle. To prevent automatic orientation, you can turn on the **Rotation lock** located in the action center.

Attention:

- Do not open the display with too much force, as this can damage the panel or hinges.
- When closing the display panel, be careful not to leave pens or any other objects between the display panel and the keyboard, as this can damage the display panel.



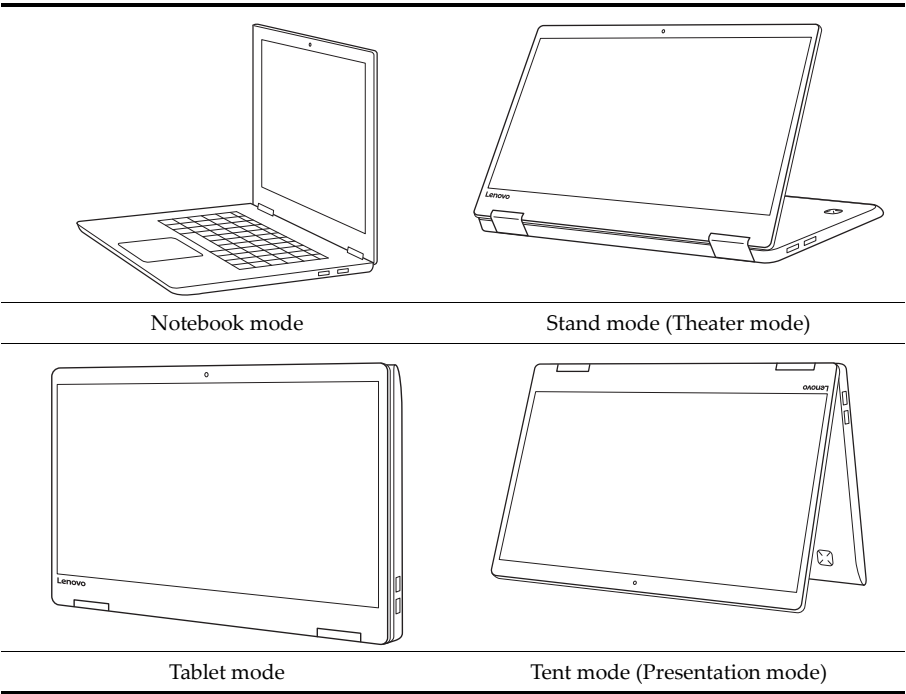
You can switch your display into one of four YOGA modes by rotating the display to a different angle.

- Notebook mode, suitable for tasks that require a keyboard and mouse (such as creating documents, writing emails, and more).
- Stand mode (Theater mode), suitable for tasks that require little or no touch (such as viewing photos or playing videos).
- Table mode, suitable for tasks that require frequently touching the screen (such as surfing the web, playing games, and more).
- Tent mode (Presentation mode), suitable for tasks that require limited interaction with the touch screen (such as displaying graphs or PowerPoint presentations).

Note:

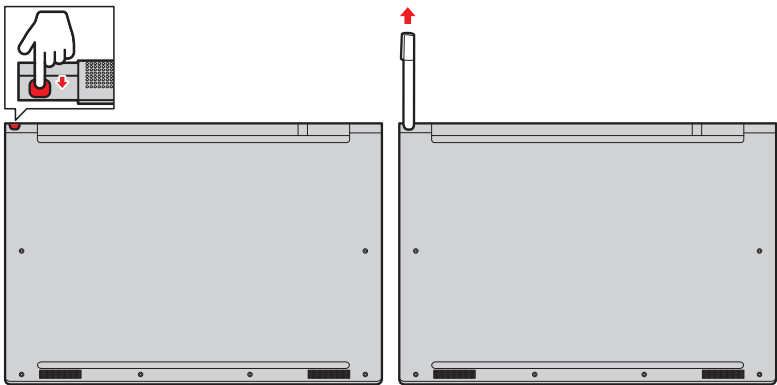
- The keyboard and touch pad are automatically disabled in Stand mode, Tent mode, and Tablet mode. You can use the multi-touch screen to operate your computer instead.
- Automatic orientation is not available in Notebook mode.

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■ **YOGA Pen**

To remove the YOGA Pen from the pen slot, press it deeper into the slot until you hear a click and then pull it all the way out.



Note: The YOGA Pen is not waterproof. Take care not to soak it or dip it in water.

The YOGA Pen makes it easier to input text when you are:

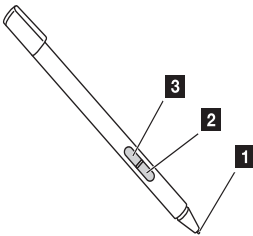
- Taking notes
- Annotating Portable Document Format (PDF) files
- Drawing graphics with applications capable of editing and sketching

■ **Using the YOGA Pen**

To achieve the best line quality, keep the YOGA Pen perpendicular to the computer display when drawing or writing.

Use the YOGA Pen instead of your finger in the following situations:

- You need precise and detailed input, such as drawing a picture or using Handwriting mode.
- Too many elements are crowded on the screen: for example, when you are playing games.
- You want to keep your screen free from smudges.
- You have long fingernails and it is difficult for you to type.



1. Tip	2. Eraser button
3. Click button	

You can perform the following operations with the YOGA Pen:

- To click or make a selection, tap the display once with the pen.
- To double-click, tap twice without pausing.
- To right-click, tap the tip on the display and hold the pen there for one second. Alternatively, you can press and hold the click button while tapping the tip on the display.
- To erase ink, press and hold the eraser button, tap the tip on the display, and drag the pen across the ink you want to erase.

Note: Depending on the program you use, some operations might not be available.

■ **Charging the YOGA Pen**

To charge the pen, insert the pen into the slot until it snaps into position. The pen will be 80% charged in about 15 seconds and 100% charged in about five minutes.

Note: Ensure that your computer is on or in sleep mode. Otherwise, the pen will not be charged.

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■ Using the Windows Ink Workspace

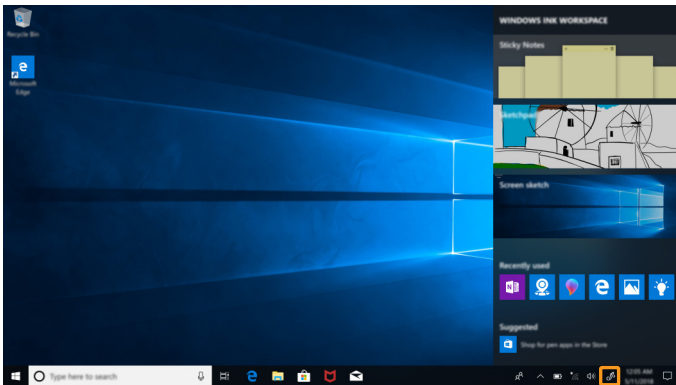
To open the Windows Ink Workspace, select the **Windows Ink Workspace** button on the right side of the taskbar.

The Windows Ink Workspace contains applications that allow you to use your YOGA Pen to write and draw.

- **Sticky Notes:** Jot down reminders on sticky notes.
- **Sketchpad:** Draw anything you want on the sketchpad.
- **Screen sketch:** Add drawings to whatever you are doing on your computer at that moment, or resume a previous screen sketch.

The shortcuts below will help you find apps to use with your YOGA Pen.

- **Recently used:** Open the apps you have used with your YOGA pen.
- **Suggested:** Open the Windows Store, where you can get more apps to use with your YOGA Pen.



To configure the pen and Windows Ink settings, do the following:

- 1 Open the Windows Ink Workspace and then click **Pen & Windows Ink settings**.
- 2 Follow the instructions on the screen to configure the settings as desired.

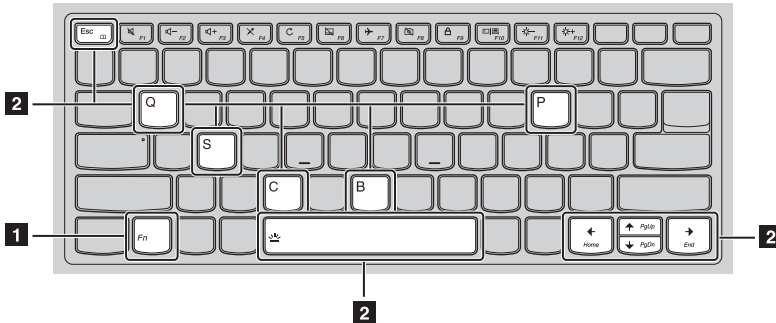
■ Using the keyboard

Your computer has several special keys to help you work more easily and effectively.

■ Function key combinations

You can use the function keys to change operating features instantly.

To use this function, press and hold **Fn** **1** and then press one of the function keys **2**.



Fn + B: Activates the break function.

Fn + P: Activates the pause function.

Fn + C: Enables/disables the scroll lock.

Fn + S: Activates the system request.

Fn + Q: Enables/disables Quiet mode.

Fn + ↑: Activates the PgUp key function.

Fn + ↓: Activates the PgDn key function

Fn + ←: Activates the Home key function.

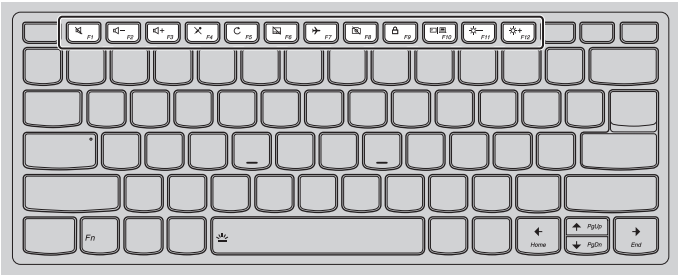
Fn + →: Activates the End key function.

Fn + Space: Cycles through different levels of lighting (off > half-bright > bright > off) of the keyboard backlight.

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Hotkeys

You can access certain system settings quickly by pressing the appropriate hotkeys.



F1: Mutes/unmutes the sound.	F2: Decreases the volume level.
F3: Increases the volume level.	F4: Enables/disables the microphone.
F5: Refreshes the desktop or the currently active window.	F6: Enables/disables the touch pad.
F7: Enables/disables Airplane mode.	F8: Enables/disables the camera.
F9: Locks the screen.	F10: Toggles the display between the computer and an external display device.
F11: Decreases the display brightness.	F12: Increases the display brightness.

Setting Hotkey mode

By default, hotkey functions are accessible by pressing the appropriate hotkey. However, you can disable Hotkey mode in the BIOS setup utility.

To disable Hotkey mode:

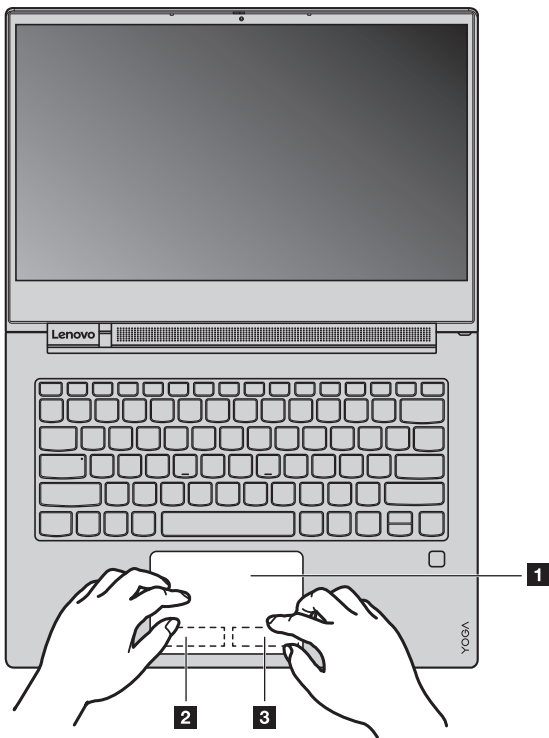
- 1 Shut down the computer.
- 2 Press the Fn + Power button to open the Novo Button Menu and then select **BIOS Setup**.
- 3 In the BIOS setup utility, open the **Configuration** menu, and change the **HotKey Mode** setting from **Enabled** to **Disabled**.
- 4 Open the **Exit** menu, and select **Exit Saving Changes**.

When Hotkey mode is disabled, press the **Fn** key and the appropriate hotkey to access the corresponding hotkey function.

■□ Using the touch pad

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

Note: You can enable/disable the touch pad by pressing **F6**.



The touch pad includes the following zones:

1. Touch pad	2. Left-click area
3. Right-click area	

■ Touch pad

Slide one finger across the surface of the touch pad to move the pointer accordingly.

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■ Left-click area

Clicking in this area has the same effect as clicking the left button on a conventional mouse: you can select or open an item by clicking this area.

■ Right-click area

Clicking in this area has the same effect as clicking the right button on a conventional mouse: you can display a shortcut menu by clicking this area.

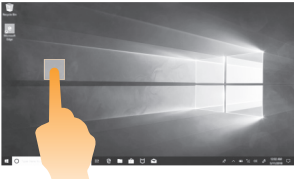
■ □ Using the multi-touch screen

This section provides instructions on how to use the multi-touch screen.

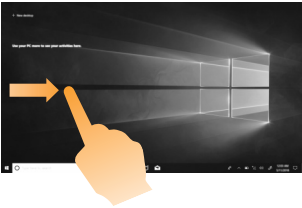
Note:

- Your computer screen might look different from the following illustrations.
- Depending on the program you use, some gestures might not be available.

The following table introduces some frequently used gestures.

Frequently used gestures	Tasks performed
	Touch: Tap once on an item. Mouse action: Left-click Function: Perform an action, such as starting an app, opening a link, or performing a command.
	Touch: Press and hold. Press your finger down and leave it there for a moment. Mouse action: Right-click. Function: Open a menu with multiple options.
	Touch: Move two fingers closer together while touching the screen. Mouse action: Press the Ctrl key while scrolling the mouse wheel backward. Function: Zoom out

Frequently used gestures	Tasks performed
	Touch: Move two fingers farther apart while touching the screen. Mouse action: Press the Ctrl key while scrolling the mouse wheel forward. Function: Zoom in
	Touch: Place two or more fingers on an item and then rotate your fingers clockwise or counterclockwise. Mouse action: If the app supports rotation, click the rotation icon. Function: Rotate an item.
	Touch: Slide Mouse action: Scroll the mouse wheel, move the scroll bar, or click the scroll arrow. Function: Scroll through items, such as lists, pages, and photos.
	Touch: Swipe in from the right edge of the screen. Mouse action: Click the action center icon in the Windows notification area. Function: Open the action center.

Frequently used gestures	Tasks performed
	Touch: Swipe in from the left edge of the screen. Mouse action: Click the task view icon on the taskbar. Function: Open the task view.

■ □ Other useful functions

■ Using the camera

To start the camera, open the Start menu and click **Camera**.

You also can use the camera with other programs that provide features such as video conferencing, video capturing, and photographing. To use the camera with other programs, open one of the programs and start the video conferencing, video capturing, or photographing function. The camera will then start automatically and the white camera status indicator will turn on.

To configure camera settings, do the following:

- ① Open the **Camera** app and click the settings icon in the upper-right corner.
- ② Follow the instructions on the screen to configure the camera settings as desired.

■ Using audio features

Your computer is equipped with the following audio features:

- Combo audio connector, 3.5 mm (0.14 inches) in diameter
- Microphones
- Speakers

The following list provides information about supported functions of the audio devices attached to the connectors on your computer.

- **Headset with a 3.5-mm (0.14-inch), 4-pole plug:** Headphone and microphone functions
- **Conventional headphones:** Headphone function

Note: Conventional microphones are not supported.

■ Using the fingerprint reader

Fingerprint authentication can replace your passwords, such as your Windows password. This allows you to log in to your computer simply and securely.

To enable fingerprint authentication, you must first enroll your fingerprints. During enrollment, your fingerprints are automatically associated with your Windows password.

Enrolling your fingerprints

It is recommended that you enroll more than one fingerprint in case of any injuries to your fingers.

To enroll your fingerprints, do the following:

- ❶ Open the Start menu and click **Settings**. If **Settings** is not displayed, click **All apps** to display all programs and then click **Settings > Accounts > Sign-in options**.
- ❷ Follow the instructions on the screen to complete enrollment.

Scanning your finger

To scan your finger, press your fingertip against the fingerprint reader for one or two seconds, then remove.



Maintaining the fingerprint reader

The following actions could damage the fingerprint reader or cause it not to work correctly:

- Scratching the surface of the reader with a hard, pointed object
- Scraping the surface of the reader with your fingernail or anything hard
- Using or touching the reader with a dirty finger

If you notice any of the following conditions, gently clean the surface of the reader with a dry, soft, lint-free cloth:

- The surface of the reader is dirty or stained.
- The surface of the reader is wet.
- The reader repeatedly fails to enroll or authenticate your fingerprint.

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If your finger has any of the following conditions, you might not be able to register or authenticate it:

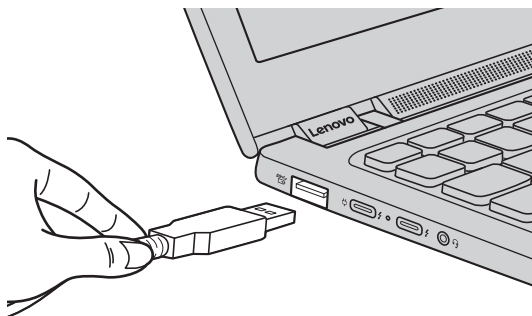
- Your finger is wrinkled.
- Your finger is rough, dry, or injured.
- Your finger is stained with dirt, mud, or oil.
- Your finger surface is changed for some reasons.
- Your finger is wet.
- Your finger that you are currently using has not been enrolled before.

To improve above situations, try the following:

- Clean or wipe your hands to remove any dirt or moisture from the fingers.
- Enroll and use a different finger for authentication.

■ Connecting USB device

You can connect a USB device to your computer by inserting its USB plug (Type A) into the USB connector on your computer.



The first time you plug a USB device into a particular USB port on your computer, Windows automatically installs a driver for that device. After the driver has been installed, you can disconnect and reconnect the device without performing any additional steps.

Note: Typically, Windows detects a new device after it has been connected and then installs the driver automatically. However, some devices may require you to install the driver before connecting. Check the documentation provided by the device's manufacturer before connecting the device.

Before disconnecting a USB storage device, make sure your computer has finished transferring data to that device. Click the **Safely Remove Hardware and Eject Media** icon in the Windows notification area to remove the device before disconnecting.

Note: If your USB device uses a power cord, connect the device to a power source before connecting it. Otherwise, the device may not be recognized.

Chapter 3. Recovering or restoring Windows

This chapter provides information about the recovery options for Windows 10. You may need to recover or restore Windows if you encounter the following situations:

- Your computer cannot start properly.
- Your computer does not work well after installing apps, drivers, or updates.

Windows 10 provides several options for you to recover or restore Windows. The following table helps you decide which option to use if you're having problems with your computer.

Problem	Available options
Your computer isn't working well after installing apps, drivers, or updates.	Restore from a system restore point.
Your computer isn't working well and you don't know what is causing the problem.	Reset your computer.
Windows cannot start properly.	Use a recovery drive to recover or restore your computer.
You want to recycle or donate your computer.	Reset your computer.

■ □ Restoring from a system restore point

- ❶ In the search box of your Windows desktop, search for **Recovery** and then select it.
- ❷ Select **Open System Restore > Next**.
- ❸ Select a restore point and then select **Next > Finish**.

Note: You may select **Scan for affected programs** to check which program and driver installation is associated with a particular restore point.

■ Windows System Restore

System Restore is a tool included in Windows. It monitors changes to Windows system files and saves system state as a restore point. If your computer does not work properly after installing apps, drivers, or updates, you can revert your system to a previous restore point.

Note: Reverting your system to a previous restore point does not affect your personal data.

System Restore creates restore points in three cases:

- automatically when it detects changes to Windows system files
- at regular intervals (if set up by the user)
- at any time by the user

Chapter 3. Recovering or restoring Windows

■ Creating a system restore point manually

You can use Windows System Restore to create a restore point at any time.

- ❶ In the search box of Windows desktop, search for **Create a restore point** and then select it.
- ❷ Select the **System Protection** tab and then select **Create**.

■ □ Resetting your computer

If your computer isn't working well and you're not sure why, you can reset your computer.

- ❶ To reset your computer:
 - When the computer is off, press the **Fn + Power button** to open the Novo Button Menu; select **System Recovery > Troubleshoot > Reset this PC**.
 - In Windows, go to **Settings > Update & security > Recovery**; under **Reset this PC**, select **Get started**.
- ❷ Choose an option.
 - If you want to keep your personal files, select **Keep my files**.
 - Otherwise, select **Remove everything**.

Note: If you're planning to donate, recycle, or sell your PC, use this option and choose to fully clean the drive. This might take an hour or two, but it makes it harder for other people to recover files you've removed.

■ □ Using a recovery drive to restore or recover Windows

If Windows cannot start properly, you can use a recovery drive (created in advance) to restore or recover Windows.

- ❶ Connect the recovery drive to your computer; restart your computer and set it up to start from the recovery drive.
- ❷ On the **Choose an option** screen, select **Troubleshoot**.
- ❸ Choose a recovery option.
 - Select **Advanced Options > System Restore** to restore your computer to a system restore point.
 - Select **Recover from a drive**.

Note: If you did not select the **Back up system files to the recovery drive** option when creating the recovery drive, **Recovery from a drive** is not available.

Attention: All personal files created on your computer will be deleted after recovering from the drive.

■ Creating a recovery drive

Use a USB drive (not included) to create a recovery drive. You can use it to fix problems with your computer in cases when Windows cannot start properly.

- ❶ In the search box of your Windows 10, search for **Create a recovery drive** and then select it.

Note: The search box is located in the lower-left corner of the desktop, next to the Start button.

- ❷ Make sure **Back up system files to the recovery drive** is selected and then select **Next**.

- ❸ Connect a USB drive to your computer, select it and then select **Next > Create**.

Attention: If there are personal files on the USB drive, back up all personal files before using it to create a recovery drive.

When your recovery drive is created, you might see a **Delete the recovery partition from your PC** option. If you want to free up drive space on your computer, select it and then select **Delete**. Otherwise, select **Finish**.

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Chapter 4. Troubleshooting

This chapter provides information about what to do if you experience a problem with your computer.

■ □ Display problems

■ When I turn on the computer, nothing appears on the screen.

Make sure that:

- The ac power adapter is connected to the computer and plugged into a working electrical outlet.
- The computer power is on. (Press the Power button again for confirmation.)
- The brightness level of the screen is appropriately set.

If these items are correctly set, yet the screen remains blank, have the computer serviced.

■ When I turn on the computer, only a white cursor appears on a blank screen.

- Turn off the computer, and then turn it on again.
- If the problem persists, restore backed-up files to your Windows environment or the entire contents of your hard disk to its original factory contents using the Windows recovery system. If you still see only the cursor on the screen, have the computer serviced.

■ The screen goes blank while the computer is on.

Your screen saver or power management may be enabled. Do one of the following to resume from sleep mode:

- Press any key on the keyboard. (Notebook mode only)
- Press the Power button.

■ The screen is blank.

Do the following:

- If you are using the ac power adapter or the battery pack, and the battery status indicator shows that the battery is not depleted, press **F12** to make the screen brighter.
- If the system status indicator is blinking, press the Power button to resume from sleep mode.
- If the problem persists, follow the solution in the next problem “The screen is unreadable or distorted.”

■ The screen is unreadable or distorted.

Make sure that:

- The screen resolution and color quality are correctly set.
- The monitor type is correct.

Chapter 4. Troubleshooting

■ Incorrect characters appear on the screen.

Are the operating system or programs installed correctly? If they are installed and configured correctly, have the computer serviced.

■ □ Sleep problems

■ The critical low-battery error message appears, and the computer immediately turns off.

The battery power is getting low. Connect the ac power adapter to the computer.

■ The computer enters sleep mode immediately after Power-on self-test (POST).

Make sure that:

- The battery pack is charged.
- The operating temperature is within the acceptable range. See “Chapter 2. Use and care Information” in the *Lenovo Safety and General Information Guide*.

Note: If the battery pack is charged and the temperature is within range, have the computer serviced.

■ The computer does not resume from sleep mode, and the computer does not work.

- If your computer is in sleep mode, connect the ac power adapter to the computer and then press the Power button.
- If the system still does not resume from sleep mode, stops responding, or cannot be turned off, reset the computer. Unsavd data may be lost. To reset the computer, press and hold the Power button for eight seconds or more. If the computer is still not reset, remove the ac power adapter.

■ □ Battery pack problems

■ Battery status icon displaying status incorrectly

Your computer shuts down before the battery status icon shows empty, or your computer continues operating after the battery status icon shows empty.

- Recharge the battery.

■ □ Sound problems

■ No sound can be heard from the speakers even when the volume is turned up.

Make sure that:

- The Mute function is off.
- The combo audio connector is not being used.
- The speakers are selected as the playback device.

■ □ Fingerprint reader problems

■ The surface of the reader is dirty, stained, or wet.

Gently clean the surface of the reader with a dry, soft, lint-free cloth.

■ The reader repeatedly fails to enroll or authenticate your fingerprint.

If the surface of the reader is dirty, stained, or wet, gently clean the surface of the reader with a dry, soft, lint-free cloth. For details, see “Maintaining the fingerprint reader” on page 25.

■ □ Other problems

■ Your computer does not respond.

- To turn off your computer, press and hold the Power button for eight seconds or more. If the computer still does not respond, remove the ac power adapter.
- Your computer might lock when it enters sleep mode during a communication operation. Disable the sleep timer when you are working on the network.
 - To disable the sleep timer, click **Start > Settings > System > Power & sleep**; under **Sleep**, select **Never** in the pull down menu.

■ A connected external device does not work.

- Do not connect or disconnect any external device cables other than USB while the computer power is on. Otherwise, you might damage your computer.
- When using high power consumption external devices such as an external USB optical disk drive, use an external device power adapter. Otherwise, the device may not be recognized, and the system may shut down as a result.

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