

User Guide



Lenovo Chromebook Duet 5, IdeaPad Duet 5 Chromebook (13", 6)

Read this first

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

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

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About this documentation

- Illustrations in this documentation might look different from your product.
- Depending on the model, some features and software programs might not be available on your computer.
- Documentation content is subject to change without notice. Lenovo makes constant improvement on the documentation of your computer, including this *User Guide*. To get the latest documentation, go to <https://support.lenovo.com>.
- This documentation applies to the following product models:

Model Name	Machine Type (MT)
IP Duet 5 Chromebook 13Q7C6	82QS

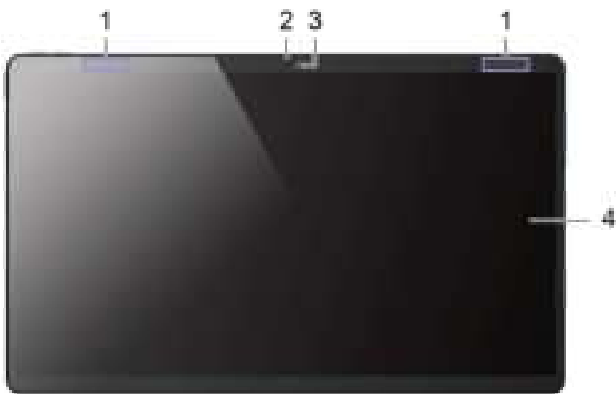
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Chapter 1. Meet your Chromebook

Note: Your computer might look different from the illustrations in this chapter.

Front



1. Antennas	2. Front camera
3. Camera light	4. Touch screen

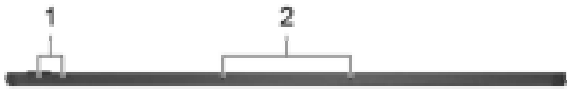
Rear



1. Rear camera	2. Kickstand hinges
3. Kickstand	4. USI pen*

* for selected models

Top



1. Volume buttons	2. Microphones
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Bottom



1. Pogo pin with guide pin	
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Left



1. Power button	2. Speakers
3. Power indicator	4. Power connector/USB-C® connector

Right



1. Power connector/USB-C connector	2. Speakers
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Folio keyboard



1. Pogo pin with guide pin	2. Keyboard
3. Touchpad	

Features and specifications

Dimensions	Approximately 305.86 mm x 186.74 mm x 7.23 mm (12.0 inches x 7.4 inches x 0.3 inches)
Weight (tablet only)	Approximately 0.68 kg (1.50 lb)
Screen	<ul style="list-style-type: none"> • Multi-touch screen • Resolution: 1920 x 1080 pixels FHD • Size: 337.8 mm (13.3 inches)
Memory	<ul style="list-style-type: none"> • Type: Low Power Double data rate 4x (LPDDR4x) • Capacity: 4 GB or 8 GB
Storage device	<ul style="list-style-type: none"> • Type: Solid-state drive, embedded multi media card (eMMC) • Capacity: 64 GB or 128 GB or 256 GB <p>Note: The capacity of the storage device displayed in the operating system is typically lower than the nominal capacity.</p>
Connectors and slots	<ul style="list-style-type: none"> • USB-C connectors x 2 <ul style="list-style-type: none"> – Power input up to 30 W using the included power adapter – Power output up to 5 V and 3 A – USB data transfer rate up to 5 Gbps for USB 3.2 Gen 1 – DisplayPort™ 1.4 supports maximum output resolution of 2560 × 1440, at 60 Hz frame rate and color depth of 24 bpp (bits per pixel).
Wireless features	<ul style="list-style-type: none"> • Bluetooth • Wireless LAN
Others	<ul style="list-style-type: none"> • Camera • Microphones • Speakers
Battery pack	<ul style="list-style-type: none"> • Type: Built-in Li-Polymer battery • Number of cells: 4 • Capacity: 42 Wh <p>Note: The capacity listed here is the typical or average capacity as measured in a specific test environment. Capacities measured in other environments may differ but are no lower than the rated capacity (see product label).</p>
ac power adapter	<ul style="list-style-type: none"> • Input: 100 V to 240 V, 50 Hz to 60 Hz • Output: 10 V • Power: 30 W

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

Statement on USB transfer rate

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

USB device	Data rate (Gbit/s)
3.2 Gen 1	5
3.2 Gen 2	10

Operating environment

Maximum altitude

3048 m (10 000 ft) (without pressurization)

Temperature

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

Note: When charging the battery pack, the environment temperature must be no lower than 10 °C (50 °F).

Relative humidity

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

The folio keyboard bottom cover and kickstand cover are fabric. Handle your keyboard and kickstand cover with care so that you can enjoy this product for a long time. If possible, place your computer in a well-ventilated and dry area without direct exposure to sunshine. Do not use or store your computer in dusty, dirty areas, or extremely hot or cold areas.

Chapter 2. Get started with your Chromebook

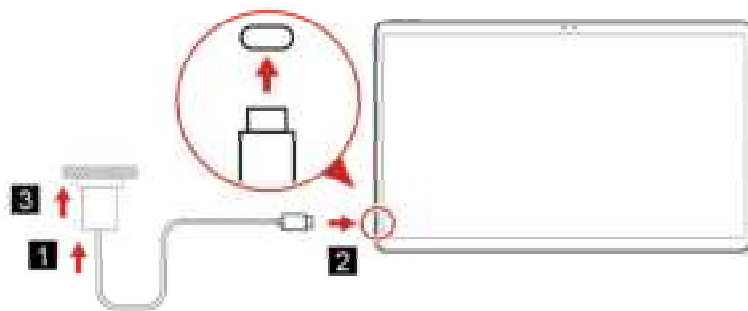
Charge your Chromebook

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

Connect to ac power

CAUTION:

All plugs must be firmly and securely inserted into receptacles.



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

AC power status indicator behavior

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

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

User interface



1. The Launcher button	Open the search box and App Launcher.
2. App shelf	Pin your frequently-used app or Web page to the app shelf for easy access.
3. Search box and App Launcher	<ul style="list-style-type: none">Type the name of your device, app, or Web page in the search box.Open an app quickly from the App Launcher.
4. Status tray	Manage connections, updates, and settings. By default, the time, network connection status, battery status, and your account picture are displayed.
5. Wallpaper	Your wallpaper might look different. To change the wallpaper, right-click a blank area of your desktop and select Set Wallpaper .

To discover more features and get help, click your account picture and select the question mark ?.

Connect to Wi-Fi

To connect your Chromebook to Wi-Fi:

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

Combination of computer and folio keyboard

Align the connector of the keyboard with the computer and then attach the computer in the direction shown by the arrow.



Use the kickstand

Your computer has a stand cover that is built in with a kickstand. Pivot the kickstand from the pits on both sides of the computer to open position as shown.





With the kickstand open, you can use the computer in the following modes.

- Stand mode without folio keyboard attached
- Stand mode with folio keyboard attached
- Stylus mode



Lenovo USI Pen (for selected models)

Your computer might come with a Lenovo USI Pen (referred to as *the pen* in this section). The pen enables you to write and draw in a natural manner.

Notes:

- The pen is not waterproof. Take care not to drop the pen in water.
- The pen contains pressure sensors. Do not push the tip of the pen for an extended period of time. Do not subject the pen to shock or vibration.

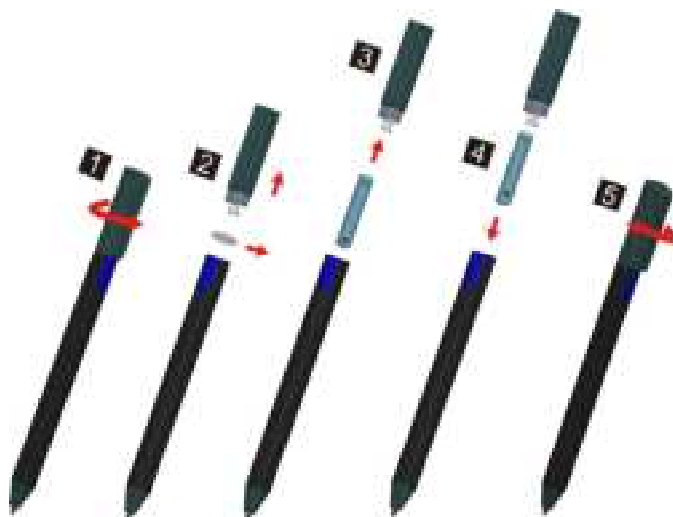
Pen overview



Name	Description
1. End cap	Unscrew the end cap to install or replace a battery.
2. Pen tip	To click, tap on the screen with the tip. To double-click, tap twice.

Before first use

An insulation pad may be included in the Lenovo USI Pen to prevent capacity loss during shipping. The first time you use the pen, check and remove the insulation pad. **(2)**



CAUTION:

The Lenovo USI Pen uses AAAA battery. Replace with the right battery.

Use the power button

When you open the computer screen, the Chromebook automatically starts. If it doesn't, press the power button. You also can use the power button to put your Chromebook to sleep or wake your Chromebook.

The power button is on the left side of the tablet.

Connect to Bluetooth devices

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

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

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

Set the power plan

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

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

- | |
|--|
| <ul style="list-style-type: none">• Turn off the display: After 7.5 minutes• Put Chromebook to sleep: After 8.5 minutes |
|--|

To change the power plan settings:

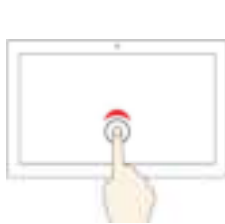
1. Click your account picture, and then click the settings icon.
2. Click **Settings → Device → Power**.
3. Follow the on-screen instruction to change the settings as you desire.

To wake your Chromebook from sleep mode, press the power button or any key on the keyboard.

Chapter 3. Navigate the screen

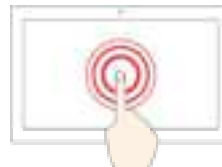
Use the multi-touch screen

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



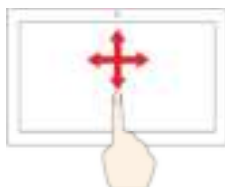
Tap

Open an app or perform an action on an open app, such as **Copy**, **Save**, and **Delete**, depending on the app.



Tap and hold

Open a shortcut menu.



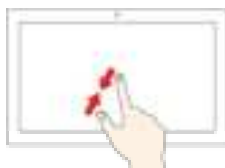
Slide

Scroll through items, such as lists, pages, and photos.



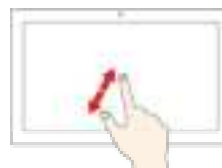
Drag an item to the location you want

Move an object.



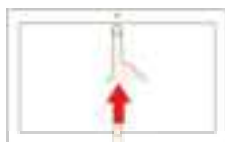
Move two fingers closer together

Zoom out.



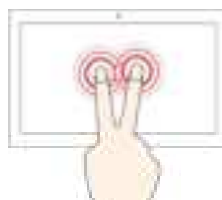
Move two fingers farther apart

Zoom in.



Swipe up from the bottom

Show or hide the app shelf.



Tap with two fingers












Open a shortcut menu.

Tips






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

Use the special keys

Your Chromebook keyboard works just like a conventional keyboard but with a few special keys.

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

Your Chromebook also supports the following key combinations:

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

* For selected models

To change the keyboard settings:

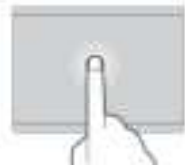
1. Click your account picture, and then click the settings icon.
2. Click **Settings** → **Device** → **Keyboard**.
3. Follow the on-screen instruction to change the settings as you desire.

Use the touchpad

You can use the touchpad to perform various touch gestures. The following section introduces some frequently used touch gestures, such as tapping, dragging, and scrolling.

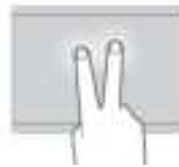
Notes:

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



Tap

Tap anywhere on the touchpad with one finger to select or open an item.



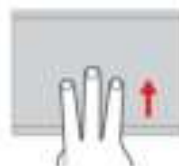
Two-finger tap

Tap anywhere on the touchpad with two fingers to display a shortcut menu.



Two-finger scroll

Put two fingers on the touchpad and move them in the vertical or horizontal direction. This action enables you to scroll through the document, Website, or apps.



Swipe three fingers up or down

Put three fingers on the touchpad and move them up or down to see all your open windows.

To change the settings:

1. Click your account picture, and then click the settings icon.
2. Click **Settings → Device → Touchpad**.
3. Follow the on-screen instruction to change the settings as you desire.

Chapter 4. Use multimedia

Use the camera

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

To take photos with the camera:

1. Click the Launcher button, and then click **All apps**.
2. Click **Camera**.
3. Click the camera icon.

Use audio

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

To play a saved audio or video:

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

To adjust the volume, click the account picture, and then adjust the volume as you prefer.

Connect to an external display

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

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

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

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

To change display settings:

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

Chapter 5. Account, login, and logout

Types of user account for logging into Chrome

There are three types of user accounts you may use to log into the Chromebook.

Types of user account	Description
Google® Account	<p>A user account that has access to a variety of Google Web services, including Gmail™, Google Drive, and Google Docs. Typically a Google Account is created when you apply for a Gmail account. A Google Account can be used to log into any Chrome-based device unless the account is restricted by the device's owner. For details, refer to "Control who can use your Chromebook" on page 25.</p> <p>The first Google Account logged into a Chrome-based device becomes the owner account. If you do not have a Google Account, you can create one at http://www.google.com/accounts/NewAccount.</p>
Guest account	<p>A special account for logging into Chrome. A Guest user has limited privilege and may only be used for temporary sharing of a Chrome-based device.</p> <p>Note: Guest login may be disabled by a device's owner. For details, refer to "Disable guest login" on page 25.</p>
Supervised account	<p>A special account created by a Google Account (manager) logged into a Chrome-based device. A supervised account is device-specific and cannot be used to log into other Chrome-based device.</p> <p>The manager of a supervised user can review and control a supervised user's use of the Internet.</p>

Become your Chromebook's owner

When starting your Chromebook for the first time, you need to set the operating system language and keyboard, the Internet connection, and sign in with your Google Account. The user of the first Google Account signed into a Chromebook becomes the device's owner.

Note: The owner of a Chromebook has permissions to enable (or disable) Guest account login and restrict login of certain Google Accounts.

1. Start your Chromebook.
2. Select your local language and keyboard when prompted.
3. Set up connection to your wireless router (or a wireless LAN) that has the Internet access.

Note: This step cannot be skipped. You must be connected to the Internet when starting your Chromebook for the first time.

4. Sign in with your Google Account. If you do not have a Google Account, select **Create a Google Account** and follow the on-screen instructions to create one.

You're now your Chromebook's owner. To verify this, refer to "Check a Chromebook's owner" on page 25.

Sign in with a Google Account other than the owner's

As the device owner, you may share your Chromebook with other people. They can use their Google Accounts to sign in and use your Chromebook.

1. Start the Chromebook.
2. On the login screen, click **Add person**.
3. Type the Google Account user name and password to sign in.

Note: An Internet connection is required when signing in for the first time.

If you cannot sign in with your Google Account, your account may be restricted by the Chromebook owner. For details, refer to "Control who can use your Chromebook" on page 25.

Browse as a guest

You may share your Chromebook with people who do not have a Google Account. They can use your Chromebook with a special guest account.

Note: Some operations such as installing apps are disabled if you log in as a guest.

1. Start the Chromebook.
2. On the login screen, click **Browse as Guest**.

Note: If you cannot sign in, guest browsing may be disabled by the Chromebook owner.

Create a supervised account

You may need to create a supervised account for your child to use your Chromebook. As the manager of a supervised account, you have the ability to review and control their use of the Internet.

1. Start the Chromebook.
2. On the login screen, click the ... icon and then click **Add supervised user**.

Note: You can only create a supervised account when your Chromebook is connected to the Internet.

3. Select the manager of the supervised user and provide your password.
4. Create the name and password for the supervised user.

To change restriction settings for the supervised user, go to www.chrome.com/manage.

Sign out

If you or others need to sign in with another account, sign out of current login session.

1. Click the status tray.
2. Click **Sign out**.

Control who can use your Chromebook

By default, anyone with a valid Google Account can sign in to a Chromebook. However, as a Chromebook owner, you can set up permissions to only allow people with certain accounts to sign in.

1. Start the Chromebook.
2. Sign in with the owner's Google Account.

Note: If you're not sure who is the Chromebook's owner, refer to "Check a Chromebook's owner" on page 25.

3. Click the status area in the lower-right corner and then click **Settings**.
4. Under **People**, click **Manage other people**.
5. Check **Restrict sign-in to the following users** and add the Google Accounts that you want to give permission.

Check a Chromebook's owner

Typically, the user of the first Google Account signed in is set as a Chromebook's owner. However, if you're not sure whether you're the owner, you can follow the steps below to check a Chromebook's owner.

1. Sign in with your Google Account.
2. Click the status tray in the lower-right corner and then click the settings icon.
3. Under **People**, click **Manage other people**.

If you're not the owner of the Chromebook, you will get a warning message that the settings may only be modified by the device owner. The user name of the owner is also displayed.

Disable guest login

As a Chromebook's owner, you can disable guest login for security concerns.

1. Start the Chromebook by lifting up the LCD cover.
2. Click the status area in the lower-right corner and then click **Settings**.
3. Under **People**, click **Manage other people**.
4. Clear **Enable Guest browsing**.

Lock your Chromebook

If you need to leave your Chromebook temporarily, lock it so others cannot tamper with your settings or files.

1. Click the status tray.
2. Click the lock icon.

Note: As a shortcut, you can also press and hold the lock key on your keyboard to lock your Chromebook.

Shut down your Chromebook

When you finish working with your Chromebook, shut it down to save power.

1. Click the status tray.
2. Click the shut down button.

Reset your Chromebook

If you need to transfer ownership of your Chromebook or if you experience problems with the operating system, you might need to reset your Chromebook.

Important: After resetting your Chromebook, user data for all accounts stored locally will be deleted. Back up important data to Google Drive or external storage devices before resetting your Chromebook.

1. Click the status tray in the lower-right corner.
2. Click the settings icon and then click **Advanced**.
3. Under **Reset**, click **Powerwash** and then click **RESTART**.

Get help from Google

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

In addition, Google provides an online community for Chromebook users. If you are interested, go to <http://chromebook.com/community>.

Chapter 6. Manage files and folders

What is Google Drive

Google Drive is a server-based file storage and sharing service provided by Google. By creating a Google Account, you get an initial free storage space where you can save files of various formats. From your Chromebook, you can use the Google Drive app or the Files app to create and manage files on your online storage space.

Note: The Google Drive client software is available for Windows®, Android™, OSX and iOS. If you have devices running those operating systems, you can download and install Google Drive on these devices. Google Drive provides a convenient way of sharing files between devices. You can also find your files online by visiting: <http://drive.google.com>.

Your local storage space

Each Google Account signed in to a Chromebook is assigned a local storage space, in a folder named Downloads. Each Google Account has its own Downloads. You can only view and edit files in your own Downloads folder.

The Files app

Your Chromebook has a Files app for you to manage files and folders on your local storage device, a connected external storage device, or Google Drive. The Files app can be started from the App Launcher.

Create folders using the Files app

You can create folders and subfolders for better management of files.


1. Start the Files app from the App Launcher.
2. On the left pane, select a storage space where you want to save files.

Note: A storage space may reside on your local storage device, a connected external storage device, or Google Drive.

3. Click the settings icon in the upper right corner, and then click **New folder**.

Delete unused files

In some cases, you may need to delete unused files to free storage space.

1. Start the Files app from the App Launcher.
2. On the left pane, select the storage space and then navigate to the folder where unused files are stored.
3. Select unused files and then click the delete button  in the lower right corner.

Check the amount of available storage

If you have failed saving a large-size file, you may need to check the amount of available storage and then decide if you need to delete unused files to free more storage.

1. Start the Files app from the App Launcher.

2. On the left pane, select a storage space.
3. Click the settings icon in the upper right corner. The amount of available storage is displayed.

Chapter 7. Language settings

Change display language

When starting your Chromebook for the first time, you're prompted to select the display language. This setting can be changed at a later time if you need to use a different language.

1. Sign in to your Chromebook with your Google Account.
2. Click the status tray in the lower-right corner and then click the settings icon.
3. Click **Advanced**.
4. Under **Languages and input** click the button next to the language you want to use; select **Display Chrome OS in this language**.

Note: If the language you want to use isn't shown in the list, click **Add languages**.

You need to sign out and then sign in for the changes to take effect.

Note: Each signed-in user may set their own display language.

Add an input method

You may need to add an input method to type text in a particular language.

1. Sign in to your Chromebook with your Google Account.
2. Click the status tray in the lower-right corner, and then click the settings icon.
3. Click **Advanced**.
4. Under **Languages and input**, select **Input method → Manage input methods**.
5. Select the check box preceding the input method you want to add.

Switch among input methods

If you have added input methods, you may need to switch among them.

1. Click the status tray in the lower-right corner, and then click the name of the current input method. The list of available input methods is displayed. If you do not find your desired input method in the list, refer to "Add an input method" on page 29.
2. Click the name of your desired input method.

Notes: As a shortcut, use key combinations to switch among input methods.

- Alt + Shift to switch among available input methods.
- Ctrl + Space to switch to your previous input method.

Chapter 8. Add and manage apps

You can add features and functions to your Chromebooks by downloading apps from the Web Store or the Play Store.

Table 2. Comparison of available resources between the Web Store and the Play Store

Web Store	Play Store
Apps	Apps
Extensions	Music
Themes	Movies
Games	Games

Note: You cannot download and install apps if you're signing in as Guest.

What is Chrome Web Store

Chrome™ Web Store is a Web resource that provides apps and extensions dedicated for your Chromebook and the Chrome browser.

Note: Extensions are add-on features for the Chrome browser. Most of the apps and extension available on the Chrome Web Store are free but some may require payment.

You can access the Chrome Web Store by either of the following ways:

- Click the Web Store icon from the App Launcher.
- Visit <http://chrome.google.com/webstore> directly using the Chrome browser.

Apps and extensions downloaded from the Web Store run completely within the Chrome browser.

Add apps or extensions

1. Click the App Launcher in the lower left corner, and then click **Web Store**.
2. Within the store, find your app or extension by typing keywords or searching the list by category.
3. Click the add icon and then click **Add**.

Most of the apps from the Web Store are Web-based and do not require installation. The added apps are pinned to the App Launcher and extensions to the right of the Chrome's address bar.

Note: If you sign in to different Chromebooks with the same Google Account, apps you added on one Chromebook are synchronized on other Chromebooks.

Install Android apps

You can download and install Android apps on your Chromebook using the Google Play™ Store.

1. Start Play Store from the App Launcher.
2. Select the app that you want to install and then select **Install**.

Note: Not all apps in the Play Store are free of charge. Some apps require purchase for downloading or full-function using.

The installed Android apps are accessible from the App Launcher.

Pin apps to shelf

Apps pinned to shelf are accessible from the lower-left corner of the Chrome desktop.

1. Locate the app icon in the App Launcher.
2. Pressing and holding the app icon, select **Pin to shelf** on the context menu.

To unpin an app, press and hold the app icon on the shelf, then select **Unpin** on the context menu.

Pin Web pages to shelf

If you find yourself visiting a web page frequently, you may pin it to shelf for easy access.

1. Start the Chrome browser and go to your favorite Web page.
2. With the Web page open, select the exclamation mark to the right of the address bar.
3. Select **More tools → Add to shelf → Add**.

Note: You may choose to select the **Open as window** check box here. If you've selected this option, the Web page will start in a dedicated window, instead of in a tabbed window of the Chrome browser.

To unpin an app, press and hold the app icon on the shelf, then select **Unpin** on the context menu.

Chapter 9. Lenovo help and support

Lenovo support Web site

Technical support information is available on the Lenovo support Web site at <https://support.lenovo.com>.

Call Lenovo customer support center

If you have tried to correct the problem yourself but still need help, during the warranty period, you can get help and information by telephone through the customer support center.

Before calling customer support

Ensure that you have downloaded the most current drivers and system updates and recorded information about your computer before you call. When calling for technical assistance, have the following information available.

- Machine type and model
- Serial number of your computer
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

Services supported by Lenovo customer support center

The following services are available during the warranty period.

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

Services not supported by Lenovo customer support center

- Replacement or use of parts not manufactured for or by Lenovo or non-warranted parts
- Identification of software problem sources
- Configuration of UEFI BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of programs

Support phone numbers

For the Lenovo support phone number for your country or region, go to <https://pcsupport.lenovo.com/supportphonenumberlist>.

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.

Appendix A. Important safety information

Non-rechargeable coin-cell battery notice



If the coin-cell battery is incorrectly replaced, there is danger of an explosion. The battery contains a small amount of harmful substance.

Do not heat to more than 100 °C (212 °F).

The following statement applies to users in the state of California, U.S.A.

Products containing manganese dioxide lithium coin-cell batteries may contain perchlorate. Perchlorate Material - special handling may apply, see www.dtsc.ca.gov/hazardouswaste/perchlorate

Appendix B. Compliance information

Lenovo compliance information Web sites

The latest electronic compliance and environmental information are available from the Lenovo compliance information Web sites.

- To view compliance information, go to <https://www.lenovo.com/compliance>
- To download environmental declarations, go to <https://www.lenovo.com/ecodeclaration>

General 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 about recycling Lenovo products, go to <https://www.lenovo.com/recycling>.

Electromagnetic emissions notices

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

The following information applies to IP Duet 5 Chromebook 13Q7C6, machine type: 82QS

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 cables and connectors other than those recommended by Lenovo or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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

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



Location for the FCC ID and IC ID

If you purchased your computer in the United States or Canada and the computer includes factory-preinstalled wireless modules, a piece of text containing identification strings for these modules (FCC ID and IC ID) is visible on the computer's bottom cover. The text may either be laser etched on the bottom cover or on a physical label affixed to it. To obtain the FCC ID or IC ID for the factory-preinstalled wireless module, check the bottom cover for strings directly after "FCC ID" or "IC ID".

Korea radio frequency compliance statement

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

해당 무선설비가 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

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Appendix C. Accessibility, ergonomic, and maintenance information

Accessibility information

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

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

Keyboard shortcuts

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

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

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

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

Ease of Access Center

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

To access Ease of Access Center:

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

Ease of Access Center mainly includes the following tools:

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

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

- **High Contrast**

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

- **Personalized keyboard**

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

- **Personalized mouse**

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

Speech Recognition

Speech Recognition enables you to control your computer by voice.

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

To use Speech Recognition:

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

Screen-reader technologies

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

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

Screen resolution

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

To adjust the screen resolution:

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

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

Customizable item size

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

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

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

Note: This function might not work on some windows.

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

Industry-standard connectors

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

Documentation in accessible formats

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

Ergonomic information

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

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

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



Figure 1. Illustration of proper seating and computer positioning

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

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

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

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

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

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

What if you are traveling?

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

Questions about vision?

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

Basic maintenance tips

- Keep your computer away from magnets, activated cellular phones, electrical appliances, or speakers (more than 13 cm or 5 inches).
- Avoid subjecting your computer to extreme temperatures (below 5 °C/41 °F or above 35 °C/95 °F).
- Avoid placing any objects (including paper) between the display and the keyboard or the palm rest.
- Do not turn your computer over when the ac power adapter is plugged in, otherwise, it could break the adapter plug.
- Before moving your computer, be sure to remove any media, turn off attached devices, and disconnect cords and cables.
- When picking up your open notebook computer, hold it by the bottom. Do not pick up or hold your notebook computer by the display.
- Avoid directly exposing your computer and peripherals to the air from an appliance that can produce negative ions. Wherever possible, ground your computer to facilitate safe electrostatic discharge.

Cleaning your computer

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

Cleaning the computer cover

Wipe it with a lint-free cloth dampened in mild soap and water. Avoid applying liquids directly to the cover.

Cleaning the keyboard

Wipe the keys one by one with a lint-free cloth dampened in mild soap and water. If you wipe several keys at a time, the cloth might hook onto an adjacent key and possibly damage it. Avoid spraying cleaner directly onto the keyboard. To remove any crumbs or dust from beneath the keys, you can use a camera blower with a brush or use cool air from a hair dryer.

Cleaning the computer screen

Scratches, oil, dust, chemicals, and ultraviolet light can affect the performance of your computer screen. Use a dry, soft lint-free cloth to wipe the screen gently. If you see a scratch-like mark on your screen, it might be a stain. Wipe or dust the stain gently with a soft, dry cloth. If the stain remains, moisten a soft, lint-free cloth with water or eyeglass cleaner, but do not apply liquids directly to your computer screen. Ensure that the computer screen is dry before closing it.

Open source information

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

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

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