

Lenovo Chromebook Plus (14", 10) 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 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:

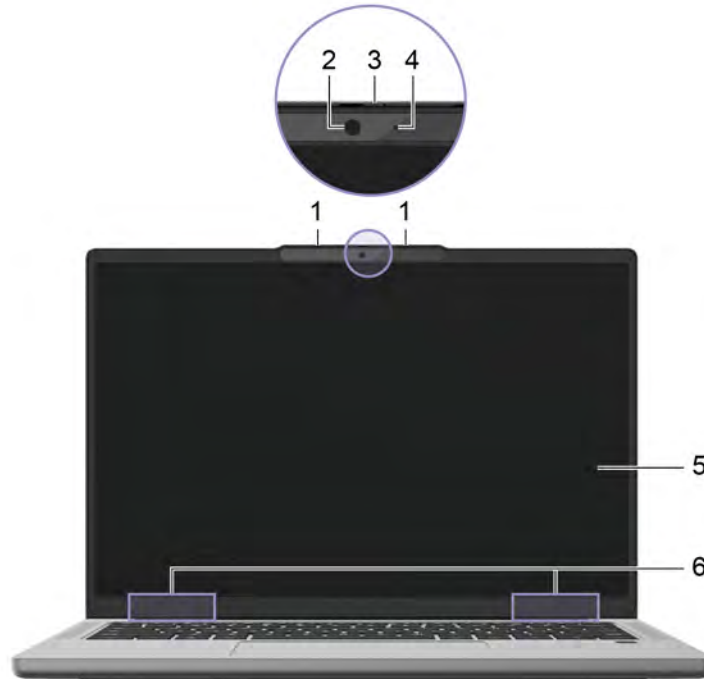
- This guide applies to Lenovo product model(s) listed below. Illustrations in this guide may look slightly different from your product model.

Model name	Machine type (MT)
Lenovo Chrome 14M9610	83MW and 83MX (for Commercial Channel)
	83MY (for Consumer Channel)

- 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. Microphones	Capture or record sound and voice.
2. Camera	Capture still and moving images for taking photos, recording videos, and video chatting.
3. Camera cover	Cover or uncover the camera lens. Note: The camera cover helps you better protect your privacy.
4. Camera light	If the light is on, the camera is in use.
5. Screen	Display text, graphics, and videos. Support multi-touch function.
6. Wireless antennas	Send and receive radio waves for the built-in wireless local area network (LAN) and Bluetooth module. Note: The antennas are not visible from the outside of the Chromebook.

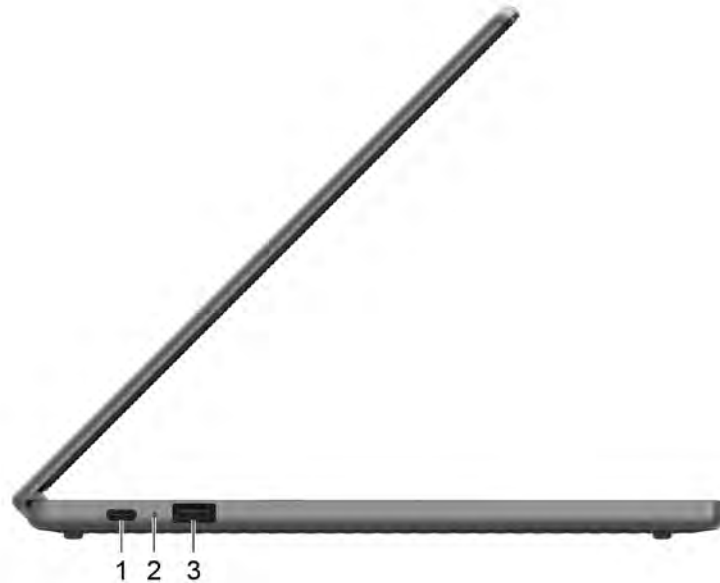
Base



1. Power button	<p>Press the button to turn on the Chromebook or put the Chromebook into sleep mode.</p> <p>Note: When you finish working with your Chromebook, shut it down to save power.</p> <ul style="list-style-type: none">• Click  in the system tray.• Press the power button.
2. Speakers	<p>Produce sound.</p>
3. Keyboard	<p>Enter characters and interact with programs.</p> <p>Note: The keyboard also includes function keys and key combinations for changing settings and performing tasks quickly.</p>
4. Fingerprint reader*	<p>Enroll and read your fingerprint for user authentication.</p>
5. Touchpad	<p>Perform finger touch and all the functions of a traditional mouse.</p> <p>Note: The touchpad also supports multi-touch function.</p>

* for selected models

Left



1. Multi-purpose USB Type-C® connector

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.

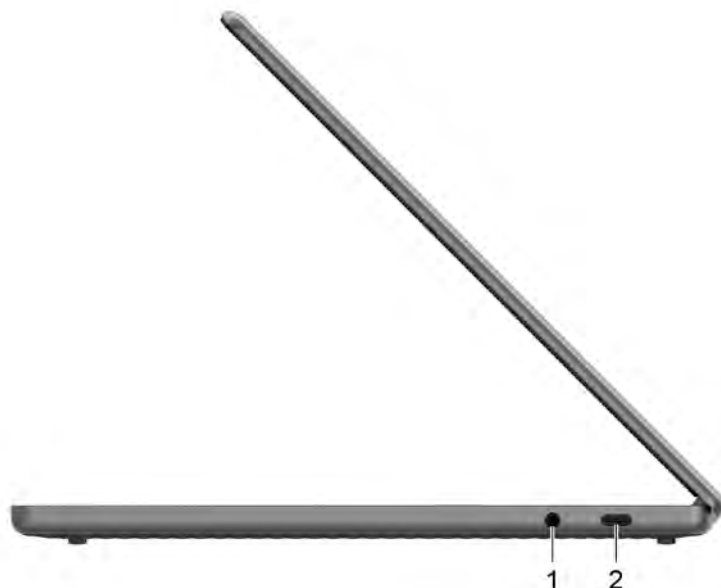
2. Charging light

Indicate the ac power status and the battery status. See “AC power status indicator behavior” on page 9.

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.

Right



1. 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.

2. Multi-purpose USB Type-C® connector

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.

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	<ul style="list-style-type: none">• Width: 314.2 mm (12.4 inches)• Depth: 219.1 mm (8.6 inches)• Thickness<ul style="list-style-type: none">– Thinnest: 14.9 mm (0.58 inches)– Thickest: 15.79 mm (0.62 inches)
ac power adapter	<ul style="list-style-type: none">• Input: 100 V ac–240 V ac, 50 Hz–60 Hz• Output:<ul style="list-style-type: none">– 20 V dc, 2.25 A, or– 20 V dc, 3.25 A• Power:<ul style="list-style-type: none">– 45W, or– 65W
Battery pack	<ul style="list-style-type: none">• Capacity: 60 Wh• Number of cells: x <p>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).</p>
Microprocessor	To view the microprocessor information of your Chromebook, type system information in the search box and then press Enter.
Memory	<ul style="list-style-type: none">• Type: Onboard LPDDR5X• Number of physical slots: 0
Secondary storage device	<ul style="list-style-type: none">• Type: UFS• Bus: eMMC• Capacity:<ul style="list-style-type: none">– 128 G, or– 256 G <p>Note: The capacity of the storage device displayed in the operating system is typically lower than the nominal capacity.</p>
Screen	<ul style="list-style-type: none">• Size: 355.86 mm (14 inches)• Display resolution: 1920 × 1200 pixels (WUXGA model)
Keyboard	<ul style="list-style-type: none">• Function keys• Key combinations• Keyboard backlight*

Connectors and slots

- Audio connector
- 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 output up to 15W (5 V, 3A)
 - Support power input up to 45W/65 W using the included power adapter
 - Support USB 2.0 480 Mbps
 - Support SuperSpeed USB 5 Gbps
 - Support SuperSpeed USB 10 Gbps
 - Support DisplayPort™ Alt Mode (DisplayPort 1.4 compliant):
 - Maximum output resolution: 3840 × 2160 @ 60 Hz
 - Support USB Power Delivery

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

- Discrete Trusted Platform Module (dTPM)
- Fingerprint reader*

Network

Bluetooth and Wi-Fi® combo 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
USB 3.2 Gen 2	10

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

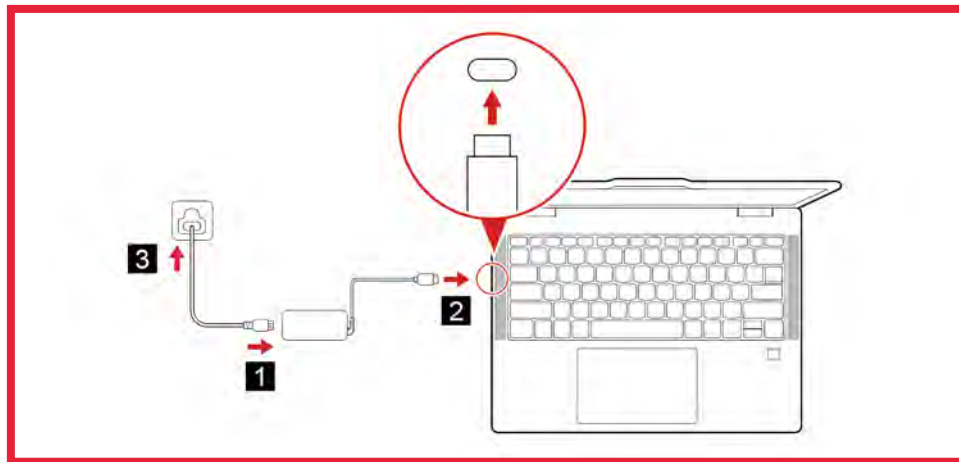
Charge your Chromebook

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.

Note: Power plugs vary by country or region. Your Chromebook may be shipped with a wall-mounted ac power adapter.

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

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.

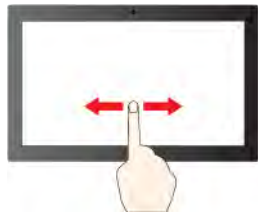
Note: Some gestures might not be available depending on the app you use.



Tap once to single click



Tap and hold to right-click



Slide to scroll through items



Drag



Zoom out



Zoom in



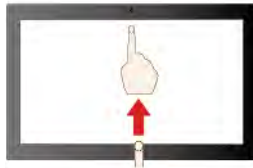
Swipe from the left: view all open windows



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.

	Decrease the brightness of the Chromebook screen
	Increase the brightness of the Chromebook screen
	Hide the tabs and the App Launcher in full-screen mode
	Show all windows in overview mode
	Take full screenshot or screen recording
	Rewind to last track
	
	
	Mute the microphone
	Mute the speakers
	Decrease the volume
	Increase the volume
	Open the Accessibility panel
	
	Quickly insert links and files to your context
	Open the App Launcher

Your Chromebook also supports some key combinations.

ctrl + shift + 	Take a screenshot
fn + 	Switch the Caps Lock function
 + l	Lock your Chromebook screen
 + ctrl + s	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 and inputs.**
2. Follow the on-screen instructions to change the settings as you prefer.

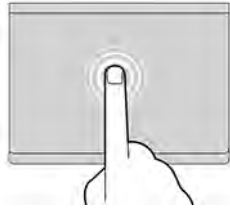
Use the touchpad

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.

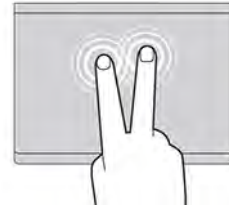
Use the touch gestures

Notes:

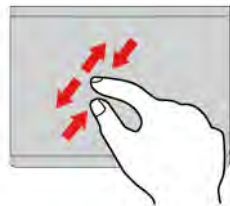
- When using two or more fingers, ensure that you position your fingers slightly apart.
- Some gestures are only available when you are using certain apps.
- If the touchpad surface is stained with oil, turn off the Chromebook first. Then, gently wipe the touchpad surface with a soft and lint-free cloth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



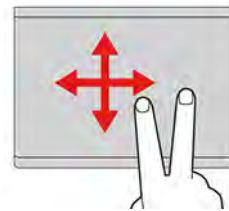
Tap once to select or open an item.



Tap twice quickly to display a shortcut menu.



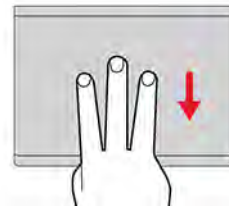
Two-finger zoom in or zoom out.



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 **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.

Connect to an external display

You can use the Chromebook's USB Type-C connectors to connect a projector or an external display.

1. Use a USB Type-C to USB Type-C cable (not supplied) to connect your Chromebook to an external display.

Note: If the external display does not support input through USB Type-C connector, you may need to purchase and use adapters. Lenovo provides various USB Type-C accessories at <https://www.lenovo.com/accessories>, to help you expand your Chromebook functionality.

2. Connect the external display to an electrical outlet.
3. Turn on the external display.

To change display settings:

1. Click your system tray, and then click **Settings**.
2. In the **Device** section, click **Displays**.
3. Follow the on-screen instructions to change the display settings as you desire.

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.

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)

- | | |
|--|--|
| <ul style="list-style-type: none">• 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.

Data erasure for reusing or recycling a Chromebook

It is advisable to reuse or recycle your Chromebook when it is no longer needed. Options include selling, donating, or using a reputable recycling service. Proper reuse and recycling of a Chromebook can help minimize its environmental impact.

When reusing or recycling a Chromebook, data security is a major concern due to the potential storage of personal and sensitive information. Before selling, donating, or recycling your Chromebook, it is essential to erase all personal data from its storage device to protect your privacy and prevent security breaches. The Powerwash reset is provided on every Chromebook to reset the ChromeOS and erase personal files from the local storage device.

How data is erased by Powerwash

The data stored on a Chromebook's local storage device is encrypted using encryption keys. When you reset a Chromebook using Powerwash, the encryption keys stored on the local storage device are deleted, leaving only the ciphertext on the storage device. As a result, the data becomes inaccessible and is effectively erased. The cryptographic data erasure provided by a Chromebook complies with the “purge” method of data sanitization as defined by *IEEE Standard for Sanitizing Storage*.

Reset a Chromebook using Powerwash

When you reset a Chromebook using Powerwash, all personal settings of ChromeOS and data stored on its local storage device are erased.

- Step 1. Sign out of the ChromeOS.
- Step 2. Press ctrl + alt + shift + r.
- Step 3. Select **Powerwash**.
- Step 4. On the Confirm Powerwash page, select **Continue**.

Note: Before selecting **Continue**, ensure that you have backed up personal files you wish to keep to Google Drive or an external storage device.

Note: If you're using your Chromebook at work or school, you can't reset it. Ask your administrator to wipe the data on your Chromebook and re-enroll the device on your work or school network.

Chapter 3. CRU replacement

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

- **Self-service CRUs:** Refer to parts that can be replaced easily by customer themselves or by trained service technicians at an additional cost.
- **Optional-service CRUs:** Refer to parts that can be replaced by customers with a greater skill level. Trained service technicians can also provide service to 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.

What are CRUs

Refer to the following CRU list for your Chromebook.

Self-service CRUs

- ac power adapter
- Power cord

Optional-service CRUs

- Base cover assembly
- Battery

Note: Replacement of any parts not listed above, including the built-in rechargeable battery, must be done by a Lenovo-authorized repair facility or technician. Go to <https://support.lenovo.com/partnerlocation> for more information.

Replace a CRU

Follow the replacement procedure to replace a CRU.


Base cover assembly

Prerequisite

Before you start, read [Generic Safety and Compliance Notices](#) and print the following instructions.

Note: Do not remove the base cover assembly when your Chromebook is connected to ac power.

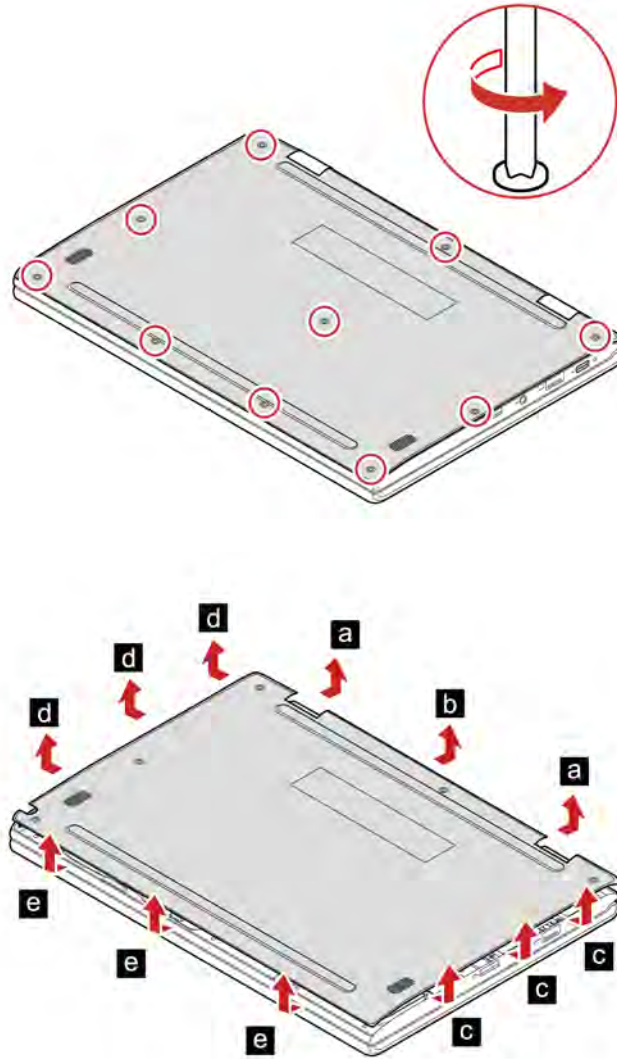
For access, do the following:

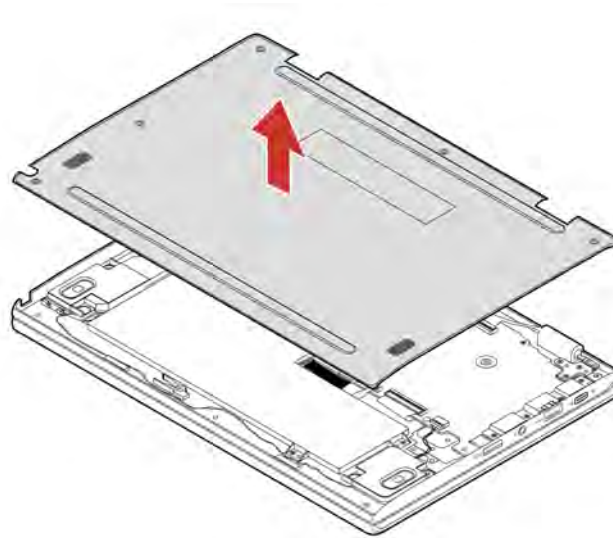
1. Disable the built-in battery. Press  together with the power button for about five seconds, and at the same time detach the ac power adapter from the Chromebook.

Note: Power supply from the built-in battery will resume after you reconnect the Chromebook to the ac power adapter.

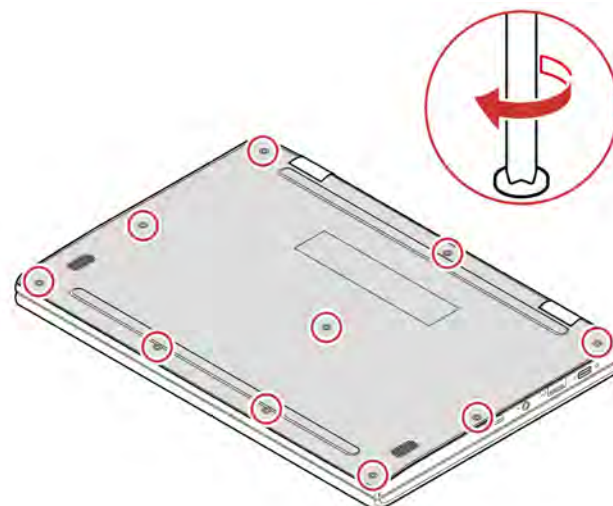
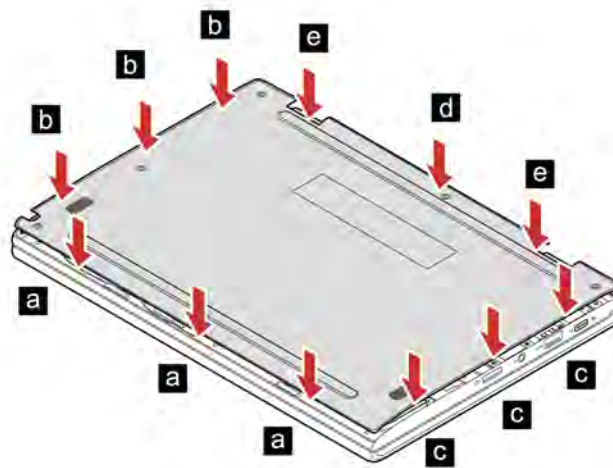
2. Close the Chromebook display and turn over the Chromebook.

Removal procedure





Installation procedure



Troubleshooting

If the Chromebook does not start up after you reinstall the base cover assembly, disconnect the ac power adapter and then reconnect it to the Chromebook.

Chapter 4. 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
<ul style="list-style-type: none">• Product name• Machine type and serial number	<ul style="list-style-type: none">• 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. Safety instructions for teachers, parents and adult supervisors

This Chromebook is intended for use as a child development tool primarily by children, 6 years of age or above. There must be supervision by an adult. It is a must to have a thorough explanation to children on safe and proper handling of the Chromebook, battery pack, and ac power adapter.



- For ITE with power supplies not intended to be handled by children: As with all electrical products, precautions should be observed handling and use to prevent electric shock. The ac power adapter should not be handled by children.
- The Chromebook should not be placed on the bare skin (lap) of the child for long periods. The Chromebook should be placed on a flat surface, like desktop, if your child intends to use it for more than a few minutes.
- The Chromebook (including the ac power adapter and the battery pack, as applicable) should not be left in the rain or subjected to exposure to water. If cleaning is necessary do not immerse it in water; wipe clean with damp cloth.
- The Chromebook (including the ac power adapter and the battery pack, as applicable) should not be dropped, crushed (stepped on) or otherwise abused.
- An adult should caution his or her child about the potential trip hazard as posed by the cable between a power source and the Chromebook.
- The power supply (adapter) should not be handled by the children.

Chocking Hazard — Small parts. Not suitable for children under age 3.

An adult should inspect the Chromebook (including the ac power adapter and the battery pack, as applicable) periodically for damage. Similarly, if a child notices damaged/broken parts, this should be reported to the teacher/parents/adult supervisors immediately. Damaged parts may be replaced through service provided by Lenovo.



ELECTRICALLY OPERATED PRODUCT. Not recommended for children under 3 years of age (or other intended age range). As with all electrical products, precautions should be observed during handling and use of electrical products to reduce the risk of electric shock.

Appendix B. Open source information

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*Lenovo Legal Department
Attn: Open Source Team / Source Code Requests
8001 Development Dr.
Morrisville, NC 27560*

As part of your request, please include a “UNAME” and a “CHROME VERSION” of this device available by typing: “Chrome://system” in a Chrome Browser’s address bar. Be sure to provide a return address.

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