

***lenovo***

ThinkCentre E63z  
Hardware Maintenance Manual

ThinkThink**ThinkCentre**Think

**Machine Types:** 10D4, 10D5, 10D6, 10D7, 10E0, 10E1, 10E2, 10E3, 10EJ, 10EK, 10EL, and 10EM

**Note:** Before using this information and the product it supports, be sure to read and understand the Chapter 1 “Read this first: Important safety information” on page 1 and Appendix F “Notices” on page 149.

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## About this manual

This manual provides service and reference information for ThinkCentre® computers listed on the front cover.

Use this manual along with the advanced diagnostic tests to troubleshoot problems.

**Important:** This manual is intended only for trained service technicians who are familiar with ThinkCentre computers. Use this manual along with the advanced diagnostic tests to troubleshoot problems effectively. Before servicing a ThinkCentre computer, be sure to read and understand Chapter 1 “Read this first: Important safety information” on page 1.



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## Chapter 1. Read this first: Important safety information

This chapter contains the safety information that you must be familiar with.

---

### Power cords and power adapters

Use only the power cords and power adapters supplied by the product manufacturer. Do not use the ac power cord for other devices.

The power cords shall be safety approved. For Germany, it shall be H05VV-F, 3G, 0.75 mm<sup>2</sup>, or better. For other countries, the suitable types shall be used accordingly.

Never wrap a power cord around a power adapter or other object. Doing so can stress the cord in ways that can cause the cord to fray, crack, or crimp. This can present a safety hazard.

Always route power cords so that they will not be walked on, tripped over, or pinched by objects.

Protect power cord and power adapters from liquids. For instance, do not leave your power cord or power adapter near sinks, tubs, toilets, or on floors that are cleaned with liquid cleansers. Liquids can cause a short circuit, particularly if the power cord or power adapter has been stressed by misuse. Liquids also can cause gradual corrosion of power cord terminals and/or the connector terminals on a power adapter, which can eventually result in overheating.

Ensure that all power cord connectors are securely and completely plugged into receptacles.

Do not use any power adapter that shows corrosion at the ac input pins or shows signs of overheating (such as deformed plastic) at the ac input or anywhere on the power adapter.

Do not use any power cords where the electrical contacts on either end show signs of corrosion or overheating or where the power cord appears to have been damaged in any way.

---

### General safety

Follow these rules to ensure general safety:

- Observe good housekeeping in the area of the machines during and after maintenance.
- When lifting any heavy object:
  1. Ensure you can stand safely without slipping.
  2. Distribute the weight of the object equally between your feet.
  3. Use a slow lifting force. Never move suddenly or twist when you attempt to lift.
  4. Lift by standing or by pushing up with your leg muscles; this action removes the strain from the muscles in your back.

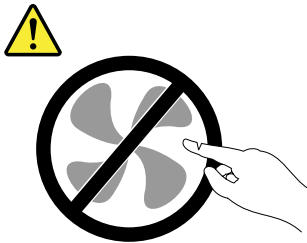
#### Attention:

Do not attempt to lift any objects that weigh more than 16 kg (35 lb) or objects that you think are too heavy for you.

- Do not perform any action that causes hazards to the customer, or that makes the equipment unsafe.
- Before you start the machine, ensure that other service representatives and the customer's personnel are not in a hazardous position.

- Place removed covers and other parts in a safe place, away from all personnel, while you are servicing the machine.
- Keep your tool case away from walk areas so that other people will not trip over it.
- Do not wear loose clothing that can be trapped in the moving parts of a machine. Ensure that your sleeves are fastened or rolled up above your elbows. If your hair is long, fasten it.
- Insert the ends of your necktie or scarf inside clothing or fasten it with a nonconductive clip, approximately 8 centimeters (3 inches) from the end.
- Do not wear jewelry, chains, metal-frame eyeglasses, or metal fasteners for your clothing.  
**Remember:** Metal objects are good electrical conductors.
- Wear safety glasses when you are: hammering, drilling, soldering, cutting wire, attaching springs, using solvents, or working in any other conditions that might be hazardous to your eyes.
- After service, reinstall all safety shields, guards, labels, and ground wires. Replace any safety device that is worn or defective.
- Reinstall all covers correctly before returning the machine to the customer.

**CAUTION:**



**Hazardous moving parts. Keep fingers and other body parts away.**

**CAUTION:**



**Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.**

---

## Electrical safety



**CAUTION:**

**Electrical current from power, telephone, and communication cables can be hazardous. To avoid personal injury or equipment damage, disconnect the attached power cords, telecommunication systems, networks, and modems before you open the computer covers, unless instructed otherwise in the installation and configuration procedures.**

Observe the following rules when working on electrical equipment.

**Important:** Use only approved tools and test equipment. Some hand tools have handles covered with a soft material that does not insulate you when working with live electrical currents. Many customers have, near their equipment, rubber floor mats that contain small conductive fibers to decrease electrostatic discharges. Do not use this type of mat to protect yourself from electrical shock.

- Find the room emergency power-off (EPO) switch, disconnecting switch, or electrical outlet. If an electrical accident occurs, you can then operate the switch or unplug the power cord quickly.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Disconnect all power before:
  - Performing a mechanical inspection
  - Working near power supplies
  - Removing or installing Field Replaceable Units (FRUs)
- Before you start to work on the machine, unplug the power cord. If you cannot unplug it, ask the customer to power-off the wall box that supplies power to the machine and to lock the wall box in the off position.
- If you need to work on a machine that has exposed electrical circuits, observe the following precautions:
  - Ensure that another person, familiar with the power-off controls, is near you.  
**Remember:** Another person must be there to switch off the power, if necessary.
  - Use only one hand when working with powered-on electrical equipment; keep the other hand in your pocket or behind your back.  
**Remember:** There must be a complete circuit to cause electrical shock. By observing the above rule, you may prevent a current from passing through your body.
  - When using a tester, set the controls correctly and use the approved probe leads and accessories for that tester.
  - Stand on suitable rubber mats (obtained locally, if necessary) to insulate you from grounds such as metal floor strips and machine frames.

Observe the special safety precautions when you work with very high voltages; these instructions are in the safety sections of maintenance information. Use extreme care when measuring high voltages.

- Regularly inspect and maintain your electrical hand tools for safe operational condition.
- Do not use worn or broken tools and testers.
- *Never assume* that power has been disconnected from a circuit. First, *check* that it has been powered-off.
- Always look carefully for possible hazards in your work area. Examples of these hazards are moist floors, nongrounded power extension cables, power surges, and missing safety grounds.
- Do not touch live electrical circuits with the reflective surface of a plastic dental mirror. The surface is conductive; such touching can cause personal injury and machine damage.
- Do not service the following parts with the power on when they are removed from their normal operating places in a machine:
  - Power supply units
  - Pumps
  - Blowers and fans
  - Motor generators
 and similar units. (This practice ensures correct grounding of the units.)
- If an electrical accident occurs:
  - Use caution; do not become a victim yourself.
  - Switch off power.
  - Send another person to get medical aid.

---

## Safety inspection guide

The intent of this inspection guide is to assist you in identifying potentially unsafe conditions on these products. Each machine, as it was designed and built, had required safety items installed to protect users and service personnel from injury. This guide addresses only those items. However, good judgment should be used to identify potential safety hazards due to attachment of features or options not covered by this inspection guide.

If any unsafe conditions are present, you must determine how serious the apparent hazard could be and whether you can continue without first correcting the problem.

Consider these conditions and the safety hazards they present:

- Electrical hazards, especially primary power (primary voltage on the frame can cause serious or fatal electrical shock).
- Explosive hazards, such as a damaged CRT face or bulging capacitor
- Mechanical hazards, such as loose or missing hardware

The guide consists of a series of steps presented in a checklist. Begin the checks with the power off, and the power cord disconnected.

Checklist:

1. Check exterior covers for damage (loose, broken, or sharp edges).
2. Power-off the computer. Disconnect the power cord.
3. Check the power cord for:
  - a. A third-wire ground connector in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and frame ground.
  - b. The power cord should be the appropriate type as specified in the parts listings.
  - c. Insulation must not be frayed or worn.
4. Remove the cover.
5. Check for any obvious alterations. Use good judgment as to the safety of any alterations.
6. Check inside the unit for any obvious unsafe conditions, such as metal filings, contamination, water or other liquids, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Check that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

---

## Handling electrostatic discharge-sensitive devices

Any computer part containing transistors or integrated circuits (ICs) should be considered sensitive to electrostatic discharge (ESD). ESD damage can occur when there is a difference in charge between objects. Protect against ESD damage by equalizing the charge so that the machine, the part, the work mat, and the person handling the part are all at the same charge.

**Notes:**

1. Use product-specific ESD procedures when they exceed the requirements noted here.
2. Make sure that the ESD protective devices you use have been certified (ISO 9000) as fully effective.

When handling ESD-sensitive parts:

- Keep the parts in protective packages until they are inserted into the product.
- Avoid contact with other people while handling the part.



- Wear a grounded wrist strap against your skin to eliminate static on your body.
- Prevent the part from touching your clothing. Most clothing is insulative and retains a charge even when you are wearing a wrist strap.
- Use the black side of a grounded work mat to provide a static-free work surface. The mat is especially useful when handling ESD-sensitive devices.
- Select a grounding system, such as those listed below, to provide protection that meets the specific service requirement.

**Note:** The use of a grounding system is desirable but not required to protect against ESD damage.

- Attach the ESD ground clip to any frame ground, ground braid, or green-wire ground.
- Use an ESD common ground or reference point when working on a double-insulated or battery-operated system. You can use coax or connector-outside shells on these systems.
- Use the round ground-prong of the ac plug on ac-operated computers.

---

## Grounding requirements

Electrical grounding of the computer is required for operator safety and correct system function. Proper grounding of the electrical outlet can be verified by a certified electrician.

---

## Safety notices (multi-lingual translations)

The caution and danger safety notices in this section are provided in the following languages:

- English
- Arabic
- Brazilian/Portuguese
- Chinese (simplified)
- Chinese (traditional)
- French
- German
- Hebrew
- Italian
- Korean
- Spanish



### **DANGER**

Electrical current from power, telephone and communication cables is hazardous.

#### **To avoid a shock hazard:**

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**

- Connect to properly wired outlets any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following tables when installing, moving, or opening covers on this product or attached devices.

| To Connect   | To Disconnect  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Turn everything OFF.</li> <li>2. First, attach all cables to devices.</li> <li>3. Attach signal cables to connectors.</li> <li>4. Attach power cords to outlet.</li> <li>5. Turn device ON.</li> </ol> | <ol style="list-style-type: none"> <li>1. Turn everything OFF.</li> <li>2. First, remove power cords from outlet.</li> <li>3. Remove signal cables from connectors.</li> <li>4. Remove all cables from devices.</li> </ol> |



**CAUTION:**

When replacing the lithium battery, use only Part Number 45C1566 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of. *Do not:*

- Throw or immerse into water
- Heat to more than 100°C (212°F)
- Repair or disassemble

Dispose of the battery as required by local ordinances or regulations.



**CAUTION:**

When laser products (such as CD-ROMs, DVD-ROM drives, fiber optic devices, or transmitters) are installed, note the following:

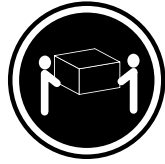
- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



**DANGER**

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following:

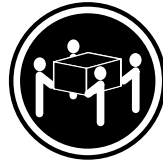
Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.



≥18 kg (37 lb)



≥32 kg (70.5 lb)

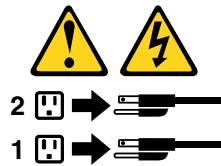


≥55 kg (121.2 lb)

**CAUTION:**  
Use safe practices when lifting.



**CAUTION:**  
The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



التيار الكهربائي الموجود بمصدر الطاقة أو أجهزة التليفون أو أسلاك الإتصالات يشكل خطورة.

لتفادي مخاطر الصدمات الكهربائية:

لا تحاول توصيل أو فصل أي أسلاك أو القيام بعمليات تركيب أو صيانة أو إعادة توصيف لهذا المنتج أثناء وجود عاصفة كهربائية.

يجب توصيل كل أسلاك الكهرباء في مخارج كهرباء ذات توصيلات أسلاك وتوصيلات أرضية صحيحة  
يجب توصيل أي جهاز سيتم الحاقه بهذا المنتج في مخارج كهرباء ذات توصيلات أسلاك صحيحة.

وإن أمكن يجب استخدام يد واحدة فقط في توصيل أو فصل أسلاك الإشارة.

لا تحاول تشغيل أي جهاز إذا كان هناك أثر لحرق أو مياه أو تلف بالمكونات

يجب فصل أسلاك الكهرباء وأنظمة الاتصالات وشبكات الاتصال وأجهزة المودم الملحقة قبل فتح أغطية الجهاز، مالم يتم طلب خلاف ذلك في التعليمات الخاصة بالتركيب والتوصيف.  
قم بتوصيل وفصل الأسلاك كما هو موضح في الجدول التالي وذلك عند القيام بعمليات التركيب أو النقل أو فتح أغطية هذا المنتج أو الأجهزة الملحقة.

#### للفصل:

- قم بإيقاف كل شيء.
- أولاً، قم بفصل كل أسلاك الكهرباء من المخرج.
- قم بفصل أسلاك الإشارة من الموصلات.
- قم بفصل كل الأسلاك من الأجهزة.

#### للتوصيل:

- قم بإيقاف كل شيء.
- أولاً، قم بتوصيل كل الأسلاك بالأجهزة.
- قم بتوصيل أسلاك الإشارة في الموصلات.
- قم بتوصيل أسلاك الكهرباء في المخرج.
- قم بتشغيل الجهاز.



تنبيه :

عند استبدال البطارية الليثيوم، استخدم فقط رقم الجزء الخاص **Part Number 45C1566**

أو نوع آخر يكون على نفس مستوى الكفاءة يحدده لك المصنع.

إذا كان النظام الخاص يستخدم معه بطارية ليثيوم قم باستبدالها بنفس النوع الذي تم صنعته من خلال نفس المصنع. تحتوي البطارية على مادة الليثيوم ويمكن أن تنفجر في حالة عدم استخدامها أو التعامل معها بطريقة صحيحة أو عند التخلص منها بطريقة خطأ.

لا تقم بـ:

- القاء البطارية أو غمرها في الماء
- تسخينها أعلى من ١٠٠ درجة مئوية و(٢١٢ ° فهرنهايت)
- بتصليحها أو فكها

تخلص من البطارية طبقاً للقانون أو النظام المحلي .



تنبيهه :  
أثناء تركيب منتجات ليزر (مثل CD-ROMs أو وحدة تشغيل DVD أو أجهزة Fiber Optic أو وحدات الإرسال) يجب مراعاة الآتي:

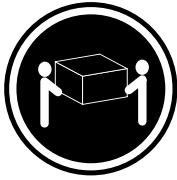
لا تنزع الأغطية. قد ينتج عن نزع أغطية منتج الليزر انفجار أشعة الليزر شديدة الخطورة.  
لا يوجد أجزاء يمكن تغييرها داخل الجهاز. قد ينتج عن استخدام تحكمات أو تعديلات أو عمل أي تصرفات أخرى تخالف ما هو محدد هنا إلى انفجار أشعة شديدة الخطورة.



خطر

تحتوي بعض منتجات الليزر على الفئة دايموند ليزر مدمج من الفئة Class 3A أو Class 3B. يجب مراعاة الآتي .

أشعة الليزر عند الفتح. لا تحدد إلى الإشعاع و لا تنظر إليه مباشرة بواسطة أي أجهزة مرئية وتجنب التعرض المباشر للإشعاع .



≥18 kg (37 lb)



≥32 kg (70.5 lb)

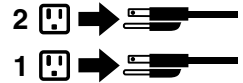


≥55 kg (121.2 lb)

تنبيهه :  
يجب استخدام ممارسات أمانة عند الرفع



تنبيهه :  
لا يقيم زر التحكم في التشغيل الموجود على الجهاز والمفتاح الكهربائي الموجود على لوحة التحكم بإيقاف التيار الكهربائي المار بالجهاز. قد يكون للجهاز أكثر من سلك كهربائي واحد. لإيقاف التيار الكهربائي المار بالجهاز، تأكد من فصل جميع أسلاك الكهرباء من مصدر الكهرباء .



PERIGO

A corrente elétrica proveniente de cabos de alimentação, de telefone e de comunicações é perigosa.

Para evitar risco de choque elétrico:

- Não conecte nem desconecte nenhum cabo ou execute instalação, manutenção ou reconfiguração deste produto durante uma tempestade com raios.
- Conecte todos os cabos de alimentação a tomadas elétricas corretamente instaladas e aterradas.
- Todo equipamento que for conectado a este produto deve ser conectado a tomadas corretamente instaladas.
- Quando possível, utilize apenas uma das mãos para conectar ou desconectar cabos de sinal.
- Nunca ligue nenhum equipamento quando houver evidência de fogo, água ou danos estruturais.
- Antes de abrir tampas de dispositivos, desconecte cabos de alimentação, sistemas de telecomunicação, redes e modems conectados, a menos que especificado de maneira diferente nos procedimentos de instalação e configuração.
- Conecte e desconecte os cabos conforme descrito na tabela apresentada a seguir ao instalar, mover ou abrir tampas deste produto ou de dispositivos conectados.

| Para Conectar:   | Para Desconectar:  |
|--|--|
| <ol style="list-style-type: none"><li>1. DESLIGUE Tudo.</li><li>2. Primeiramente, conecte todos os cabos aos dispositivos.</li><li>3. Conecte os cabos de sinal aos conectores.</li><li>4. Conecte os cabos de alimentação às tomadas.</li><li>5. LIGUE os dispositivos.</li></ol> | <ol style="list-style-type: none"><li>1. DESLIGUE Tudo.</li><li>2. Primeiramente, remova os cabos de alimentação das tomadas.</li><li>3. Remova os cabos de sinal dos conectores.</li><li>4. Remova todos os cabos dos dispositivos.</li></ol> |



#### **CUIDADO:**

**Ao substituir a bateria de lítio, utilize apenas uma bateria com Número de Peça 45C1566 ou um tipo de bateria equivalente recomendado pelo Se o seu sistema possui um módulo com uma bateria de lítio, substitua-o apenas por um módulo do mesmo tipo e do mesmo fabricante. A bateria contém lítio e pode explodir se não for utilizada, manuseada ou descartada de maneira correta.**

Não:

- Jogue ou coloque na água
- Aqueça a mais de 100°C (212°F)
- Conserte nem desmonte

Descarte a bateria conforme requerido pelas leis ou regulamentos locais.



#### **PRECAUCIÓN:**

Quando produtos a laser (como unidades de CD-ROMs, unidades de DVD-ROM, dispositivos de fibra ótica ou transmissores) estiverem instalados, observe o seguinte:

- Não remova as tampas. A remoção das tampas de um produto a laser pode resultar em exposição prejudicial à radiação de laser. Não existem peças que podem ser consertadas no interior do dispositivo.

- A utilização de controles ou ajustes ou a execução de procedimentos diferentes dos especificados aqui pode resultar em exposição prejudicial à radiação.

**PERIGO**

Alguns produtos a laser contêm diodo de laser integrado da Classe 3A ou da Classe 3B. Observe o seguinte:

Radiação a laser quando aberto. Não olhe diretamente para o feixe a olho nu ou com instrumentos ópticos e evite exposição direta ao feixe.



≥18 kg (37 lb)



≥32 kg (70.5 lb)



≥55 kg (121.2 lb)

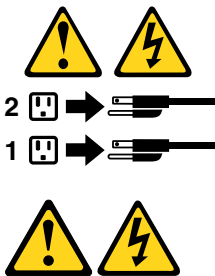
**CUIDADO:**

Utilize procedimentos de segurança para levantar equipamentos.



**CUIDADO:**

O botão de controle de alimentação do dispositivo e o botão para ligar/desligar da fonte de alimentação não desligam a corrente elétrica fornecida ao dispositivo. O dispositivo também pode ter mais de um cabo de alimentação. Para remover toda a corrente elétrica do dispositivo, assegure que todos os cabos de alimentação estejam desconectados da fonte de alimentação.



## 危险

电源、电话和通信电缆中的电流是危险的。

为避免电击危险：

- 请勿在雷电期间连接或断开任何电缆的连接，或者对本产品进行安装、维护或重新配置。
- 将所有电源线连接到正确连线和妥善接地的电源插座。
- 将所有要连接到该产品的设备连接到正确连线的插座。
- 如果可能，请仅使用一只手来连接或断开信号电缆的连接。
- 切勿在有火、水、结构损坏迹象的情况下开启任何设备。
- 在打开设备外盖之前请断开已连接的电源线、远程通信系统、网络和调制解调器，除非在安装和配置过程中另有说明。
- 当安装、移动或打开该产品或连接设备的外盖时，请按照下表所述来连接或断开电缆的连接。

| 要连接   | 要断开连接  |
|---|--|
| <ol style="list-style-type: none"><li>1. 切断所有电源。</li><li>2. 首先将所有电缆连接到设备。</li><li>3. 将信号电缆连接到接口。</li><li>4. 将电源线连接到插座。</li><li>5. 开启设备。</li></ol> | <ol style="list-style-type: none"><li>1. 切断所有电源。</li><li>2. 首先从插座上拔出电源线。</li><li>3. 从接口上拔出信号电缆。</li><li>4. 从设备上拔出所有电缆。</li></ol> |



### 警告：

更换锂电池时，请仅使用部件号为 45C1566 的电池或制造商推荐的同类电池。如果您的系统有包含锂电池的模块，请仅使用同一制造商生产的相同模块类型来替换该模块。该电池中含有锂，如果使用、操作或处理不当，可能会发生爆炸。

### 切勿：

- 投入或浸入水中
- 加热到 100°C (212°F) 以上
- 维修或拆卸

请按照当地法令或条例的要求处理电池。



### 警告：

安装激光产品（例如 CD-ROM、DVD-ROM 驱动器、光纤设备或发射设备）时，请注意以下声明：

- 请勿卸下外盖。卸下激光产品的外盖可能导致遭受激光辐射的危险。该设备内没有可维修的部件。
- 如果不按照此处指定的过程进行控制、调整或操作，则有可能导致遭受辐射的危险。

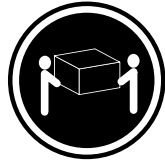




危險

某些激光产品包含嵌入式 3A 类或 3B 类激光二极管。请注意以下声明：

打开后有激光辐射。请勿直视光束，请勿直接用光学仪器查看，并请避免直接暴露在光束中。

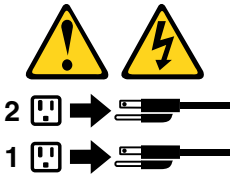


≥18 千克 (37 磅)    ≥32 千克 (70.5 磅)    ≥55 千克 (121.2 磅)

警告：  
抬起时请采取安全措施。



警告：  
设备上的电源控制按钮和电源上的电源开关不会切断供给该设备的电流。该设备还可能有多条电源线。要切断该设备的所有电流，请确保所有电源线都与电源断开连接。



危險

電源、電話及通訊纜線上的電流都具有危險性。

若要避免觸電危險：

- 請勿在雷雨期間，連接或拔除纜線、執行安裝、維護或重新配置本產品。
- 將所有電源線連接到正確配線及接地的電源插座。
- 任何與本產品連接的設備都必須連接到配線妥當的電源插座。
- 請盡可能用單手連接或拔除信號線。
- 發生火災、水災或結構損害時，絕對不要開啟任何設備。
- 除非在安裝及配置程序中另有指示，否則在開啟裝置機蓋之前，請拔掉連接的電源線、電信系統、網路及數據機。
- 安裝、移動或開啟本產品或附屬裝置的機蓋時，請遵循下列說明連接及拔掉纜線。

| 連線   | 切斷連線   |
|--|--|
| <ol style="list-style-type: none"> <li>1. 關閉所有開關。</li> <li>2. 首先，連接所有接線到裝置。</li> <li>3. 連接信號線到接頭。</li> <li>4. 連接電源線到插座。</li> <li>5. 開啟裝置。</li> </ol> | <ol style="list-style-type: none"> <li>1. 關閉所有開關。</li> <li>2. 首先，拔掉插座上的電源線。</li> <li>3. 拔掉接頭上的信號線。</li> <li>4. 拔掉裝置上所有接線。</li> </ol> |



警告：

更換鋰電池時，請僅使用產品編號 **45C1566** 或製造商所建議的同類型電池。  
如果您的系統中含有鋰電池模組，請僅使用同一家製造商所生產的相同模組進行更換。  
如果未以正確方式使用、處理或棄置含鋰的電池，會有爆炸的危險。  
請勿：

- 沾溼或浸入水中
  - 置於 **100°C (212°F)** 以上的高溫環境
  - 修理或拆開
- 請按照各地區有關廢棄電池的法令和規定處理舊電池。



警告：

- 請勿移除機蓋。移除雷射產品的機蓋，可能會導致暴露在危險的雷射輻射中。裝置內部並無可自行維修的零件。
- 利用或執行非本文中指定的控制、調整及執行程序，可能會導致危險的輻射外洩。



危險

部分雷射產品含有內嵌式 **Class 3A** 或 **Class 3B** 雷射二極體。請注意下列事項：  
在開啟光碟機時，會發生雷射輻射。請勿直視光束或用光學儀器直接檢視，並避免直接暴露在光束中。



≥ 18 公斤 (37 磅)



≥ 32 公斤 (70.5 磅)

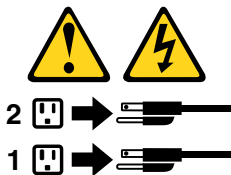


≥ 55 公斤 (121.2 磅)

警告：  
搬運時請注意安全。



警告：  
裝置上的電源控制按鈕及電源供應器上的電源開關，無法關閉裝置所產生的電流。  
該裝置可能有多條電源線。若要除去裝置流出的所有電流，請確認已切斷所有電源線的電源。



## DANGER

Le courant électrique provenant de l'alimentation, du téléphone et des câbles de transmission peut présenter un danger.

Pour éviter tout risque de choc électrique :

- Ne manipulez aucun câble et n'effectuez aucune opération d'installation, d'entretien ou de reconfiguration de ce produit au cours d'un orage.
- Branchez tous les cordons d'alimentation sur un socle de prise de courant correctement câblé et mis à la terre.
- Branchez sur des socles de prise de courant correctement câblés tout équipement connecté à ce produit.
- Lorsque cela est possible, n'utilisez qu'une seule main pour connecter ou déconnecter les câbles d'interface.
- Ne mettez jamais un équipement sous tension en cas d'incendie ou d'inondation, ou en présence de dommages matériels.
- Avant de retirer les carters de l'unité, mettez celle-ci hors tension et déconnectez ses cordons d'alimentation, ainsi que les câbles qui la relient aux réseaux, aux systèmes de télécommunication et aux modems (sauf instruction contraire mentionnée dans les procédures d'installation et de configuration).
- Lorsque vous installez, que vous déplacez, ou que vous manipulez le présent produit ou des périphériques qui lui sont raccordés, reportez-vous aux instructions ci-dessous pour connecter et déconnecter les différents cordons.

| Connexion   | Déconnexion   |
|---|---|
| <ol style="list-style-type: none"><li>1. Mettez les unités HORS TENSION.</li><li>2. Commencez par brancher tous les cordons sur les unités.</li><li>3. Branchez les câbles d'interface sur des connecteurs.</li><li>4. Branchez les cordons d'alimentation sur des prises.</li><li>5. Mettez les unités SOUS TENSION.</li></ol> | <ol style="list-style-type: none"><li>1. Mettez les unités HORS TENSION.</li><li>2. Débranchez les cordons d'alimentation des prises.</li><li>3. Débranchez les câbles d'interface des connecteurs.</li><li>4. Débranchez tous les câbles des unités.</li></ol> |



### ATTENTION:

**Remplacer la pile au lithium usagée par une pile de référence identique exclusivement, (référence 45C1566), ou suivre les instructions du fabricant qui en définit les équivalences. Si votre système est doté d'un module contenant une pile au lithium, vous devez le remplacer uniquement par un module identique, produit par le même fabricant. La pile contient du lithium et peut exploser en cas de mauvaise utilisation, de mauvaise manipulation ou de mise au rebut inappropriée.**

Ne pas :

- la jeter à l'eau,
- l'exposer à des températures supérieures à 100°C,
- chercher à la réparer ou à la démonter.

**Ne pas mettre la pile à la poubelle. Pour la mise au rebut, se reporter à la réglementation en vigueur.**



**ATTENTION:**

Si des produits à laser (tels que des unités de CD-ROM, de DVD-ROM, des unités à fibres optiques, ou des émetteurs) sont installés, prenez connaissance des informations suivantes :

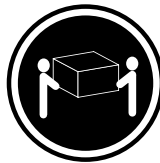
- Ne retirez pas le carter. En ouvrant l'unité de CD-ROM ou de DVD-ROM, vous vous exposez au rayonnement dangereux du laser. Aucune pièce de l'unité n'est réparable.
- Pour éviter tout risque d'exposition au rayon laser, respectez les consignes de réglage et d'utilisation des commandes, ainsi que les procédures décrites dans le présent manuel.



**DANGER**

Certains produits à laser contiennent une diode à laser intégrée de classe 3A ou 3B. Prenez connaissance des informations suivantes:

Rayonnement laser lorsque le carter est ouvert. Evitez toute exposition directe au rayon laser. Evitez de regarder fixement le faisceau ou de l'observer à l'aide d'instruments optiques.



≥18 kg (37 lb)



≥32 kg (70.5 lb)



≥55 kg (121.2 lb)

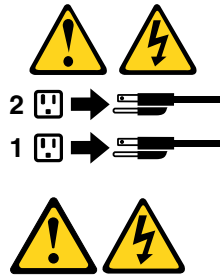
**ATTENTION:**

Soulevez la machine avec précaution.



**ATTENTION:**

L'interrupteur de contrôle d'alimentation de l'unité et l'interrupteur dubloc d'alimentation ne coupent pas le courant électrique alimentant l'unité. En outre, le système peut être équipé de plusieurs cordons d'alimentation. Pour mettre l'unité hors tension, vous devez déconnecter tous les cordons de la source d'alimentation.



## VORSICHT

An Netz-, Telefon- und Datenleitungen können gefährliche Spannungen anliegen.

### Aus Sicherheitsgründen:

- Bei Gewitter an diesem Gerät keine Kabel anschließen oder lösen. Ferner keine Installations-, Wartungs- oder Rekonfigurationsarbeiten durchführen.
- Gerät nur an eine Schutzkontaktsteckdose mit ordnungsgemäß geerdetem Schutzkontakt anschließen.
- Alle angeschlossenen Geräte ebenfalls an Schutzkontaktsteckdosen mit ordnungsgemäß geerdetem Schutzkontakt anschließen.
- Die Signalkabel nach Möglichkeit einhändig anschließen oder lösen, um einen Stromschlag durch Berühren von Oberflächen mit unterschiedlichem elektrischem Potenzial zu vermeiden.
- Geräte niemals einschalten, wenn Hinweise auf Feuer, Wasser oder Gebäudeschäden vorliegen.
- Die Verbindung zu den angeschlossenen Netzkabeln, Telekommunikationssystemen, Netzwerken und Modems ist vor dem Öffnen des Gehäuses zu unterbrechen, sofern in den Installations- und Konfigurationsprozeduren keine anders lautenden Anweisungen enthalten sind.
- Zum Installieren, Transportieren und Öffnen der Abdeckungen des Computers oder der angeschlossenen Einheiten die Kabel gemäß der folgenden Tabelle anschließen und abziehen.

| Zum Anschließen der Kabel gehen Sie wie folgt vor  | Zum Abziehen der Kabel gehen Sie wie folgt vor   |
|--|--|
| <ol style="list-style-type: none"> <li>1. Schalten Sie alle Einheiten AUS.</li> <li>2. Schließen Sie erst alle Kabel an die Einheiten an.</li> <li>3. Schließen Sie die Signalkabel an die Buchsen an.</li> <li>4. Schließen Sie die Netzkabel an die Steckdose an.</li> <li>5. Schalten Sie die Einheit EIN.</li> </ol> | <ol style="list-style-type: none"> <li>1. Schalten Sie alle Einheiten AUS.</li> <li>2. Ziehen Sie zuerst alle Netzkabel aus den Netzsteckdosen.</li> <li>3. Ziehen Sie die Signalkabel aus den Buchsen.</li> <li>4. Ziehen Sie alle Kabel von den Einheiten ab.</li> </ol> |



### CAUTION:

Eine verbrauchte Lithiumbatterie nur durch eine Batterie mit der Teilenummer 45C1566 oder eine gleichwertige, vom Hersteller empfohlene Batterie ersetzen. Enthält das System ein Modul mit einer Lithiumbatterie, dieses nur durch ein Modul desselben Typs und von demselben Hersteller ersetzen. Die Batterie enthält Lithium und kann bei unsachgemäßer Verwendung, Handhabung oder Entsorgung explodieren.

Die Batterie nicht:

- mit Wasser in Berührung bringen.

- über 100 C erhitzen.
- reparieren oder zerlegen.

Die örtlichen Bestimmungen für die Entsorgung von Sondermüll beachten.



**ACHTUNG:**

Bei der Installation von Lasergeräten (wie CD-ROM-Laufwerken, DVD- aufwerken, Einheiten mit Lichtwellenleitertechnik oder Sendern) Folgendes beachten:

- Die Abdeckungen nicht entfernen. Durch Entfernen der Abdeckungen des Lasergeräts können gefährliche Laserstrahlungen freigesetzt werden. Das Gerät enthält keine zu wartenden Teile.
- Werden Steuerelemente, Einstellungen oder Durchführungen von Prozeduren anders als hier angegeben verwendet, kann gefährliche Laserstrahlung auftreten.



**VORSICHT**

Einige Lasergeräte enthalten eine Laserdiode der Klasse 3A oder 3B. Beachten Sie Folgendes:

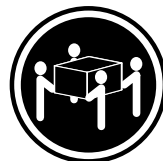
Laserstrahlung bei geöffneter Verkleidung. Nicht in den Strahl blicken. Keine Lupen oder Spiegel verwenden. Strahlungsbereich meiden.



≥18 kg



≥32 kg



≥55 kg

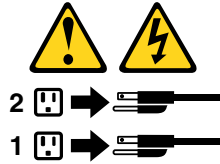
**ACHTUNG:**

Arbeitsschutzrichtlinien beim Anheben der Maschine beachten.



**ACHTUNG:**

Mit dem Netzschalter an der Einheit und am Netzteil wird die Stromversorgung für die Einheit nicht unterbrochen. Die Einheit kann auch mit mehreren Netzkabeln ausgestattet sein. Um die Stromversorgung für die Einheit vollständig zu unterbrechen, müssen alle zum Gerät führenden Netzkabel vom Netz getrennt werden.



סכנה

זרם חשמלי המועבר בכבלי חשמל, טלפון ותקשורת הוא מסוכן.

כדי להימנע מסכנת התחשמלות:

- אל תחברו או תנתקו כבלים, ואל תבצעו פעולת התקנה, תחזוקה או שינוי תצורה במוצר זה במהלך סופת ברקים.
- חברו את כל כבלי החשמל לשקע חשמל מחווט ומוארק כהלכה.
- חברו כל ציוד שיחובר למוצר זה לשקעי חשמל מחוטים כהלכה.
- במידת האפשר, השתמשו ביד אחת בלבד לחיבור או לניתוק של כבלי אותות.
- לעולם אל תפעילו ציוד כלשהו כאשר יש עדות לנזק מבני או לנזק כתוצאה מאש או ממים.
- נתקו את כבלי החשמל, מערכות התקשורת, התקני הרשת והמודמים המחוברים לפני פתיחת כיסויי ההתקן, אלא אם הליכי ההתקנה וקביעת התצורה מורים אחרת.
- בעת התקנה, העברה או פתיחת כיסויים במוצר זה או בהתקנים המחוברים, חברו ונתקו את הכבלים כמתואר בטבלה שלהלן.

| כדי לחבר                             | כדי לנתק                              |
|--------------------------------------|---------------------------------------|
| 1. כבו הכל.                          | 1. כבו הכל.                           |
| 2. ראשית, חברו את כל הכבלים להתקנים. | 2. ראשית, נתקו את כבלי החשמל מהשקעים. |
| 3. חברו את כבלי האותות למחברים.      | 3. נתקו את כבלי האותות מהמחברים.      |
| 4. חברו את כבלי החשמל לשקעים.        | 4. הסירו את כל הכבלים מההתקנים.       |
| 5. הפעילו את ההתקן.                  |                                       |



זהירות:

בעת החלפת סוללת הליתיום, השתמשו רק בסוללה בעלת מק"ט 45C1566 או בסוג תואם שהומלץ על ידי היצרן. אם המערכת כוללת מודול המכיל סוללת ליתיום, החליפו אותו רק במודול מאותו סוג ומתוצרת אותו יצרן. הסוללה מכילה ליתיום, ועלולה להתפוצץ אם לא משתמשים ומטפלים בה או משליכים אותה כיארות.

לעולם:

- אל תטבלו במים
  - אל תחממו לטמפרטורה הגבוהה מ-100°C (212°F)
  - אל תתקנו או תפרקו
- השליכו את הסוללה כנדרש לפי התקנות והחוקים המקומיים.



זהירות:

בעת התקנת מוצרי ליזר (כגון כונני תקליטורים ו-DVD, התקני סיב אופטי או משדרים), שימו לב לאזהרות הבאות:

- אל תסירו את הכיסויים. הסרת הכיסויים של מוצר הלייזר עלולה לגרום לחשיפה לקרינת לייזר מסוכנת. אין חלקים ברי טיפול בתוך ההתקן.
- שינויים, שימוש בבקרות או ביצוע הליכים אחרים מאלה המתוארים כאן, עלולים לגרום לחשיפה לקרינה מסוכנת.



סכנה

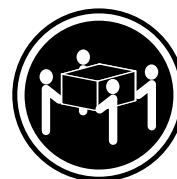
מוצרי לייזר מסוימים מכילים דיודת לייזר מסוג Class 3A או Class 3B. שימו לב לאזהרה הבאה:  
כאשר הוא פתוח, המוצר פולט קרינת לייזר. אל תביטו ישירות בקרן, אל תביטו ישירות בעזרת ציוד אופטי, והימנעו מחשיפה לקרן.



18 ≤ ק"ג (37 ליב')



32 ≤ ק"ג (70.5 ליב')



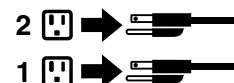
55 ≤ ק"ג (121.2 ליב')

זהירות:  
השתמשו בהליכים הנאותים בעת הרמת הציוד.



זהירות:

לחצן ההפעלה של ההתקן ומתג ההפעלה של ספק החשמל אינם מפסיקים את זרם החשמל המסופק להתקן. בנוסף, ההתקן עשוי לכלול יותר מכבל חשמל אחד. כדי לסלק את כל הזרם החשמלי מההתקן, ודאו שכל כבלי החשמל מנותקים ממקור החשמל.







## PERICOLO

La corrente elettrica proveniente dai cavi di alimentazione, del telefono e di comunicazione può essere pericolosa.

**Per evitare il rischio di scosse elettriche:**

- **Non collegare o scollegare qualsiasi cavo oppure effettuare l'installazione, la manutenzione o la riconfigurazione del prodotto durante un temporale.**
- **Collegare tutti i fili elettrici a una presa di alimentazione correttamente cablata e dotata di messa a terra.**
- **Collegare alle prese elettriche appropriate tutte le apparecchiature che verranno utilizzate per questo prodotto.**
- **Se possibile, utilizzare solo una mano per collegare o scollegare i cavi di segnale.**
- **Non accendere assolutamente apparecchiature in presenza di incendi, perdite d'acqua o danno strutturale.**
- **Scollegare i cavi di alimentazione, i sistemi di telecomunicazione, le reti e il modem prima di aprire i coperchi del dispositivo, salvo istruzioni contrarie relative alle procedure di installazione e configurazione.**
- **Collegare e scollegare i cavi come descritto nella seguente tabella quando vengono effettuate operazioni di installazione, spostamento o apertura dei coperchi di questo prodotto o delle unità collegate.**

| Per collegarsi   | Per scollegarsi   |
|--|---|
| <ol style="list-style-type: none"><li>1. SPEGNERE le apparecchiature.</li><li>2. Innanzitutto, collegare tutti i cavi alle unità.</li><li>3. Collegare i cavi di segnale ai connettori.</li><li>4. Collegare i cavi di alimentazione alla presa.</li><li>5. Accendere l'unità.</li></ol> | <ol style="list-style-type: none"><li>1. SPEGNERE le apparecchiature.</li><li>2. Innanzitutto, rimuovere i cavi di alimentazione dalla presa.</li><li>3. Rimuovere i cavi di segnale dai connettori.</li><li>4. Rimuovere tutti i cavi dalle unità.</li></ol> |



## ATTENZIONE:

Quando si sostituisce la batteria al litio, utilizzare solo il Numero parte 45C1566 o un tipo di batteria equivalente consigliato dal produttore. Se sul sistema è presente un modulo che contiene una batteria al litio, sostituirlo solo con un tipo di modulo dello stesso tipo della stessa casa di produzione. La batteria contiene litio e può esplodere se usata, maneggiata o smaltita in modo non corretto.

*Non:*

- **Gettare o immergere la batteria nell'acqua**
- **Riscaldarla ad una temperatura superiore ai 100 gradi C (212 gradi F)**
- **Smontarla, ricaricarla o tentare di ripararla**

**Le batterie usate vanno smaltite in accordo alla normativa in vigore (DPR 915/82 e successive disposizioni e disposizioni locali).**



#### ATTENZIONE:

Quando vengono installati prodotti laser (quali CD-ROM, unità DVD-ROM, unità a fibre ottiche o trasmettenti), tener presente quanto segue:

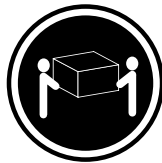
- Non rimuovere gli sportelli. L'apertura di un'unità laser può determinare l'esposizione a radiazioni laser pericolose. All'interno dell'unità non vi sono parti su cui effettuare l'assistenza tecnica.
- L'utilizzo di controlli, regolazioni o l'esecuzione di procedure non descritti nel presente manuale possono provocare l'esposizione a radiazioni pericolose.



#### PERICOLO

Alcune unità laser contengono un diodo laser di Classe 3A o Classe 3B. Tener presente quanto segue:

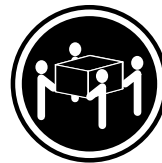
Aperto l'unità vengono emesse radiazioni laser. Non fissare il fascio, non guardarlo direttamente con strumenti ottici ed evitare l'esposizione al fascio.



≥18 kg



≥32 kg



≥55 kg

#### ATTENZIONE:

Prestare attenzione nel sollevare l'apparecchiatura.



#### ATTENZIONE:

Il pulsante di controllo dell'alimentazione presente sull'unità e l'interruttore dell'alimentatore non disattivano l'alimentazione corrente fornita all'unità. E' possibile che l'unità disponga di più cavi di alimentazione. Per disattivare l'alimentazione dall'unità, accertarsi che tutti i cavi di alimentazione siano scollegati dalla fonte di alimentazione.





**위험**

전원, 전화, 통신 케이블의 전류는 위험합니다.

감전의 위험을 피하려면 다음과 같이 하십시오.

- 번개가 치는 날에는 케이블을 연결 또는 분리하거나 본 제품을 설치, 보수, 재구성하지 마십시오.
- 모든 전원 코드는 올바르게 접지된 전기 콘센트에 연결하십시오.
- 본 제품에 연결될 장치는 올바르게 배선된 콘센트에 연결하십시오.
- 신호 케이블을 연결 또는 분리할 때 가능하면 한 손만을 사용하십시오.
- 불 또는 물로 인한 손상이나 구조적인 손상이 있을 경우 장치의 전원을 절대 켜지 마십시오.
- 설치 및 구성 과정에 별도의 지시 사항이 없는 경우, 장치의 덮개를 열기 전에 연결된 전원 코드, 원격 통신 시스템, 네트워크, 모뎀을 분리하십시오.
- 본 제품이나 연결된 장치를 설치, 이동하거나 덮개를 열 때 다음 표와 같은 순서로 케이블을 연결하거나 분리하십시오.

| 연결할 때:  | 분리할 때:   |
|---|--|
| <ol style="list-style-type: none"> <li>1. 모든 장치의 전원을 끄십시오.</li> <li>2. 먼저 모든 케이블을 장치에 연결하십시오.</li> <li>3. 커넥터에 신호 케이블을 연결하십시오.</li> <li>4. 콘센트에 전원 코드를 연결하십시오.</li> <li>5. 장치의 전원을 켜십시오.</li> </ol> | <ol style="list-style-type: none"> <li>1. 모든 장치의 전원을 끄십시오.</li> <li>2. 먼저 콘센트에서 전원 코드를 분리하십시오.</li> <li>3. 커넥터에서 신호 케이블을 분리하십시오.</li> <li>4. 장치에서 모든 케이블을 분리하십시오.</li> </ol> |



**주의:**

배터리를 교환할 때는 Part Number 45C1566 또는 제조업체에서 지정한 동일한 종류의 제품을 사용하십시오. 사용자의 시스템이 리튬 배터리를 포함하는 모듈일 경우, 동일한 제조업체에서 동일한 모듈 유형으로 생산된 제품으로 교체하십시오. 배터리에는 리튬이 함유되어 있어 잘못 사용, 취급 또는 폐기할 경우 폭발의 위험이 있습니다.

사고를 방지하려면 다음 사항을 준수하십시오.

- 배터리를 물 속에 던지거나 침수시키지 마십시오.
- 100°C (212°F) 이상 가열하지 마십시오.
- 수리하거나 분해하지 마십시오.

배터리를 폐기할 때는 법령 또는 회사의 안전 수칙에 따라 폐기하십시오.



**주의:**

CD-ROM, DVD-ROM 장치, 광섬유 장치 또는 송신 장치와 같은 레이저 제품을 설치할 때, 다음과 같은 취급 주의사항을 참고하십시오.

- 덮개를 열지 마십시오. 덮개를 열면 레이저 복사 에너지에 노출될 위험이 있습니다. 장치 내부에는 사용자가 조정하거나 수리할 수 있는 부품이 없습니다.
- 규정된 것 이외의 절차 수행, 제어 조정 등의 행위로 인해 해로운 레이저 복사에 노출될 수 있습니다.



### 위험

일부 장비에는 임베디드 클래스 3A 또는 클래스 3B 레이저 다이오드가 있습니다. 다음 주의사항에 유의하십시오.

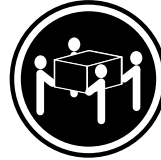
드라이브가 열리면 레이저 복사 에너지가 방출됩니다. 광선이 눈에 직접 쏘이지 않도록 하십시오. 나안 또는 광학 기구를 착용한 상태에서 광선을 직접 바라보지 않도록 하십시오.



≥ 18 kg (37 lbs)



≥ 32 kg (70.5 lbs)

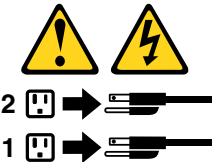


≥ 55 kg (121.2 lbs)

주의:  
제품을 들어 올릴 때  
안전 규제를 따르십시오.



주의:  
장치의 전원 제어 버튼 및 전원 공급 장치의 전원 스위치를 사용하여 장치에 공급되는 전기를 차단하지 마십시오.  
장치는 둘 이상의 코드를 가지고 있을 수 있습니다. 장치에서 모든 전원을 차단하려면 콘센트에서 코드가 모두 분리되어 있는지 확인하십시오.



## PELIGRO

La corriente eléctrica procedente de cables de alimentación, teléfonos y cables de comunicación puede ser peligrosa.

**Para evitar el riesgo de descarga eléctrica:**

- **No conecte ni desconecte los cables ni realice ninguna tarea de instalación, mantenimiento o reconfiguración de este producto durante una tormenta eléctrica.**
- **Conecte todos los cables de alimentación a tomas de corriente debidamente cableadas y conectadas a tierra.**
- **Cualquier equipo que se conecte a este producto también debe conectarse a tomas de corriente debidamente cableadas.**
- **Siempre que sea posible, utilice una sola mano para conectar o desconectar los cables de señal.**

- No encienda nunca un equipo cuando hay señales de fuego, agua o daños estructurales.
- Desconecte los cables de alimentación, los sistemas de telecomunicaciones, las redes y los módems conectados antes de abrir las cubiertas de los dispositivos, a menos que se indique lo contrario en los procedimientos de instalación y configuración.
- Conecte y desconecte los cables, como se describe en la tabla siguiente, cuando instale, mueva o abra las cubiertas de este producto o de los dispositivos conectados.

| Para conectar   | Para desconectar   |
|---|--|
| 1. APÁGUELO todo.<br>2. En primer lugar, conecte todos los cables a los dispositivos.<br>3. Conecte los cables de señal a los conectores.<br>4. Enchufe los cables de alimentación a las tomas de corriente.<br>5. Encienda el dispositivo. | 1. APÁGUELO todo.<br>2. En primer lugar, desenchufe los cables de alimentación de las tomas de corriente.<br>3. Desconecte los cables de señal de los conectores.<br>4. Desconecte todos los cables de los dispositivos. |



**PRECAUCIÓN:**

Quando sustituya una batería de litio, utilice solamente una batería número de pieza 45C1566 u otra de tipo equivalente recomendada por el fabricante. Si su sistema dispone de un módulo que contiene una batería de litio, reemplácelo sólo con el mismo tipo de módulo, del mismo fabricante. La batería contiene litio y puede explotar si no se utiliza, manipula o desecha correctamente.

*No debe:*

- Arrojarla al agua o sumergirla en ella
- Exponerla a temperaturas superiores a 100°C (212°F)
- Repararla o desmontarla

Deshágase de la batería según especifiquen las leyes o normas locales.



**PRECAUCIÓN:**

Quando haya productos láser (como unidades de CD-ROM, unidades de DVD, dispositivos de fibra óptica o transmisores) instalados, tenga en cuenta lo siguiente:

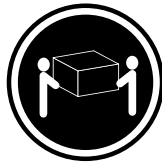
- No quite las cubiertas. Si quita las cubiertas del producto láser, podría quedar expuesto a radiación láser peligrosa. Dentro del dispositivo no existe ninguna pieza que requiera servicio técnico.
- Si usa controles o ajustes o realiza procedimientos que no sean los especificados aquí, podría exponerse a radiaciones peligrosas.



**PELIGRO**

Algunos productos láser tienen incorporado un diodo láser de clase 3A o clase 3B. Tenga en cuenta lo siguiente:

Cuando se abre, queda expuesto a radiación láser. No mire directamente al rayo láser, ni siquiera con instrumentos ópticos, y evite exponerse directamente al rayo láser.



≥18 kg



≥32 kg



≥55 kg

**PRECAUCIÓN:**

Adopte procedimientos seguros al levantar el equipo.



**PRECAUCIÓN:**

El botón de control de alimentación del dispositivo y el interruptor de alimentación de la fuente de alimentación no desconectan la corriente eléctrica suministrada al dispositivo. Además, el dispositivo podría tener más de un cable de alimentación. Para suprimir toda la corriente eléctrica del dispositivo, asegúrese de que todos los cables de alimentación estén desconectados de la toma de corriente.



---

## Chapter 2. Product overview

This chapter provides the following information:

- Locations of connectors
- Computer features
- Software programs provided by Lenovo

---

### Locations

This section provides the following topics:

- “Locating connectors, controls, and indicators on the front of your computer” on page 28
- “Locating connectors on the rear of your computer” on page 29
- “Locating the machine type and model label” on page 34

**Note:** The components in your computer might look slightly different from the illustrations.

## Locating connectors, controls, and indicators on the front of your computer

The following illustration shows the locations of the connectors, controls, and indicators on the front of your computer.

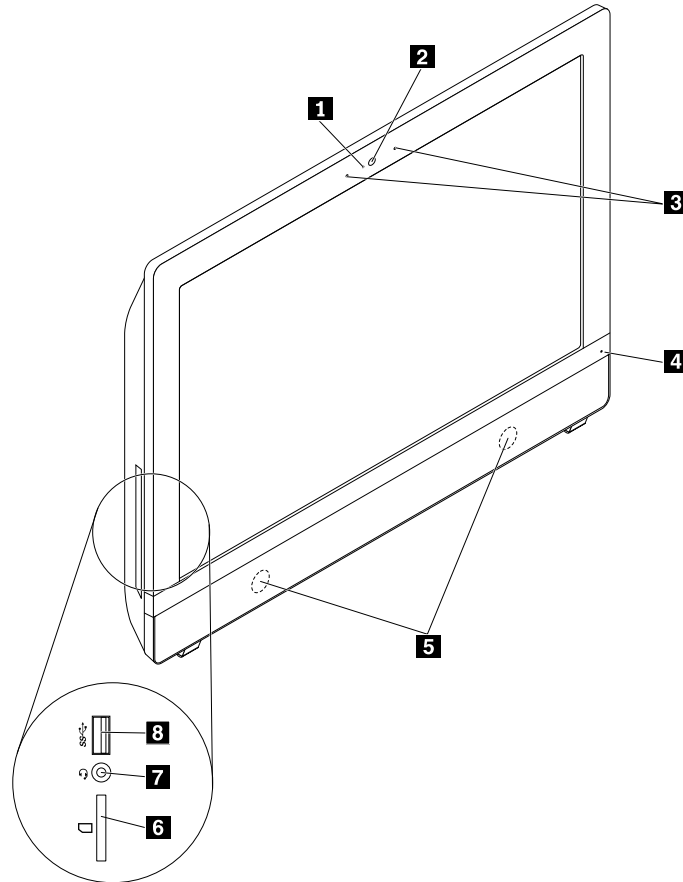


Figure 1. Front connector, control, and indicator locations

|  |   |
|--|---|
| <b>1</b> Integrated camera activity indicator (available on some models) | <b>2</b> Integrated camera (available on some models) |
| <b>3</b> Integrated microphones  | <b>4</b> Power indicator                              |
| <b>5</b> Internal speakers   | <b>6</b> Card reader slot (available on some models)  |
| <b>7</b> Headset connector   | <b>8</b> USB 3.0 connector or Always On USB connector |



## Locating connectors on the rear of your computer

The following illustration shows the locations of the connectors on the rear of your computer. Some connectors on the rear of your computer are color-coded to help you determine where to connect the cables on your computer.

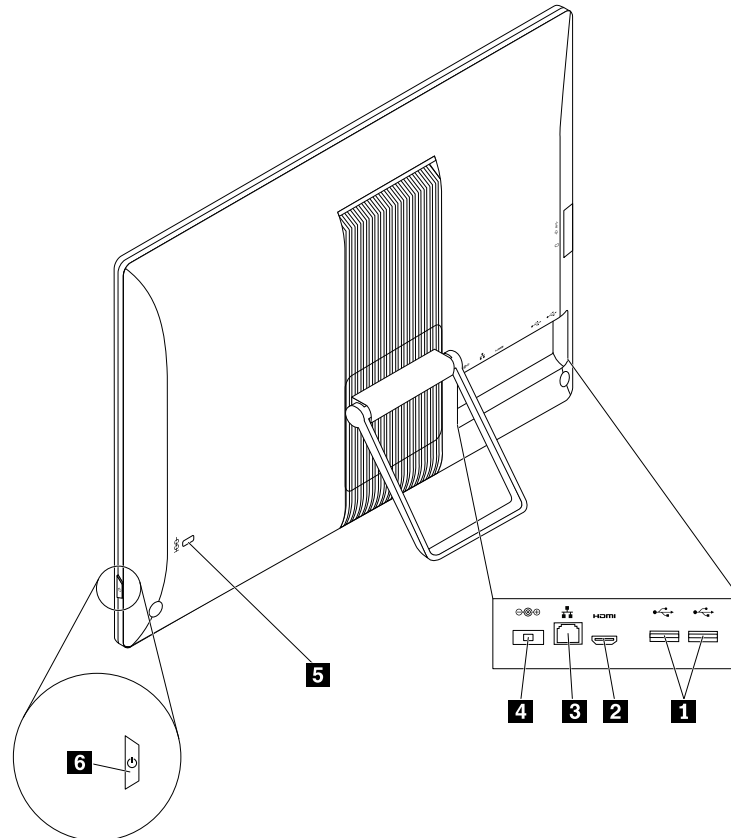


Figure 2. Rear connector locations

|                                 |  |
|---------------------------------|--|
| <b>1</b> USB 2.0 connectors (2) | <b>2</b> HDMI connector (available on some models) |
| <b>3</b> Ethernet connector     | <b>4</b> ac power adapter connector                |
| <b>5</b> Security-lock slot     | <b>6</b> Power button                              |

| Connector                  | Description  |
|----------------------------|--|
| ac power adapter connector | Used to attach the ac power adapter to your computer for power supply.   |
| Ethernet connector         | Used to attach an Ethernet cable for a local area network (LAN).<br><b>Note:</b> To operate the computer within FCC Class B limits, use a Category 5e or better Ethernet cable.  |
| HDMI connector             | Used to deliver uncompressed high-definition video and multichannel digital audio signals through a single cable. A high-performance monitor, a direct drive monitor, or another audio or video device that uses a High-Definition Multimedia Interface (HDMI) connector can be attached to this HDMI connector. |
| USB 2.0 connector          | Used to attach a device that requires a USB 2.0 connection, such as a keyboard, a mouse, a scanner, a printer, or a personal digital assistant (PDA).  |

## Locating major FRUs and CRUs

The following figure shows the locations of the major FRUs and Customer Replaceable Units (CRUs) in the computer. To remove the computer cover, see “Removing the computer cover” on page 104.

**Note:** The components in your computer might look slightly different from the illustration.

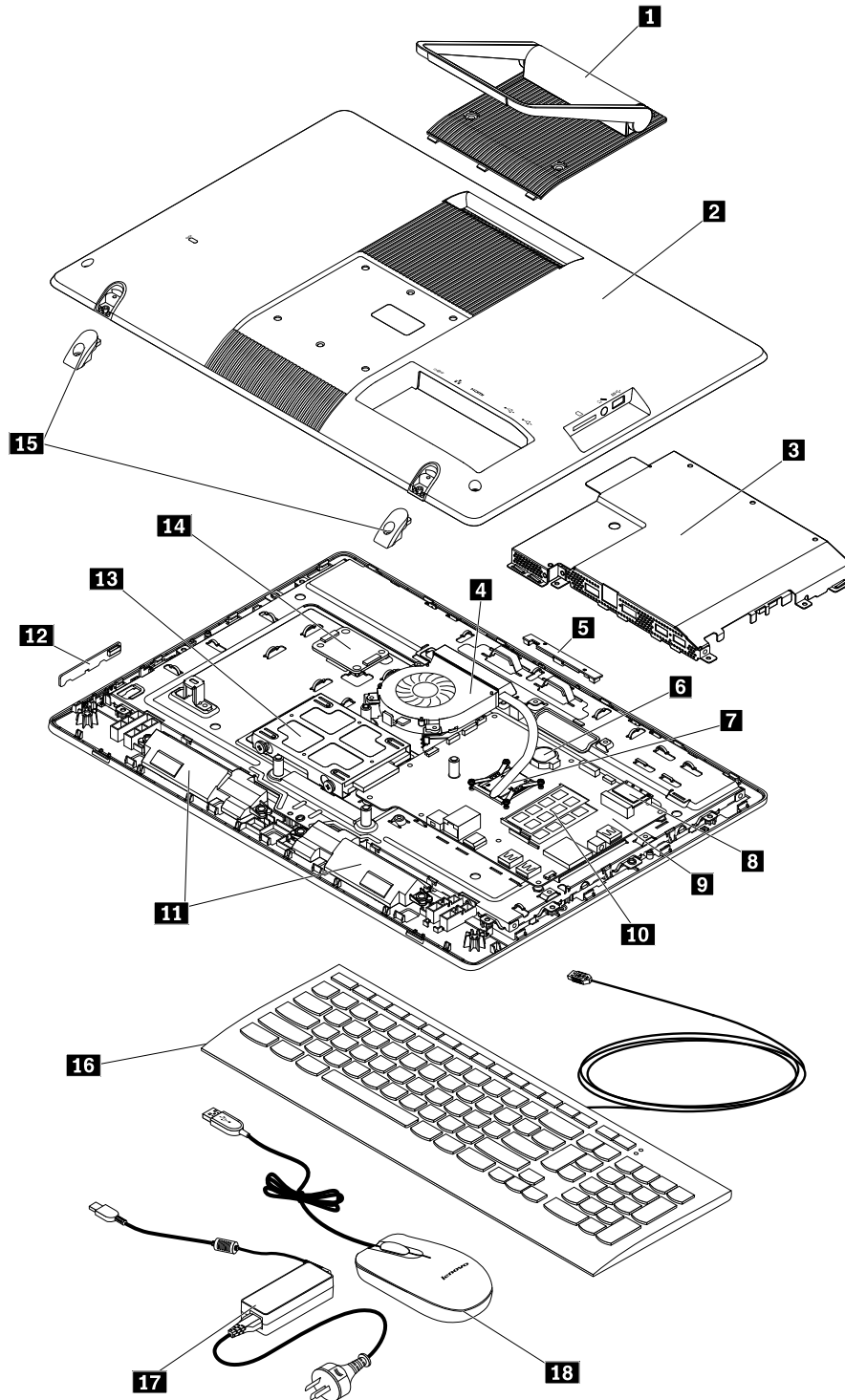


Figure 3. Locating major FRUs and CRUs

The following table lists the major FRUs and identifies which FRUs are also self-service CRUs or optional-service CRUs.

**Notes:**

- Self-service CRUs: These CRUs unplug or are secured by no more than two screws. Examples of these types of CRUs include the keyboard, the mouse, any USB device, and the power cord. Other self-service CRUs depending on product design might include memory modules, adapter cards, hard disk drives, and optical drives.
- Optional-service CRUs: These CRUs are isolated parts within the computer and are concealed by an access panel that is typically secured by more than two screws. Once the access panel is removed, the specific CRU is visible.

| Number    | FRU description                       | Self-service CRU | Optional-service CRU |
|-----------|---------------------------------------|------------------|----------------------|
| <b>1</b>  | Frame stand                           | No               | No                   |
| <b>2</b>  | Computer cover                        | No               | No                   |
| <b>3</b>  | System-board shield                   | No               | No                   |
| <b>4</b>  | System fan                            | No               | No                   |
| <b>5</b>  | Camera                                | No               | No                   |
| <b>6</b>  | Battery                               | No               | No                   |
| <b>7</b>  | Heat sink assembly                    | No               | No                   |
| <b>8</b>  | Wi-Fi card (available on some models) | No               | No                   |
| <b>9</b>  | System board                          | No               | No                   |
| <b>10</b> | Memory module                         | No               | No                   |
| <b>11</b> | Internal speakers (2)                 | No               | No                   |
| <b>12</b> | Control-button board                  | No               | No                   |
| <b>13</b> | 2.5-inch storage drive                | No               | No                   |
| <b>14</b> | Converter board                       | No               | No                   |
| <b>15</b> | Feet (2)                              | No               | No                   |
| <b>16</b> | Keyboard                              | Yes              | No                   |
| <b>17</b> | ac power adapter                      | Yes              | No                   |
| <b>18</b> | Mouse                                 | Yes              | No                   |

For detailed FRU information, such as the FRU part numbers and supported computer models, go to: <http://www.lenovo.com/serviceparts-lookup>

## Locating parts on the system board

The following figure shows the locations of the parts and connectors on the system board.

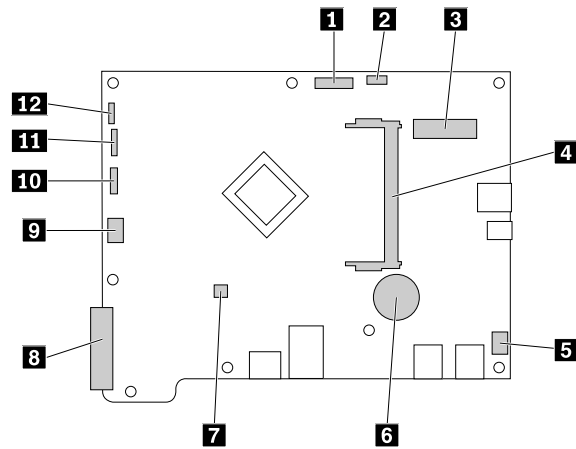


Figure 4. Locations of the parts and connectors on the system board on 10D4, 10D5, 10D6, 10D7, 10 EJ, and 10EK models

|  |  |
|--|--|
| <b>1</b> LCD-panel connector                               | <b>2</b> Camera connector                |
| <b>3</b> Mini PCI Express card slot (WI-FI card connector) | <b>4</b> Memory slot                     |
| <b>5</b> Internal-speaker connector                        | <b>6</b> Coin-cell battery               |
| <b>7</b> Clear CMOS /Recovery jumper                       | <b>8</b> SATA storage-drive connector    |
| <b>9</b> Touch-screen connector                            | <b>10</b> Control-button-board connector |
| <b>11</b> Converter-board connector                        | <b>12</b> System fan connector           |

The following figure shows the locations of the parts and connectors on the system board.

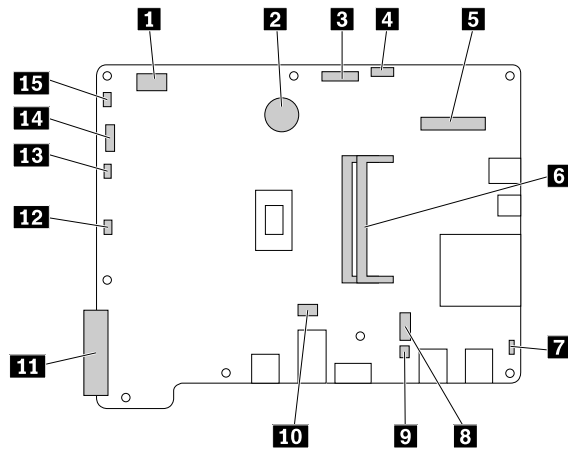


Figure 5. Locations of the parts and connectors on the system board on 10E0, 10E1, 10E2, 10E3, 10EL, and 10EM models

|  |                                      |
|--|--------------------------------------|
| <b>1</b> Debug connector                                   | <b>2</b> Coin-cell battery           |
| <b>3</b> LCD cable connector                               | <b>4</b> Camera connector            |
| <b>5</b> Mini PCI Express card slot (WI-FI card connector) | <b>6</b> Memory slots                |
| <b>7</b> Internal-speaker connector                        | <b>8</b> Mechanical unlock connector |
| <b>9</b> Clear CMOS /Recovery jumper                       | <b>10</b> BIOS socket                |

|  |                                     |
|--|-------------------------------------|
| <b>11</b> SATA storage-drive connector   | <b>12</b> Touch screen connector    |
| <b>13</b> Control-button-board connector | <b>14</b> Converter board connector |
| <b>15</b> System fan connector           |                                     |

## Locating the machine type and model label

The machine type and model label identifies your computer. When you contact Lenovo for help, the machine type and model information helps support technicians to identify your computer and provide faster service.

The machine type and model label is attached on the bottom of your computer as shown.

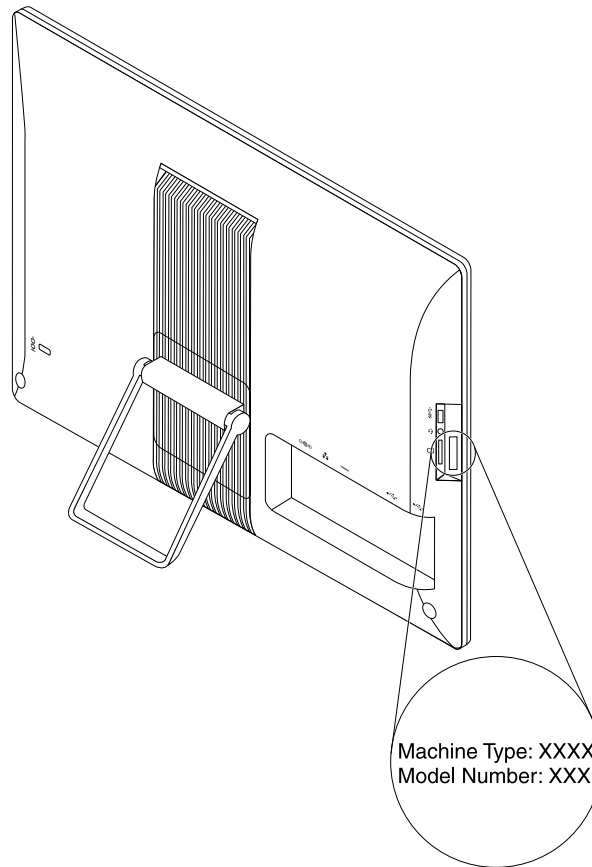


Figure 6. Machine type and model label

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## Adjusting the frame stand

Your computer might come with a frame stand that you can use to adjust the computer to your comfortable position. Pull the stand open and adjust the position of the computer at an angle of between 10° and 60° as shown in the following illustration.

### CAUTION:

Ensure that the angle is at least 10° from the vertical position; otherwise, the computer might be unstable and tip over.

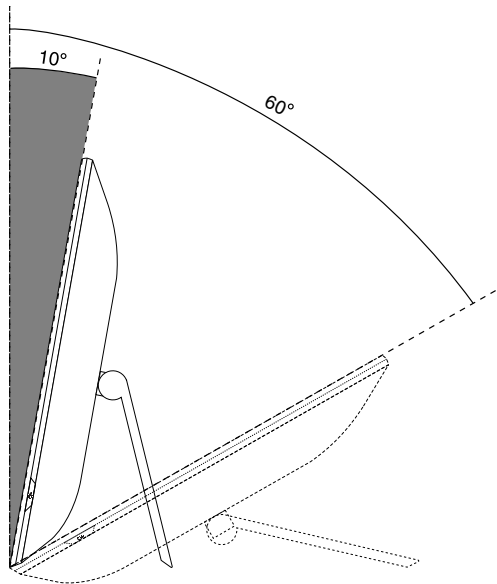


Figure 7. Adjusting the frame stand

---

## Features

The computer features introduced in this section covers a variety of models.

To view the information about your specific model, do one of the following:

- On the Microsoft® Windows® 7 operation system, click **Start**, right-click **Computer**, and select **Properties** to view the information.
- On the Microsoft Windows 8.1 operating system, go to the desktop and move your pointer to the top-right or bottom-right corner of the screen to display the charms. Then click **Settings → PC info** to view the information.
- On the Microsoft Windows 10 operating system, click the Start button to open the Start menu. Then, click **Settings → System → About** to view the information.

### Microprocessor

To view the microprocessor information of your computer, do the following:

- On the Microsoft Windows 7 operation system, click **Start**, right-click **Computer**, and select **Properties** to view the information.

- On the Microsoft Windows 8.1 operating system, go to the desktop and move your pointer to the top-right or bottom-right corner of the screen to display the charms. Then click **Settings → PC info** to view the information.
- On the Microsoft Windows 10 operating system, click the Start button to open the Start menu. Then, click **Settings → System → About** to view the information.

## Memory

Your computer supports up to two double data rate 3 unbuffered dual inline memory modules (DDR3 UDIMMs).

To determine the amount of memory installed on your computer, do the following:

- On the Microsoft Windows 7 operating system, click **Start**, right-click **Computer**, and select **Properties** to view the information.
- On the Microsoft Windows 8.1 operating system, go to the desktop and move your pointer to the top-right or bottom-right corner of the screen to display the charms. Then click **Settings → PC info** to view the information.
- On the Microsoft Windows 10 operating system, click the Start button to open the Start menu. Then, click **Settings → System → About** to view the information.

## Internal drives

- Card reader (available on some models)
- Standard Serial Advanced Technology Attachment (SATA) hard disk drive
- SATA solid-state drive (available on some models)
- SATA hybrid drive (available on some models)

## Video features

On some models, the integrated graphics supports HDMI connector on your computer.

## Audio features

- Headset connector
- Integrated high-definition (HD) audio
- Internal speakers

## Input/Output (I/O) features

- Headset connector
- Ethernet connector
- USB connectors
- Always On USB connector (available on some models)

For more information, see “Locating connectors, controls, and indicators on the front of your computer” on page 28 and “Locating connectors on the rear of your computer” on page 29.

## Power supply

65-watt automatic voltage-sensing power supply

## Wireless features

Depending on your computer model, the following wireless features are supported:

- Wireless local area network (LAN)



- Bluetooth

### **System management features**

- Ability to store power-on self-test (POST) hardware test results

- Desktop Management Interface (DMI)

Desktop Management Interface provides a common path for users to access information about all aspects of a computer. The information includes processor type, installation date, attached printers and other peripherals, power sources, maintenance history, and so on.

- ErP LPS compliance mode

The energy-related products directive (ErP) lowest power state (LPS) compliance mode reduces the consumption of electricity when your computer is in sleep or off mode. For more information, see “Enabling ErP LPS compliance mode” on page 62.

- Preboot Execution Environment (PXE)

Preboot Execution Environment enables computers to start through a network interface independent of data storage devices (such as the hard disk drive) or installed operating systems.

- System Management (SM) Basic Input/Output System (BIOS) and SM software

The SMBIOS specification defines data structures and access methods that can be used to read management data stored in the BIOS of a computer.

- Wake on LAN

Wake on LAN is an Ethernet computer networking standard that allows a computer to be turned on or woken up by a network message. The message usually is sent by a program running on another computer on the same LAN.

- Windows Management Instrumentation (WMI)

Windows Management Instrumentation is a set of extensions to the Windows Driver Model. It provides an operating system interface through which instrumented components provide information and notification.

### **Security features**

- Ability to enable and disable devices and USB connectors

For more information, see “Enabling or disabling a device” on page 61.

- A variety of passwords to deter unauthorized use of your computer

For more information, see “Using passwords” on page 56.

- Computrace Agent software embedded in firmware

The Computrace Agent software is an IT asset management and computer theft recovery solution. The software detects if changes have been made on the computer, such as hardware, software, or the computer call-in location. You might have to purchase a subscription to activate the Computrace Agent software.

- Startup sequence control

For more information, see “Selecting or changing the startup device sequence” on page 61.

- Startup without keyboard or mouse

Your computer is able to log in to the operating system without keyboard or mouse connected.

- Support for a Kensington-style cable lock

For more information, see “Attaching a Kensington-style cable lock” on page 56.

### **Preinstalled operating system**

Your computer is preinstalled with one of the following operating systems:

- Microsoft Windows 7 operating system
- Microsoft Windows 8.1 operating system
- Microsoft Windows 10 operating system

**Operating system(s), certified or tested for compatibility (varies by model type)**

The operating system(s) listed here are being certified or tested for compatibility at the time this publication goes to press. Additional operating systems might be identified by Lenovo as compatible with your computer following the publication of this manual. This list is subject to change. To determine if an operating system has been certified or tested for compatibility, check the Web site of the operating system provider.

- Linux®

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## Specifications

This section lists the physical specifications for your computer.

### Dimensions and weight without package

Width: 488 mm (19.21 inches)

Height: 346 mm (13.62 inches)

Depth: 62 mm (2.44 inches)

Maximum configuration as shipped: 4.8 kg (12.86 lb)

### Dimensions and weight with package

Width: 590 mm (23.23 inches)

Height: 449 mm (17.68 inches)

Depth: 140 mm (5.51 inches)

Maximum configuration as shipped: 7.23 kg (19.37 lb)

### Environment

- Air temperature:

Operating: From 10°C (50°F) to 35°C (95°F)

Storage in original shipping package: From -40°C (-40°F) to 60°C (140°F)

Storage without package: From -10°C (14°F) to 60°C (140°F)

- Humidity:

Operating: 20%–80% (non-condensing)

Storage: 20%–90% (non-condensing)

- Altitude:

Operating: From -15.2 m (-50 ft) to 3048 m (10 000 ft)

Storage: From -15.2 m (-50 ft) to 10 668 m (35 000 ft)

### Electrical input

Input voltage:

- Low range:

Minimum: 100 V ac

Maximum: 127 V ac

Input frequency: 50/60 Hz

- High range:

Minimum: 200 V ac

Maximum: 240 V ac

Input frequency: 50/60 Hz

---



## Lenovo programs

Your computer comes with Lenovo programs to help you work more easily and securely. Depending on the Windows operating system preinstalled, the programs might vary.

## Accessing a program on your computer

**Note:** For Windows 7, some of the Lenovo programs might be ready to be installed, so you need to install them manually. Then, you can access and use these programs. To install a program that is ready to be installed, open the Lenovo ThinkVantage® Tools program, and then view the program icons using Tiles. Follow the instructions under greyed-out icons to locate the icon for the desired program. Double-click the icon to install the program.

To access a program on your computer, do one of the following:

- For Windows 7 or Windows 10:
  - From Windows Search:
    1. Depending on your Windows version, do one of the following:
      - For Windows 7: Click the Start button to open the Start menu, and then type the program name into the search box.
      - For Windows 10: Type the program name into the search box next to the Start button.
    2. In the search results, click the name of the desired program to launch the program.
  - From the Start menu or Control Panel:
    1. Click the Start button to open the Start menu. Then, click the name of the desired program to launch the program.
    2. If the program name is not displayed, click **All Programs** for Windows 7 or **All apps** for Windows 10 to display the program list. From the list or a folder in the list, click the name of the desired program to launch the program.
    3. If the program name is not displayed on the Start menu, access the program from Control Panel.
      - a. Depending on your Windows version, do one of the following:
        - For Windows 7: Click **Control Panel** on the Start menu.
        - For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**.
      - b. View Control Panel using Large icons or Small icons, and then click the name of the desired program to launch the program.
- For Windows 8.1:
  1. Press the Windows key  to go to the Start screen. Click the name of the desired program to launch the program.
  2. If you cannot find the program you need, click the arrow icon  in the bottom-left corner of the screen to go to the Apps screen. Find the desired program in the apps list or search for it in the search box in the top-right corner of the screen.

## An introduction to Lenovo programs

This section provides information about the major Lenovo programs available on your operating system.

**Note:** Depending on your computer model, some of the following programs might not be available.

- For Windows 7 only:
  - **Lenovo PowerENGAGE**  
The Lenovo PowerENGAGE program enables you to register your computer with Lenovo.

- **Message Center Plus**  
The Message Center Plus program automatically displays messages informing you about important notices from Lenovo, such as alerts on system updates and alerts on conditions that require your attention.
- **Rescue and Recovery®**  
The Rescue and Recovery program is a one-button recovery and restore solution. It includes a set of self-recovery tools to help you diagnose computer problems, get help, and recover from system crashes, even if you cannot start the Windows operating system.
- For Windows 8.1 only:
  - **Lenovo Support**  
The Lenovo Support program enables you to register your computer with Lenovo, check the computer health condition and battery status, download and view user manuals for your computer, get the warranty information of your computer, and explore help and support information.
- For Windows 10 only:
  - **Lenovo ID**  
The Lenovo ID program enables you to create your Lenovo ID and access all supported Lenovo programs and web portals with single sign-on.
  - **Lenovo Settings**  
The Lenovo Settings program is the one stop shop for you to control hardware features, sensors and programs on your computer. Lenovo Settings enables you to optimize device performance by customizing key functions, such as power plans, audio, camera, and networks.
- For Windows 7 and Windows 8.1:
  - **Create Recovery Media**  
The Create Recovery Media program enables you to restore only the C drive or the entire storage drive to the factory-default settings.
  - **Fingerprint Manager Pro or ThinkVantage Fingerprint Software**  
The Fingerprint Manager Pro or ThinkVantage Fingerprint Software program enables you to use a fingerprint reader. The integrated fingerprint reader provided on some keyboards enables you to enroll your fingerprint and associate it with your power-on password, hard disk password, and Windows password. As a result, fingerprint authentication can replace passwords and enable simple and secure user access.
  - **Password Manager**  
The Password Manager program automatically captures and fills in authentication information for Windows programs and Web sites.
  - **System Update**  
The System Update program provides regular access to the system updates for your computer, such as device driver updates, software updates, and BIOS updates. The program gathers information from the Lenovo Help Center about new updates for your computer, then sorts and displays the updates for download and installation. You have complete control of which updates to download and install.
- For Windows 8.1 and Windows 10:

- **Lenovo Companion**

Your computer's best features and capabilities should be easy to access and understand. With Lenovo Companion, they are. Use Lenovo Companion to do the following:

- Optimize your computer's performance, monitor your computer's health, and manage updates.
- Access your user guide, check warranty status, and view accessories customized for your computer.
- Read how-to articles, explore Lenovo forums, and stay up-to-date on technology news with articles and blogs from trusted sources.

Lenovo Companion is filled with exclusive Lenovo content to help you learn more about what you can do with your computer.

- For Windows 7, Windows 8.1, and Windows 10:

- **Lenovo Bluetooth Lock**

The Lenovo Bluetooth Lock program enables you to use a Bluetooth device (such as your smartphone) as a proximity-based unit for locking or unlocking your computer automatically. By detecting the distance between your computer and the predefined Bluetooth device that you are carrying, the Lenovo Bluetooth Lock program automatically locks your computer when you walk away and unlocks your computer when you come back. This is a simple way to protect your computer against unauthorized access in case that you forget to lock your computer.

- **Lenovo Device Experience or Lenovo PC Experience**

The Lenovo Device Experience or Lenovo PC Experience program helps you work more easily and securely. The program provides easy access to Lenovo ThinkVantage Tools or Lenovo Tools, important settings and information about your computer, the Lenovo Support Web site, and so on.

- **Lenovo Solution Center**

The Lenovo Solution Center program enables you to troubleshoot and resolve computer problems. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for maximum system performance.

- **PC Cloud Manager**

The PC Cloud Manager (PCM) program is a browser-based solution for client-computer management. The PCM program has two components: PCM Server and PCM Client. PCM Server is installed on the computer, where the administrator performs management work, such as power management and security management. PCM Client is installed on the client computers to be managed. The administrator can log in to PCM Server to manage computers with PCM Client installed, through the Internet Web browser.

- **Power Manager**

The Power Manager program provides convenient, flexible, and complete power management for your computer. It enables you to adjust your computer power settings to achieve the best balance between performance and power saving.

- **REACHit or Lenovo Reach**

The REACHit or Lenovo Reach program enhances your cloud experience. This program keeps you connected at all times and enables you to access all your favorite items from personal computers, smartphones, or tablets. As a result, you can access, edit, and share your files from anywhere. You also can add your favorite Web services to your cloud desktop and stay logged-in to Web sites with the cloud password manager.

- **SHAREit or Lenovo SHAREit**

The SHAREit or Lenovo SHAREit program provides a quick and easy way to share files and folders among computers, smartphones, tablets, or smart TVs with the Android or the Windows operating system installed. SHAREit or Lenovo SHAREit uses any type of network or even no network at all to share files and folders.

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## Chapter 3. Using your computer

This chapter provides information about the following topics:

- “Registering your computer” on page 43
- “Using Windows shortcut keys” on page 43
- “Using the wheel mouse” on page 44
- “Setting the computer volume” on page 45
- “Adding an icon to the Windows notification area” on page 45
- “Managing power” on page 44
- “Using the single-touch or multi-touch feature” on page 45
- “Navigating among screens on the Windows 8.1 operating system” on page 46
- “Accessing Control Panel on the Windows 8.1 operating system” on page 47
- “Frequently asked questions” on page 47

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### Registering your computer



When you register your computer with Lenovo, you enter required information into a Lenovo database. The information enables Lenovo to contact you when there is a recall or other severe problem and provide quicker service when you call Lenovo for help. In addition, some locations offer extended privileges and services to registered users.

To register your computer with Lenovo, ensure that your computer is connected to the Internet. Then, go to <http://www.lenovo.com/register> and follow the instructions on the screen.

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### Using Windows shortcut keys

Both the standard keyboard and the fingerprint reader keyboard provide three keys you can use with your Microsoft Windows operating system.

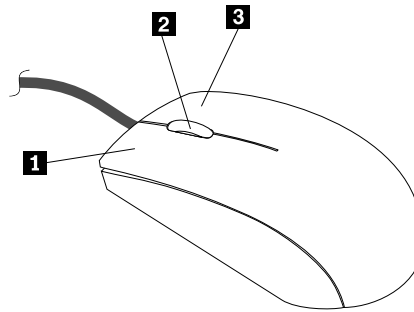
- The two Windows logo keys are located beside the Alt key on either side of the spacebar. They feature the Windows logo. On the Windows 7 or Windows 10 operating system, press the Windows key  to open the Start menu. On the Windows 8.1 operating system, press the Windows key  to switch between the current workspace and the Start screen. The style of the Windows logo varies depending on the keyboard type.
- The context-menu key is located next to the Ctrl key on the right side of the Spacebar. Pressing the context-menu key opens the context menu for the active program, icon, or object.

**Note:** You can use the mouse or the Up and Down arrow keys to highlight menu selections.

---

## Using the wheel mouse

The wheel mouse has the following controls:



- |                                 |   |
|---------------------------------|---|
| <b>1</b> Primary mouse button   | Use this button to select or start a program or menu item.  |
| <b>2</b> Wheel                  | Use the wheel to control the scrolling action of the mouse. The direction in which you rotate the wheel controls the direction of the scrolling action. |
| <b>3</b> Secondary mouse button | Use this button to display a menu for the active program, icon, or object.  |

You can switch the function of the primary and secondary mouse buttons and change other default behavior through the mouse properties function in the Windows Control Panel.

---

## Managing power

Power management reduces the power consumption of certain components of the computer such as the system power supply, processor, hard disk drives, and some monitors.

### Advanced configuration and power interface (ACPI) BIOS

Being an ACPI BIOS system, the operating system is allowed to control the power management features of the computer and the setting for Advanced Power Management (APM) BIOS mode is ignored. Not all operating systems support ACPI BIOS mode.

### Automatic Power-on features

The Automatic Power-On features within the Power Management menu allow you to enable and disable features that turn on the computer automatically.

- **Wake Up on Alarm:** You can specify a date and time at which the computer will be turned on automatically. This can be either a single event or a daily event.
- **Wake on LAN:** If the computer has a properly configured token-ring or Ethernet LAN adapter card that is Wake on LAN-enabled and there is remote network management software, you can use the Wake on LAN feature. When you set Wake on LAN to **Enabled**, the computer will turn on when it receives a specific signal from another computer on the local area network (LAN).

To enable the Wake on LAN function or the Wake Up on Alarm function on the Windows 8.1 operating system, do the following:

1. Open Control Panel.
2. Click **Hardware and Sound** → **Power Options**.
3. In the left panel, click **Choose what the power button does**.
4. In the **Shutdown setting** section, clear **Turn on fast startup**.



**Note:** If the settings are unavailable, click **Change settings that are currently unavailable**.

5. Click **Save changes**.

---

## Setting the computer volume

To set the computer volume, do the following:

1. Click the volume icon in the Windows notification area on the taskbar.

**Note:** If the volume icon is not displayed in the Windows notification area, add the icon to the notification area. See “Adding an icon to the Windows notification area” on page 45.

2. Follow the instructions on the screen to adjust the volume. Click the speaker icon to mute the audio.

---

## Adding an icon to the Windows notification area

To add an icon to the Windows notification area, do the following:

1. Click the arrow next to the notification area to view hidden icons. Then, click the desired icon and drag it to the notification area.
2. If the icon is not displayed, turn on the icon.
  - a. Depending on your Windows version, do one of the following:
    - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **Notification Area Icons** → **Turn system icons on or off**.
    - For Windows 8.1: Open Control Panel. View Control Panel using Large icons or Small icons, and then click **Notification Area Icons** → **Turn system icons on or off**.

**Note:** For detailed information on how to open Control Panel on Windows 8.1, see “Accessing Control Panel on the Windows 8.1 operating system” on page 47.

    - For Windows 10: Click the Start button to open the Start menu. Then, click **Settings** → **System** → **Notifications & actions** → **Turn system icons on or off**.
  - b. Turn on the desired icon.
3. If the icon is still not displayed in the Windows notification area, repeat step 1.

---

## Using the single-touch or multi-touch feature

**Note:** The single-touch and multi-touch features are available only on some models.

Depending on your computer model, your computer comes with the single-touch or multi-touch feature. The single-touch feature enables you to use only one finger at a time to interact with your computer. The multi-touch feature enables you to use one or two fingers to interact with your computer. For example, you can zoom in, zoom out, scroll, or rotate on the touch screen with two fingers while reading or editing a document.



To use the single-touch or multi-touch feature, do the following:


- To make a single click, tap the touch screen once with your finger.
- To make a double-click, tap twice without pausing.
- To make a right-click, tap the touch screen once and then hold your finger on the touch screen until a round circle is displayed. Then, lift your finger off the touch screen so that a context menu is displayed. You can make your selection on the menu.





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## Navigating among screens on the Windows 8.1 operating system

To navigate among the desktop, the Start screen, and applications opened from the Start screen on the Windows 8.1 operating system, do one of the following:


- From the Start screen, do one of the following to navigate to the most recently accessed workspace (application, setting, or desktop):
  - Using a pointing device: Move the pointer to the extreme bottom-left corner of the screen until the Windows screen-control icon  is displayed; then click the icon.
  - Using a touch screen: Swipe in and out on the left edge of the screen. Representations of all available workspaces are displayed along the left edge of the screen. Tap the Windows screen-control icon  at the bottom.

**Note:** The Windows screen-control icon  is displayed only when you have at least one active workspace in the background of the system.

- From the desktop or any other workspace that is opened from the Start screen, do one of the following to navigate to the Start screen:
  - Using a pointing device:
    - From the desktop, click the Windows screen-control icon  in the bottom-left corner of the screen.
    - From any other workspace, move the pointer to the extreme bottom-left corner of the screen until the Windows screen-control icon  is displayed; then click the icon.
  - Using a touch screen: Do one of the following:
    - From the desktop, tap the Windows screen-control icon  in the bottom-left corner of the screen.
    - From any other workspace, do one of the following:
      - Swipe in and out on the left edge of the screen. Representations of all available workspaces are displayed along the left edge of the screen. Tap the Windows screen-control icon  at the bottom.
      - Swipe in from the right edge of the screen to display the charms; then tap **Start**.
- From any workspace (Start screen, desktop, PC settings, or application opened from the Start screen), go to another previously-opened workspace using any of the following procedures:
  - To navigate to a previously accessed workspace (application, setting, or desktop), do one of the following:
    - Using a pointing device:
      1. Do one of the following:
        - Move the pointer to the extreme top-left corner of the screen and then move the pointer downward along the left edge of the screen.
        - Move the pointer to the extreme bottom-left corner of the screen and then move the pointer upward along the left edge of the screen.Representations of all available workspaces are displayed along the left edge of the screen.

**Note:** Only active workspaces that you have accessed during the current Windows session are displayed along the left edge. If you close an active workspace, its representation will not be displayed along the left edge of the screen.

      2. Click the representation.
    - Using a touch screen:


- Method 1
  1. Swipe in and out on the left edge of the screen. Representations of all available workspaces are displayed along the left edge of the screen.
  2. Tap the desired workspace.
- Method 2
  1. Swipe in from the left edge of the screen to navigate to the next available workspace.
  2. Repeat step 1 until you navigate to the desired workspace.
- To navigate to the most recently accessed workspace (application, PC settings, or desktop), do one of the following:
  - Using a pointing device: Move the pointer to the extreme top-left corner of the screen until the Windows screen-control icon  is displayed; then click the icon.
  - Using a touch screen: Swipe in from the left edge of the screen.

For information about using other features of the Windows 8.1 operating system, open the **Help+Tips** application from the Start screen or Apps screen, or refer to the Windows help system. For more information, see “Windows help system” on page 131.

---

## Accessing Control Panel on the Windows 8.1 operating system

On the Windows operating system, you can view and change computer settings through Control Panel. To access Control Panel on the Windows 8.1 operating system, do one of the following:

- From the desktop
  1. Move the pointer to the top-right or bottom-right corner of the screen to display the charms.
  2. Click **Settings**.
  3. Click **Control Panel**.
- From the Start screen
  1. Click the down arrow  in the bottom-left corner of the screen to go to the Apps screen.
  2. Scroll to the right side, and click **Control Panel** in the **Windows System** section.

---

## Frequently asked questions

The following are a few tips that will help you optimize the use of your computer.

### Can I get my user guide in another language?

The user guide is available in various languages on the Lenovo Support Web site at: <http://www.lenovo.com/UserManuals>

### Where is my recovery disc set or recovery USB key?

Depending on your Windows version, your computer comes with a recovery disc set or recovery USB key. If your computer does not come with it, contact the Lenovo Customer Support Center to order a recovery disc set or recovery USB key. For a list of Lenovo Support phone numbers, go to <http://www.lenovo.com/support/phone>. If you cannot find the support telephone number for your country or region, contact your Lenovo reseller.

### Where can I find help about the Windows operating system?

See “Windows help system” on page 131.

### **Can I change the Windows 8.1 startup behavior to open either the desktop or the Start screen?**

On the Windows 8.1 operating system, you can set the computer to open either the desktop or the Start screen by default. To set the default startup screen, do the following:

1. On the desktop, move your pointer to the taskbar at the bottom of the screen and right-click on the taskbar.
2. Click **Properties**. The Taskbar and Navigation properties window is displayed.
3. On the **Navigation** tab, locate the **Start screen** section, and then do one of the following:
  - To set the desktop as your default startup screen, select **When I sign in or close all apps on a screen, go to the desktop instead of Start** so a check is visible.
  - To set the Start screen as your default startup screen, remove the check from the **When I sign in or close all apps on the screen, go to desktop instead of Start** checkbox.
4. Click **OK** to save the new setting.

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## **Chapter 4. You and your computer**

This chapter provides information about accessibility, comfort, and relocating your computer to other countries or regions.

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### **Accessibility and comfort**

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

The following topics provide information about arranging your work area, setting up your computer equipment, and establishing healthy work habits.

### **Arranging your workspace**

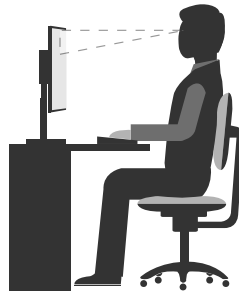
To get the most from your computer, arrange both the equipment you use and your work area to suit your needs and the kind of work you do. Your comfort is of foremost importance, but light sources, air circulation, and the location of electrical outlets can also affect the way you arrange your workspace.

## Comfort

Although no single working position is ideal for everyone, here are a few guidelines to help you find a position that suits you best.

Sitting in the same position for a long time can cause fatigue. The backrest and seat of your chair should adjust independently and provide good support. The seat should have a curved front to relieve pressure on the thighs. Adjust the seat so that your thighs are parallel to the floor and your feet are either flat on the floor or on a footrest.

When using the keyboard, keep your forearms parallel to the floor and your wrists in a comfortable position. Use a light touch on the keyboard and your hands and fingers relaxed. Change the angle of the keyboard for maximum comfort by adjusting the position of the keyboard feet.



Adjust the monitor so the top of the screen is at, or slightly below, eye level. Place the monitor at a comfortable viewing distance, usually 51–61 cm (20–24 inches). Then, position the monitor so that you can view it without twisting your body. Also, position other equipment you use regularly, such as the telephone or a mouse, within easy reach.

## Glare and lighting

Position the monitor to minimize glare and reflections from overhead lights, windows, and other light sources. Reflected light from shiny surfaces can cause annoying reflections on your monitor screen. Place the monitor at right angles to windows and other light sources, when possible. Reduce overhead lighting, if necessary, by turning off lights or using lower wattage bulbs. If you install the monitor near a window, use curtains or blinds to block the sunlight. You can adjust the brightness and contrast controls on the monitor as the room lighting changes throughout the day.

Where it is impossible to avoid reflections or to adjust the lighting, an antiglare filter placed over the screen might be helpful. However, these filters might affect the clarity of the image on the screen; try them only after you have exhausted other methods of reducing glare.

Dust buildup compounds problems associated with glare. Remember to clean your monitor screen periodically using a soft cloth as directed in your monitor documentation.

## Air circulation

Your computer and monitor produce heat. The computer has a fan that pulls in fresh air and forces out hot air. The monitor lets hot air escape through vents. Blocking the air vents can cause overheating, which might result in a malfunction or damage. Place the computer and monitor so that nothing blocks the air vents; usually, 51 mm (2 inches) of air space is sufficient. Also, ensure that the vented air is not blowing on people.

## Electrical outlets and cable lengths

The following factors might determine the final placement of your computer:

- Location of electrical outlets
- Length of power cords
- Length of the cables that are connected to the monitor and other devices

When arranging your workspace:

- Avoid the use of extension cords. When possible, plug the computer power cord directly into an electrical outlet.
- Keep power cords and cables neatly routed away from walkways and other areas where they might get kicked accidentally.

For more information about power cords, see “Power cords and power adapters” on page 1.

## Accessibility information

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

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

### Keyboard shortcuts

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

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

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

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

### Ease of Access Center

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

To use Ease of Access Center, do the following:

1. Depending on your Windows version, do one of the following:
  - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **Ease of Access Center**.
  - For Windows 8.1: Move the pointer to the top-right or bottom-right corner of the screen to display the charms. Then, click **Settings → Change PC settings → Ease of Access**.
  - For Windows 10: Click the Start button to open the Start menu. Then, click **Settings → Ease of Access**.
2. Choose the appropriate tool by following the instructions on the screen.

Ease of Access Center mainly includes the following tools:

- **Magnifier**  
Magnifier is a useful utility that enlarges the entire screen or part of the screen so that you can see the items better.
- **Narrator**  
Narrator is a screen reader that reads aloud what is displayed on the screen and describes events such as error messages.
- **On-Screen Keyboard**  
If you prefer to type or enter data into your computer using a mouse, joystick, or other pointing device instead of a physical keyboard, you can use On-Screen Keyboard. On-Screen Keyboard displays a visual keyboard with all the standard keys.
- **High Contrast**  
High Contrast is a feature that heightens the color contrast of some text and images on your screen. As a result, those items are more distinct and easier to identify.
- **Personalized keyboard**  
Adjust keyboard settings to make your keyboard easier to use. For example, you can use your keyboard to control the pointer and type certain key combinations easier.
- **Personalized mouse**  
Adjust mouse settings to make your mouse easier to use. For example, you can change the pointer appearance and make it easier to manage windows with the mouse.

## **Speech Recognition**

Speech Recognition enables you to control your computer by voice.

Using only your voice, you can start programs, open menus, click objects on the screen, dictate text into documents, and write and send e-mails. Everything you do with the keyboard and mouse can be done with only your voice.

To use Speech Recognition, do the following:

1. Depending on your Windows version, do one of the following:
  - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**.
  - For Windows 8.1: Open Control Panel. See “Accessing Control Panel on the Windows 8.1 operating system” on page 47.
  - For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**.
2. View Control Panel using Large icons or Small icons, and then click **Speech Recognition**.
3. Follow the instructions on the screen.

## **Screen-reader technologies**

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

- Using PDFs with screen readers:  
<http://www.adobe.com/accessibility.html?promoid=DJGVE>
- Using the JAWS screen reader:  
<http://www.freedomscientific.com/jaws-hq.asp>



- Using the NVDA screen reader:  
<http://www.nvaccess.org/>

### Screen resolution

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

To adjust the screen resolution, do the following:

1. Right-click a blank area on the desktop.
2. Depending on your Windows version, do one of the following:
  - For Windows 7 or Windows 8.1: Click **Screen resolution**.
  - For Windows 10: Click **Display settings**. On the **Display** tab, click **Advanced display settings**.
3. Follow the instructions on the screen.

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

### Customizable item size

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

- To change the item size temporarily, use the Magnifier tool in Ease of Access Center. See “Ease of Access Center” on page 51.
- To change the item size permanently, do the following:
  - Change the size of all the items on your screen.
    1. Right-click a blank area on the desktop.
    2. Depending on your Windows version, do one of the following:
      - For Windows 7 or Windows 8.1: Click **Screen resolution** → **Make text and other items larger or smaller**.
      - For Windows 10: Click **Display settings**.
    3. Change the item size by following the instructions on the screen.
    4. Click **Apply**. This change will take effect the next time you log in to the operating system.
  - Change the size of the items on a Web page.

Press and hold Ctrl, and then press the plus-sign key (+) to enlarge or the minus-sign key (-) to reduce the text size.
  - Change the size of the items on the desktop or a window.

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

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

### Industry-standard connectors

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

For more information about the location and function of the connectors, see “Locations” on page 27.

### TTY/TDD conversion modem

Your computer supports the use of a text telephone (TTY) or the telecommunications device for the deaf (TDD) conversion modem. The modem must be connected between your computer and a TTY/TDD telephone. Then, you can type a message on your computer and send it to the telephone.

## **Documentation in accessible formats**

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

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## **Moving your computer to another country or region**

When you move your computer to another country or region, you must take local electrical standards into consideration.

If you relocate your computer to a country or region that uses an electrical outlet style different from the type you are currently using, you have to purchase either an electrical plug adapter or a new power cord. You can order a power cord directly from Lenovo.

For power cord information and part numbers, go to:  
<http://www.lenovo.com/powercordnotice>

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## Chapter 5. Security

This chapter provides information about how to protect your computer from theft and unauthorized use.

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### Security features

The following security features are available on your computer:

- Computrace Agent software embedded in firmware

The Computrace Agent software is an IT asset management and computer theft recovery solution. The software detects if changes have been made on the computer, such as hardware, software, or the computer call-in location.

**Note:** You might have to purchase a subscription to activate the Computrace Agent software.

- Ability to enable and disable devices and USB connectors

For more information, see “Enabling or disabling a device” on page 61.

---

## Attaching a Kensington-style cable lock

You can use a Kensington-style cable lock to secure your computer to a desk, table, or other non-permanent fixture. Connect the lock to the security-lock slot at the rear of your computer. Depending on the type selected, the lock can be operated with a key or combination. The lock also locks the buttons used to open the computer cover. This is the same type of lock used on many notebook computers. You can order such a lock directly from Lenovo by searching for *Kensington* at: <http://www.lenovo.com/support>

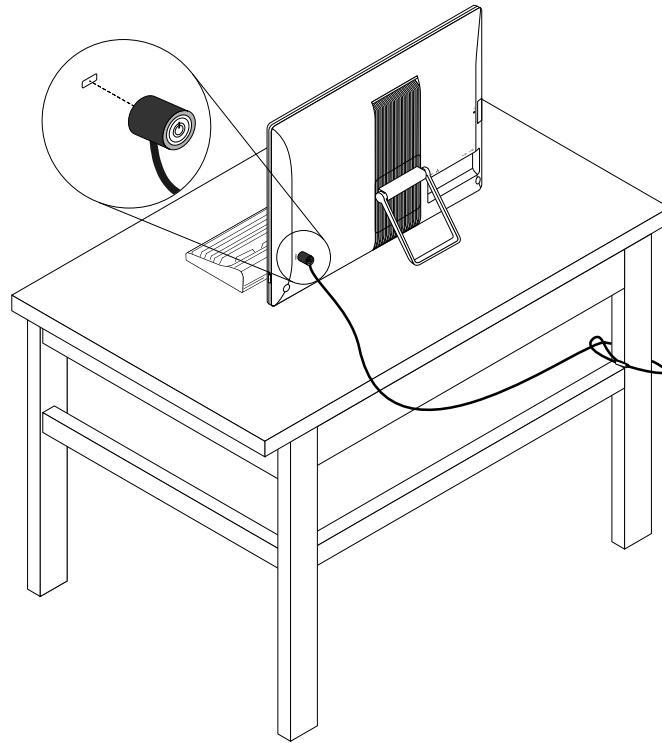


Figure 8. Kensington-style cable lock

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## Using passwords

You can set a variety of passwords through the Microsoft Windows operating system and through the BIOS of your computer to help deter unauthorized use of your computer.

### BIOS passwords

You can use the BIOS Setup Utility program to set passwords to prevent unauthorized access to your computer and data. The following types of passwords are available:

- Power-on password
- Hard disk password
- Administrator password

For more information about BIOS passwords, see “Using BIOS passwords” on page 60. You do not have to set any passwords to use your computer. However, using passwords improves computing security.

## Windows passwords

Depending on your version of the Windows operating system, you can use Windows passwords for a variety of features, including access control and individual user settings. For more information, see the Windows help system.

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## Using and understanding firewalls

A firewall can be hardware, software, or a combination of both depending on the level of security required. Firewalls work on a set of rules to determine which inbound and outbound connections are authorized. If your computer is preinstalled with a firewall program, it helps protect against computer Internet security threats, unauthorized access, intrusions, and Internet attacks. It also protects your privacy. For more information about how to use the firewall program, refer to the help system of your firewall program.

The Windows operating system preinstalled on your computer provides the Windows Firewall. For details on using the Windows Firewall, refer to “Windows help system” on page 131.

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## Protecting data against viruses

Your computer is preinstalled with an antivirus program to help you guard against, detect, and eliminate viruses.

Lenovo provides a full version of antivirus software on your computer with a free 30-day subscription. After 30 days, you must renew the license to continue receiving the antivirus software updates.

**Note:** Virus definition files must be kept up-to-date to guard against new viruses.

For more information about how to use your antivirus software, refer to the help system of your antivirus software.



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## Chapter 6. Advanced configuration

This chapter provides the following information to help you configure the computer:

- “Using the Setup Utility program” on page 59
- “Updating or recovering the BIOS” on page 63

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### Using the Setup Utility program

The Setup Utility program is used to view and change the configuration settings of your computer, regardless of which operating system you are using. However, the operating system settings might override any similar settings in the Setup Utility program.

### Starting the Setup Utility program

To start the Setup Utility program, do the following:

1. Ensure that your computer is turned off.
2. Repeatedly press and release the F1 key when turning on the computer. When you hear multiple beeps or see a logo screen, release the F1 key.

**Note:** If a power-on password or an administrator password has been set, the Setup Utility program menu will not be displayed until you enter the correct password. For more information, see “Using BIOS passwords” on page 60.

When the POST detects that the hard disk drive has been removed from your computer or the memory size has decreased, an error message will be displayed. You must do one of the following:

- Press F1 to enter the Setup Utility program.

**Note:** After you enter the Setup Utility program, press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit. The error message will not be displayed again.

- Press F2 to bypass the error message and log in to the operating system.

**Note:** You have to enable the configuration change detection feature for the POST to detect the removal of the hard disk drive. To enable the configuration change detection feature, do the following:

1. Start the Setup Utility program.
2. From the Setup Utility program main menu, select **Security → Configuration Change Detection**, and press Enter.
3. Select **Enabled** and press Enter.
4. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

### Viewing and changing settings

The Setup Utility program menu lists various items about the system configuration. To view or change settings, start the Setup Utility program. See “Starting the Setup Utility program” on page 59. Then, follow the instructions on the screen.

You can use either the keyboard or the mouse to navigate through menu choices. The keys used to perform various tasks are displayed at the bottom of each screen.

## Using BIOS passwords

By using the Setup Utility program, you can set passwords to prevent unauthorized access to your computer and data.

You do not have to set any passwords to use your computer. However, using passwords improves computing security. If you decide to set any passwords, read the following sections.

### Setup Utility program password types

The following types of passwords are available:

- **Power-on password**  
When a power-on password is set, you are prompted to enter a valid password each time the computer is turned on. The computer cannot be used until the valid password is entered.
- **Administrator password**  
Setting an administrator password deters unauthorized users from changing configuration settings. If you are responsible for maintaining the configuration settings of several computers, you might want to set an Administrator password.  
When an administrator password is set, you are prompted to enter a valid password each time you try to access the Setup Utility program. The Setup Utility program cannot be accessed until a valid password is entered.  
If both the power-on password and administrator password are set, you can enter either password. However, you must use your Administrator password to change any configuration settings.
- **Hard disk password**  
Setting a hard disk password prevents unauthorized access to the data on the hard disk drive. When a hard disk password is set, you are prompted to enter a valid password each time you try to access the hard disk drive.

#### Notes:

- After you set a hard disk password, your data on the hard disk drive is protected even if the hard disk drive is removed from one computer and installed in another.
- If the hard disk password is forgotten, there is no way to reset the password or recover data from the hard disk drive.

### Password considerations

A password can be any combination of up to 64 alphabetic and numeric characters. For security reasons, it is recommended to use a strong password that cannot be easily compromised.

**Note:** The Setup Utility program passwords are not case sensitive.

To set a strong password, consider the following guidelines:

- Have at least eight characters in length
- Contain at least one alphabetic character and one numeric character
- Not be your name or your user name
- Not be a common word or a common name
- Be significantly different from your previous passwords

### Setting, changing, and deleting a password

To set, change, or delete a password, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59.
2. From the Setup Utility program main menu, select **Security**.



3. Depending on the password type, select **Set Power-On Password**, **Set Administrator Password**, or **Hard Disk Password**.
4. Follow the instructions on the right side of the screen to set, change, or delete a password.

**Note:** A password can be any combination of up to 64 alphabetic and numeric characters. For more information, see “Password considerations” on page 60.

## Enabling or disabling a device

This section provides information on how to enable or disable user access to the following devices:

|                        |  |
|------------------------|--|
| <b>USB Setup</b>       | Use this option to enable or disable a USB connector. When a USB connector is disabled, the device connected to the USB connector cannot be used.                          |
| <b>SATA Controller</b> | When this option is set to <b>Disable</b> , all devices connected to the SATA connectors (such as hard disk drives or optical drives) are disabled and cannot be accessed. |

To enable or disable a device, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59.
2. From the Setup Utility program main menu, select **Devices**.
3. Depending on the device you want to enable or disable, do one of the following:
  - Select **USB Setup** to enable or disable a USB device.
  - Select **ATA Drive Setup** to enable or disable an internal or external SATA device.
4. Select the desired settings and press Enter.
5. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 62.

## Selecting a startup device

If your computer does not start up from a device as expected, do one of the following to select the startup device you want.

### Selecting a temporary startup device

Use this procedure to select a temporary startup device.

**Note:** Not all discs and hard disk drives are bootable.

1. Turn on or restart your computer.
2. When you see the logo screen, repeatedly press and release the F12 key. The startup device menu window is displayed.
3. Select the desired startup device and press Enter. The computer will start up from the device you selected.

**Note:** Selecting a startup device from the startup device menu window does not permanently change the startup sequence.

### Selecting or changing the startup device sequence

To view or permanently change the configured startup device sequence, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59.
2. From the Setup Utility program main menu, select **Startup**.
3. Select the devices for the Primary Startup Sequence, the Automatic Startup Sequence, and the Error Startup Sequence. Read the information displayed on the right side of the screen.

4. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 62.

## Enabling ErP LPS compliance mode

Lenovo computers meet the eco-design requirements of the ErP Lot 3 regulation. For more information, go to:

<http://www.lenovo.com/ecodeclaration>

You can enable ErP LPS compliance mode in the Setup Utility program to reduce the consumption of electricity when your computer is off or in sleep mode.

To enable ErP LPS compliance mode in the Setup Utility program, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59.
2. From the Setup Utility program main menu, select **Power → Enhanced Power Saving Mode**, and press Enter.
3. Select **Enabled** and press Enter.
4. From the **Power** menu, select **Automatic Power On** and press Enter.
5. Select **Wake on Lan** and press Enter.
6. Select **Disabled** and press Enter.
7. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

When ErP LPS compliance mode is enabled, you can wake up your computer by doing one of the following:

- Press the power button
- Enable the wake up on alarm feature

The wake up on alarm feature enables your computer to wake up at a set time. To enable the wake up on alarm feature, do the following:

1. Start the Setup Utility program.
2. From the Setup Utility program main menu, select **Power → Automatic Power On**, and press Enter.
3. Select **Wake Up on Alarm** and press Enter. Then follow the instructions on the screen.
4. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

- Enable the after power loss feature

The after power loss feature enables your computer to wake up when the power supply resumes after a sudden loss of electricity. To enable the after power loss feature, do the following:

1. Start the Setup Utility program.
2. From the Setup Utility program main menu, select **Power → After Power Loss**, and press Enter.
3. Select **Power On** and press Enter.
4. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

## Exiting the Setup Utility program

After you finish viewing or changing settings, press Esc to return to the Setup Utility program main menu. You might have to press Esc several times. Do one of the following:

- If you want to save the new settings, press F10 to save changes and exit the Setup Utility program.

- If you do not want to save the settings, select **Exit → Discard Changes and Exit**, and then press Enter. When the Reset Without Saving window displays, select **Yes**, and then press Enter to exit the Setup Utility program.
- If you want to return to the default settings, press F9 to load the default settings, and then press F10 to save and exit the Setup Utility program.

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## Updating or recovering the BIOS

Lenovo might make changes and enhancements to the BIOS. When updates are released, they are available as downloadable files on the Lenovo Web site at <http://www.lenovo.com/drivers>. Instructions for using the BIOS updates are available in a TXT file that is included with the update files. For most models, you can download either an update program to create a system-program-update disc or an update program that can be run from the operating system.

This chapter provides information about updating the BIOS and how to recover from a BIOS update failure.

### BIOS levels

An incorrect level of BIOS can cause false errors and unnecessary FRU replacement. Use the following information to determine the current level of BIOS installed in the computer, the latest BIOS available for the computer, and where to obtain the latest level of BIOS.

- To determine the current Level of BIOS:
  - Start the Setup Utility.
  - Select **BIOS Revision Level**.
- Sources for obtaining the latest level BIOS available
  1. Lenovo support web site: <http://www.lenovo.com/support>
  2. Lenovo Customer Support Center
  3. Levels 1 and 2 Support

To update the BIOS, see “Updating or recovering the BIOS” on page 63.

**Note:** BIOS settings vary by operating system. Change the BIOS settings before installing a new operating system. See “Changing the BIOS settings before installing a new operating system” on page 64.

### Using system programs

System programs are the basic layer of software built into your computer. System programs include the POST, the BIOS, and the Setup Utility program. The POST is a set of tests and procedures that are performed each time you turn on your computer. The BIOS is a layer of software that translates instructions from other layers of software into electrical signals that the computer hardware can execute. You can use the Setup Utility program to view or change the configuration settings of your computer. See “Using the Setup Utility program” on page 59 for detailed information.

The system board of your computer has a module called electrically erasable programmable read-only memory (EEPROM, also referred to as flash memory). It enables you to update the POST, the BIOS, and the Setup Utility program easily. To perform such an update, you can either start your computer with a system-program-update disc or run a special update program from your operating system.

Lenovo might make changes and enhancements to the POST and BIOS. When updates are released, they are available as downloadable files on the Lenovo Web site at <http://www.lenovo.com>. Instructions for using the POST and BIOS updates are available in a TXT file that is included with the update files. For most models, you can download an update program that can be used to create a system-program-update disc or be run from the operating system.

## Changing the BIOS settings before installing a new operating system

BIOS settings vary by operating system. Change the BIOS settings before installing a new operating system.

To change the BIOS settings, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59.
2. From the Setup Utility program main menu, select **Exit → OS Optimized Default**.
3. Depending on the operating system to be installed, do one of the following:
  - To install the Windows 8.1 (64-bit) operating system, select **Enabled**.
  - To install an operating system other than Windows 8.1 (64-bit), select **Disabled**.
4. Select **Yes** in the window displayed and press Enter to confirm your selection.
5. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 62.

## Updating the BIOS

When you install a new program, hardware device, or device driver, you might be informed to update the BIOS. You can update the BIOS from your operating system or a flash update disc (supported only on some models).

To update the BIOS, do the following:

1. Go to <http://www.lenovo.com/drivers>.
2. Download the flash BIOS update driver for the operating system version or the ISO image version (used to create a flash update disc). Then, download the installation instructions for the flash BIOS update driver you download.
3. Print the installation instructions you download and follow the instructions to update the BIOS.

## Recovering from a BIOS update failure

To recover from a BIOS update failure, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Remove the computer cover. See “Removing the computer cover” on page 104.
3. Locate the Clear CMOS /Recovery jumper on the system board. See “Locating parts on the system board” on page 32.
4. Remove any cables that impede access to the Clear CMOS /Recovery jumper.
5. Move the jumper from the standard position (pin 1 and pin 2) to the maintenance position (pin 2 and pin 3).
6. Reconnect any cables that were disconnected and reinstall the PCI card if removed.
7. Reinstall the computer cover and connect the ac power adapter. See “Completing the parts replacement” on page 129.
8. Press the power button to turn on the computer and insert the BIOS update disc into the optical drive. Wait a few minutes. The recovery process begins. After the recovery process is completed, your computer will be turned off automatically.

**Note:** Depending on the computer model, the recovery process will take two to three minutes.

9. Repeat step 1 through step 4.
10. Move the Clear CMOS /Recovery jumper back to the standard position (pin 1 and pin 2).
11. Reconnect any cables that were disconnected and reinstall the PCI card if removed.
12. Reinstall the computer cover and reconnect any cables that were disconnected.

13. Press the power button to turn on the computer and restart the operating system.



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## Chapter 7. Preventing problems

This chapter provides information that can help you avoid common problems and keep your computer running smoothly.

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### Keeping your computer current

In some situations you might find it necessary to have the most current software programs, device drivers, or operating system. This section explains how to get the latest updates for your computer.

### Getting the latest device drivers for your computer

**Attention:** Reinstalling device drivers will change the current configuration of your computer.

To get the latest device drivers for your computer, do one of the following:

- Download the device drivers that are preinstalled on your computer. Go to <http://www.lenovo.com/drivers>.
- Use the Lenovo program or Windows Update. See “Getting the latest system updates” on page 67.

**Note:** The device drivers provided by Windows Update might not be tested by Lenovo. It is recommended that you get device drivers from Lenovo.

### Getting the latest system updates

To get the latest system updates for your computer, ensure that your computer is connected to the Internet and do one of the following:

- Use one of the following Lenovo programs to get the system updates, such as device driver updates, software updates, and BIOS updates:
  - For Windows 7 or Windows 8.1: Use the System Update program.
  - For Windows 10: Use the Lenovo Companion program.

To open the System Update or Lenovo Companion program, see “Accessing a program on your computer” on page 4. For more information about using the program, refer to the help system of the program.

- Use Windows Update to get the system updates, such as security fixes, new versions of Windows components, and device driver updates.
  1. Depending on your Windows version, do one of the following:
    - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **Windows Update**.
    - For Windows 8.1: Move the pointer to the top-right or bottom-right corner of the screen to display the charms. Then, click **Settings** → **Change PC settings** → **Update and recovery** → **Windows Update**.
    - For Windows 10: Click the Start button to open the Start menu. Then, click **Settings** → **Update & security** → **Windows Update**.
  2. Follow the instructions on the screen.

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### Cleaning and maintenance

With appropriate care and maintenance your computer will serve you reliably. The following topics offer information to help you keep your computer in top working order.

## Basics

Here are some basic points about keeping your computer functioning properly:

- Keep your computer in a clean, dry environment. Ensure that the computer rests on a flat, steady surface.
- Do not cover any of the vents in the computer or monitor. These vents provide airflow to keep your computer from overheating.
- Keep food and drinks away from all parts of your computer. Food particles and spills might make the keyboard and mouse stick and unusable.
- Do not get the power switches or other controls wet. Moisture can damage these parts and cause an electrical hazard.
- Always disconnect a power cord by grasping the plug instead of the cord.

## Cleaning your computer

It is a good practice to clean your computer periodically to protect the surfaces and ensure trouble-free operation.

### **CAUTION:**

**Be sure to turn off the computer and monitor before cleaning the computer and monitor screen.**

## Computer

Use only mild cleaning solutions and a damp cloth to clean the painted surfaces of the computer.

## Keyboard

To clean your computer keyboard, do the following:

1. Apply some isopropyl rubbing alcohol to a soft, dust-free cloth.
2. Wipe each keytop surface with the cloth. Wipe the keys one by one; if you wipe several keys at a time, the cloth may hook onto an adjacent key and possibly damage it. Ensure that no liquid drips onto or between the keys.
3. To remove any crumbs or dust from beneath the keys, you can use a camera blower with a brush or cool air from a hair dryer.

**Note:** Avoid spraying cleaner directly onto the keyboard.

## Optical mouse

An optical mouse uses a light-emitting diode (LED) and an optical sensor to navigate the pointer. If the pointer on the screen does not move smoothly with the optical mouse, you might need to clean the mouse.

To clean an optical mouse, do the following:

1. Turn off your computer.
2. Disconnect the mouse cable from the computer.
3. Turn the mouse upside down to check the lens.
  - If there is a smudge on the lens, gently clean the area with a plain cotton-tipped swab.
  - If there is debris in the lens, gently blow the debris away from the area.
4. Check the surface on which you are using the mouse. If you have a very intricate picture or pattern beneath the mouse, it might be difficult for the digital signal processor to determine changes in the mouse position.
5. Reconnect the mouse cable to the computer.
6. Turn your computer back on.



## Display screen

Dust buildup compounds problems associated with glare. Remember to clean your monitor screen periodically.

### Cleaning a flat-panel monitor surface

To clean the flexible film surface of a flat-panel computer display, wipe it gently with a soft, dry cloth, or blow on the screen to remove grit and other loose particles. Then moisten a cloth with LCD cleaner and wipe the screen surface.

Many computer supply stores carry the special cleaning fluids for displays. Use cleaning fluids developed for LCD displays only. First apply the fluid to a lint-free, soft cloth, then clean the LCD display. Some computer supply stores carry pre-moistened towelettes for LCD maintenance.

### Cleaning a glass-screen surface

To clean a glass-screen surface, wipe it gently with a soft, dry cloth, or blow on the screen to remove grit and other loose particles. Then use a soft cloth moistened with a nonabrasive liquid glass cleaner.

## Good maintenance practices

By performing a few good maintenance practices, you can maintain good computer performance, protect your data, and be prepared in case of a computer failure.

- Keep your computer software, device drivers, and operating system up-to-date. See “Keeping your computer current” on page 67.
- Empty your recycle bin on a regular basis.
- Clean out your Inbox, Sent Items, and Deleted Items folders in your e-mail application on a regular basis.
- Clean up files and free up storage drive space and memory space occasionally to prevent performance problems. See “Performance and lockup problems” on page 77.
- Keep a log book. Entries might include major software or hardware changes, device-driver updates, intermittent problems and what you did to resolve them, and other issues you might have experienced. The cause of a problem might be change in hardware, change in software, or any other actions that might have taken place. A log book can help you or a Lenovo technician determine the cause of a problem.
- Back up your data on the storage drive regularly. You can restore the storage drive from a backup.

To back up your data, do one of the following:

- For Windows 7: Open the Rescue and Recovery program. See “Accessing a program on your computer” on page 40. For more information about backing up your data, refer to the help system of the program.
- For Windows 8.1: Open Control Panel. View Control Panel using Large icons or Small icons, and then click **File History**. Follow the instructions on the screen.

**Note:** For detailed information on how to open Control Panel on Windows 8.1, see “Accessing Control Panel on the Windows 8.1 operating system” on page 47.

- For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **File History**. Follow the instructions on the screen.
- Create a recovery medium as early as possible. You can use the recovery medium to recover your operating system even if Windows fails to start up.

To create a recovery medium, do one of the following:

- For Windows 7: Open the Create Recovery Media program. See “Accessing a program on your computer” on page 40. For more information about creating a recovery medium, refer to the help system of the program.

- For Windows 8.1: Open Control Panel. View Control Panel using Large icons or Small icons, and then click **Recovery**. Follow the instructions on the screen.

**Note:** For detailed information on how to open Control Panel on Windows 8.1, see “Accessing Control Panel on the Windows 8.1 operating system” on page 47.

- For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **Recovery**. Follow the instructions on the screen.
- For Windows 7, create a rescue medium as early as possible. You can use the rescue medium to recover from failures that prevent you from gaining access to the Rescue and Recovery workspace on your storage drive.

To create a rescue medium, open the Rescue and Recovery program. See “Accessing a program on your computer” on page 40. For more information about creating a rescue medium, refer to the help system of the program.

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## Moving your computer

Take the following precautions before moving your computer:

1. Back up all files and data from the hard disk drive. There are a variety of backup programs available commercially. If you use the Windows 7 operating system, Lenovo provides the Rescue and Recovery program to help you back up and restore data. See “Performing backup and recovery operations” on page 90.
2. Remove all media from your computer, such as discs, USB storage devices, memory cards, and so on.
3. Turn off the computer and all attached devices. Your hard disk drive automatically parks the read/write head in a nondata area. This prevents damage to the hard disk drive.
4. Unplug the power cords from electrical outlets.
5. Disconnect communication cables, such as modem or network cables, from the outlets first, and then disconnect the other ends from the computer.
6. Note where any remaining cables are attached to the computer; then, remove them.
7. If you saved the original shipping cartons and packing materials, use them to pack the units. If you are using different cartons, cushion the units to avoid damage.

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## Chapter 8. Troubleshooting and diagnostics

This chapter provides information about diagnosing and troubleshooting computer problems. If your computer problem is not described here, see Chapter 12 “Getting information, help, and service” on page 131 for additional troubleshooting resources.

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### Basic troubleshooting

The following table provides some basic instructions to help you troubleshoot your computer problems.

**Note:** If you cannot correct the problem, have the computer serviced. For a list of service and support telephone numbers, refer to the *Safety, Warranty, and Setup Guide* that comes with your computer or go to the Lenovo Support Web site at:  
<http://www.lenovo.com/support/phone>

| Symptom  | Action   |
|--|--|
| The computer does not start when you press the power button. | Ensure that: <ul style="list-style-type: none"><li>• The power cord is correctly connected to the rear of the computer and to a working electrical outlet.</li><li>• If your computer has a secondary power switch on the rear of the computer, ensure that it is switched on.</li><li>• The power indicator on the front of the computer is on.</li><li>• The computer voltage matches the voltage available at the electrical outlet for your country or region.</li></ul>   |
| The monitor screen is blank.                                 | Ensure that: <ul style="list-style-type: none"><li>• The monitor signal cable is correctly connected to the monitor and to the appropriate monitor connector on the computer.</li><li>• The monitor power cord is correctly connected to the monitor and to a working electrical outlet.</li><li>• The monitor is turned on and the brightness and contrast is set correctly.</li><li>• The computer voltage matches the voltage available at the electrical outlet for your country or region.</li><li>• If your computer has a discrete graphics card installed, be sure to use a monitor connector on the discrete graphics card.</li></ul> |
| The keyboard does not work.                                  | Ensure that: <ul style="list-style-type: none"><li>• The computer is turned on.</li><li>• The keyboard is securely connected to a PS/2 keyboard connector or a USB connector on the computer.</li><li>• No keys are stuck.</li></ul>   |
| The mouse does not work.                                     | Ensure that: <ul style="list-style-type: none"><li>• The computer is turned on.</li><li>• The mouse is securely connected to a PS/2 mouse connector or a USB connector on the computer.</li><li>• The mouse is clean. Refer to “Optical mouse” on page 68 for further information.</li></ul>   |

| Symptom   | Action   |
|---|--|
| The operating system does not start.                                  | Ensure that the startup sequence includes the device where the operating system resides. Usually, the operating system is on the hard disk drive. For more information, see “Selecting a startup device” on page 61. |
| The computer beeps multiple times before the operating system starts. | Ensure that no keys are stuck.   |

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## Troubleshooting procedure

Use the following procedure as a starting point for diagnosing problems you are experiencing with your computer:

1. Ensure that the cables for all attached devices are connected correctly and securely.
2. Ensure that all attached devices that require ac power are connected to properly grounded, functioning electrical outlets.
3. Ensure that all attached devices are enabled in the BIOS settings of your computer. For more information about accessing and changing the BIOS settings, refer to “Using the Setup Utility program” on page 59.
4. Go to “Troubleshooting” on page 72 and follow the instructions for the type of problem you are experiencing. If the troubleshooting information does not help you solve the problem, continue with the next step.
5. Try using a previously captured configuration to see if a recent change to hardware or software settings has caused a problem. Before restoring a previous configuration, capture your current configuration in case the older configuration settings do not solve the problem or have adverse effects. To restore a captured configuration, do the following:
  - a. Open Control Panel by doing one of the following:
    - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**.
    - For Windows 8.1: See “Accessing Control Panel on the Windows 8.1 operating system” on page 47.
    - For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**.
  - b. View Control Panel using Large icons or Small icons, and then click **Recovery → Open System Restore**.
  - c. Follow the instructions on the screen.

If the problem persists, continue with the next step.
6. Run the diagnostic program. See “Lenovo Solution Center” on page 80 for more information.
  - If the diagnostic program detects a hardware failure or if you are unable to run the diagnostic program, contact the Lenovo Customer Support Center. See Chapter 12 “Getting information, help, and service” on page 131 for more information.
  - If the diagnostic program does not detect a hardware failure, continue with the next step.
7. Use an antivirus program to see if your computer has been infected by a virus. If the program detects a virus, remove the virus.
8. If none of these actions solve the problem, seek technical assistance. See Chapter 12 “Getting information, help, and service” on page 131 for more information.

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## Troubleshooting

Use the troubleshooting information to find solutions to problems that have definite symptoms.

If the symptom occurred immediately after you installed new software or a new hardware option, do the following before referring to the troubleshooting information:

1. Remove the new hardware option or software. If you must remove the computer cover to remove a hardware option, ensure that you review and follow the electrical safety information provided with your computer. For your safety, do not operate the computer with the cover removed.
2. Run the diagnostic program to ensure your computer is operating correctly.
3. Reinstall the new hardware option or software following the instructions provided by the manufacturer.

## Audio problems

This section provides solutions to audio-related problems.

### No audio in Windows

Solutions:

- If you are using powered external speakers that have an On/Off control, ensure the following:
  - The On/Off control is set to the **On** position.
  - The speaker power cable is connected to a properly grounded, functional ac electrical outlet.
- If your external speakers have a volume control, ensure that the volume is not set too low.
- On the Windows desktop, click the speaker icon in the Windows notification area. Then click **Mixer**. Ensure that the mute speakers settings are not selected and none of the volume settings is set too low.
- Some models have a front audio panel you can use to adjust volume. If you have a front audio panel, ensure that the volume is not set too low.
- Ensure that your external speakers (and headphones, if used) are connected to the correct audio connector on the computer. Most speaker cables are color-coded to match the connector.

**Note:** When external-speaker or headphone cables are attached to the audio connector, the internal speaker, if present, is disabled. In most cases, if an audio adapter is installed in one of the expansion slots, the audio function built into the system board is disabled. Therefore, you must use the audio connectors on the audio adapter.

- Ensure that the program you are running is designed for use in the Microsoft Windows operating system. If the program is designed to run in DOS, the program does not use the Windows sound feature. The program must be configured to use SoundBlaster Pro or SoundBlaster emulation.
- Ensure that the audio device drivers are correctly installed. See Windows help system for more information.

### Sound comes only from one external speaker

Solutions:

- Ensure that the speaker cable is inserted completely into the connector on the computer.
- Ensure that the cable that attaches the left speaker to the right speaker is connected firmly.
- Click the speaker icon in the Windows notification area. Then click the speaker icon on top of the volume control. Click the **Levels** tab and ensure that the Balance settings are set correctly.

## Intermittent problems

Some problems occur only occasionally and are difficult to repeat.

Solutions:

- Ensure that all cables and cords are securely connected to the computer and attached devices.

- Ensure that when the computer is on, the fan grill is not blocked (there is air flow around the grill), and the fans are working. If airflow is blocked or the fans are not working, the computer might overheat.
- If Small Computer System Interface (SCSI) devices are installed, ensure that the last external device in each SCSI chain is terminated correctly. For more information, see your SCSI documentation.

## Hard disk drive problems

Select your symptom from the following list:

- “Some or all hard disk drives missing from the Setup Utility program” on page 74
- ““No Operating System Found” message or the system not starting from the correct hard disk drive” on page 74

### Some or all hard disk drives missing from the Setup Utility program

Symptom: Some or all hard disk drives missing from the Setup Utility program

Actions:

- Ensure that all hard disk drive signal cables and power cables are connected correctly.
- Ensure that your computer is configured correctly to support the hard disk drives.
  - If your computer is installed with five SATA hard disk drives, ensure that the SATA hard disk drive enablement module (one to five hard disk drives) is installed.
  - If your computer is installed with SAS hard disk drives, ensure that the SAS hard disk drive enablement module (one to five hard disk drives) or the LSI MegaRAID SAS adapter is installed.

If these actions do not correct the problem, run the diagnostic program Lenovo Solution Center. See “Lenovo Solution Center” on page 80. If you need technical assistance, see Chapter 12 “Getting information, help, and service” on page 131.

### “No Operating System Found” message or the system not starting from the correct hard disk drive

Symptom: “No Operating System Found” message or the system not starting from the correct hard disk drive

Action: Ensure that the hard disk drive your computer starts from is listed as the first startup device in the Setup Utility program. Refer to “Selecting a startup device” on page 61.

## Problems with the keyboard or mouse

This section provides solutions to keyboard-related and mouse-related problems.

### The mouse does not work

Solutions:

- Connect the mouse cable to a USB connector or PS/2 mouse connector.
 

**Note:** Depending on your keyboard, integrated USB connectors might be available to be used to connect a USB mouse.
- Install the device drivers for the mouse.
- If you are using a USB mouse, enable the USB connectors in the BIOS settings. For more information, see “Enabling or disabling a device” on page 61.

### The pointer on the screen does not move smoothly with the mouse

Solution: Clean the mouse. For more information, see “Optical mouse” on page 68.

## The wireless keyboard does not work

Solutions:

- If the transceiver communications LED is not on, reconnect the transceiver and the keyboard.
- If the wireless keyboard does not work when the transceiver communications LED is on, restart your computer.

If the problem persists after the restart, ensure that:

- The batteries are installed correctly.
- The batteries still retain their current.
- The distance from the wireless keyboard to the transceiver is less than 10 m (393.7 inches).
- The transceiver is installed fully.

## Monitor problems

This section provides solutions to monitor-related problems.

### My screen goes blank while the computer is on

Solutions: Your screen saver or power management might have been enabled. Do one of the following:

- Press a key to exit the screen saver.
- Press the power button to resume the computer from sleep or hibernation mode.

### The monitor works when I turn on the computer, but goes blank when I start some application programs

Solutions:

- Connect the monitor signal cable from your monitor to an appropriate connector on the computer. A loose cable might cause intermittent problems.
- Install the device drivers for the application programs. Refer to the documentation for the affected application program to check whether any device drivers are required.

### The image appears to be flickering

Solutions:

- The screen might be affected by interference from nearby equipment. Magnetic fields around other devices, such as transformers, appliances, fluorescent lights, and other monitors might be causing the problem. Move fluorescent desk lighting or any equipment that produces magnetic fields farther away from the screen. If this does not correct the problem, turn off the computer. Then, adjust the placement of the computer and other devices so that they are at least 305 mm (12 inches) apart. Turn on the computer.
- Reset the refresh rate supported by your computer.
  1. Right-click a blank area on the desktop.
  2. Depending on your Windows version, do one of the following:
    - For Windows 7 or Windows 8.1: Click **Screen resolution** → **Advanced settings**.
    - For Windows 10: Click **Display settings**. On the **Display** tab, click **Advanced display settings** → **Display adapter properties**.
  3. Click the **Monitor** tab, and then reset the refresh rate to be the highest and noninterlaced.

## **The image is discolored**

Solution: The monitor might be affected by interference from nearby equipment. Move fluorescent desk lighting or any equipment that produces magnetic fields further away from the monitor. If the problem persists, do the following:

1. Turn off the monitor.
2. Adjust the placement of the monitor and other devices so that they are at least 305 mm (12 inches) apart.
3. Turn on the monitor.

## **Networking problems**

This section provides solutions to networking-related problems.

### **Ethernet problems**

#### **Your computer cannot connect to the network**

Symptom: Your computer cannot connect to the network.

Actions: Ensure that:

- The cable is installed properly.  
The network cable must be securely connected to both the Ethernet connector of your computer and the RJ45 connector of the hub. The maximum allowable distance from the computer to hub is 100 meters. If the cable is connected and the distance is within acceptable limits but the problem persists, try a different cable.
- The cable is installed properly.
- You are using the correct device driver.
- The switch port and the adapter have the same duplex setting.  
If you configured the adapter for full duplex, ensure that the switch port is also configured for full duplex. Setting the wrong duplex mode can degrade performance, cause data loss, or result in lost connections.
- You have installed all networking software that is necessary for your network environment.  
Check with your LAN administrator for the necessary networking software.

#### **The adapter stops working for no reason**

Solution: The network driver files might be corrupt or missing. Update the driver by referring to the “Solution” description for the previous problem to ensure that the latest device driver is installed.

#### **The Wake On LAN feature is not working**

Solution: Enable the Wake On LAN (WOL) feature in the BIOS program.

#### **My computer is a Gigabit Ethernet model and I use a speed of 1000 Mbps, but the connection fails or errors occur**

Solution: Connect the network cable to the Ethernet connector using Category 5 wiring and a 100 BASE-T hub/switch (not 100 BASE-X).

#### **My computer is a Gigabit Ethernet model, but it cannot be connected to the network at 1000 Mbps, but at only 100 Mbps**

Solutions:

- Try another cable.
- Set the link partner to auto-negotiate.
- Set the switch to be 802.3ab-compliant (gigabit over copper).



## A wireless LAN problem

Symptom: You cannot connect using the built-in wireless networking card.

Actions:

- Ensure that your wireless LAN driver is the latest version. Check the Web site and verify the driver version supported by Access Connections is the latest documented in the readme file.
- Ensure that your computer is within range of a wireless access point.
- Ensure that the wireless radio is enabled by double-clicking the Access Connections icon in the Windows notification area.
- Check Network Name (SSID), and your encryption information. Use Access Connections to verify this case-sensitive information.

## Sound does not come from the Bluetooth headset or headphone but comes from the local speaker even though the headset or headphone is connected using the Headset profile or AV profile

Solution:

1. Exit the application that uses the sound device (for example, Windows Media Player).
2. Open Control Panel.

**Note:** For detailed information on how to open Control Panel on Windows 8.1, see “Accessing Control Panel on the Windows 8.1 operating system” on page 47.

3. Click **Hardware and Sound** → **Sound**.
4. Select the **Playback** tab.
5. If you are using the Headset profile, select **Bluetooth Hands-free Audio**, and then click **Set Default**. If you are using the AV profile, select **Stereo Audio**, and then click **Set Default**.
6. Click **OK**.

**Note:** Bluetooth is supported only on some computer models.

## I have connected an option to my computer, but it does not work

Solution: Refer to the documentation that comes with the option to ensure that you have connected the option correctly.

## Performance and lockup problems

This section provides solutions to performance-related problems of your computer.

### Insufficient free hard disk drive space

Solutions: Free up hard disk drive space.

- Clean out your Inbox, Sent Items, and Deleted Items folders from your e-mail application.
- Clean up your C drive.
  1. Depending on your Windows version, do one of the following:
    - For Windows 7: Click the Start button to open the Start menu, and then click **Computer**.
    - For Windows 8.1: Open File Explorer.
    - For Windows 10: Click the Start button to open the Start menu, and then click **File Explorer** → **This PC**.
  2. Right-click your C drive and then click **Properties**.

3. Check the amount of free space, and then click **Disk Cleanup**.
  4. A list of unnecessary file categories is displayed. Select each file category you want to delete, and then click **OK**.
- Turn some Windows features off or remove some unnecessary programs.
    1. Open Control Panel by doing one of the following:
      - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**.
      - For Windows 8.1: See “Accessing Control Panel on the Windows 8.1 operating system” on page 47.
      - For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**.
    2. View Control Panel using Large icons or Small icons, and then click **Programs and Features**.
    3. Do one of the following:
      - To turn some Windows features off, click **Turn Windows features on or off**. Follow the instructions on the screen.
      - To remove some unnecessary programs, select the program you want to remove, and then click **Uninstall/Change** or **Uninstall**.

## Excessive number of fragmented files

Solution: Use the Windows disk defragmentation or disk optimization feature to clean up the files.

**Note:** Depending on the volume of the storage drives and amount of data stored on the storage drives, the disk-defragmentation process might take up to several hours.

1. Close any open programs and windows.
2. Depending on your Windows version, do one of the following:
  - For Windows 7: Click the Start button to open the Start menu, and then click **Computer**.
  - For Windows 8.1: Open File Explorer.
  - For Windows 10: Click the Start button to open the Start menu, and then click **File Explorer** → **This PC**.
3. Right-click your C drive and then click **Properties**.
4. Click the **Tools** tab.
5. Depending on your Windows version, do one of the following:
  - For Windows 7: Click **Defragment now**.
  - For Windows 8.1 or Windows 10: Click **Optimize**. Select the desired drive, and then click **Optimize**.
6. Follow the instructions on the screen.

## The printer does not work

Solutions:

- If you are using IEEE-approved printer signal cables, do the following:
  1. Connect the printer signal cable firmly to the correct parallel, serial, or USB connector on the computer.
  2. Load the paper correctly.
  3. Turn on the printer and keep the printer online.
- If you are using non-IEEE-approved printer signal cables, do the following:
  1. Correctly install device drivers and software that come with the printer.

2. Assign the printer port correctly in your operating system, application program, or BIOS settings. For more information about BIOS settings, see “Using the Setup Utility program” on page 59.

If the problem persists, run the tests described in the documentation that comes with your printer. If you cannot correct the problem, have the computer serviced. See Chapter 12 “Getting information, help, and service” on page 131.

## Serial connector cannot be accessed

Solutions:

- Connect the serial cable to the serial connector on the computer and to the serial device. If the serial device has its own power cord, attach the power cord to a grounded electrical outlet.
- Turn on the serial device and keep the device online.
- Install any application programs supplied with the serial device. Refer to the documentation that comes with the serial device for more information.
- If you added one serial-connector adapter, install the adapter correctly.

## Software problems

This section provides solutions to software-related problems.

### When using a sort feature, dates cannot be sorted in the correct order

Solution: Some programs developed before the year 2000 used only the last two digits of a year to sort dates, assuming the first two digits were 19. Consequently, dates cannot be sorted in the correct order. Check with your software manufacturer to see if any updates are available. Many software manufacturers make updates available from the World Wide Web.

### Some application programs do not work as expected

Solutions:

- If you are having difficulty with performing a specific task within an application program, refer to the help system for the program.
- If you are having difficulty with the Windows operating system or one of its components, refer to the Windows help system.
- Check whether the problems are caused by a newly-installed application program.
  1. Ensure that the software is compatible with your computer. Refer to the information supplied with the software for more information.
  2. Verify that other software works correctly on your computer.
  3. Verify that the software you are using works on another computer.
- If you received any error messages while using the program, see the printed documentation that comes with the program or the help system for solutions.
- Check if any updates are available from your manufacturer or Web site. Many software manufacturers make updates available from the World Wide Web.
- If the software program used to work correctly, but does not work correctly now, do the following:
  1. Open Control Panel by doing one of the following:
    - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**.
    - For Windows 8.1: See “Accessing Control Panel on the Windows 8.1 operating system” on page 47.

- For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**.
2. View Control Panel using Large icons or Small icons, and then click **Recovery → Open System Restore**.
  3. Follow the instructions on the screen.

## My USB connectors cannot be accessed

Solutions:

- Connect the USB cable from the USB connector to the USB device. If the USB device has its own power cord, attach the power cord to a grounded electrical outlet.
- Turn on the USB device and keep the device online.
- Install any device drivers or application programs supplied with the USB device. Refer to the documentation that comes with the USB device for more information.
- Detach and reattach the USB connector to reset the USB device.

---

## Diagnostics

The diagnostic program is used to test hardware components of your computer. The diagnostic program can also report operating-system-controlled settings that interfere with the correct operation of your computer. You can use the preinstalled diagnostic program to diagnose computer problems, if your computer is running the Windows operating system.

### Notes:

1. Your computer is preinstalled with the Lenovo Solution Center program for diagnostic purposes. For more information about the Lenovo Solution Center program, see “Lenovo Solution Center” on page 80.
2. If you are unable to isolate and repair the problem yourself after running the diagnostic program, save and print the log files created by the diagnostic program. You will need the log files when you speak to a Lenovo technical support representative.

## Lenovo Solution Center

The Lenovo Solution Center program enables you to troubleshoot and resolve computer problems. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for maximum system performance.

- You can download the Lenovo Solution Center program from <http://www.lenovo.com/diags>.
- If you are using a Windows operating system other than Windows 7, Windows 8.1, or Windows 10, go to <http://www.lenovo.com/diags> for the latest information on diagnostics for your computer.

To run the Lenovo Solution Center program, see “Lenovo programs” on page 39.

**Note:** If you cannot isolate and repair the problem yourself after running the program, save and print the log files. You will need the log files when you speak to a Lenovo technical support representative.

For additional information, refer to the Lenovo Solution Center help system.

## UEFI diagnostic program

A UEFI diagnostic program is preinstalled on the computer. It enables you to test memory modules and internal storage devices, view system information, and check and recover bad sectors on internal storage devices.

To run the UEFI diagnostic program, do the following:

1. Turn on the computer. If the computer cannot be turned on, go to “Basic troubleshooting” on page 71. If an error code is displayed, go to “Symptom-to-FRU index” on page 84 for error code descriptions and troubleshooting hints.
2. Repeatedly press and release the F10 key when turning on the computer. The main screen of the UEFI diagnostic program is displayed.
3. Follow the instructions on the screen to use the diagnostic program.

The options on the main screen are as follows:

*Table 1. Items on the main screen of the UEFI diagnostic program*

| <b>DIAGNOSTICS</b>   | <b>TOOLS</b>   |
|--|--|
| <ul style="list-style-type: none"><li>• LCD test</li><li>• Memory - Quick test</li><li>• Memory - Extended test</li><li>• Motherboard test</li><li>• PCI-e test</li><li>• Storage - Quick test</li></ul> | <ul style="list-style-type: none"><li>• System information</li><li>• Recover bad sectors tool</li><li>• Generate configuration file</li><li>• Execute from configuration file</li><li>• Exit application</li></ul> |



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## Chapter 9. Service checkout and symptom-to-FRU index

This chapter provides information about general service checkout and symptom-to-FRU index.

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### Service checkout

**Attention:** The drives in the computer you are servicing might have been rearranged or the drive startup sequence changed. Be extremely careful during write operations such as copying, saving, or formatting. Data or programs can be overwritten if you select an incorrect drive.

General error messages appear if a problem or conflict is found by an application program, the operating system, or both. For an explanation of these messages, refer to the information supplied with that software package.

Before replacing any FRUs, ensure that the latest level of BIOS is installed on the system. A down-level BIOS might cause false errors and unnecessary replacement of the system board. For more information on how to determine and obtain the latest level BIOS, see “BIOS levels” on page 63.

Use the following procedure to help determine the cause of the problem:

1. Power-off the computer and all external devices.
2. Check all cables and power cords.
3. Set all display controls to the middle position.
4. Power-on all external devices.
5. Power-on the computer.
  - Look for displayed error codes
  - Listen for beep codes
  - Look for readable instructions or a main menu on the display.If you *did not* receive the correct response, go to step 6.  
If you *do* receive the correct response, go to step 7.
6. Look at the following conditions and follow the instructions:
  - If you hear beep codes during POST, go to “Beep symptoms” on page 85.
  - If the computer displays a POST error, go to “POST error codes” on page 85.
  - If the computer hangs and no error is displayed, go to step 7.
7. Run the Diagnostic programs. See “Diagnostics” on page 80.
  - If you receive an error, replace the part that the diagnostic program calls out.
  - If the test stops and you cannot continue, replace the last device tested.

### Problem determination tips

Due to the variety of hardware and software combinations that can be encountered, use the following information to assist you in problem determination. If possible, have this information available when requesting assistance from Service Support and Engineering functions.

- Machine type and model
- Processor or hard disk drive upgrades
- Failure symptom
  - Do diagnostics indicate a failure?

- What, when, where, single, or multiple systems?
- Is the failure repeatable?
- Has this configuration ever worked?
- If it has been working, what changes were made prior to it failing?
- Is this the original reported failure?
- Diagnostics version
  - Type and version level
- Hardware configuration
  - Print (print screen) configuration currently in use
  - BIOS level
- Operating system software
  - Type and version level

**Notes:** To eliminate confusion, identical systems are considered identical only if they:

1. Are the exact machine type and models
2. Have the same BIOS level
3. Have the same adapters/attachments in the same locations
4. Have the same address jumpers/terminators/cabling
5. Have the same software versions and levels
6. Have the same Diagnostic Diskettes (version)
7. Have the same configuration options set in the system
8. Have the same setup for the operating system control files

Comparing the configuration and software set-up between “working and non-working” systems will often lead to problem resolution.

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## Symptom-to-FRU index

The Symptom-to-FRU index lists error symptoms and possible causes. The most likely cause is listed first. Always begin with “Service checkout” on page 83. This index can also be used to help you decide which FRUs to have available when servicing a computer. If you are unable to correct the problem using this index, go to “Undetermined problems” on page 88.

**Notes:**

- The Symptom-to-FRU index is not specific to any machine type and are applicable to all ThinkCentre computers.
- If you have both an error message and an incorrect audio response, diagnose the error message first.
- If you cannot run the diagnostic tests or you get a diagnostic error code when running a test, but did receive a POST error message, diagnose the POST error message first.
- If you did not receive any error message, look for a description of your error symptoms in the first part of this index.

## Hard disk drive boot error

A hard disk drive boot error can have the following causes.



| Error  | FRU/Action   |
|--|--|
| The start-up drive is not in the boot sequence in configuration. | Check the configuration and ensure the start-up drive is in the boot sequence.   |
| No operating system installed on the boot drive.                 | Install an operating system on the boot drive.   |
| The boot sector on the startup drive is corrupted.               | The drive must be formatted. Do the following: <ol style="list-style-type: none"> <li>1. Attempt to back up the data on the failing hard disk drive.</li> <li>2. Using the operating system programs, format the hard disk drive.</li> </ol> |
| The drive is defective.  | Replace the hard disk drive.   |

## Power supply problems

If you suspect a power problem, use the following procedures.

| Check/Verify   | FRU/Action        |
|--|-------------------|
| Check the following for proper installation. <ul style="list-style-type: none"> <li>• Power cord</li> <li>• On/Off switch connector</li> <li>• On/Off switch power supply connector</li> <li>• System board power supply connectors</li> <li>• Microprocessor(s) connection</li> </ul> | Reseat connectors |
| Check the power cord for continuity.   | Power cord        |
| Check the power-on switch for continuity.  | Power-on switch   |

## Beep symptoms

Beep symptoms are tones or a series of tones separated by pauses (intervals without sound) during POST.

The following table describes the beep symptoms.

| Beep symptom                                      | FRU/Action   |
|---|--|
| <b>2 short beeps</b> CMOS setting error           | Common error code, see the detail failure information in "POST error codes" on page 85.  |
| <b>3 short and 1 long beeps</b> DRAM memory error | Perform the following actions in order. <ol style="list-style-type: none"> <li>1. Make sure the memory module(s) are properly seated in the connector(s).</li> <li>2. Replace the memory module(s).</li> <li>3. Replace the system board.</li> </ol> |

## POST error codes

Each time you power-on the system, it performs a series of tests that check the operation of the system and some options. This series of tests is called the *Power-On Self-Test*, or *POST*. POST does the following operations.

- Checks some basic system-board operations
- Checks the memory operation

- Starts the video operation
- Verifies that the boot drive is working

If the POST detects a problem, an error message appears on the screen. A single problem can cause several error messages to appear. When you correct the cause of the first error message, the other error messages probably will not appear on the screen the next time you turn on the system.

| Error code | POST error message  | Description/Action   |
|------------|---|--|
| 0135       | Fan failure   | The system might be overheating.<br><br>Press F10 to exit.<br><br><b>Note:</b> If the problem is caused by the microprocessor fan, press F10 will not solve the problem. |
| 0211       | Keyboard not found  | When there is no keyboard detected, the error message will be displayed.   |
| 0164       | Memory size decreased   | Press F10 to exit.   |
| 1762       | Configuration change has occurred                                 | This error message is displayed when a hard disk drive or optical drive change has been made.<br><br>Press F10 to exit.  |
| 1962       | No operating system found. Press any key to repeat boot sequence. | This error occurs only after the POST is completed.<br><br>Press any key to repeat boot sequence.  |

## Miscellaneous error conditions

| Message/Symptom  | FRU/Action  |
|--|---|
| Changing display colors  | <b>Display/Monitor</b>  |
| Computer will <i>not</i> power-off. See "Hard disk drive boot error" on page 84. | <ol style="list-style-type: none"> <li>1. Power Switch</li> <li>2. System Board</li> <li>3. Riser card, if installed.</li> </ol>  |
| Computer will <i>not</i> RPL from server   | <ol style="list-style-type: none"> <li>1. Ensure that network is in startup sequence as first device or first device after diskette.</li> <li>2. Ensure that network adapter is enabled for RPL.</li> <li>3. Network adapter (Advise network administrator of new MAC address)</li> </ol> |

| Message/Symptom   | FRU/Action  |
|---|---|
| Computer will <i>not</i> perform a Wake On LAN (if applicable)  | <ol style="list-style-type: none"> <li>1. Check power supply and signal cable connections to network adapter.</li> <li>2. Ensure that the operating system settings are set to enable Wake on LAN.</li> <li>3. Ensure Wake On LAN feature is enabled in Setup/Configuration (see "Starting the Setup Utility program" on page 59)</li> <li>4. Ensure network administrator is using correct MAC address.</li> <li>5. Ensure no interrupt or I/O address conflicts.</li> <li>6. Network adapter (advise network administrator of new MAC address)</li> </ol> |
| Dead computer. See "Hard disk drive boot error" on page 84.   | <ol style="list-style-type: none"> <li>1. Power Supply</li> <li>2. System Board</li> </ol>  |
| Diskette drive in-use light remains on or does not light when drive is active.                                | <ol style="list-style-type: none"> <li>1. Diskette Drive</li> <li>2. System Board</li> <li>3. Diskette Drive Cable</li> </ol>   |
| Blank screen except for flashing cursor.  | <ol style="list-style-type: none"> <li>1. System Board</li> <li>2. Primary Hard Disk Drive</li> <li>3. Hard Disk Drive Cable</li> </ol>   |
| Incorrect memory size during POST   | <ol style="list-style-type: none"> <li>1. Run the Memory tests.</li> <li>2. Memory Module</li> <li>3. System Board</li> </ol>   |
| "Insert a Diskette" icon appears with a known-good diagnostics diskette in the first 3.5-inch diskette drive. | <ol style="list-style-type: none"> <li>1. System Board</li> <li>2. Diskette Drive Cable</li> <li>3. Network Adapter</li> </ol>  |
| Intensity or color varies from left to right of characters and color bars                                     | <ol style="list-style-type: none"> <li>1. Display</li> <li>2. Video adapter (if present)</li> <li>3. System Board</li> </ol>  |
| No power or fan not running   | <ol style="list-style-type: none"> <li>1. See "Hard disk drive boot error" on page 84.</li> </ol>   |
| Non-system disk or disk error-type message with a known-good diagnostic diskette.                             | <ol style="list-style-type: none"> <li>1. Diskette Drive</li> <li>2. System Board</li> <li>3. Diskette Drive Cable</li> </ol>   |
| Other display symptoms not listed above (including blank or illegible display)                                | <ol style="list-style-type: none"> <li>1. Display</li> <li>2. System Board</li> </ol>   |
| Power-on indicator or hard disk drive in-use light not on, but computer works correctly                       | <ol style="list-style-type: none"> <li>1. Power switch/LED assembly</li> <li>2. System Board</li> </ol>   |
| Printer problems  | <ol style="list-style-type: none"> <li>1. Printer</li> <li>2. System Board</li> </ol>   |

| Message/Symptom  | FRU/Action   |
|--|--|
| Program loads from the hard disk with a known-good diagnostics diskette in the first 3.5-inch diskette drive | <ol style="list-style-type: none"> <li>1. Run the Setup Utility program and check Startup sequence.</li> <li>2. Diskette Drive</li> <li>3. Diskette Drive Cable</li> <li>4. System Board</li> <li>5. Power Supply</li> </ol>   |
| RPL computer cannot access programs from its own hard disk.  | <ol style="list-style-type: none"> <li>1. If network administrator is using LCCM Hybrid RPL, check startup sequence: <ol style="list-style-type: none"> <li>a. <b>First device - network</b></li> <li>b. <b>Second device - hard disk</b></li> </ol> </li> <li>2. Hard disk drive</li> </ol> |
| RPL computer does not RPL from server  | <ol style="list-style-type: none"> <li>1. Check startup sequence.</li> <li>2. Check the network adapter LED status.</li> </ol>   |
| Serial or parallel connector device failure (system board connector)   | <ol style="list-style-type: none"> <li>1. External Device Self-Test OK?</li> <li>2. External Device</li> <li>3. Cable</li> <li>4. System Board</li> </ol>  |
| Serial or parallel connector device failure (adapter connector)  | <ol style="list-style-type: none"> <li>1. External Device Self-Test OK?</li> <li>2. External Device</li> <li>3. Cable</li> <li>4. Alternate Adapter</li> <li>5. System Board</li> </ol>  |
| Some or all keys on the keyboard do not work   | <ol style="list-style-type: none"> <li>1. Keyboard</li> <li>2. Keyboard Cable</li> <li>3. System Board</li> </ol>  |

## Undetermined problems

This section provides instructions on how to find out the failing devices or adapters.

1. Power-off the computer.
2. Remove or disconnect the following components (if installed) one at a time.
  - a. External devices (modem, printer, or mouse)
  - b. Any adapters
  - c. Memory modules
  - d. Extended video memory
  - e. External Cache
  - f. External Cache RAM
  - g. Hard disk drive
  - h. Diskette drive
3. Power-on the computer to re-test the system.
4. Repeat steps 1 through 3 until you find the failing device or adapter.

If all devices and adapters have been removed, and the problem continues, replace the system board. See "Replacing the system board" on page 121.

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## Chapter 10. Recovery information

This chapter provides information about the recovery solutions. There are a variety of methods to choose from when considering how to recover from a software- or hardware-related problem. Some methods vary depending on the type of operating system that is installed. You can restore the computer settings using a program or the recovery disc set. For more information about using the recovery disc set, see the documentation that comes with the disc set.

This chapter contains the following topics:

- “Recovery information for the Windows 7 operating system” on page 89
- “Recovery information for the Windows 8.1 operating system” on page 94
- “Recovery information for the Windows 10 operating system” on page 96

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### Recovery information for the Windows 7 operating system

The recovery information in this section only applies to the computers that have the Rescue and Recovery program or the Product Recovery program installed. If the **Enhanced Backup and Restore** icon in the Lenovo ThinkVantage Tools program is dimmed, it indicates that you must install the Rescue and Recovery program manually before enabling its features. To install the Rescue and Recovery program, do the following:

1. Click **Start → All Programs → Lenovo ThinkVantage Tools**, and double-click **Enhanced Backup and Restore**.
2. Follow the instructions on the screen.
3. When the installation process finishes, the **Enhanced Backup and Restore** icon is activated.

This section contains the following topics:

- “Creating and using recovery media” on page 89
- “Performing backup and recovery operations” on page 90
- “Creating and using a rescue medium” on page 92
- “Reinstalling programs and device drivers” on page 92
- “Solving recovery problems” on page 94

### Creating and using recovery media

Recovery media enable you to restore the storage drive to the factory-default state and put the computer in an operational state after all other recovery methods failed. Recovery media are useful if you transfer the computer to another area, sell the computer, or recycle the computer. As a precautionary measure, it is important to create recovery media as early as possible. The data on the recovery media can be used for the following purposes:

- Reinstalling the programs and device drivers on your computer
- Reinstalling the operating system
- Modifying the data files on the storage drive using the Additional Files

**Note:** The recovery operations you can perform using recovery media vary depending on the operating system from which the recovery media were created. The recovery media might contain a boot medium and a data medium. Your Microsoft Windows license permits you to create only one data medium. It is recommended that you store the recovery media in a safe place after you have made them.

## Creating recovery media

**Note:** On the Windows 7 operating system, you can create recovery media using discs or external USB storage devices.

To create recovery media on the Windows 7 operating system, click **Start → All Programs → Lenovo ThinkVantage Tools → Factory Recovery Disks**. Then, follow the instructions on the screen.

## Using recovery media

**Attention:** When you use recovery media to restore the storage drive to the factory-default state, all the files currently on the storage drive will be deleted. These files will be replaced by the factory-default files.

To use recovery media on the Windows 7 operating system, do the following:

1. Depending on the type of your recovery media, connect the boot USB storage device to the computer, or insert the boot disc into the optical drive.
2. Turn on or restart your computer.
3. When you see the logo screen, repeatedly press and release the F12 key. The startup device menu window is displayed.
4. Select the desired startup device and press Enter. The restore process begins.
5. Follow the instructions on the screen to complete the operation.

**Note:** After restoring your computer storage drive to the factory-default state, you might have to reinstall device drivers for some devices. See “Reinstalling programs and device drivers” on page 92.

## Performing backup and recovery operations

The Rescue and Recovery program enables you to back up all your storage drive contents including the operating system, data files, software programs, and personal settings. You can store the backup at the following locations:

- The Rescue and Recovery workspace
- The secondary storage drive if a secondary storage drive is installed in your computer
- An external USB storage drive connected to your computer
- A network drive
- Recordable discs (a recordable optical drive is required for this option)

After you have completed the backup operation, you can restore parts or whole of the data on the storage drive.

### Performing a backup operation

To perform a backup operation using the Rescue and Recovery program on the Windows 7 operating system, do the following:

1. From the Windows desktop, click **Start → All Programs → Lenovo ThinkVantage Tools → Enhanced Backup and Restore**. The Rescue and Recovery program opens.
2. In the Rescue and Recovery main window, click the **Launch advanced Rescue and Recovery** arrow.
3. Click **Back up your hard drive** and select backup operation options. Then, follow the instructions on the screen to complete the backup operation.

### Performing a recovery operation

This section provides the following topics:

- “Performing a recovery operation from Windows 7” on page 91

- “Performing a recovery operation from the Rescue and Recovery workspace” on page 91

### Performing a recovery operation from Windows 7

To perform a recovery operation using the Rescue and Recovery program on the Windows 7 operating system, do the following:

1. From the Windows desktop, click **Start → All Programs → Lenovo ThinkVantage Tools → Enhanced Backup and Restore**. The Rescue and Recovery program opens.
2. In the Rescue and Recovery main window, click the **Launch advanced Rescue and Recovery** arrow.
3. Click the **Restore your system from a backup** icon.
4. Follow the instructions on the screen to complete the recovery operation.

### Performing a recovery operation from the Rescue and Recovery workspace

The Rescue and Recovery workspace resides in a protected and hidden area of your storage drive that operates independently from the Windows operating system. The Rescue and Recovery workspace enables you to perform recovery operations even if you cannot start the Windows operating system. You can perform the following recovery operations from the Rescue and Recovery workspace:

- **Rescue files from your storage drive or from a backup:**  
You can locate files on your storage drive and transfer them to a network drive or other recordable media, such as a USB device or a disc. This solution is available even if you did not back up your files or if changes were made to the files since your last backup operation. You also can rescue individual files from a Rescue and Recovery backup located on your local storage drive, an external USB device, or a network drive.
- **Restore your storage drive from a Rescue and Recovery backup:**  
If you have backed up your storage drive using the Rescue and Recovery program, you can restore the storage drive from a Rescue and Recovery backup, even if you cannot start the Windows operating system.
- **Restore your storage drive to the factory-default state:**  
You can restore the complete contents of your storage drive to the factory-default state even if you cannot start the Windows operating system. If you have multiple partitions on your storage drive, you have the option to restore the C: partition and leave the other partitions intact.

**Attention:** You can restore the storage drive from a Rescue and Recovery backup or restore the storage drive to the factory-default settings. During either process, all files on the primary storage drive partition (usually drive C:) will be deleted. If possible, make copies of important files. If you cannot start the Windows operating system, you can use the rescue files feature of the Rescue and Recovery workspace to copy files from your storage drive to other media.

To perform a recovery operation from the Rescue and Recovery workspace, do the following:

1. Turn on or restart your computer.
2. When you see the logo screen, press Enter, and then press F11 to enter the Rescue and Recovery workspace.
3. If you have set a Rescue and Recovery password, enter your password when prompted. The Rescue and Recovery workspace opens after a short delay.

**Note:** If the Rescue and Recovery workspace fails to open, see “Solving recovery problems” on page 94.

4. Do one of the following:
  - To rescue files from your storage drive, click **Rescue files** and follow the instructions on the screen.
  - To restore your storage drive from a Rescue and Recovery backup or to restore your storage drive to the factory-default state, click **Full Restore** and follow the on-screen instructions.

**Note:** After restoring your computer storage drive to the factory-default state, you might have to reinstall device drivers for some devices. See “Reinstalling programs and device drivers” on page 92.

For more information about the features of the Rescue and Recovery workspace, click **Help**.

## Creating and using a rescue medium

Create rescue media using discs or USB storage devices as early as possible. You can use a rescue medium to recover from failures that prevent you from gaining access to the Windows environment or the Rescue and Recovery workspace on your storage drive.

### Notes:

- The recovery operations you can perform using a rescue medium vary depending on the operating system.
- The rescue disc can be started in all types of optical drives.

## Creating a rescue medium

To create a rescue medium on the Windows 7 operating system, do the following:

1. From the Windows desktop, click **Start → All Programs → Lenovo ThinkVantage Tools → Enhanced Backup and Restore**. The Rescue and Recovery program opens.
2. In the Rescue and Recovery main window, click the **Launch advanced Rescue and Recovery** arrow.
3. Click the **Create Rescue Media** icon. The “Create Rescue and Recovery Media” window opens.
4. In the **Rescue Media** area, select the type of the rescue medium you want to create. You can create a rescue medium using a disc, a USB storage device with sufficient capacity, or a secondary internal storage drive.
5. Click **OK** and follow the instructions on the screen to create a rescue medium.

## Using a rescue medium

Depending on whether you have created a rescue medium using a disc or a USB storage drive, do one of the following:

- If you have created a rescue medium using a disc, do the following:
  1. Turn on or restart your computer.
  2. When you see the logo screen, repeatedly press and release the F12 key. The startup device menu window is displayed.
  3. Select the desired optical drive as the first boot device. Then, insert the rescue disc into the optical drive and press Enter. The rescue medium starts.
- If you have created a rescue medium using a USB storage drive, do the following:
  1. Connect the USB storage drive to one of the USB connectors on your computer.
  2. Turn on or restart your computer.
  3. When you see the logo screen, repeatedly press and release the F12 key. The startup device menu window is displayed.
  4. Select the USB storage drive as the first boot device and press Enter. The rescue medium starts.

When the rescue medium starts, the Rescue and Recovery workspace opens. The help information for each feature is available from the Rescue and Recovery workspace. Follow the instructions to complete the recovery process.

## Reinstalling programs and device drivers

This section provides the following items:



- “Reinstalling preinstalled programs and device drivers” on page 93
- “Reinstalling programs and device drivers that are not preinstalled” on page 93

## Reinstalling preinstalled programs and device drivers

Your computer enables you to reinstall preinstalled programs and device drivers.

### Reinstalling preinstalled programs

To reinstall programs preinstalled on your Lenovo computer, do the following:

1. Turn on the computer.
2. Go to C:\SWTOOLS.
3. Open the apps folder and locate the subfolder that is named after the program preinstalled on your computer.
4. Open the subfolder and locate the EXE file.
5. Double-click the EXE file and follow the instructions on the screen to complete the installation.

### Reinstalling preinstalled device drivers

**Attention:** Reinstalling device drivers will change the current configuration of your computer. Reinstall device drivers only when it is necessary to solve a problem on your computer.

To reinstall the device driver for a factory-installed device, do the following:

1. Turn on the computer.
2. Go to C:\SWTOOLS.
3. Open the DRIVERS folder and locate the subfolder that is named after the factory-installed device in your computer, such as AUDIO or VIDEO.
4. Open the subfolder.
5. Do one of the following:
  - Locate the EXE file. Double-click the EXE file and follow the instructions on the screen to complete the installation.
  - Locate the readme file with the .txt extension. The device driver installation information is included in the readme file. Follow the instructions to complete the installation.
  - If the device subfolder contains a file with the .inf extension and you want to install the device driver using the INF file, refer to the Windows help system for detailed information about how to install the device driver.

**Note:** For more information about the latest device drivers, see “Getting the latest device drivers for your computer” on page 67.

## Reinstalling programs and device drivers that are not preinstalled

Your computer enables you to reinstall programs and device drivers that are not preinstalled.

### Reinstalling programs that are not preinstalled

If a software program you installed on your computer is not working correctly, you might need to uninstall and then reinstall it. Reinstalling a program overwrites the existing program files and usually fixes any problems that you might have had with the program.

To uninstall a program from your system, refer to the Microsoft Windows help system.

To reinstall most commercially available programs on your system, refer to the Microsoft Windows help system together with the documentation provided with the program.

### Reinstalling device drivers that are not preinstalled

To reinstall a device driver for an option you installed, refer to the documentation that comes with the option.

**Note:** Reinstalling device drivers will change the current configuration of your computer. Reinstall device drivers only when it is necessary to solve a problem on your computer.

## Solving recovery problems

**Note:** Ensure that your rescue device is set as the first boot device in the startup device sequence in the Setup Utility program. See “Selecting a startup device” on page 61 for detailed information about temporarily or permanently changing the startup device sequence. For more information about the Setup Utility program, see “Using the Setup Utility program” on page 59.

If you cannot access the Rescue and Recovery workspace or the Windows environment, do one of the following:

- Use a rescue medium to start the Rescue and Recovery workspace. See “Creating and using a rescue medium” on page 92.
- Use recovery media if all other methods of recovery have failed and you must restore the storage drive to the factory-default settings. See “Creating and using recovery media” on page 89.

It is important to create a rescue medium and a set of recovery media as early as possible and store them in a safe place for future use.

---

## Recovery information for the Windows 8.1 operating system

This section contains the following topics:

- “Refreshing your computer” on page 94
- “Resetting your computer to the factory-default settings” on page 94
- “Using the advanced startup options” on page 95
- “Recovering your operating system if Windows 8.1 fails to start” on page 95

### Refreshing your computer

If your computer does not perform well and the problem might be caused by a recently installed program, you can refresh your computer.

**Attention:** If you refresh your computer, the programs preinstalled on your computer and the programs that you installed from Windows Store will be reinstalled. However, all other programs will be uninstalled.

To refresh your computer, do the following:

1. Move the pointer to the top-right or bottom-right corner of the screen to display the charms. Click **Settings → Change PC settings → Update and recovery → Recovery**.
2. In the **Refresh your PC without affecting your files** section, click **Get started**.

### Resetting your computer to the factory-default settings

You can reset your computer to the factory-default settings. Resetting the computer will reinstall the operating system and all the programs that come with your computer.

**Attention:** If you reset your computer, all your personal files and settings will be deleted. To avoid data loss, back up all the data that you want to keep.

To reset your computer, do the following:

1. Move the pointer to the top-right or bottom-right corner of the screen to display the charms. Click **Settings → Change PC settings → Update and recovery → Recovery**.
2. In the **Remove everything and reinstall Windows** section, click **Get started**.

## Using the advanced startup options

Advanced startup options enable you to change the startup settings of your Windows operating system, start the computer from an external device, or restore the Windows operating system from a system image.

To use the advanced startup options, do the following:

1. Move the pointer to the top-right or bottom-right corner of the screen to display the charms. Click **Settings → Change PC settings → Update and recovery → Recovery**.
2. In the **Advanced startup** section, click **Restart now → Troubleshoot → Advanced options**.
3. Restart your computer following the instructions on the screen.

## Recovering your operating system if Windows 8.1 fails to start

The Windows recovery environment on your computer is capable of operating independently from the Windows 8.1 operating system. It enables you to recover or repair the operating system even if the Windows 8.1 operating system fails to start.

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

You can recover your operating system by one the following recovery solutions:

- “Recovery solutions provided by the Windows 8.1 operating system” on page 95
- “Recovery solutions provided by the Lenovo program” on page 95

### Recovery solutions provided by the Windows 8.1 operating system

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

For more details about the recovery solutions provided by the Windows 8.1 operating system, refer to the help information system of the Windows 8.1 operating system.

### Recovery solutions provided by the Lenovo program


Create Recovery Media enables you to restore your computer to the factory-default settings. It is recommended that you create recovery media to back up your computer settings with Create Recovery Media as early as possible.

#### Creating recovery media

You can create recovery media using optical discs or external USB storage devices. If an internal optical drive is not available on your computer, use an external optical drive to perform any recovery operations that require a disc.

To create recovery media on the Windows 8.1 operating system, do the following:

**Note:** Depending on your computer model, the recovery media might contain several media. It is recommended that you store the recovery media in a safe place for future use.

1. Connect a USB storage device to your computer or insert an optical disc into the optical drive.
2. Open Create Recovery Media from the Start screen. If you cannot find the tile of the program on the screen, click or tap the arrow icon  in the bottom-left corner of the screen to open Create Recovery Media from the Apps screen.
3. Click or tap **OK**.
4. Select or tap the device on which you want to create recovery media from the drop-down list box and then click or tap **OK**.

**Note:** Click or tap **Refresh** if you cannot find the device on which you want to create recovery media.

5. Click or tap **Yes** when you are prompted whether you want to format the device. Then, follow the on-screen instructions to create recovery media.

### Using recovery media

**Attention:** When you use recovery media to restore the computer to the factory-default settings, all your personal data stored on the storage drives will be deleted. To avoid data loss, back up all the data that you want to keep.

To restore the computer to the factory-default settings through recovery media, do the following:

1. Connect the boot medium to the computer.
2. Turn on or restart the computer.
3. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59. Depending on your computer model, do one of the following:
  - For 10D4, 10D5, 10D6, 10D7, 10EJ, and 10EK models: Select or tap **Exit → OS Optimized Defaults → Disabled** and **Advanced → OS Selection → Windows 8.x**.
  - For 10E0, 10E1, 10E2, 10E3, 10EL, and 10EM models: Select or tap **Exit → OS Optimized Defaults → Disabled**.
4. Press F10 to save your settings and restart the computer.
5. When you see the logo screen, repeatedly press and release the F12 key until the startup device menu window is displayed.
6. Select or tap the desired startup device and press Enter. Then, follow the instructions on the screen to complete the recovery process.
7. Disconnect the recovery medium from your computer. Then, click or tap **Restart**.
8. Start the Setup Utility program. See “Starting the Setup Utility program” on page 59. Depending on your computer model, do one of the following:
  - For 10D4, 10D5, 10D6, 10D7, 10EJ, and 10EK models: Select or tap **Exit → OS Optimized Defaults → Enabled** and **Advanced → OS Selection → Windows 8.x**.
  - For 10E0, 10E1, 10E2, 10E3, 10EL, and 10EM models: Select or tap **Exit → OS Optimized Defaults → Enabled**.

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## Recovery information for the Windows 10 operating system

To recover your Windows 10 operating system, use the following solutions:

- Use Windows recovery solutions.
  - Use recovery solutions in Windows Settings.
    1. Click the Start button to open the Start menu.
    2. Click **Settings → Update & security → Recovery**.

3. Choose the appropriate recovery solution by following the instructions on the screen.
- Use System Restore to restore system files and settings to an earlier point.
    1. Right-click the Start button to open the Start context menu.
    2. Click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **Recovery → Open System Restore**.
    3. Follow the instructions on the screen.

- Use the File History tool to restore your files from a backup.

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

1. Right-click the Start button to open the Start context menu.
  2. Click **Control Panel**. View Control Panel using Large icons or Small icons, and then click **File History → Restore personal files**.
  3. Follow the instructions on the screen.
- Use the Windows recovery environment by doing one of the following:
    - After several consecutive failed boot attempts, the Windows recovery environment might start automatically. Follow the instructions on the screen to choose the appropriate recovery solution.
    - Select the recovery medium you created earlier with the Windows tool as the startup device. See “Selecting a temporary startup device” on page 61. Then, follow the instructions on the screen to choose the appropriate recovery solution.

**Note:** To create a recovery medium, see “Good maintenance practices” on page 69.

- Use the recovery USB key provided by Lenovo to restore the entire storage drive to the factory-default settings.
  - If your computer comes with the recovery USB key, follow the instructions shipped with the USB key.
  - If your computer does not come with the recovery USB key, contact the Lenovo Customer Support Center to order a recovery USB key. For a list of Lenovo Support phone numbers, go to <http://www.lenovo.com/support/phone>. If you cannot find the support telephone number for your country or region, contact your Lenovo reseller.



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## Chapter 11. Installing or replacing hardware

This chapter provides instructions on how to install or replace hardware for your computer.

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### Handling static-sensitive devices

Do not open the static-protective package containing the new part until the defective part has been removed and you are ready to install the new part. Static electricity, although harmless to you, can seriously damage computer components and parts.

When you handle parts and other computer components, take these precautions to avoid static-electricity damage:

- Limit your movement. Movement can cause static electricity to build up around you.
- Always handle parts and other computer components carefully. Handle PCI cards, memory modules, system boards, and microprocessors by the edges. Never touch any exposed circuitry.
- Prevent others from touching the parts and other computer components.
- Touch the static-protective package containing the part to a metal expansion-slot cover or other unpainted metal surface on the computer for at least two seconds. This reduces static electricity from the package and your body before you install or replace a new part.
- When possible, remove the new part from the static-protective package, and install it directly in the computer without setting the part down. When this is not possible, place the static-protective package that the part came in on a smooth, level surface and place the part on the package.
- Do not place the part on the computer cover or other metal surface.

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### Installing or replacing hardware

This section provides instructions on how to install or replace hardware for your computer. You can expand the capabilities of your computer and maintain your computer by installing or replacing hardware.

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

#### Notes:

- Use only computer parts provided by Lenovo.
- When installing or replacing an option, use the appropriate instructions in this section along with the instructions that come with the option.

### Installing external options

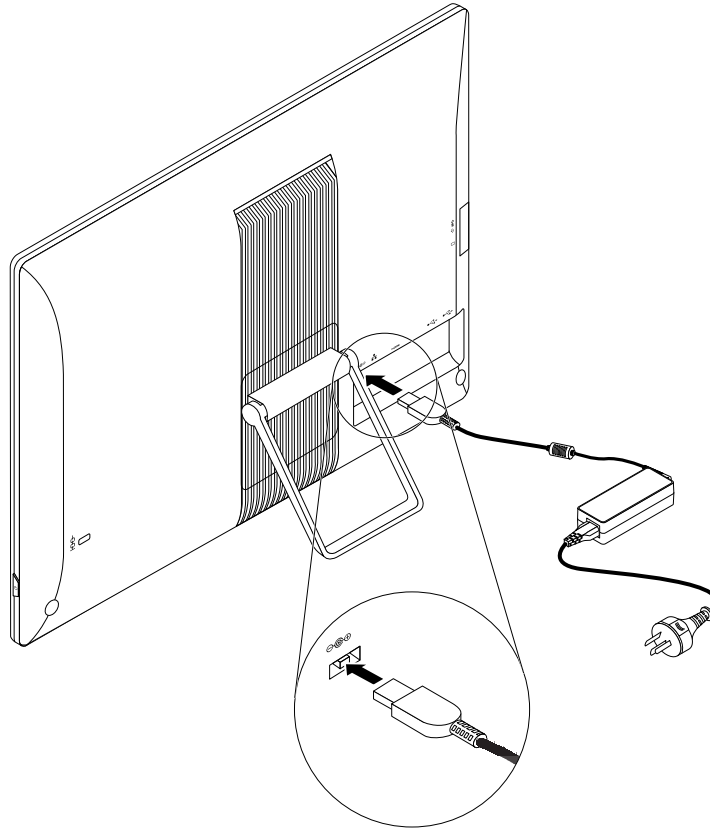
You can connect external options to your computer, such as external speakers, a printer, or a scanner. For some external options, you must install additional software in addition to making the physical connection. When installing an external option, see “Locating connectors, controls, and indicators on the front of your computer” on page 28 and “Locating connectors on the rear of your computer” on page 29 to identify the required connector. Use the instructions shipped with the option to help you make the connection and install any software or device drivers that are required for the option.

### Installing or removing the ac power adapter

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to install or remove the ac power adapter.

To install the ac power adapter, connect the ac power adapter cable to the ac power adapter connector at the rear of your computer. Then, connect the power cord on the other end to a workable electrical outlet.



*Figure 9. Connecting the ac power adapter*

To remove the ac power adapter, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.



2. Disconnect the ac power adapter cable from the computer.

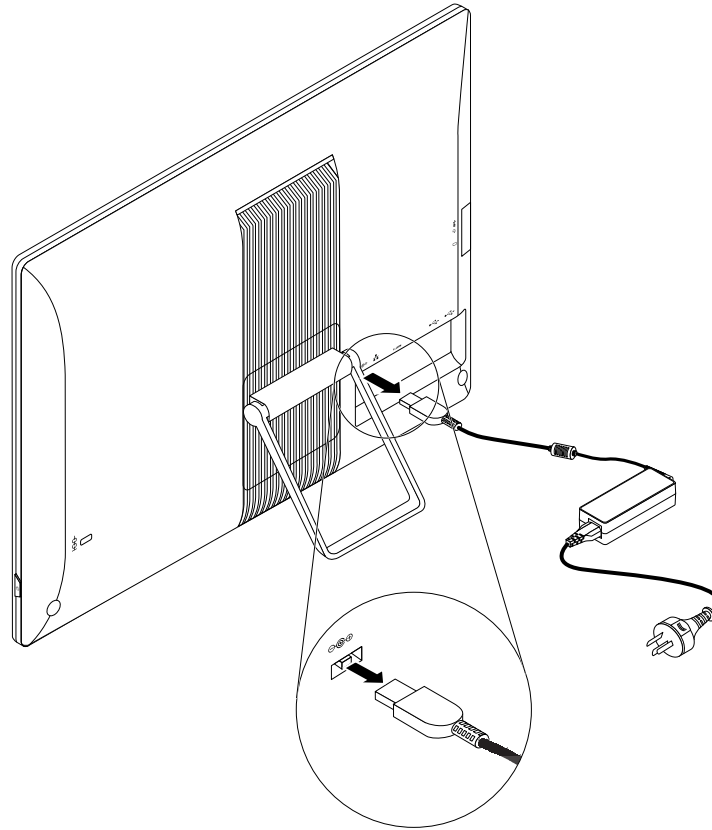


Figure 10. Disconnecting the ac power adapter

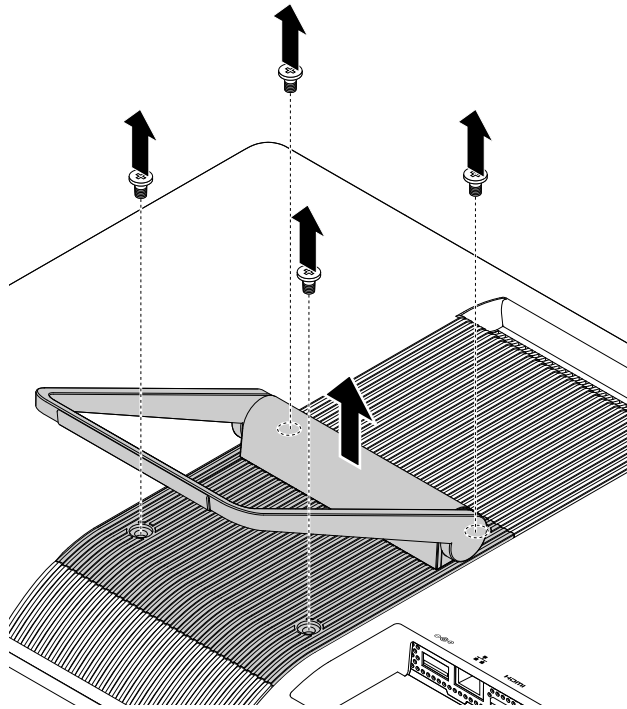
## Removing and installing the frame stand

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

To remove and install the frame stand, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. Remove the four screws that secure the frame stand. Then, lift the frame stand to remove it from the computer.



*Figure 11. Removing the frame stand*

4. To install the frame stand, position the frame stand over the computer so that the three tabs **1** align with the corresponding holes in the computer cover. Then, install the four screws to secure the frame stand to the computer cover.

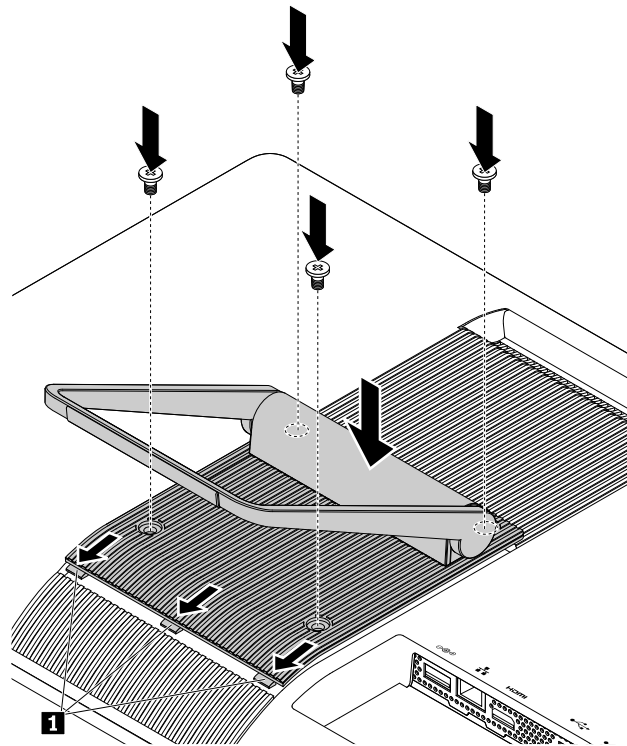


Figure 12. Installing the frame stand

## Removing and installing the feet

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to remove and install the feet.

To remove and install the feet, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. Remove the two screws **1** that secure the feet. Then, lift the feet to remove them from the computer.

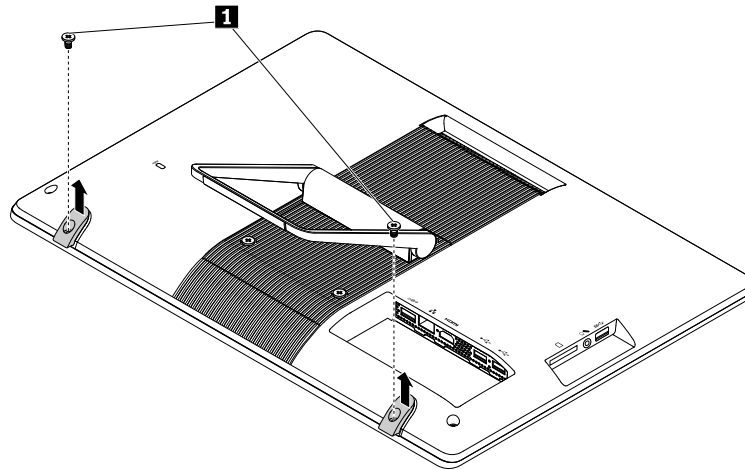


Figure 13. Removing the feet

4. To install the feet, position the feet on the computer cover so that the holes in the feet align with the corresponding holes in the computer cover. Then, install the two screws to secure the feet to the computer cover.

## Removing the computer cover

This section provides instructions on how to remove the computer cover.

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

### CAUTION:



**Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.**

To remove the computer cover, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. If a Kensington-style cable lock is available, unlock the computer cover.

5. Loosen the two screws **1** at the bottom of the computer. Then, lift the computer cover to remove it from the computer.

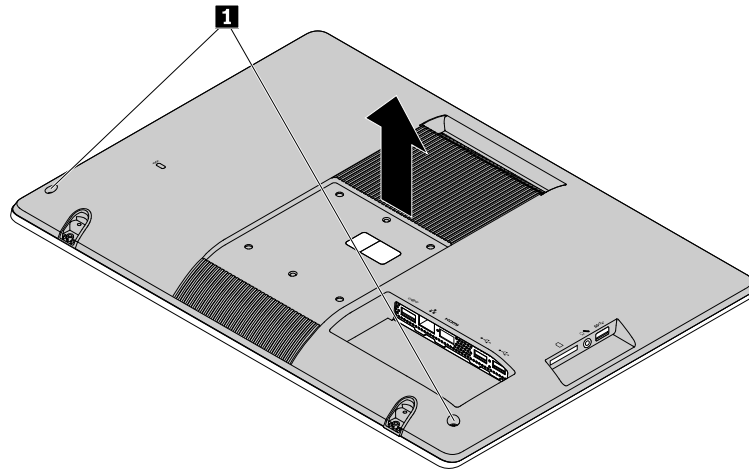


Figure 14. Removing the computer cover

## Replacing the 2.5-inch storage drive

This section provides instructions on how to replace the 2.5-inch storage drive.

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

**Note:** The 2.5-inch storage drive might be a 2.5-inch hard disk drive, a 2.5-inch hybrid drive, or a 2.5-inch solid-state drive.

To replace the 2.5-inch storage drive, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.

5. Remove the screw that secures the storage-drive bracket. Then, push the storage-drive bracket with the storage drive as shown to remove it from the storage-drive connector on the system board.

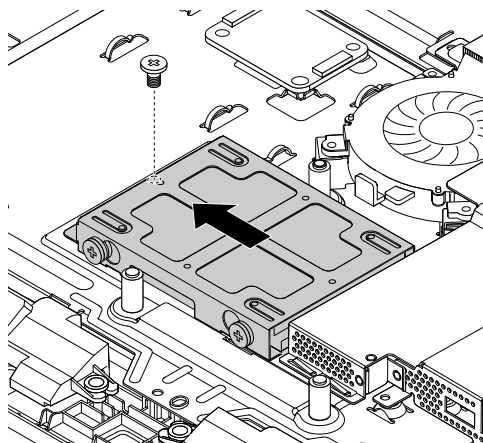


Figure 15. Removing the storage-drive bracket with the storage drive

6. Remove the four screws that secure the storage drive to the bracket. Then, push the storage drive as shown to remove it from the bracket.

**Note:** Do not touch the circuit board on the bottom of the storage drive.

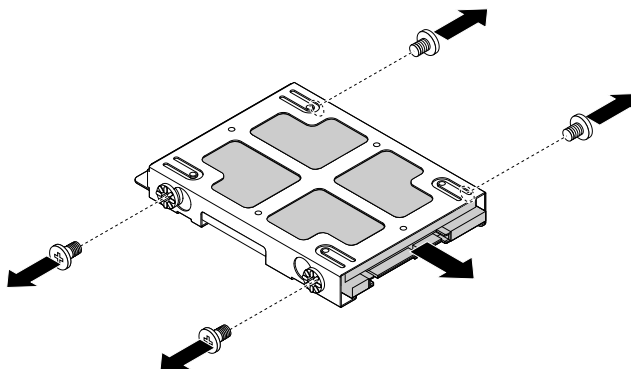


Figure 16. Removing the storage drive from the bracket

7. To install the new storage drive, insert the new storage drive into the storage-drive bracket so that the four screw holes in the storage drive align with the corresponding holes in the bracket. Then, install the four screws to secure the storage drive to the bracket.
8. Connect the bracket with the new storage drive to the storage-drive connector on the system board so that the screw hole in the bracket aligns with the corresponding hole in the chassis. Then, install the screw to secure the bracket with the storage drive to the chassis.

#### What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the internal speakers

This section provides instructions on how to replace the internal speakers.

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

To replace the internal speakers, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Record the routing of the internal-speaker cable. Then, disconnect the internal-speaker cable from the system board.
6. Remove the four screws that secure the internal speakers. Then, lift the internal speakers to remove them from the LCD front bezel.

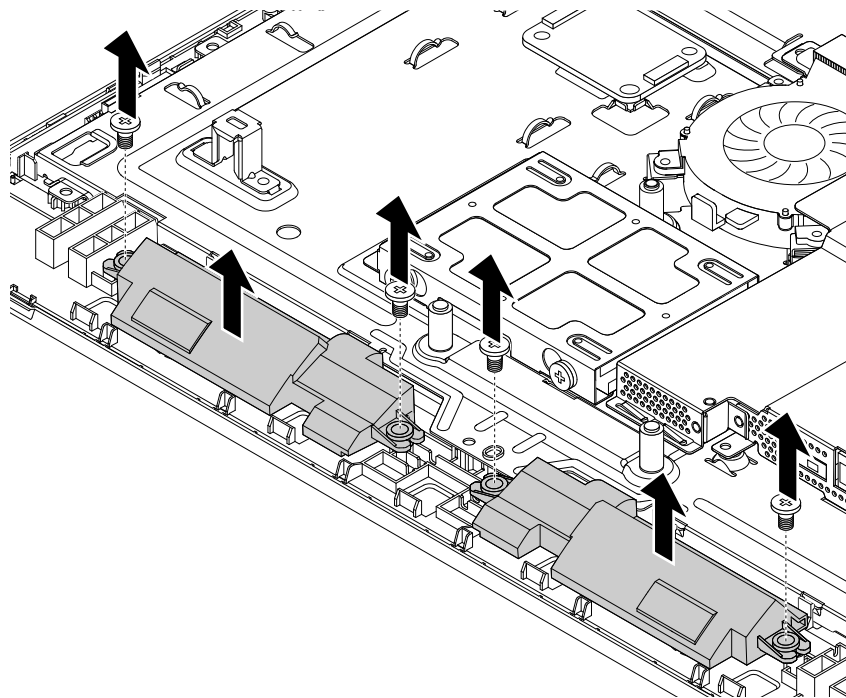


Figure 17. Removing the internal speakers

7. To install the new internal speakers, position the new internal speakers on the LCD front bezel so that the screw holes in each internal speaker align with the corresponding holes in the front bezel. Then, install the four screws to secure the internal speakers to the LCD front bezel.

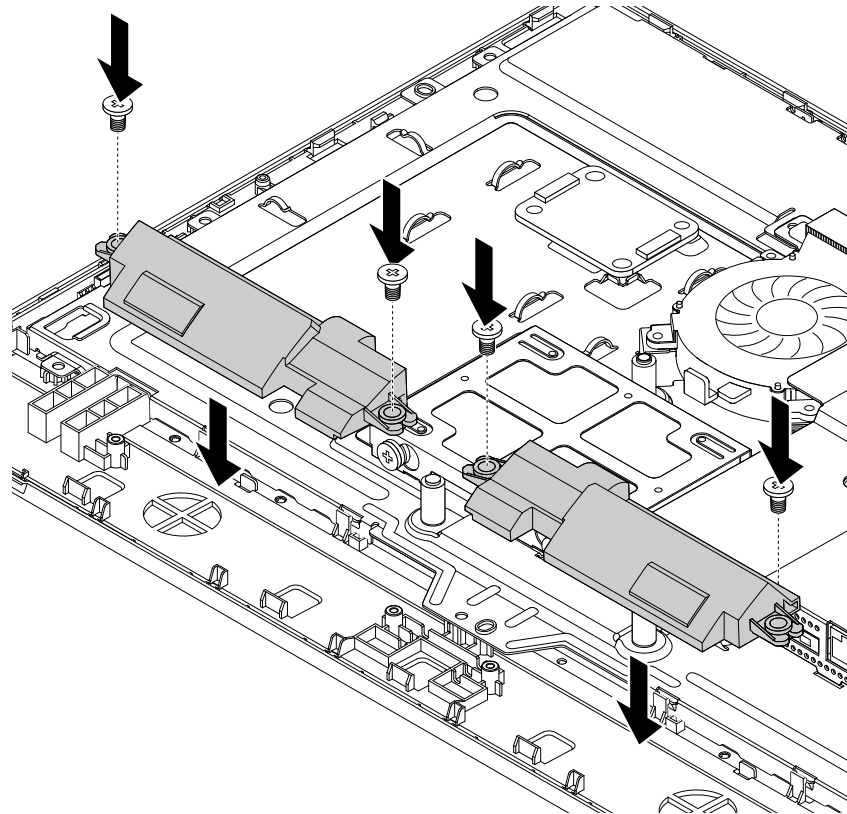


Figure 18. Installing the internal speakers

8. Route the cable of new internal speakers, and then connect the cable to the system board. See “Locating parts on the system board” on page 32.

#### What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Removing and installing the system-board shield

This section provides instructions on how to remove and install the system-board shield.

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

To remove and install the system-board shield, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.



5. Remove the five screws that secure the system-board shield. Then, lift the system-board shield to remove it from the chassis.

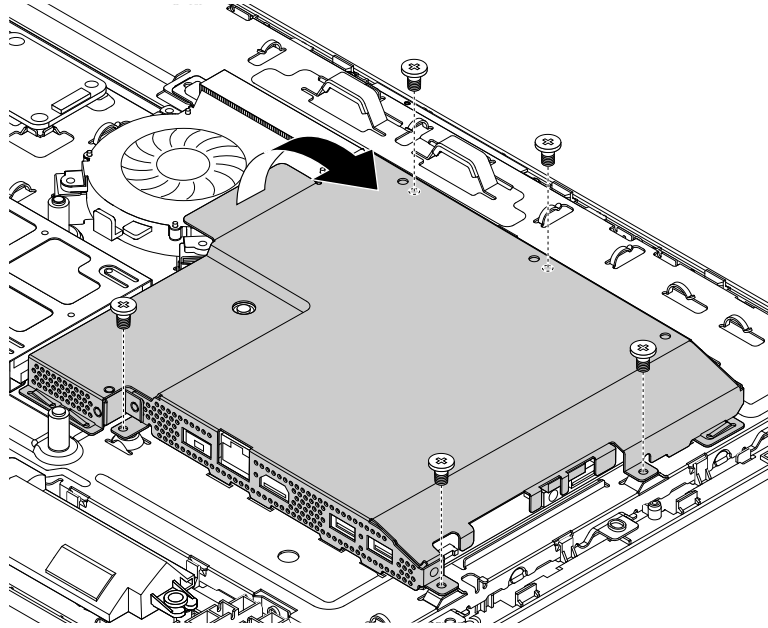


Figure 19. Removing the system-board shield

6. To install the system-board shield, position the system-board shield into the chassis so that the screw holes in the system-board shield align with the corresponding holes in the chassis. Then, install the five screws to secure the system-board shield to the chassis.

**What to do next:**

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the integrated camera

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to replace the integrated camera.

**Note:** The integrated camera is available only on some models.

To replace the integrated camera, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Record the routing of the integrated-camera cable. Then, disconnect the cable from the system board.

- Remove the two screws that secure the integrated camera. Then, lift the integrated camera to remove the camera from the front bezel.

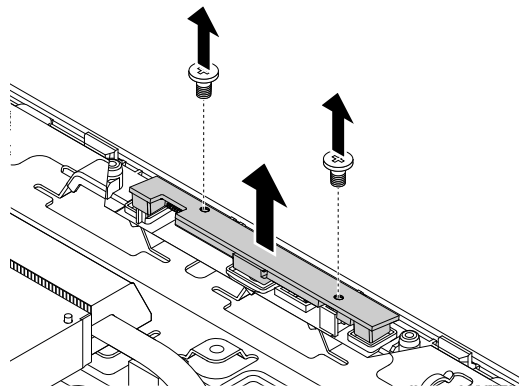


Figure 20. Removing the integrated camera

- To install the new integrated camera, connect the integrated-camera cable to the new integrated camera.
- Position the integrated camera over the LCD front bezel so that the screw holes **1** in the camera align with the corresponding holes **2** in the front bezel. Then, install the two screws to secure the integrated camera to the front bezel.

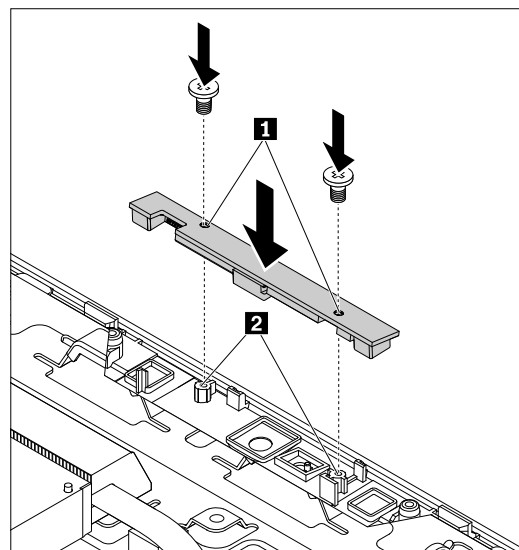


Figure 21. Installing the integrated camera

#### What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the converter board

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to replace the converter board.

To replace the converter board, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Disconnect the two converter-board cables from the converter board.
6. Remove the two screws that secure the converter board to the chassis.

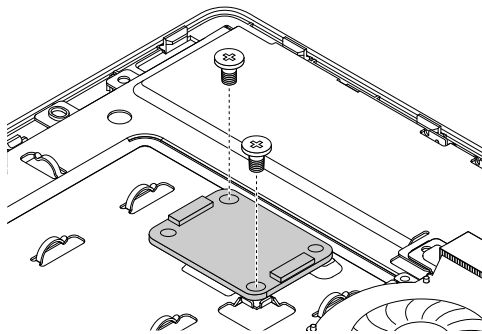


Figure 22. Removing the two screws that secure the converter board

7. To install the new converter board, connect the two converter-board cables to the new converter board.
8. Position the converter board so that the screw holes in the converter board align with the corresponding holes in the chassis. Then, install the two screws to secure the converter board to the chassis.

#### What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Installing or replacing a memory module

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to install or replace a memory module.

To install or replace a memory module, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Depending on whether you are installing or replacing a memory module, do one of the following:

- If you are installing a memory module, go to step 7.
- If you are replacing a memory module, open the retaining clips and gently pull the memory module out of the memory slot.

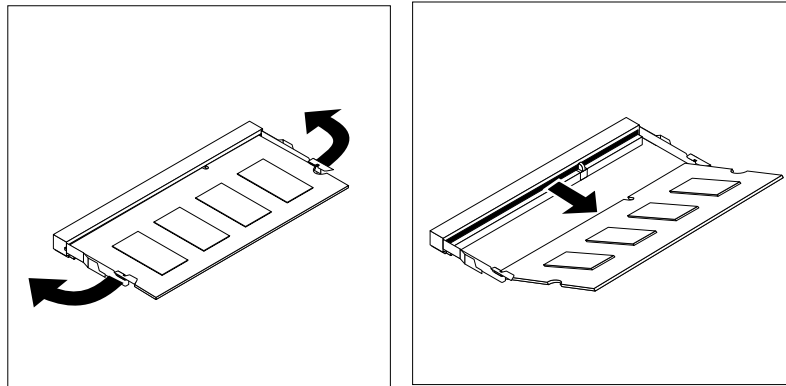


Figure 23. Removing a memory module

7. Position the new memory module so that the notch **2** on the memory module aligns with the key **1** in the memory slot. Then, insert the memory module into the memory slot at an angle of about 20 degrees. Ensure that the new memory module is inserted firmly and then pivot the memory module downward until it snaps into position.

**Notes:**

- Carefully handle the memory module by its edges.
- Ensure that the memory module is secured in the slot and does not move easily.

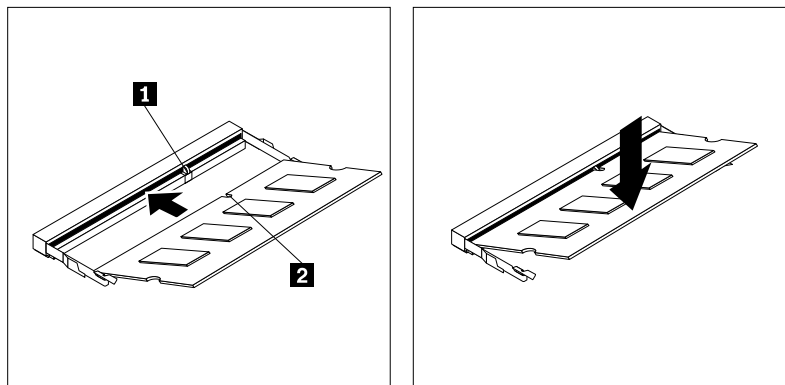


Figure 24. Installing a memory module

8. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.

**What to do next:**

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the coin-cell battery

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to replace the coin-cell battery.

Your computer has a special type of memory that maintains the date, time, and settings for built-in features, such as parallel-port assignments (configuration). A coin-cell battery keeps the information active when you turn off the computer.

The coin-cell battery normally requires no charging or maintenance throughout its life. However, if the coin-cell battery fails, the date, time, and configuration information (including passwords) are lost. An error message will be displayed when you turn on the computer.

Refer to the “Lithium coin cell battery notice” in the *Safety, Warranty, and Setup Guide* for information about replacing and disposing of the coin-cell battery.

To replace the coin-cell battery, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Remove the coin-cell battery as shown.

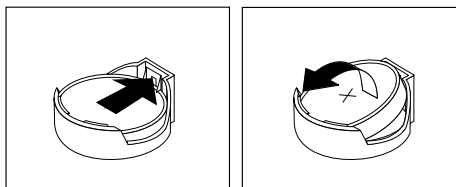


Figure 25. Removing the coin-cell battery

7. Install a new coin-cell battery as shown.

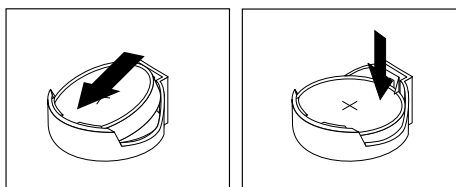


Figure 26. Installing the coin-cell battery

8. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.
9. Install the computer cover. See “Completing the parts replacement” on page 129.
10. Install the frame stand. See “Removing and installing the frame stand” on page 101.

11. Connect the external cables and the ac power adapter to the computer.
12. Turn on the computer and all attached devices.

**Note:** When you turn on the computer for the first time after replacing the coin-cell battery, an error message might be displayed. This is normal after replacing the coin-cell battery.

13. Use the Setup Utility program to set the date, time, and any passwords. See “Using the Setup Utility program” on page 59.

## Replacing the Wi-Fi card

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

**Note:** The Wi-Fi card is available only on some models.

This section provides instructions on how to replace the Wi-Fi card.

To replace the Wi-Fi card, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Disconnect the two Wi-Fi antenna cables from the Wi-Fi card. Then, remove the screw that secures the Wi-Fi card to the system board so that the Wi-Fi card pops up.

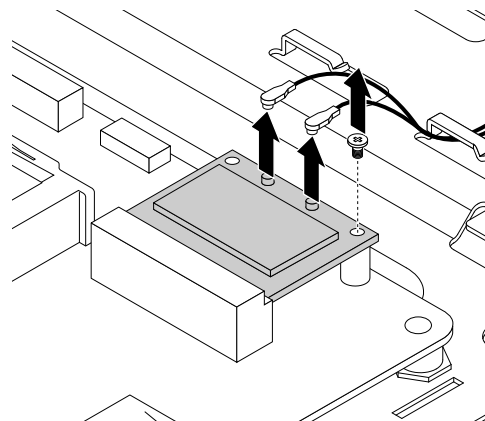
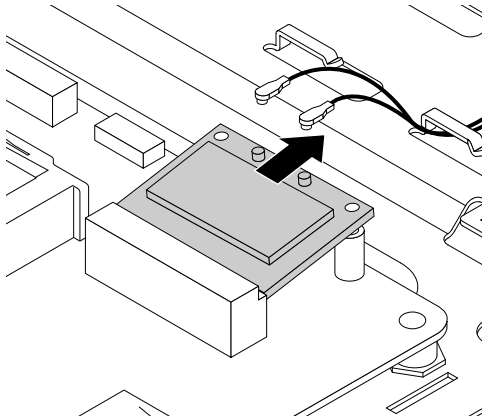


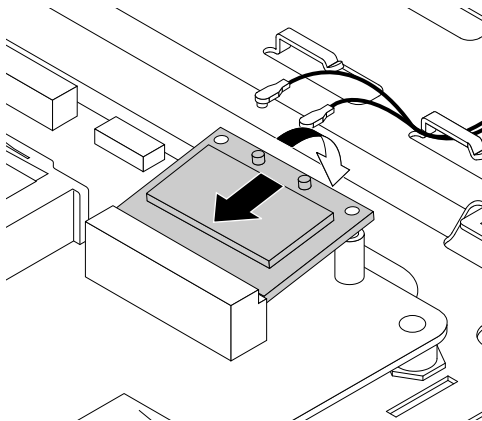
Figure 27. Disconnecting cables and releasing the Wi-Fi card

7. Remove the Wi-Fi card from the mini PCI Express card slot as shown.



*Figure 28. Removing the Wi-Fi card*

8. To install the new Wi-Fi card, insert the notched end of the new Wi-Fi card into the mini PCI Express card slot at an angle of about 20 degrees. Ensure that the Wi-Fi card is inserted firmly. Then, pivot the Wi-Fi card downward so that the screw hole in the Wi-Fi card aligns with the mounting stud on the system board.



*Figure 29. Installing the Wi-Fi card*

9. Install the screw to secure the Wi-Fi card to the system board. Then, connect the two Wi-Fi antenna cables to the Wi-Fi card.

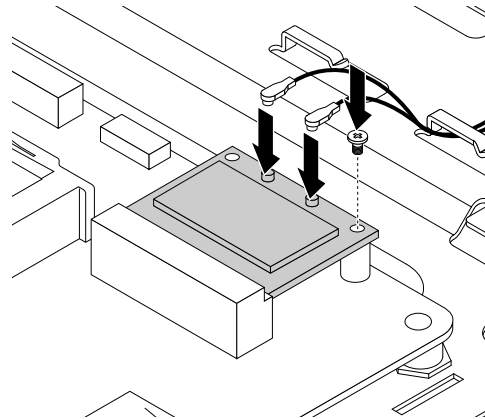


Figure 30. Securing the Wi-Fi card and connecting cables

10. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.

#### What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Removing and installing the control-button board

This section provides instructions on how to remove and install the control-button board.

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

#### CAUTION:

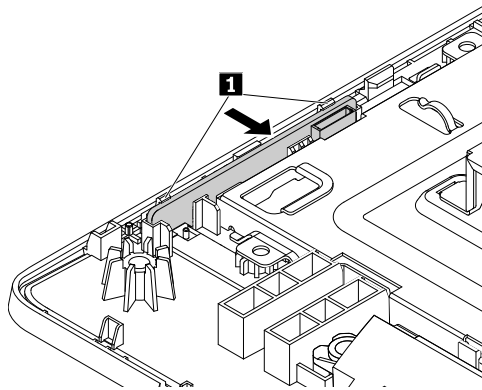


**Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.**

To remove and install the control-button board, do the following:

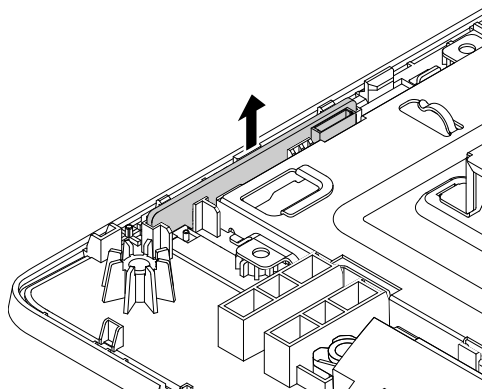
1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Record the routing of the control-button-board cable, and then disconnect the cable from the system board.
6. Slightly press the edge of the control-button board as shown to release it from the latches **1**.





*Figure 31. Removing the control-button board*

7. Take out the control-button board to remove the board from the LCD front bezel.



*Figure 32. Taking out the control-button board*

8. Install the control-button board to the LCD front bezel, and ensure that the control-button board is secured by the latches firmly.

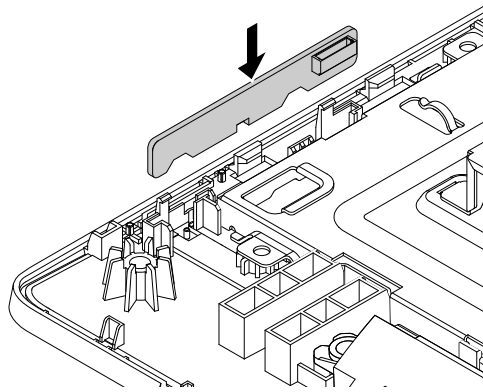


Figure 33. Installing the control-button board

9. Route the cable of the control-button board, and then connect the cable to the system board. See “Locating parts on the system board” on page 32.

**What to do next:**

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the system fan

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to replace the system fan.

To replace the system fan, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Record the routing of the system-fan cable, and then disconnect the cable from the chassis.

7. Remove the three screws that secure the system fan. Then, lift the system fan to remove it from the chassis.

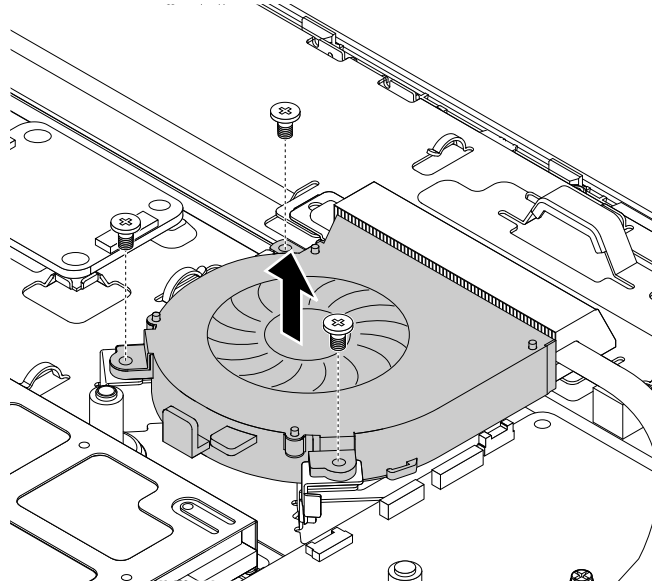


Figure 34. Removing the system fan

8. To install the new system fan, position the new system fan in the chassis so that the three screw holes in the new system fan align with the corresponding holes in the chassis. Then, install the three screws to secure the system fan to the chassis.
9. Route the cable of the new system fan, and then connect the cable to the system board. See “Locating parts on the system board” on page 32.
10. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.

#### What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the heat sink assembly

### CAUTION:



**The heat sink assembly might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.**

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to replace the heat sink assembly.

To replace the heat sink assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Follow the sequence **1**, **2**, **3**, **4** as shown to loosen the four screws that secure the heat sink assembly to the system board. Then, remove the screw **5** as shown. Lift the failing heat sink assembly to remove it from the system board.

**Notes:**

- a. Carefully loosen the four screws from the system board to avoid any possible damage to the system board. The four screws cannot be removed from the heat sink assembly.
- b. Do not touch the thermal grease while handling the heat sink assembly.

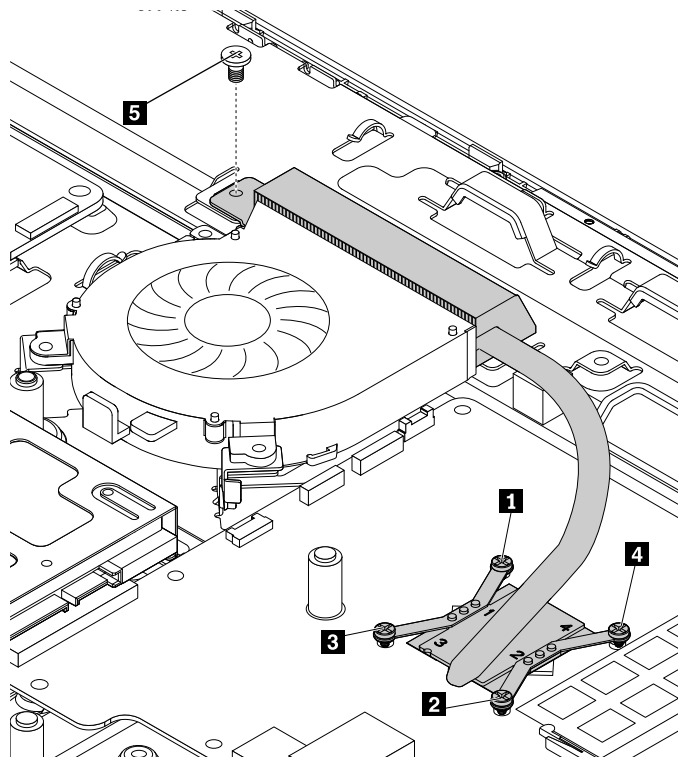


Figure 35. Removing the heat sink assembly

7. To install the new heat sink assembly, position the new heat sink assembly on the system board so that the four screws in the heat sink assembly align with the corresponding holes in the system board.
8. Follow the sequence **1**, **2**, **3**, **4** to tighten the four screws to secure the heat sink assembly to the system board. Then, install the screw **5** to secure the heat sink assembly to the chassis.

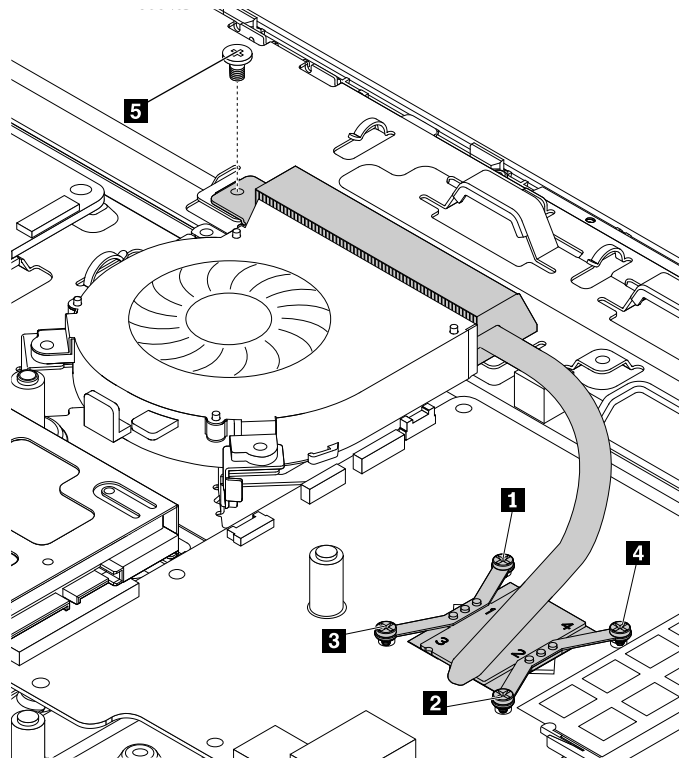


Figure 36. Installing the heat sink assembly

9. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.

**What to do next:**

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the system board

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

**Note:** Each computer has a unique Vital Product Data (VPD) code stored in the nonvolatile memory on the system board. After you replace the system board, the VPD must be updated. To update the VPD, see “Updating or recovering the BIOS” on page 63.

This section provides instructions on how to replace the system board.

**CAUTION:**



**The heat sink assembly and microprocessor might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.**

To replace the system board, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Remove the heat sink assembly. See “Replacing the heat sink assembly” on page 119.
7. Remove the memory modules. See “Installing or replacing a memory module” on page 111.
8. Remove the coin-cell battery. See “Replacing the coin-cell battery” on page 113.
9. Remove the Wi-Fi card. See “Replacing the Wi-Fi card” on page 114.
10. Record the cable routing and cable connections, and then disconnect all cables from the system board.
11. Remove the eight screws **1** as shown that secure the system board. Then, carefully lift the system board to remove it from the chassis.

**Note:** Carefully handle the system board by its edges.

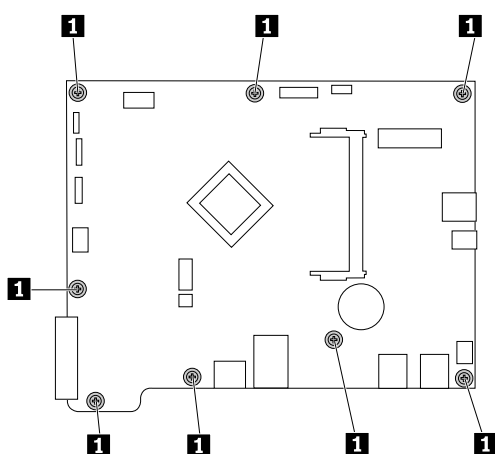


Figure 37. Removing the eight screws that secure the system board on 10D4, 10D5, 10D6, 10D7, 10 EJ, and 10EK models

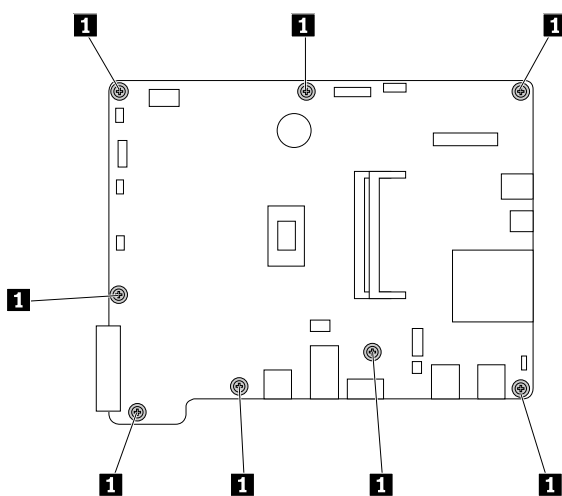


Figure 38. Removing the eight screws that secure the system board on 10E0, 10E1, 10E2, 10E3, 10EL, and 10EM models

To install the new system board, position the new system board in the chassis so that the eight screw holes in the system board align with the corresponding holes in the chassis. Then, install the eight screws to secure the system board to the chassis.

1. Route all the cables that you disconnected from the system board, and then connect the cables to the system board. See “Locating parts on the system board” on page 32.
2. Install the Wi-Fi card. See “Replacing the Wi-Fi card” on page 114.
3. Install the coin-cell battery. See “Replacing the coin-cell battery” on page 113.
4. Install the memory modules. See “Installing or replacing a memory module” on page 111.
5. Install the heat sink assembly. See “Replacing the heat sink assembly” on page 119.
6. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.

**What to do next:**

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the LCD panel

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

This section provides instructions on how to replace the liquid crystal display (LCD) panel.

To replace the LCD panel, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the frame stand. See “Removing and installing the frame stand” on page 101.
4. Remove the computer cover. See “Removing the computer cover” on page 104.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 108.
6. Record the routing of the LCD-panel cable, and then disconnect the LCD-panel cable from the system board.

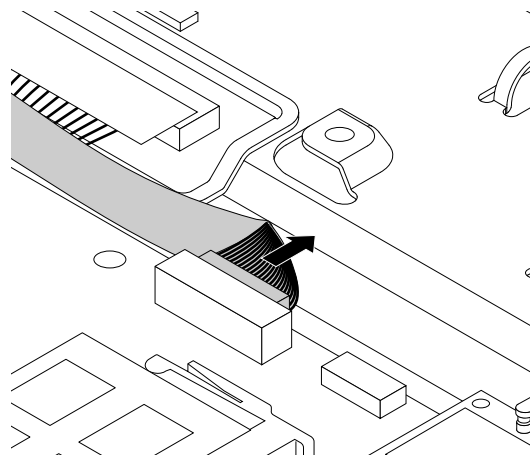


Figure 39. Disconnecting the LCD-panel cable from the system board

- Record the cable routing and disconnect other cables that might prevent your operation. Then, disconnect the cables from the system board.
- Remove the screws **1** and **2** as shown that secure the chassis to the LCD front bezel.

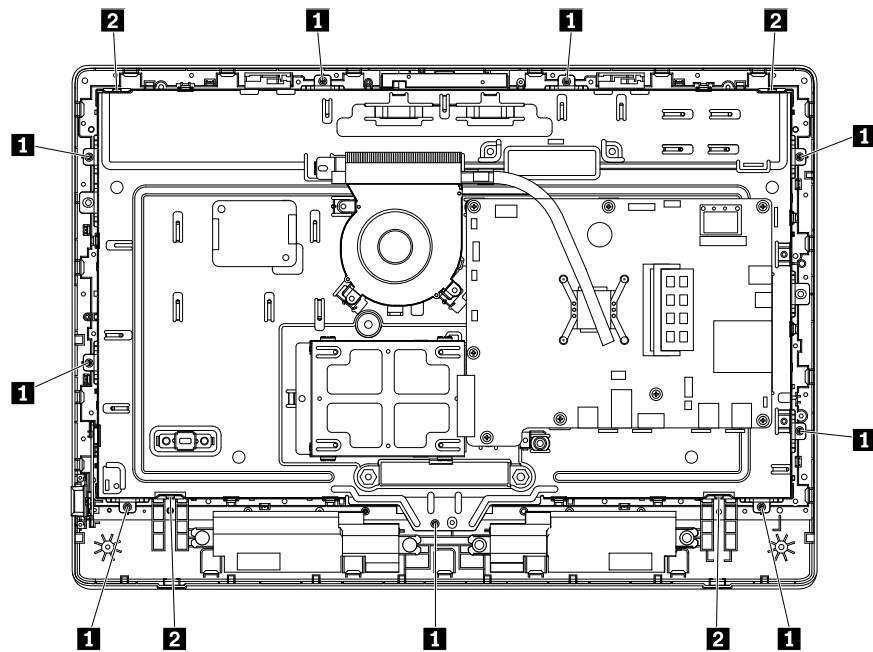


Figure 40. Removing the screws that secure the chassis to the LCD front bezel

- Pivot the retaining clips **1** outward as shown one by one to remove the chassis from the LCD panel.

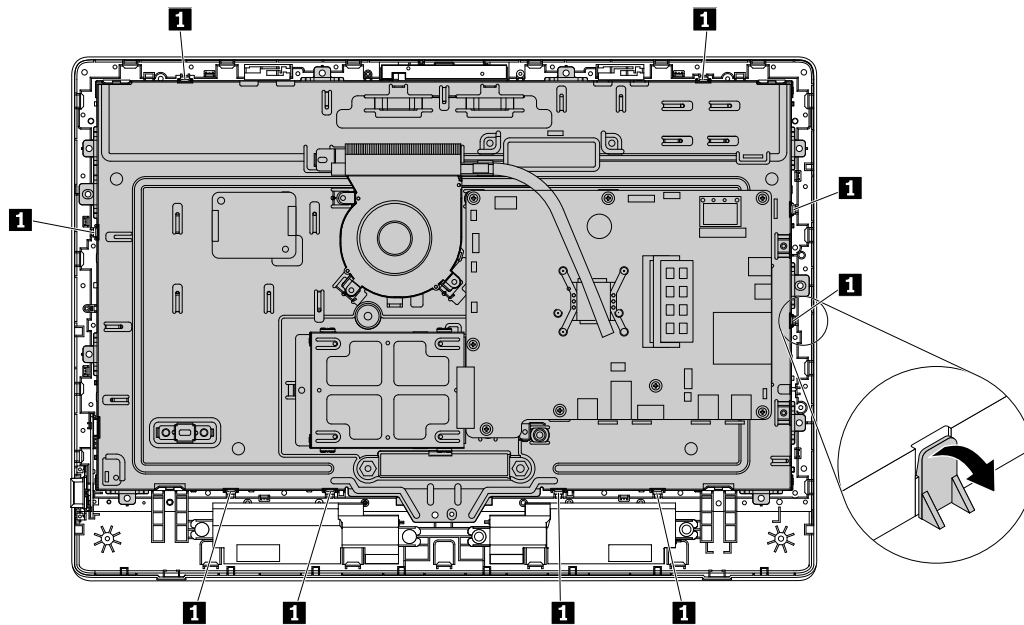


Figure 41. Removing the chassis with the LCD panel



10. Detach the tape and connectors that secure the LCD panel as shown. Then, pivot the retaining clips **1** as shown one by one to remove the LCD panel from the LCD front bezel.

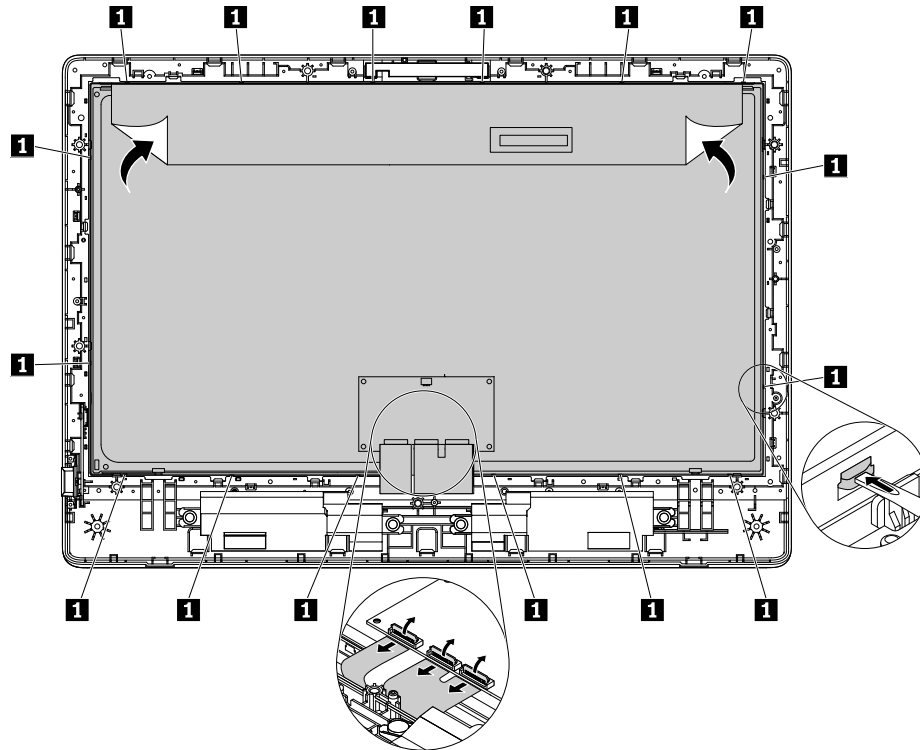


Figure 42. Removing the LCD panel

11. To install the new LCD panel, align the new LCD panel with the LCD bezel. Then, attach the tape and connectors to secure the LCD panel to the LCD bezel.
12. Position the chassis with the new LCD panel so that it is secured by the retaining clips on the front bezel. Then, install the screws to secure the chassis with the new LCD panel to the front bezel.
13. Connect the new LCD-panel cable to the system board as shown.

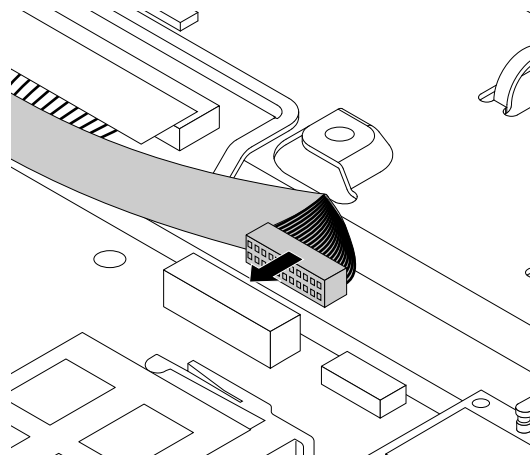


Figure 43. Connecting the LCD-panel cable to the system board

14. Install the system-board shield. See “Removing and installing the system-board shield” on page 108.
15. Route and connect all the cables that you have disconnected. See “Locating parts on the system board” on page 32.

**What to do next:**

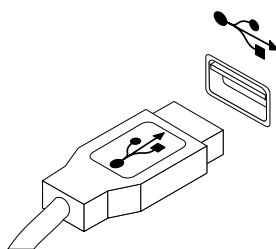
- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 129.

## Replacing the keyboard or mouse

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

To replace the keyboard or mouse, do the following:

1. Disconnect the old keyboard cable or mouse cable from the computer.
2. Connect a new keyboard or mouse to one of the USB connectors on the computer. Depending on where you want to connect the new keyboard or mouse, see “Locating connectors, controls, and indicators on the front of your computer” on page 28 or “Locating connectors on the rear of your computer” on page 29.



*Figure 44. Connecting the USB keyboard or mouse*

## Replacing the wireless keyboard or mouse

**Attention:** Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Read this first: Important safety information” on page 1.

### Replacing the wireless keyboard

To replace the wireless keyboard, do the following:

1. Remove your failing wireless keyboard.
2. Take out the new wireless keyboard from the package.

3. Open the battery compartment cover, and install two AAA batteries according to the polarity indicators.

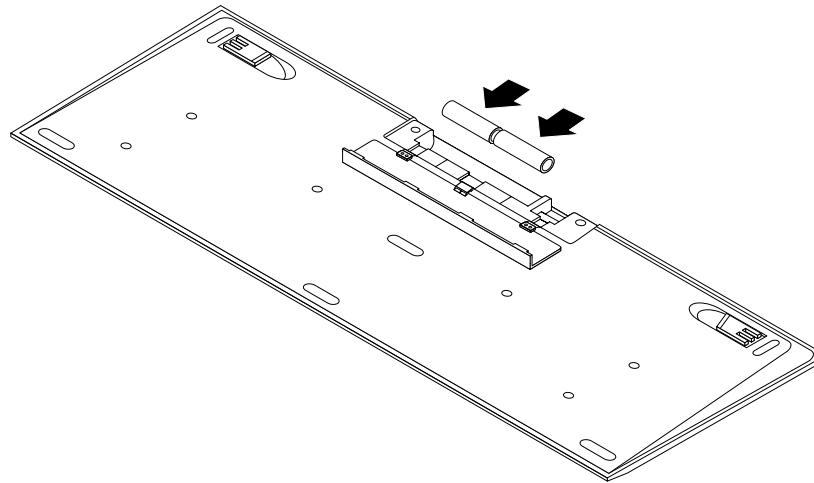


Figure 45. Installing the keyboard batteries

4. Take away the USB dongle from the keyboard compartment or from the wireless mouse compartment and connect it to an available USB connector on the computer. See “Replacing the wireless mouse” on page 127.
5. Close the compartment cover. The keyboard is ready for use.

## Replacing the wireless mouse

To replace the wireless mouse, do the following:

1. Disconnect the USB dongle from your computer. Then, take away your failing wireless mouse.
2. Remove the new wireless mouse from the package.
3. Press the battery compartment release button to open the battery compartment.

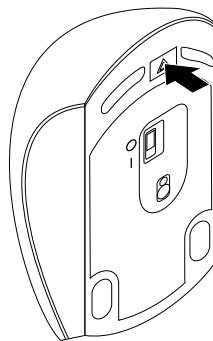


Figure 46. Opening the battery compartment

4. Remove the USB dongle from the compartment of the new wireless mouse or from the compartment of the wireless keyboard.

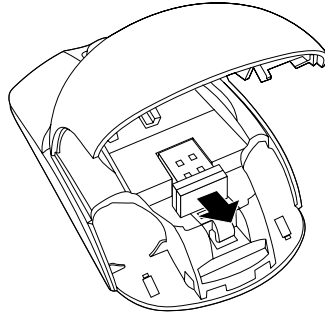


Figure 47. Taking out the USB dongle

5. Connect the USB dongle to an available USB connector on your computer.

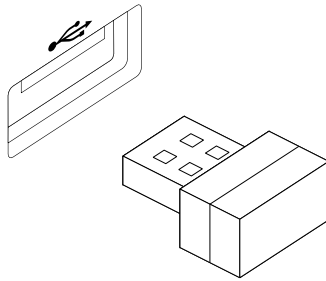


Figure 48. Connecting the USB dongle to a USB connector

6. Insert two AA batteries into the mouse compartment according to the polarity indicators.

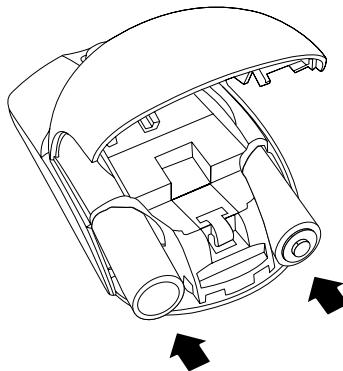


Figure 49. Installing the mouse batteries

7. Close the battery compartment cover and slide it forward until it clicks into place.

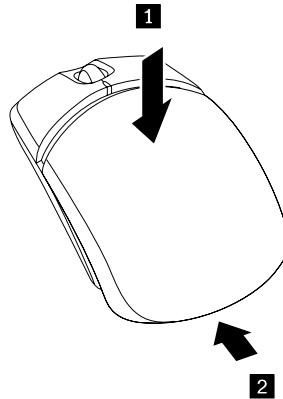


Figure 50. Closing the battery compartment cover

8. Push the power switch to the on position on the bottom of the wireless mouse until the LED (light-emitting diode) is on.

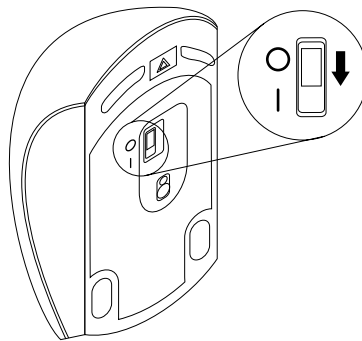


Figure 51. Pushing the power switch to the on position

#### Notes:

- The green LED indicates that the mouse is ready for use.
- The flashing amber LED indicates a low battery power level.
- Push the power switch to the off position when you are not using the mouse to extend the battery life.
- After disconnecting the USB dongle from your computer, store it in the wireless mouse compartment or in the wireless keyboard compartment.

## Completing the parts replacement

After completing the installation or replacement for all parts, you need to install the computer cover and connect cables.

To install the computer cover and connect cables, do the following:

1. Ensure that all components have been reassembled correctly and that no tools or loose screws are left inside your computer. See “Locating major FRUs and CRUs” on page 30 for the locations of various components in your computer.
2. Ensure that the cables are routed correctly before installing the computer cover. Keep the cables off the hinges and sides of the chassis to avoid interference with installing the computer cover.

3. Position the computer cover into place and then tighten the two screws **1** to secure the computer cover.

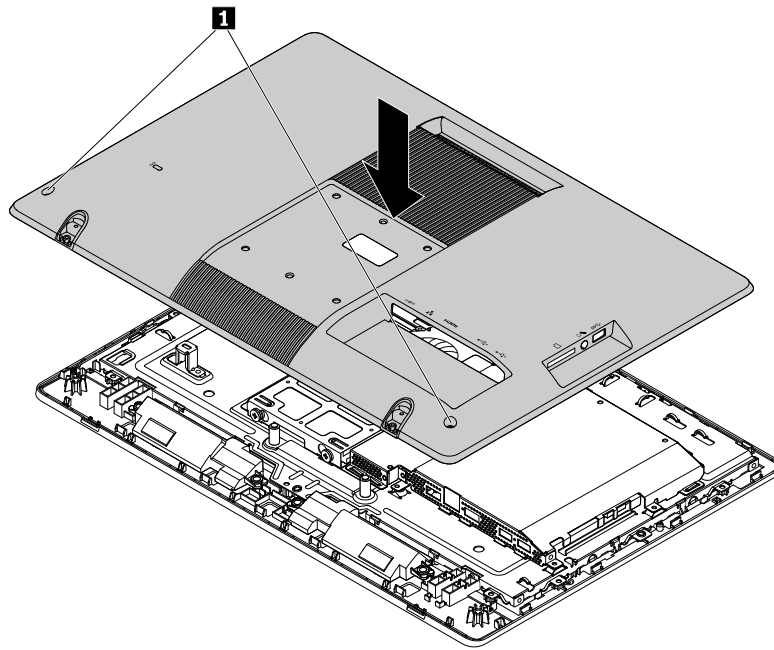


Figure 52. Installing the computer cover

4. Install the frame stand. See “Removing and installing the frame stand” on page 101.
5. If a Kensington-style cable lock is available, lock the computer cover. See “Attaching a Kensington-style cable lock” on page 56
6. Connect the external cables and the ac power adapter to the computer.
7. Depending on the parts you installed or replaced, you might need to confirm the updated information in the Setup Utility program. Refer to “Using the Setup Utility program” on page 59.

**Note:** In most areas of the world, Lenovo requires the return of the defective Customer Replaceable Unit (CRU). Information about this will come with the CRU or will come a few days after the CRU arrives.

### Obtaining device drivers

You can obtain device drivers that are not preinstalled in your operating system at <http://www.lenovo.com/support>. Installation instructions are provided in readme files with the device-driver files.

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## Chapter 12. Getting information, help, and service

This chapter contains information about help, service, and technical assistance for products manufactured by Lenovo.

---

### Information resources

You can use the information in this section to access useful resources relating to your computing needs.

### Lenovo ThinkVantage Tools

The Lenovo ThinkVantage Tools program provides easy access to various tools to help you work more easily and securely.

To access the Lenovo ThinkVantage Tools program, click **Start → All Programs → Lenovo ThinkVantage Tools**.

### Windows help system

**Note:** If you use the online help for Windows 7 or Windows 8.1, or the help for Windows 10, ensure that your computer is connected to the Internet.

The Windows help system provides you with detailed information about using the Windows operating system.

To access the Windows help system, do one of the following:

- For Windows 7: Click the Start button to open the Start menu, and then click **Help and Support**. You can choose to use the online or offline help at the bottom of the screen.
- For Windows 8.1: Move the pointer to the top-right or bottom-right corner of the screen to display the charms. Then, click **Settings → Help**. You can choose to use the online or offline help at the bottom of the screen.
- For Windows 10: Click the Start button to open the Start menu, and then click **Get started**.

### Safety and Warranty

The *Safety, Warranty, and Setup Guide* that is provided with your computer contains information on safety, setup, warranty, and notices. The safety information in the *Safety, Warranty, and Setup Guide* provides information you need to know before setting up and using this product. Read and understand all safety information provided in the *Safety, Warranty, and Setup Guide* before using this product.

The information in Chapter 1 “Read this first: Important safety information” on page 1 of this *User Guide* provides additional safety information that applies to topics and tasks described in this publication. Read and understand all safety information provided in that section before disassembling or upgrading this product.

### Lenovo Web site

The Lenovo Web site (<http://www.lenovo.com>) provides up-to-date information and services to help you buy, upgrade, and maintain your computer. You can also do the following:

- Shop for desktop and notebook computers, monitors, projectors, upgrades and accessories for your computer, and special offers.
- Purchase additional services, such as support for hardware, operating systems, application programs, network setup and configuration, and custom installations.

- Purchase upgrades and extended hardware repair services.
- Download the latest device drivers and software updates for your computer model.
- Access the online manuals for your products.
- Access the Lenovo Limited Warranty.
- Access troubleshooting and support information for your computer model and other supported products.
- Find the service and support phone numbers for your country or region.
- Find a Service Provider located near you.

## Lenovo Support Web site

Technical support information is available on the Lenovo Support Web site at:  
<http://www.lenovo.com/support>

This Web site is updated with the latest support information such as the following:

- Drivers and software
- Diagnostic solutions
- Product and service warranty
- Product and parts details
- User guides and manuals
- Knowledge base and frequently asked questions

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## Help and service

This section contains information about obtaining help and service.

### Using the documentation and diagnostic program

If you experience a problem with your computer, see Chapter 8 “Troubleshooting and diagnostics” on page 71. For information on additional resources to help you troubleshoot your computer problem, see “Information resources” on page 131.

If you suspect a software problem, see the documentation that comes with the operating system or software program, including readme files and online help.

Most computers come with a diagnostic program that helps you identify hardware problems.

You can also get the latest technical information and download device drivers and updates from Lenovo Support Web site at:  
<http://www.lenovo.com/support>

### Calling for service

During the warranty period, you can get help and information by telephone through the Customer Support Center.

The following services are available during the warranty period:

- **Problem determination** - Trained service personnel are available to assist you with determining a hardware problem and deciding what action is necessary to fix the problem.
- **Hardware repair** - If the problem is caused by hardware under warranty, trained service personnel are available to provide the applicable level of service.



- **Engineering Change management** - There might be changes that are required after a product has been sold. Lenovo or your reseller will make selected Engineering Changes (ECs) that apply to your hardware available.

These items are not covered by the warranty:

- Replacement or use of parts not manufactured for or by Lenovo or non-warranted Lenovo parts
- Identification of software problem sources
- Configuration of 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 application programs

Refer to the *Safety, Warranty, and Setup Guide* that comes with your computer for information about your warranty type and duration. You must retain your proof of purchase to obtain warranty service.

For a list of Lenovo Support phone numbers, go to <http://www.lenovo.com/support/phone> or refer to the *Safety, Warranty, and Setup Guide* that comes with your computer.

**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.

If possible, be at your computer when you call. Have the following information available:

- Machine type and model
- Serial numbers of your hardware products
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

## Using other services

You might travel with your computer or relocate it to a country or region where the machine type for your desktop or notebook computer is sold. In such a situation, your computer might be eligible for International Warranty Service, which automatically entitles you to obtain warranty service throughout the warranty period. Service will be performed by service providers authorized to perform warranty service.

Service methods and procedures vary by country, and some services might not be available in all countries. International Warranty Service is delivered through the method of service (such as depot, carry-in, or on-site service) that is provided in the servicing country. Service centers in certain countries might not be able to service all models of a particular machine type. In some countries, fees and restrictions might apply at the time of service.

To determine whether your computer is eligible for International Warranty Service and to view a list of the countries or regions where service is available, go to <http://www.lenovo.com/support>.

For technical assistance with the installation of or questions related to Service Packs for your preinstalled Microsoft Windows product, go to the Microsoft Product Support Web site at <http://support.microsoft.com>. You also can contact the Lenovo Customer Support Center for help. Some fees might apply.

## Purchasing additional services

During and after the warranty period, you can purchase additional services. Examples of these additional services include:

- Support for hardware, operating systems, and application programs
- Network setup and configuration services

- Upgraded or extended hardware repair services
- Custom installation services

Service availability and service name might vary by country or region. For more information about these services, go to the Lenovo Web site at:  
<http://www.lenovo.com>

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## Appendix A. Regulatory information

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### Export classification notice

This product is subject to the United States Export Administration Regulations (EAR) and has an Export Classification Control Number (ECCN) of 5A992.c. It can be re-exported except to any of the embargoed countries in the EAR E1 country list.

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### Electronic emissions notices

The following information refers to Lenovo personal computer machine types 10D4, 10D5, 10D6, 10D7, 10E0, 10E1, 10E2, 10E3, 10EJ, 10EK, 10EL, and 10EM.

### Federal Communications Commission Declaration of Conformity

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

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

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

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

Responsible Party:  
Lenovo (United States) Incorporated  
1009 Think Place - Building One  
Morrisville, NC 27560  
Phone Number: 919-294-5900



### Industry Canada Class B emission compliance statement

CAN ICES-3(B)/NMB-3(B)

### European Union - Compliance to the Electromagnetic Compatibility Directive

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Lenovo cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the installation of option cards from other manufacturers.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

Lenovo, Einsteinova 21, 851 01 Bratislava, Slovakia



### German Class B compliance statement

#### Deutschsprachiger EU Hinweis:

##### Hinweis für Geräte der Klasse B EU-Richtlinie zur Elektromagnetischen Verträglichkeit

Dieses Produkt entspricht den Schutzanforderungen der EU-Richtlinie 2004/108/EG (früher 89/336/EWG) zur Angleichung der Rechtsvorschriften über die elektromagnetische Verträglichkeit in den EU-Mitgliedsstaaten und hält die Grenzwerte der EN 55022 Klasse B ein.

Um dieses sicherzustellen, sind die Geräte wie in den Handbüchern beschrieben zu installieren und zu betreiben. Des Weiteren dürfen auch nur von der Lenovo empfohlene Kabel angeschlossen werden. Lenovo übernimmt keine Verantwortung für die Einhaltung der Schutzanforderungen, wenn das Produkt ohne Zustimmung der Lenovo verändert bzw. wenn Erweiterungskomponenten von Fremdherstellern ohne Empfehlung der Lenovo gesteckt/eingebaut werden.

#### Deutschland:

##### Einhaltung des Gesetzes über die elektromagnetische Verträglichkeit von Betriebsmitteln

Dieses Produkt entspricht dem „Gesetz über die elektromagnetische Verträglichkeit von Betriebsmitteln“ EMVG (früher „Gesetz über die elektromagnetische Verträglichkeit von Geräten“). Dies ist die Umsetzung der EU-Richtlinie 2004/108/EG (früher 89/336/EWG) in der Bundesrepublik Deutschland.

##### Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Betriebsmitteln, EMVG vom 20. Juli 2007 (früher Gesetz über die elektromagnetische Verträglichkeit von Geräten), bzw. der EMV EG Richtlinie 2004/108/EC (früher 89/336/EWG), für Geräte der Klasse B.

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraf 5 des EMVG ist die Lenovo (Deutschland) GmbH, Gropiusplatz 10, D-70563 Stuttgart.

Informationen in Hinsicht EMVG Paragraf 4 Abs. (1) 4:

**Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse B.**

### Korea Class B compliance statement

|  |
|--|
| <b>B급 기기(가정용 방송통신기자재)</b>  |
| 이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. |

## Japan VCCI Class B compliance statement

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

## Japan compliance statement for products which connect to the power mains with rated current less than or equal to 20 A per phase

日本の定格電流が 20A/相 以下の機器に対する高調波電流規制  
高調波電流規格 JIS C 61000-3-2 適合品

## Japan notice for ac power cord

The ac power cord shipped with your product can be used only for this specific product. Do not use the ac power cord for other devices.

本製品およびオプションに電源コード・セットが付属する場合は、それぞれ専用のもになっていますので他の電気機器には使用しないでください。

## Lenovo product service information for Taiwan

台灣 Lenovo 產品服務資訊如下：  
荷蘭商聯想股份有限公司台灣分公司  
台北市內湖區堤頂大道二段89號5樓  
服務電話：0800-000-702

## Keyboard and mouse compliance statement for Taiwan

本產品隨貨附已取得經濟部標準檢驗局認可之PS/2或USB的鍵盤與滑鼠一組

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## Eurasian compliance mark



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## Brazil regulatory notice

Ouvir sons com mais de 85 decibéis por longos períodos pode provocar danos ao sistema auditivo.

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## Mexico regulatory notice

**Advertencia:** En Mexico la operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

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## Additional regulatory information

For additional regulatory information, refer to the *Regulatory Notice* shipped with your computer. Depending on the configuration of your computer and the country or region where the computer was purchased, you might have received additional printed regulatory notices. All regulatory notices are available on the Lenovo Support Web site in electronic format. To access electronic copies of the documentation, go to <http://www.lenovo.com/UserManuals>.



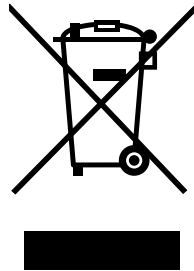
---

## Appendix B. WEEE and recycling information

Lenovo encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. Lenovo offers a variety of programs and services to assist equipment owners in recycling their IT products. For information on recycling Lenovo products, go to: <http://www.lenovo.com/recycling>

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### Important WEEE information



The WEEE marking on Lenovo products applies to countries with WEEE and e-waste regulations (for example, European Directive 2002/96/EC, India E-Waste Management & Handling Rules, 2011). Appliances are labeled in accordance with local regulations concerning waste electrical and electronic equipment (WEEE). These regulations determine the framework for the return and recycling of used appliances as applicable within each geography. This label is applied to various products to indicate that the product is not to be thrown away, but rather put in the established collection systems for reclaiming these end of life products.

Users of electrical and electronic equipment (EEE) with the WEEE marking must not dispose of end of life EEE as unsorted municipal waste, but use the collection framework available to them for the return, recycle, and recovery of WEEE and to minimize any potential effects of EEE on the environment and human health due to the presence of hazardous substances. For additional WEEE information, go to: <http://www.lenovo.com/recycling>

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### Recycling information for Japan

#### Collecting and recycling a disused Lenovo computer or monitor

If you are a company employee and need to dispose of a Lenovo computer or monitor that is the property of the company, you must do so in accordance with the Law for Promotion of Effective Utilization of Resources. Computers and monitors are categorized as industrial waste and should be properly disposed of by an industrial waste disposal contractor certified by a local government. In accordance with the Law for Promotion of Effective Utilization of Resources, Lenovo Japan provides, through its PC Collecting and Recycling Services, for the collecting, reuse, and recycling of disused computers and monitors. For details, visit the Lenovo Web site at <http://www.lenovo.com/recycling/japan>. Pursuant to the Law for Promotion of Effective Utilization of Resources, the collecting and recycling of home-used computers and monitors by the manufacturer was begun on October 1, 2003. This service is provided free of charge for home-used computers sold after October 1, 2003. For details, visit the Lenovo Web site at <http://www.lenovo.com/recycling/japan>.

## Disposing of Lenovo computer components

Some Lenovo computer products sold in Japan may have components that contain heavy metals or other environmental sensitive substances. To properly dispose of disused components, such as a printed circuit board or drive, use the methods described above for collecting and recycling a disused computer or monitor.

## Disposing of disused lithium batteries from Lenovo computers

A button-shaped lithium battery is installed inside your Lenovo computer to provide power to the computer clock while the computer is off or disconnected from the main power source. If you need to replace it with a new one, contact your place of purchase or contact Lenovo for service. If you need to dispose of a disused lithium battery, insulate it with vinyl tape, contact your place of purchase or an industrial-waste-disposal operator, and follow their instructions. Disposal of a lithium battery must comply with local ordinances and regulations.

---

## Recycling information for Brazil

### Declarações de Reciclagem no Brasil

#### Descarte de um Produto Lenovo Fora de Uso

Equipamentos elétricos e eletrônicos não devem ser descartados em lixo comum, mas enviados à pontos de coleta, autorizados pelo fabricante do produto para que sejam encaminhados e processados por empresas especializadas no manuseio de resíduos industriais, devidamente certificadas pelos órgãos ambientais, de acordo com a legislação local.

A Lenovo possui um canal específico para auxiliá-lo no descarte desses produtos. Caso você possua um produto Lenovo em situação de descarte, ligue para o nosso SAC ou encaminhe um e-mail para: [reciclar@lenovo.com](mailto:reciclar@lenovo.com), informando o modelo, número de série e cidade, a fim de enviarmos as instruções para o correto descarte do seu produto Lenovo.

---

## Battery recycling information for Taiwan

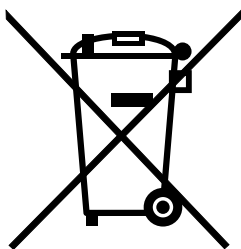


廢電池請回收

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## Battery recycling information for the European Union

EU



**Notice:** This mark applies only to countries within the European Union (EU).



Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances. For proper collection and treatment, go to:  
<http://www.lenovo.com/recycling>



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## Appendix C. Restriction of Hazardous Substances Directive (RoHS)

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### European Union RoHS

Lenovo products sold in the European Union, on or after 3 January 2013 meet the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment (“RoHS recast” or “RoHS 2”).

For more information about Lenovo progress on RoHS, go to:  
[http://www.lenovo.com/social\\_responsibility/us/en/RoHS\\_Communication.pdf](http://www.lenovo.com/social_responsibility/us/en/RoHS_Communication.pdf)

---

### China RoHS

产品中有害物质的名称及含量

| 部件名称     | 有害物质  |       |       |              |            |              |
|----------|-------|-------|-------|--------------|------------|--------------|
|          | 铅(Pb) | 汞(Hg) | 镉(Cd) | 六价铬 (Cr(VI)) | 多溴连苯 (PBB) | 多溴二苯醚 (PBDE) |
| 印刷电路板组件* | X     | O     | O     | O            | O          | O            |
| 硬盘       | X     | O     | O     | O            | O          | O            |
| 光驱       | X     | O     | O     | O            | O          | O            |
| 内存       | X     | O     | O     | O            | O          | O            |
| 电脑I/O 附件 | X     | O     | O     | O            | O          | O            |
| 电源       | X     | O     | O     | O            | O          | O            |
| 键盘       | X     | O     | O     | O            | O          | O            |
| 鼠标       | X     | O     | O     | O            | O          | O            |
| 机箱/ 附件   | X     | O     | O     | O            | O          | O            |

本表格依据 SJ/T 11364 的规定编制。  
O：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。  
X：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。  
注：表中标记“X”的部件，皆因全球技术发展水平限制而无法实现有害物质的替代。  
印刷电路板组件\*：包括印刷电路板及其零部件、电容和连接器  
根据型号的不同，可能不会含有以上的所有部件，请以实际购买机型为准



在中华人民共和国境内销售的电子信息产品必须标识此标志，标志内的数字代表在正常使用状态下的产品的环保使用期限

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### Turkish RoHS

The Lenovo product meets the requirements of the Republic of Turkey Directive on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (EEE).

### **Türkiye AEEE Yönetmeliğine Uygunluk Beyanı**

Bu Lenovo ürünü, T.C. Çevre ve Orman Bakanlığı'nın "Atık Elektrik ve Elektronik Eşyalarda Bazı Zararlı Maddelerin Kullanımının Sınırlanmasına Dair Yönetmelik (AEEE)" direktiflerine uygundur.

AEEE Yönetmeliğine Uygundur.

---

### **Ukraine RoHS**

Цим підтверджуємо, що продукція Леново відповідає вимогам нормативних актів України, які обмежують вміст небезпечних речовин

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### **India RoHS**

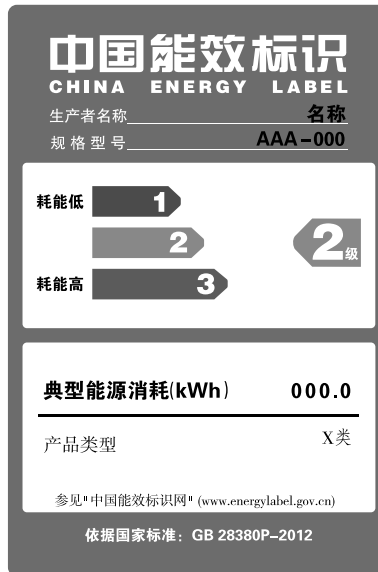
RoHS compliant as per E-Waste (Management & Handling) Rules, 2011.

## Appendix D. China Energy Label

### 微型计算机能效标识声明

为满足中国《微型计算机能源效率标识实施规则》和《微型计算机能效限定值及能效等级》的相关规定和要求，联想公司对其生产及销售的每一台微型计算机产品加施能效标识，声明如下：

1. 如果您的包装箱或者产品上贴有下图所示的标识，您所购买的机器就是经测试符合《微型计算机能效限定值及能效等级》规定的相应能效等级的产品。



**Note:** 上图以2级能效标贴模板为例进行说明，具体规格型号、能效等级、产品类别和典型能源消耗等信息请以包装箱或产品上粘贴的实际能效等级标贴提供的信息为准，也可登陆“中国能效标识网”<http://www.energylabel.gov.cn>进行详细查询。

2. 如果您所购买机器的包装箱或者产品无上图所示的标识，请您忽略此部分。

《微型计算机能源效率标识实施规则》和《微型计算机能效限定值及能效等级》是由国家发展改革委员会所推行的能效标识制度，旨在通过开发节能产品和有效的节能方式来保护环境。通过使用符合能效标识制度要求的产品可以减少电源消耗、有助于节省开支、营造更清洁的环境并降低温室气体排放量。

联想很荣幸能为用户提供符合相应能效等级设计要求的产品，也鼓励用户购买高能效的产品。

有关能效标识制度的更多信息，请访问“中国能效标识网”<http://www.energylabel.gov.cn>。



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## Appendix E. ENERGY STAR model information



ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy aimed at saving money and protecting the environment through energy efficient products and practices.

Lenovo is proud to offer our customers products with an ENERGY STAR compliant designation. Some models of the following machine types have been designed and tested to conform to the ENERGY STAR program requirement for computers at the time of manufacture: 10D4, 10D5, 10D6, 10D7, 10E0, 10E1, 10E2, 10E3, 10EJ, 10EK, 10EL, and 10EM. For more information about ENERGY STAR ratings for Lenovo computers, go to <http://www.lenovo.com>.

By using ENERGY STAR compliant products and taking advantage of the power-management features of your computer, you reduce the consumption of electricity. Reduced electrical consumption contributes to potential financial savings, a cleaner environment, and the reduction of greenhouse gas emissions.

For more information about ENERGY STAR, go to:  
<http://www.energystar.gov>

Lenovo encourages you to make efficient use of energy an integral part of your day-to-day operations. To help in this endeavor, set the following power-management features to take effect when your computer has been inactive for a specified duration:

Table 2. ENERGY STAR power-management features

| Windows 7, Windows 8.1, or Windows 10 operating system   |
|--|
| Power plan: ThinkCentre® Default <ul style="list-style-type: none"><li>• Turn off the display: After 10 minutes</li><li>• Put the computer to sleep: After 25 minutes</li><li>• Advanced power settings:<ul style="list-style-type: none"><li>– Turn off hard disk drives: After 20 minutes</li><li>– Hibernate: Never</li></ul></li></ul> |

To awaken your computer from a Sleep mode, press any key on your keyboard.

To change power settings, do the following:

1. Open Control Panel by doing one of the following:
  - For Windows 7: Click the Start button to open the Start menu, and then click **Control Panel**.
  - For Windows 8.1: See “Accessing Control Panel on the Windows 8.1 operating system” on page 47.
  - For Windows 10: Right-click the Start button to open the Start context menu, and then click **Control Panel**.
2. View Control Panel using Large icons or Small icons, and then click **Power Options**.

3. Follow the instructions on the screen.



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