



# User Guide

**Lenovo V720-14**

Before using this information and the product it supports, be sure to read and understand the following:

- *Safety, Warranty, and Setup Guide*
- “Important safety information” on page iv
- Appendix D “Notices” on page 41

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## Read this first

Be sure to follow the important tips given here to continue to get the most use and enjoyment out of your computer. Failure to do so might lead to discomfort or injury, or cause your computer to fail.

### Protect yourself from the heat that your computer generates.



When your computer is turned on or the battery is charging, the base, the palm rest, and some other parts may become hot. The temperature they reach depends on the amount of system activity and the level of charge in the battery.

Extended contact with your body, even through clothing, could cause discomfort or even a skin burn.

- Avoid keeping your hands, your lap, or any other part of your body in contact with a hot section of the computer for any extended time.
- Periodically take hands from using the keyboard by lifting your hands from the palm rest.

### Protect yourself from the heat generated by the ac power adapter.



When the ac power adapter is connected to an electrical outlet and your computer, it generates heat.

Extended contact with your body, even through clothing, may cause a skin burn.

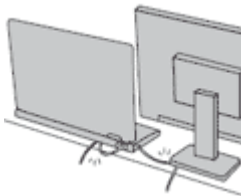
- Do not place the ac power adapter in contact with any part of your body while it is in use.
- Never use it to warm your body.

### Prevent your computer from getting wet.



To avoid spills and the danger of electrical shock, keep liquids away from your computer.

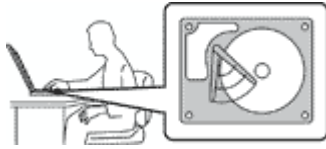
### Protect the cables from being damaged.



Applying strong force to cables may damage or break them.

Route communication lines, or the cables of an ac power adapter, a mouse, a keyboard, a printer, or any other electronic device, so that they cannot be walked on, tripped over, pinched by your computer or other objects, or in any way subjected to treatment that could interfere with the operation of your computer.

### Protect your computer and data when moving it.



Before moving a computer equipped with a hard disk drive, do one of the following, and make sure that the power switch is off or is blinking:

- Turn it off.
- Put it in sleep mode.
- Put it in hibernation mode.

This will help to prevent damage to the computer, and possible loss of data.

### Handle your computer gently.



Do not drop, bump, scratch, twist, hit, vibrate, push, or place heavy objects on your computer, display, or external devices.

### Carry your computer carefully.



- Use a quality carrying case that provides adequate cushioning and protection.
- Do not pack your computer in a tightly packed suitcase or bag.
- Before putting your computer in a carrying case, make sure that it is off, in sleep mode, or in hibernation mode. Do not put a computer in a carrying case while it is turned on.

## Important safety information

This information can help you safely use your notebook personal computer. Follow and retain all information included with your computer. The information in this document does not alter the terms of your purchase agreement or the Lenovo® Limited Warranty.

Customer safety is important. Our products are developed to be safe and effective. However, personal computers are electronic devices. Power cords, power adapters, and other features can create potential safety risks that can result in physical injury or property damage, especially if misused. To reduce these risks, follow the instructions in this document carefully. By carefully following the information contained in this document and provided with your product, you can help protect yourself from hazards and create a safer computer work environment.

### Conditions that require immediate action

**Products can become damaged due to misuse or neglect. Some product damage is serious enough that the product should not be used again until it has been inspected and, if necessary, repaired by an authorized servicer.**

**As with any electronic device, pay close attention to the product when it is turned on. On very rare occasions, you might notice an odor or see a puff of smoke or sparks vent from your product. Or you might hear sounds like popping, cracking or hissing. These conditions might merely mean that an internal electronic component has failed in a safe and controlled manner. Or, they might indicate**

a potential safety issue. However, do not take risks or attempt to diagnose the situation yourself. Contact the Customer Support Center for further guidance. For a list of Service and Support phone numbers, go to the following Web site:  
<http://www.lenovo.com/support/phone>

Frequently inspect your computer and its components for damage or wear or signs of danger. If you have any question about the condition of a component, do not use the product. Contact the Customer Support Center or the product manufacturer for instructions on how to inspect the product and have it repaired, if necessary.

In the unlikely event that you notice any of the following conditions, or if you have any safety concerns with your product, stop using the product and unplug it from the power source and telecommunication lines until you can speak to the Customer Support Center for further guidance.

- Power cords, plugs, power adapters, extension cords, surge protectors, or power supplies that are cracked, broken, or damaged.
- Signs of overheating, smoke, sparks, or fire.
- Damage to a battery (such as cracks, dents, or creases), discharge from a battery, or a buildup of foreign substances on the battery.
- A cracking, hissing or popping sound, or strong odor that comes from the product.
- Signs that liquid has been spilled or an object has fallen onto the computer product, the power cord or power adapter.
- The computer product, power cord, or power adapter has been exposed to water.
- The product has been dropped or damaged in any way.
- The product does not operate normally when you follow the operating instructions.

**Note:** If you notice these conditions with a product (such as an extension cord) that is not manufactured for or by Lenovo, stop using that product until you can contact the product manufacturer for further instructions, or until you get a suitable replacement.

## Safety guidelines

Always observe the following precautions to reduce the risk of injury and property damage.

### Service and upgrades

Do not attempt to service a product yourself unless instructed to do so by the Customer Support Center or your documentation. Only use a Service Provider who is approved to repair your particular product.

**Note:** Some computer parts can be upgraded or replaced by the customer. Upgrades typically are referred to as options. Replacement parts approved for customer installation are referred to as Customer Replaceable Units, or CRUs. Lenovo provides documentation with instructions when it is appropriate for customers to install options or replace CRUs. You must closely follow all instructions when installing or replacing parts. The Off state of a power indicator does not necessarily mean that voltage levels inside a product are zero. Before you remove the covers from a product equipped with a power cord, always make sure that the power is turned off and that the product is unplugged from any power source. If you have any questions or concerns, contact the Customer Support Center.

#### CAUTION:



**Before replacing any CRUs, turn off the computer and wait three to five minutes to let the computer cool before opening the cover.**

## Power cords and power adapters



### DANGER

Use only the power cords and power adapters supplied by the product manufacturer.

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 cords 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 pins 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.

To prevent possible overheating, do not cover the power adapter with clothing or other objects when the power adapter is plugged into an electrical outlet.

## Extension cords and related devices

Ensure that extension cords, surge protectors, uninterruptible power supplies, and power strips that you use are rated to handle the electrical requirements of the product. Never overload these devices. If power strips are used, the load should not exceed the power strip input rating. Consult an electrician for more information if you have questions about power loads, power requirements, and input ratings.

## Plugs and outlets



### DANGER

If a receptacle (power outlet) that you intend to use with your computer equipment appears to be damaged or corroded, do not use the outlet until it is replaced by a qualified electrician.

Do not bend or modify the plug. If the plug is damaged, contact the manufacturer to obtain a replacement.

Do not share an electrical outlet with other home or commercial appliances that draw large amounts of electricity; otherwise, unstable voltage might damage your computer, data, or attached devices.

Some products are equipped with a three-pronged plug. This plug fits only into a grounded electrical outlet. This is a safety feature. Do not defeat this safety feature by trying to insert it into a non-grounded outlet. If you cannot insert the plug into the outlet, contact an electrician for an approved outlet adapter or to replace the outlet with one that enables this safety feature. Never



overload an electrical outlet. The overall system load should not exceed 80 percent of the branch circuit rating. Consult an electrician for more information if you have questions about power loads and branch circuit ratings.

Be sure that the power outlet you are using is properly wired, easily accessible, and located close to the equipment. Do not fully extend power cords in a way that will stress the cords.

Be sure that the power outlet provides the correct voltage and current for the product you are installing.

Carefully connect and disconnect the equipment from the electrical outlet.

## Power supply statement



Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

## External devices

**Attention:** Do not connect or disconnect any external device cables other than Universal Serial Bus (USB) cable while the computer power is on; otherwise, you might damage your computer. To avoid possible damage to attached devices, wait at least five seconds after the computer is shut down to disconnect external devices.

## General battery notice



Personal computers manufactured by Lenovo contain a coin cell battery to provide power to the system clock. In addition, many mobile products, such as notebook computers, utilize a rechargeable battery pack to provide system power when in portable mode. Batteries supplied by Lenovo for use with your product have been tested for compatibility and should only be replaced with approved parts.

Never attempt to open or service any battery. Do not crush, puncture, or incinerate batteries or short circuit the metal contacts. Do not expose the battery to water or other liquids. Only recharge the battery pack strictly according to instructions included in the product documentation.

Battery abuse or mishandling can cause the battery to overheat, which can cause gasses or flame to “vent” from the battery pack or coin cell. If your battery is damaged, or if you notice any discharge from your battery or the buildup of foreign materials on the battery leads, stop using the battery and obtain a replacement from the battery manufacturer.

Batteries can degrade when they are left unused for long periods of time. For some rechargeable batteries (particularly Lithium Ion batteries), leaving a battery unused in a discharged state could increase the risk of a battery short circuit, which could shorten the life of the battery and also can pose a safety hazard. Do not let rechargeable Lithium-Ion batteries completely discharge or store these batteries in a discharged state.

## Rechargeable battery notice



### DANGER

Do not attempt to disassemble or modify the battery pack. Attempting to do so can cause an explosion, or liquid leakage from the battery pack. A battery pack other than the one specified by Lenovo, or a disassembled or modified battery pack is not covered by the warranty.

If the rechargeable battery pack is incorrectly replaced, there is danger of an explosion. The battery pack contains a small amount of harmful substances. To avoid possible injury:

- Replace only with a battery of the type recommended by Lenovo.
- Keep the battery pack away from fire.
- Do not expose it to water or rain.
- Do not attempt to disassemble it.
- Do not short-circuit it.
- Keep it away from children.
- Do not drop the battery pack.

Do not put the battery pack in trash that is disposed of in landfills. When disposing of the battery, comply with local ordinances or regulations.

The battery pack should be stored at room temperature, charged to approximately 30 to 50% of capacity. We recommend that battery pack be charged about once per year to prevent overdischarge.

## Lithium coin cell battery notice



### DANGER

Danger of explosion if battery is incorrectly replaced.

When replacing the lithium coin cell battery, use only the same or an equivalent type that is recommended by the 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.

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

#### California Perchlorate Information:

Products containing manganese dioxide lithium coin cell batteries may contain perchlorate.

Perchlorate Material - special handling may apply, See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate)

## Heat and product ventilation



### DANGER

Computers, ac power adapters, and many accessories can generate heat when turned on and when batteries are charging. Notebook computers can generate a significant amount of heat due to their compact size. Always follow these basic precautions:

- When your computer is turned on or the battery is charging, the base, the palm rest, and some other parts may become hot. Avoid keeping your hands, your lap, or any other part of your body in contact with a hot section of the computer for any extended length of time. When you use the keyboard, avoid keeping your palms on the palm rest for a prolonged period of time. Your computer generates some heat during normal operation. The amount of heat depends on the amount of system activity and the battery charge level. Extended contact with your body, even through clothing, could cause discomfort or even a skin burn. Periodically take breaks from using the keyboard by lifting your hands from the palm rest; and be careful not to use the keyboard for any extended length of time.
- Do not operate your computer or charge the battery near flammable materials or in explosive environments.
- Ventilation slots, fans and/or heat sinks are provided with the product for safety, comfort, and reliable operation. These features might inadvertently become blocked by placing the product on a bed, sofa, carpet, or other flexible surface. Never block, cover, or disable these features.
- When the ac power adapter is connected to an electrical outlet and your computer, it generates heat. Do not place the adapter in contact with any part of your body while using it. Never use the ac power adapter to warm your body. Extended contact with your body, even through clothing, may cause a skin burn.

For your safety, always follow these basic precautions with your computer:

- Keep the cover closed whenever the computer is plugged in.
- Regularly inspect the outside of the computer for dust accumulation.
- Remove dust from vents and any perforations in the bezel. More frequent cleanings might be required for computers in dusty or high-traffic areas.
- Do not restrict or block any ventilation openings.
- Do not operate your computer inside furniture, as this might increase the risk of overheating.
- Airflow temperatures into the computer should not exceed 35°C (95°F).

## Electrical current safety information



### DANGER

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

To avoid a shock hazard:

- Do not use your computer during a lightning storm.
- 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.
- Whenever 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, battery pack, and all the cables before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Do not use your computer until all internal parts enclosures are fastened into place. Never use the computer when internal parts and circuits are exposed.



### DANGER

Connect and disconnect cables as described in the following procedures when installing, moving, or opening covers on this product or attached devices.

To connect:

1. Turn everything OFF.
2. First, attach all cables to devices.
3. Attach signal cables to connectors.
4. Attach power cords to outlets.
5. Turn devices ON.

To disconnect:

1. Turn everything OFF.
2. First, remove power cords from outlets.
3. Remove signal cables from connectors.
4. Remove all cables from devices.

The power cord must be disconnected from the wall outlet or receptacle before installing all other electrical cables connected to the computer.

The power cord may be reconnected to the wall outlet or receptacle only after all other electrical cables have been connected to the computer.

## Laser compliance statement

### CAUTION:

When laser products (such as CD-ROMs, DVD 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.



**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.**

### **Liquid crystal display (LCD) notice**

#### **CAUTION:**

**For products with mercury-containing fluorescent lamps (for example, non-LED)**

- **The fluorescent lamp in the liquid crystal display contains mercury; dispose of according to local, state, or federal laws.**
- **The LCD is made of glass, and rough handling or dropping the computer can cause the LCD to break. If the LCD breaks and the internal fluid gets into your eyes or on your hands, immediately wash the affected areas with water for at least 15 minutes; if any symptoms are present after washing, get medical care.**

### **Using headphones or earphones**

#### **CAUTION:**

**Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphone and headphone output voltage and the sound pressure level. Therefore, to protect your hearing, adjust the equalizer to an appropriate level.**

Excessive use of headphones or earphones for a long period of time at high volume can be dangerous if the output of the headphone or earphone connectors do not comply with specifications of EN 50332-2. The headphone output connector of your computer complies with EN 50332-2 Sub clause 7. This specification limits the computer's maximum wide band true RMS output voltage to 150 mV. To help protect against hearing loss, ensure that the headphones or earphones you use also comply with EN 50332-2 (Clause 7 limits) for a wide band characteristic voltage of 75 mV. Using headphones that do not comply with EN 50332-2 can be dangerous due to excessive sound pressure levels.

If your Lenovo computer came with headphones or earphones in the package, as a set, the combination of the headphones or earphones and the computer already complies with the specifications of EN 50332-1. If different headphones or earphones are used, ensure that they comply with EN 50332-1 (Clause 6.5 Limitation Values). Using headphones that do not comply with EN 50332-1 can be dangerous due to excessive sound pressure levels.

### **Additional safety information**



**Plastic bags can be dangerous. Keep plastic bags away from babies and children to avoid danger of suffocation.**



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## Chapter 1. Product overview

This chapter introduces the computer hardware features.

- “Front view” on page 1
- “Left-side view” on page 2
- “Right-side view” on page 4
- “Bottom view” on page 6
- “Features and specifications” on page 6

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### Front view

**Note:** Your computer may have slight variations from the following illustration.

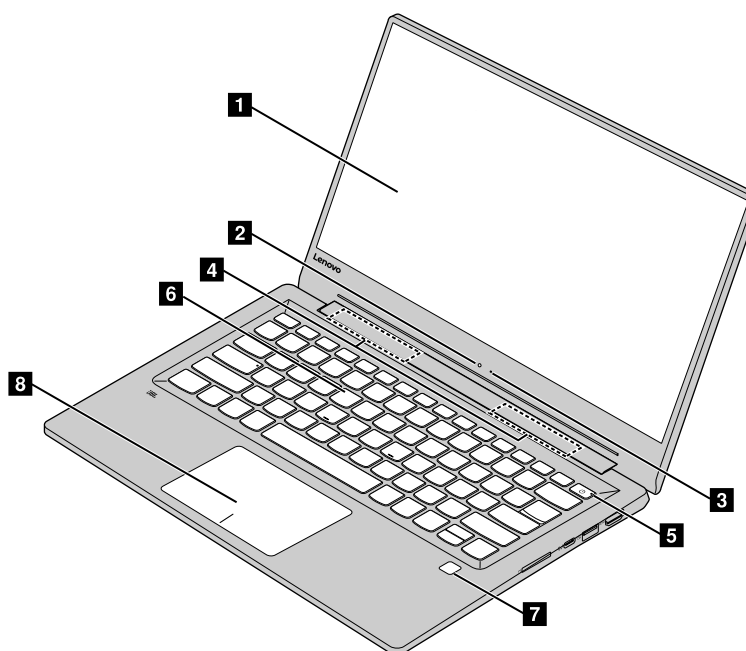


Figure 1. Front view

<b>1</b> Display	<b>5</b> Power button and state LED
<b>2</b> Camera (with indicator)	<b>6</b> Keyboard
<b>3</b> Camera LED	<b>7</b> Fingerprint reader
<b>4</b> Antennas (not visible from outside)	<b>8</b> Touch pad and click buttons

#### **1 Display**

Displays text, pictures, and videos.

#### **2 Camera**

Use the built-in camera to take pictures or hold a video conference. The camera indicator turns on when the camera is in use.

### 3 Microphone hole

The built-in microphone captures your voices and ambient sound.

### 3 LED light

Turn on the LED light if you need to use the keyboard in dark conditions.

### 4 Antennas

The antennas send and receive radio waves for Wi-Fi and Bluetooth connection. They are not visible from the outside.

### 5 Power button and state LED

Press the button to turn on the computer. To turn off the computer, refer to “Power saving” on page 12.

#### State indicator on Power button

Indicator status	Indicates
Solid white	The computer is turned on.
Slow-blinking white	The computer is in sleep mode.
Off	The computer is turned off or in hibernation mode.

### 6 Keyboard

The keyboard is used for typing numbers and characters. It also contains shortcut keys for quick and easy settings of your computer. For details, refer to “Keyboard shortcut keys” on page 10.

### 7 Fingerprint reader

Scans fingerprints for Windows login or quick launch of applications.

**Note:** Fingerprints must be registered in advance using the Lenovo Smart Fingerprint software. If all your fingerprints have been registered, you may put any of your fingers on the fingerprint reader for Windows login. You also can associate applications to fingers so that you can quickly launch an application by putting a finger on the fingerprint reader. For details, refer to the on-screen instruction of the software.

**Note:** If you use a local account to log in to Windows, you must set a password for your local account before you can register your fingerprints.

### 8 Touch pad and click buttons

Move your fingertip on the touch pad to move the pointer. The functions of the click buttons are similar to those of the left and right buttons on a conventional mouse.

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## Left-side view

**Note:** Your computer may have slight variations from the following illustration.





Figure 2. Left-side view

<b>1</b> dc-in connector	<b>4</b> Combo audio jack
<b>2</b> Battery / charging indicator	<b>5</b> Novo button
<b>3</b> USB 3.0 connector	<b>6</b> Lid close system state indicator

#### **1 dc-in connector**

Attach the supplied ac power adapter here to provide power to the computer and charge the battery pack.

#### **2 Battery/charging indicator**

Indicator status	Indicates
Solid white	The battery charge level is between 80% and 100% and the battery pack is not being charged.
Slow-blinking white	The battery charge level is between 20% and 80% and the battery pack is being charged.
Fast-blinking amber	The battery charge level is between 1% and 20% and the battery pack is being charged.
Off	The battery charge level is between 20% and 100% and the battery pack is not being charged.

Indicator status	Indicates
Solid amber	The battery charge level is between 5% and 20% and the battery pack is not being charged.
Fast-blinking amber	The battery charge level is between 1% and 5% and the battery pack is not being charged..

### 3 USB 3.0 connector

For connection with a USB mouse, a USB thumb drive, or devices with a USB connector.

**Attention:** A cable may be needed for the connection. When you attach a USB cable to this connector, make sure that the USB mark is facing upward. Otherwise the connector may be damaged.

### 4 Combo audio jack

Connect a headphone or headset with a 3.5-mm (0.14-inch), 4-pole plug to the combo audio jack.

**Note:** The combo audio jack does not support conventional microphones.

### 5 Novo button

When the computer is powered off, press this button to display the Novo button menu. From the Novo button menu, you can choose to start the Lenovo OneKey Recovery system, the BIOS setup utility, or to enter the boot menu. For more information, refer to Chapter 5 “Lenovo OneKey Recovery system” on page 19.

**Note:** The Novo button is designed in a way to avoid mishandling. You may use the tip of a paper clip to press this button.

### 6 Lid close system state indicator

#### Lid close system state indicator

Indicator status	Indicates
Solid white	The computer is turned on.
Slow-blinking white	The computer is in sleep mode.
Off	The computer is turned off or in hibernation mode.

## Right-side view

**Note:** Your computer may have slight variations from the following illustration.

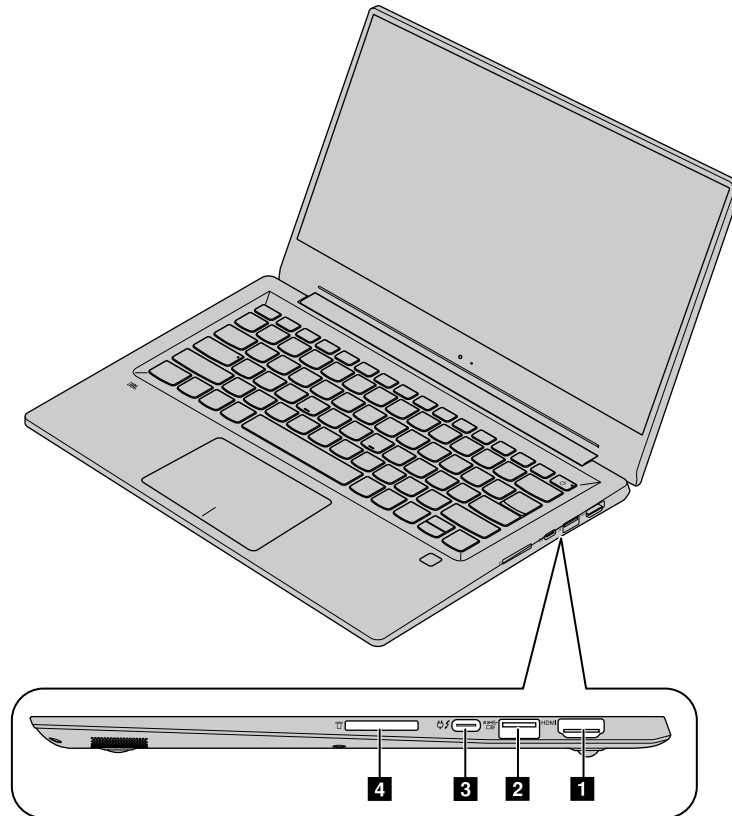


Figure 3. Right-side view

<b>1</b> HDMI-out connector	<b>3</b> Type C USB connector
<b>2</b> USB 3.0 connector (always-on)	<b>4</b> Memory card slot

### **1 HDMI-out connector**

For connection with an LCD television, an LCD monitor, or a projector.

**Note:** A compatible HDMI cable is needed for the connection. The connected device must include an HDMI-in connector.

### **2 USB 3.0 connector (always-on)**

For connection with a USB mouse, a USB thumb drive, or devices with a USB connector. This connector can charge connected devices even when the computer is powered off or in sleep mode. This function can be enabled/disabled in Lenovo Settings (software).

**Note:** If the computer is disconnected from power in off or sleep mode, this connector stops charging connected devices when the battery charge level drops below 20%.

### **3 Type-C USB connector**

Type-C USB connector supports:

- USB 3.0

### **4 Memory card slot**

Insert a compatible memory card here. For details, refer to “Inserting a memory card” on page 11.

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## Bottom view

**Note:** Your computer may have slight variations from the following illustration.

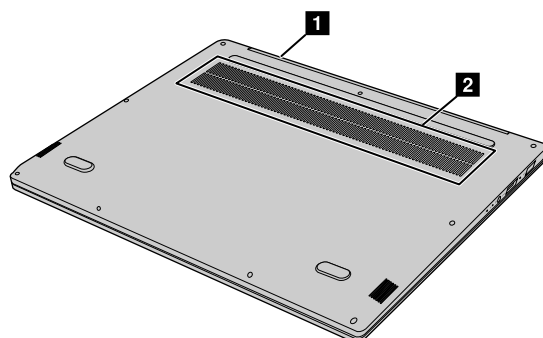


Figure 4. Bottom view

<b>1</b> Ventilation slots (intake)	<b>2</b> Ventilation slots (outlet)
-------------------------------------	-------------------------------------

### **1** Ventilation slots (intake)

Enable air to circulate in the computer to ensure proper cooling, especially the cooling of the microprocessor.

### **2** Ventilation slots (outlet)

Enable air to circulate in the computer to ensure proper cooling, especially the cooling of the microprocessor.

**Attention:** Do not block any of the ventilation slots. Otherwise the computer may overheat.

---

## Features and specifications

This topic lists the hardware features and specifications for all models of Lenovo V720–14. Some features or specifications are model specific and may not apply to your computer.

**Note:** Features and specifications may change without notice.

### Processor

To view the processor information of your computer,

- click **Start**, right-click **Computer**, then click **Properties**. (Windows 7)
- click **Start** → **Settings** → **System** → **About**. (Windows 10)

### Form Factor

- Dimensions: Apr. 322 mm x 222 mm x 15.9 mm
- Weight: Apr. 1.4 kg

### Memory

- Double data rate 4 (DDR4)
- Slots: SODIMM

### Storage device

- Type: solid state drive (SSD)
- Capacity: 128 GB / 256 GB / 512GB

#### Display

- Size: 14" (16:9)
- Resolution: 1920 x 1080 pixels

#### Input/output interface

- 4-in-1 digital media card slot x 1
- Combo audio jack x 1
- HDMI-out connector x 1
- USB 3.0 connector x 2
- USB type C connector x 1

#### Network device

- Wireless LAN & Bluetooth combo card
- 100/1000 Mbps network interface card

#### ac power adapter

- Input: 100-240 V ac, 50-60 Hz
- Output: 20 V dc
- Power: 65 W

#### Battery pack

- Type: Lithium-ion polymer (LiPo) battery
- Cells: 4 cells
- Capacity: 56 Wh



---

## Chapter 2. Using your computer

This chapter provides information on using some of the computer components.

- “Frequently asked questions” on page 9
- “Configuring the operating system” on page 9
- “Registering your computer” on page 9
- “Keyboard shortcut keys” on page 10
- “Power management” on page 11
- “Connecting to networks” on page 13

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### Frequently asked questions

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

To download the user guide in another language, go to <http://www.lenovo.com/UserManuals> and follow the instructions on the screen.

#### Where are the recovery discs?

Your computer may not come with a recovery disc. Instead, some alternative recovery solutions are available. For more information, see Chapter 5 “Lenovo OneKey Recovery system” on page 19.

#### Where can I download the latest drivers?

The latest drivers for your computer are available on the Lenovo Support Web site. To download the latest drivers for your computer, go to <http://www.lenovo.com/drivers> and follow the instructions on the screen.

**Note:** If Lenovo Companion (software) is preinstalled on your computer, you can use the System Update function of the software to automatically download and install the latest drivers.

#### What can I do if the backup process fails?

If the backup process fails, do the following:

1. Close other applications, then restart the backup process.
2. Check if the destination medium is damaged. Select another file path and try again.

---

### Configuring the operating system

If your computer is pre-installed with Windows operating system, you need to configure it the first time you use your computer. The configuration procedures may include:

- Accepting the end user license agreement
- Configuring the Internet connection
- Creating a user account

---

### Registering your computer

When you register your computer, information is entered into a database, which enables Lenovo to contact you in case of a recall or other severe problem. After you register your computer with Lenovo, you will receive

quicker services when you call Lenovo for help. In addition, some locations offer extended privileges and services to registered users.

To register your computer with Lenovo, do one of the following:

- Go to <http://www.lenovo.com/register> and follow the instructions on the screen to register your computer.
- Connect your computer to the Internet and register your computer through a preinstalled registration program. The preinstalled Lenovo Product Registration program launches automatically after you have used your computer for a time. Follow the instructions on the screen to register your computer.

## Keyboard shortcut keys

The keyboard of the computer includes shortcut keys for quick settings. These keys are labeled with small icons. To access these settings, press and hold the **Fn** key ( **1** ) and then press one of the shortcut keys ( **2** ). The functions of the keys are listed in the table below.

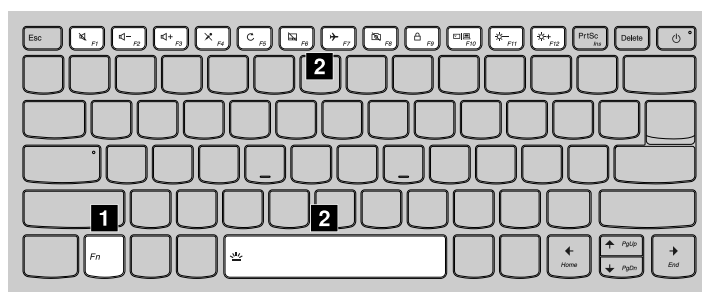






Figure 5. Keyboard with shortcut keys

Shortcut key	Function
	Cuts off or turns on the volume.
	Decreases volume level.
	Increases volume level.
	Enables or disables the built-in microphone.
	Refreshes.
	Enables or disables the touch pad and the click buttons.
	<ul style="list-style-type: none"> <li>• Displays the control buttons for all wireless devices. (Windows 7)</li> <li>• Enables/disables airplane mode. (Windows 10)</li> </ul>
	Enables or disables the built-in camera.
	Presses once to lock screen, and then press any key will enter screen of login in.



	Switches display devices. <b>Note:</b> It is used when an external display device is connected.
	Decreases display brightness.
	Increases display brightness.
	Turns on or off the LED light.

---

## Using the media card reader

Your computer supports the following cards:

- Secure Digital (SD) card
- Secure Digital High Capacity (SDHC) card
- SD eXtended Capacity (SDXC) card
- MultiMediaCard (MMC)

**Note:** Your computer does not support Content Protection for the Recordable Media (CPRM) feature for the SD card.

**Attention:** When transferring data to or from a flash media card, such as an SD card, do not put your computer in sleep or hibernation mode before the data transfer is complete. Doing so may cause damage to your data.

## Inserting a memory card

Step 1. Align the memory card with the slot, with its metal contacts facing downwards.

Step 2. Insert the memory card until it touches the end of the slot.

After inserting the memory card, wait for Windows to install required drivers. You should then be able to access data on the memory card in Computer.

## Removing a memory card

Step 1. Click the Safely Remove Hardware icon in the Windows notification area to eject the memory card.

**Note:** The memory card can no longer be accessed after ejection. To regain access to the card, pull out the card and then insert it again.

Step 2. Gently pull the memory card out of the slot.

---

## Power management

Use your computer with ac power whenever ac power is available. Use your computer with battery power when ac power is not available.

## Checking the battery status

The battery icon in the Windows notification area displays the percentage of battery power remaining. Different computer components consume power at different rates. The more you use the power-intensive components, the faster you consume battery power. Because each computer user has different habits and needs, it is difficult to predict how long a battery charge will last. There are two main factors:

- How much energy is stored in the battery when you begin to work.

- The way you use your computer:
  - How often you access the hard disk drive.
  - How bright you make the computer display.

## Using the ac power adapter

When you use ac power, the battery charges automatically.

The ac power adapter that comes with your computer has two basic components:

- The transformer pack that converts ac power for use with the computer.
- The power cord that plugs into the ac outlet and into the transformer pack.

**Attention:** Using an improper power cord could cause severe damage to the computer.

### Connecting the ac power adapter

To connect the ac power adapter, do the following:

1. Plug the power cord into an electrical outlet.
2. Connect the power cord to the transformer pack.
3. Connect the ac power adapter to the ac power connector of the computer.

### Tips on using the ac power adapter

Observe the following guidelines when using the ac power adapter:

- When the ac power adapter is not in use, disconnect it from the electrical outlet.
- Do not bind the power cord tightly around the ac power adapter transformer pack when it is connected to the transformer.
- Before you charge the battery pack, make sure that its temperature is at least 10°C (50°F).
- You can charge the battery when the ac power adapter is connected to the computer and the battery is installed. Charge it in any of the following conditions:
  - When you purchase a new battery
  - If the battery meter at the bottom of your display indicates a low battery charge level
  - If the battery has not been used for a long time

## Maximizing battery life

To maximize battery life, suggest doing the following:

- Avoid battery usage or storage in low temperature or high temperature environment.
- Enable Conservation Mode in Lenovo Settings (software) if you keep your computer plugged in.
- Enable battery stretch mode in Lenovo Settings.

**Note:** The performance of the computer may compromise when battery stretch mode is enabled.

## Power saving

There are several options that you can choose to conserve power.

## Putting your computer into sleep mode

If you are not going to use the computer for a short time, put the computer into sleep mode. This not only helps you conserve power, but also provides you the convenience to bypass the startup process and directly resume the computer for normal operation.

To put the computer into sleep mode,

- click **Start**, click the triangle mark next to the **Shut down** button, and then select **Sleep**. (Windows 7)
- click **Start** → **Power** → **Sleep**. (Windows 10)

**Attention:** Wait until the power indicator starts blinking (indicating that the computer is in sleep state) before you move the computer. Moving the computer while the hard disk drive is spinning can damage the hard disk drive, causing loss of data.

To wake up the computer, do one of the following:

- Press the power button.
- Press any key on the keyboard.

## Shutting down the computer

To shut down your computer,

- click **Start** → **Shut down**. (Windows 7)
- click **Start** → **Power** → **Shut down**. (Windows 10)

## Putting the computer into hibernation mode

As an alternative to shutting down the computer, you also can choose to put it into hibernation mode.

- click **Start**, click the triangle mark next to the **Shut down** button, and then select **Hibernate**. (Windows 7)
- click **Start** → **Power** → **Hibernate**. (Windows 10)

**Note:** All user and program data in the memory is copied onto the hard disk for you to resume working when the computer is waken up from hibernation mode.

## Adding hibernate option

If the hibernate option is not available on the Start menu, you can add it.

1. Open the Control Panel.

**Note:** If you're using Windows 10, right-click on the Start button, then select Control Panel.

2. From the Control Panel, click **System and Security** → **Power Options** → **Choose that the power buttons do** → **Change settings that are currently available**.
3. Under **Shutdown settings**, check **Hibernate**.

---

## Connecting to networks

Your computer has one or more network cards for connecting to the networks.

## Ethernet connection

Your computer has one Ethernet connector. Using the connector and a wired cable, you can connect to your network or a broadband connection, such as digital subscriber line (DSL) or cable television (CATV). This connection enables you to do 1 Gbps half-duplex or full-duplex data transmission.

## Wireless connection

Wireless communication is the transfer of data without the use of cables but by means of radio waves only.

### Wireless LAN

A wireless LAN covers a relatively small geographic area, such as an office building or a house. Devices based on the 802.11 standards can connect to this network.

Your computer comes with a build-in wireless network card and a configuration utility to help you make wireless connections and monitor the status of your connection, so that you can stay connected to your network while you are in the office, in a meeting room, or at home, with no need for a wired connection.

### Establishing a wireless connection

To establish a wireless connection, do the following:

1. Press Fn + F7 to make sure airplane mode is turned off.
2. Click the wireless network connection status icon in the Windows notification area. A list of available wireless networks is displayed.
3. Double-click a network to connect to it. Provide required information if needed.

---

## Chapter 3. You and your computer

This chapter provides information about accessibility and comfort.

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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.

Lenovo is committed to providing the latest information and technology to our customers with disabilities. Refer to our accessibility information which outlines our efforts in this area.

### Ergonomic information

Working in the virtual office might mean adapting to frequent changes in your environment. Following some simple rules will make things easier and bring you the maximum benefits of your computer. Keeping in mind such basics as good lighting and proper seating, for example, 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.



**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 510-760 mm (20-30 inch). 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 corresponding hotkeys on the keyboard 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 desired 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, will help you maintain desirable levels of comfort and performance.

***Questions about vision?***

The visual display screens of Lenovo notebook computers are designed to meet the highest standards and to provide you with clear, crisp images and large, bright displays that are easy to see, yet easy on the eyes. Of course, 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.

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## Chapter 4. Security

This chapter provides information about protecting your computer from theft and unauthorized use.

- “Using passwords” on page 17

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### Using passwords

Using passwords helps prevent your computer from being used by others. Once you set a password and enable it, a prompt appears on the screen each time you power on the computer. Enter your password at the prompt. The computer cannot be used unless you enter the correct password.

**Note:** This password can be a combination of one to seven alphanumeric characters.

For more information about how to set the password, refer to the online help information system on the right screen of the BIOS program.

**Note:** To start the BIOS program, power off the computer; press the Novo button and then select **BIOS Setup Utility**.





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## Chapter 5. Lenovo OneKey Recovery system

Lenovo OneKey Recovery system is an easy-to-use backup and recovery software. Using this software, you can back up the entire system partition as an image file and use it to restore the system in case of system failure. If your computer is preinstalled with any version of a Windows operating system, Lenovo provides an image of the system on a “hidden” partition of the hard disk drive.

**Note:** If your computer is preinstalled with a GNU/Linux operating system, the Recovery system is not available.

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### Backing up the system partition

Step 1. In Windows, press the Novo button or double click OneKey Recovery icon to start the Lenovo OneKey Recovery system.

**Note:** If your computer is preinstalled with Windows 10, you can type the keyword “OneKey Recovery” in the Search box to locate and launch the software.

Step 2. Click **System Backup**.

Step 3. Select a location to store the image file and then click **Next**.

**Note:** If you want to choose a location on an external storage device, make sure the device is connected and configured properly.

Step 4. Click **Start** to start the backup process.

The backup process may take several hours to complete. Make sure your computer is plugged in during this process.

---

### Restoring the system partition when Windows can be started

In cases you find your computer is slow due to virus infection or other malicious attacks, you may use the Lenovo OneKey Recovery system to restore the system partition to a previous backup point or the factory status. To do this, follow the steps below.

Step 1. In Windows, press the Novo button or double-click Onekey Recovery icon to start the Lenovo OneKey Recovery system.

Step 2. Click **System recovery**. The computer restarts to the recovery environment.

Step 3. Select a backup image or the factory image and then follow on-screen instructions.

**Note:** If the backup image is stored on an external storage device, make sure the device is connected and configured properly.

When the recovery process is completed, the computer restarts and the system partition reverts back to the previous backup point or the factory status.

**Attention:** All data on the system partition created after the backup or factory point will be deleted. Make sure to make a copy of all important data before restoring the system partition.

**Attention:** The recovery process may take several hours to complete. Make sure your computer is plugged in during this process.

---

## Restoring the system partition when Windows cannot be started

In case Windows cannot be started, follow the steps below to restore the system partition to a previous backup point or the factory status.

- Step 1. Shut down the computer.
- Step 2. Press the Novo button.
- Step 3. From the Novo button menu, select **System recovery** and press **Enter**. The computer starts to the recovery environment.
- Step 4. Select a backup image or the factory image and then follow on-screen instructions.

**Note:** If the backup image is stored on an external storage device, make sure the device is connected and configured properly.

When the recovery process is completed, the computer restarts and the system partition reverts back to the previous backup point or the factory status.

**Attention:** All data on the system partition created after the backup or factory point will be deleted. Make sure to make a copy of all important data before restoring the system partition.

**Attention:** The recovery process may take several hours to complete. Make sure your computer is plugged in during this process.

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## Chapter 6. Preventing problems

An important part of owning a Lenovo notebook computer is maintenance. With proper care, you can avoid common problems. The chapter provides information that can help you keep your computer running smoothly.

- “General tips for preventing problems” on page 21
- “Taking care of your computer” on page 21

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### General tips for preventing problems

This topic provides general tips for you to prevent problems when using your computer.

1. Check the capacity of your hard disk drive from time to time. If the hard disk drive gets full, the operating system will slow down and might produce errors.
2. Empty your recycle bin on a regular basis.
3. To free up disk space, uninstall unused programs.
4. Clean out your Inbox, Sent, and Trash folders from your e-mail client program.
5. Back up your data at least once a week. If critical data is present, it is recommended that you perform a daily backup operation. Lenovo has many backup options available for your computer. CD-RW drives and CD-RW/DVD drives are available for most computers and can be installed easily.
6. Schedule system restore operations to take a system snapshot periodically.

**Note:** Always take a system snapshot before installing new drivers, updating software, or installing new software.

7. Update device drivers and the BIOS program when needed.
8. Profile your machine at <http://www.lenovo.com/support> to keep up to date with current drivers and revisions.
9. Keep up to date for device drivers on other non-Lenovo hardware. You might want to read the device driver information release notes before updating for compatibility or known issues.
10. Keep a log book. Entries might include major hardware or software changes, driver updates, minor issues you have experienced, and how you resolved the minor issues.
11. If required, you can find your country's Customer Support Center at <http://www.lenovo.com/support>.

**Note:** When calling the Customer Support Center, ensure that you have your machine model type, serial number, and the computer in front of you. Also, if the computer is producing error codes, it is helpful to have the error screen on or the message written down.

12. If you want to get the latest software source for Microsoft Windows product updates, go to <http://www.microsoft.com>. Lenovo provides technical assistance with installation of, or questions related to, Service Packs for your Lenovo-preinstalled Windows products.

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### Taking care of your computer

Although your computer is designed to function reliably in normal work environments, you need to use common sense in handling it. By following these important tips, you will get the most use and enjoyment out of your computer.

#### Be careful about where and how you work

- Do not eat or smoke over your keyboard. Particles that fall into your keyboard can cause damage.
- Store packing materials safely out of the reach of children to prevent the risk of suffocation from plastic bags.

- Keep your computer more than 13 cm or 5 inches away from magnets, activated cellular phones, electrical appliances, or speakers.
- Avoid subjecting your computer to extreme temperatures (below 5°C/41°F or above 35°C/95°F).
- Some appliances, such as certain portable desktop fans or air purifiers, produce negative ions. If a computer is close to such an appliance, and is exposed for an extended time to air containing negative ions, it might become electrostatically charged. Such a charge might be discharged through your hands when you touch the keyboard or other parts of the computer, or through connectors on I/O devices connected to it. Even though this kind of electrostatic discharge (ESD) is the opposite of a discharge from your body or clothing to the computer, it poses the same risk of a computer malfunction.

Your computer is designed and manufactured to minimize any effects of electrostatic charge. An electrostatic charge above a certain limit, however, increases the risk of ESD. Therefore, when using the computer close to an appliance that produces negative ions, give special attention to the following:

- Avoid directly exposing your computer to the air from an appliance that produces negative ions.
- Keep your computer and peripherals as far as possible from such an appliance.
- Wherever possible, ground your computer to facilitate safe electrostatic discharge.

**Note:** Not all such appliances cause a significant electrostatic charge.

### **Be gentle with your computer**

- Avoid placing any objects (including paper) between the display and the keyboard or the palm rest.
- Do not open the display beyond 180 degrees, as this might damage the computer hinge.
- Do not turn your computer over while the ac power adapter is plugged in. This could break the adapter plug.

### **Carry your computer properly**

- Before moving your computer, be sure to remove any media, turn off attached devices, and disconnect cords and cables.
- Before moving your computer, ensure that it is in sleep or hibernation mode, or turned off. This prevents damage to the hard disk drive and avoids data loss.
- When picking up your open computer, hold it by the bottom. Do not pick up or hold your computer by the display.
- Use a quality carrying case that provides adequate cushion and protection. Do not pack your computer in a tightly packed suitcase or bag.

### **For outdoor use**

- Back up your critical data before you take your computer outdoors.
- Ensure that the battery is fully charged.
- Be sure to turn off the power and close the LCD when not in use.
- When you leave the computer in your car, place it on the back seat to avoid being insulated.
- Carry the ac power adapter and power cord with the computer.

### **Handle storage media and drives properly**

- If your computer comes with an optical drive, do not touch the surface of a disc or the lens on the tray.
- Wait until you hear the CD or DVD click into the center pivot of the drive before closing the tray.
- When installing the hard disk drives or optical drives, follow the instructions shipped with your hardware, and apply pressure only where needed on the device.
- Turn off your computer if you are replacing the hard disk drive.

- Store your external and removable hard disk drives or optical drives in the appropriate containers or packaging when not in use.
- Before you install any of the following devices, touch a metal table or a grounded metal object. This action reduces any static electricity from your body. The static electricity could damage the device.
  - Memory cards, such as SD cards, Memory Stick cards, MultiMediaCards, and Memory Stick Pro cards
  - Memory modules

**Note:** Not all devices listed are included in your computer.

- When transferring data to or from a flash media card, such as an SD card, do not put your computer in sleep or hibernation mode before the data transfer is complete. Otherwise, data might be damaged.

### **Clean the computer cover**

Occasionally clean your computer cover by doing the following:

**Note:** Before cleaning the computer cover, ensure that you have turned off the computer and disconnected the power cord.

1. Prepare a mixture of a gentle kitchen-use detergent (one that does not contain abrasive powder or strong chemicals such as acid or alkaline). Use 5 parts water to 1 part detergent.
2. Absorb the diluted detergent into a sponge.
3. Squeeze excess liquid from the sponge.
4. Wipe the cover with the sponge, using a circular motion and taking care not to let any excess liquid drip.
5. Wipe the cover to remove the detergent.
6. Rinse the sponge with clean running water.
7. Wipe the cover with the clean sponge.
8. Wipe the cover again with a dry, soft, lint-free cloth.
9. Wait for the cover to dry completely and remove any fibers from the cloth.

### **Clean the computer keyboard**

To clean the computer keyboard, do the following:

1. Apply some isopropyl rubbing alcohol to a soft, dust-free cloth.

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

2. Wipe each keytop surface with the cloth. Wipe the keys one by one; if you wipe several keys at a time, the cloth might hook onto an adjacent key and possibly damage it. Ensure that no liquid drips onto or between the keys.
3. Allow the keyboard to dry.
4. To remove any crumbs and dust from beneath the keys, use a camera blower with a brush or cool air from a hair drier.

### **Clean the computer display**

To clean the computer display, do the following:

1. Gently wipe the display with a dry, soft, lint-free cloth. If you see a scratchlike mark on the display, it might be a stain transferred from the keyboard when the cover was pressed from the outside.
2. Wipe or dust the stain gently with a soft, dry cloth.
3. If the stain remains, moisten a soft, lint-free cloth with water or a 50-50 mixture of isopropyl alcohol and water that does not contain impurities.

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

4. Wring out as much of the liquid as you can.
5. Wipe the display again; do not let any liquid drip into the computer.
6. Be sure to dry the display before closing it.

**Keep the following in mind:**

- Only an authorized Lenovo repair technician should disassemble and repair your computer.
- Do not modify or tape the latches to keep the display open or closed.

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## Chapter 7. Troubleshooting computer problems

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

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### Troubleshooting

To make sure that your computer has the features that are introduced in the following sections, consult the online help or the list shipped with your computer.

#### A startup problem

Print these instructions now and keep it with your computer for reference later.

##### **The Microsoft Windows operating system does not start.**

Use the recovery program provided on your computer to identify and troubleshoot the problem. For details, refer to Chapter 5 “Lenovo OneKey Recovery system” on page 19.

#### Sleep and hibernation problems

Print these instructions now and keep it with your computer for reference later.

##### **A critical low-battery error occurs, and the computer immediately turns off.**

This indicates that the battery power is getting too low. Connect the ac power adapter to your computer and plug the other end of the ac power adapter into an electrical outlet.

##### **The computer enters sleep mode immediately after the power-on self-test.**

Ensure that:

- The battery is charged.
- The operating temperature is within the acceptable range. Refer to Chapter 6 “Preventing problems” on page 21.

#### Computer screen problems

Print these instructions first.

##### **The screen is blank.**

This indicates that the battery power is getting too low. Connect the ac power adapter to your computer and plug the other end of the ac power adapter into an electrical outlet.

If the problem persists, do the following:

- If you are using the ac power adapter or using the battery pack, and the battery status indicator is on, press Fn + - to increase the screen brightness.
- If the power indicator is blinking, press the power button to resume the computer from sleep mode.
- Check if the display device driver is installed correctly.
- Check if the screen resolution and color quality are correctly set.
- Check if the monitor type is correct.

**The screen is unreadable or distorted.**

Ensure that:

- The display device driver is installed correctly.
- The screen resolution and color quality are correctly set.
- The monitor type is correct.

**Incorrect characters are displayed on the screen.**

Ensure that the operating system and programs are correctly installed on your computer. If the problem persists, contact your local Service Provider.

**When I turn on the computer, nothing is displayed on the screen and the computer does not beep while starting up.**

Ensure that:

- The battery is installed correctly.
- The ac power adapter is connected to the computer and the power cord is plugged into a working electrical outlet.
- Press the power button again to ensure that the computer is turned on.

If the problem persists, contact your local Service Provider.

**When I turn on the computer, only a white cursor is displayed on a blank screen.**

Restore the entire contents of your hard disk drive to the original factory contents using the recovery programs provided on your computer.

If the problem persists, contact your local Service Provider.

**My screen goes blank while the computer is on.**

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

- Press any key on the keyboard.
- Press the power button.

## **Problems with drives and other storage devices**

This topic provides instructions on troubleshooting problems with drives and other storage devices.

### **Hard disk drive problems**

Print these instructions first.

**The hard disk drive makes a rattling noise intermittently.**

The rattling noise might be heard when:

- The hard disk drive begins or finishes getting access to data.
- You carry the hard disk drive.
- You carry your computer.

This is a normal characteristic of a hard disk drive and can be ignored.



## OneKey Recovery program problems

Print these instructions first.

### **Backup cannot be made.**

Ensure that:

- You are using a Windows operating system.
- There is enough space on your hard disk drive to store the backup data.

### **Fail to restore the system partition to the factory default state.**

The cause might be that the partition properties such as the size or the capacity of your system has been modified.

## A password problem

Print these instructions now and keep it with your computer for reference later.

### **I forgot my password.**

Do any of the following:

- If you forget the BIOS user password, ask the system administrator to reset your user password.
- If you forget your hard disk drive password, a Lenovo authorized servicer cannot reset your password or recover data from the hard disk drive. You must take your computer to a Lenovo authorized servicer or a marketing representative to have the hard disk drive replaced. Proof of purchase is required, and a fee will be charged for parts and service.
- If you forget the BIOS supervisor password, a Lenovo authorized servicer cannot reset your password. You must take your computer to a Lenovo authorized servicer or a marketing representative to have the system board replaced. Proof of purchase is required, and a fee will be charged for parts and service.

## A sound problem

Print these instructions now and keep it with your computer for reference later.

### **No sound can be heard from the speaker even when the volume is turned up.**

Make sure that:

- The mute function is off.
- The combo audio jack is not used.
- Speakers are selected as the playback device.

## Other problems

Print these instructions first.

### **Your computer does not respond.**

Do either of the following:

- Turn off your computer by pressing and holding the power button for four seconds or more.
- Your computer might lock when it enters sleep mode during a communication operation. Disable the sleep timer when you are working on the network.

**I need to start the computer from a connected device, but the device does not appear on the boot device list.**

Check the boot mode setting in the BIOS setup utility. If the **Boot Mode** is set to **UEFI**, make sure that the device or the medium in the device supports UEFI boot. If the device or the medium in the device does not support UEFI boot, set **Boot Mode** to **Legacy Support**. If the device still does not appear in the boot device list, replace with a new device or medium.

**The connected external device does not work.**

Ensure that:

- The external device is connected by USB cables while the computer is turned on; otherwise, your computer might be damaged.
- When you are using a high-power-consumption external device such as an external USB optical drive, ensure that you use the power cable that comes with the external device. Otherwise, the device might not be recognized, or the computer might be turned off.

For more technical support information, go to:  
<http://www.lenovo.com/support>

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## Appendix A. Regulatory information

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### Wireless related information

#### Wireless interoperability

The Wireless LAN PCI Express Mini Card is designed to be interoperable with any wireless LAN product that is based on DSSS, CCK, and/or OFDM radio technology, and is compliant to:

- The 802.11b/g Standard, 802.11a/b/g or 802.11n draft 2.0 on Wireless LANs, as defined and approved by the Institute of Electrical and Electronics Engineers.
- The WiFi certification as defined by the Wi-Fi Alliance.

Your Bluetooth card is compliant to Bluetooth Specification 4.0 as defined by the Bluetooth Special Interest Group SIG, it supports the following profiles:

- Advanced Audio Distribution Profile (A2DP)
- Audio/Video Control Transport Protocol (AVCTP)
- Audio/Video Distribution Transport Protocol (AVDTP)
- A/V Remote Control Profile (AVRCP)
- Basic Imaging Profile (BIP)
- Basic Printing Profile (BPP)
- Dial-Up Networking Profile (DUN)
- File Transfer Profile (FTP)
- Generic Access Profile (GAP)
- Generic A/V Distribution Profile (GAVDP)
- Hardcopy Cable Replacement Profile (HCRP)
- Headset Profile (HSP)
- Hands-Free Profile (HFP)
- Human Interface Device Profile (HID)
- Message Access Profile (MAP)
- Object Exchange Protocol (OBEX)
- Object Push Profile (OPP)
- Personal Area Networking Profile (PAN)
- Phone Book Access Profile (PBAP)
- Service Discovery Protocol (SDP)
- Synchronization Profile (SYNC)
- Video Distribution Profile (VDP)
- Generic Attribute Profile (GATT)
- Proximity Profile
- Find Me Profile
- Immediate Alert Profile

- Battery Status Profile

### Usage environment and your health

Integrated wireless cards emit radio frequency electromagnetic energy like other radio devices. However, the level of energy emitted is far much less than the electromagnetic energy emitted by wireless devices like for example mobile phones.

Due to the fact that integrated wireless cards operate within the guidelines found in radio frequency safety standards and recommendations, Lenovo believes they are safe for use by consumers. These standards and recommendations reflect the consensus of the scientific community and result from deliberations of panels and committees of scientists who continually review and interpret the extensive research literature.

In some situation or environment, the use of integrated wireless cards may be restricted by the proprietor of the building or responsible representatives of the organization. These situations and areas may for example include:

- Using the integrated wireless cards on board of airplanes, in hospitals or near petrol stations, blasting areas (with electro-explosive devices), medical implants or body-worn electronic medical devices, such as pace makers.
- In any other environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the policy that applies to the use of wireless devices in a specific organization (such as airport or hospital), you are encouraged to ask for authorization to use integrated wireless cards prior to turning on the computer.

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## 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 the ENERGY STAR qualified designation. Lenovo computers with machine type 80Y1, if the ENERGY STAR mark is affixed, have been designed and tested to conform to the ENERGY STAR program requirements for computers.

By using ENERGY STAR qualified products and taking advantage of the power-management features of your computer, you can help reduce the consumption of electricity. Reduced electrical consumption can contribute 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, Lenovo has preset the following power-management features to take effect when your computer has been inactive for a specified length of time:

Table 1. Default power saving settings

Power plan: <b>Balanced (plugged in) (Windows 7)</b>	Power plan: <b>Balanced (plugged in) (Windows 10)</b>
<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>	<ul style="list-style-type: none"> <li>• Turn off the display: After 10 minutes</li> <li>• Put the computer to sleep: After 30 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>

## Brazil regulatory notice

Ouvir sons com mais de 85 decibéis por longos períodos pode provocar danos ao sistema auditivo.

## 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.

## Electronic emission notices

The following information applies to Lenovo V720–14 (80Y1).

## Federal Communications Commission (FCC) 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**

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### **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.

EU contact: 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

#### **Lenovo product service information for Taiwan**

委製商/進口商名稱：荷蘭商聯想股份有限公司台灣分公司  
進口商地址：台北市內湖區堤頂大道2段89號5樓  
進口商電話：0800-000-702 (代表號)





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## Appendix B. WEEE and recycling statements

Lenovo encourages owners of information technology 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. Information on product recycling offerings can be found on Lenovo's Internet site at <http://www.lenovo.com/recycling>.

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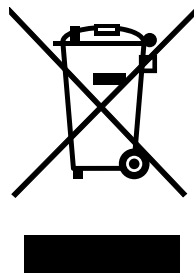
### China WEEE statement

《废弃电器电子产品回收处理管理条例》提示性说明

联想鼓励拥有联想品牌产品的用户当不再需要此类产品时，遵守国家废弃电器电子产品回收处理相关法律法规，将其交给当地具有国家认可的回收处理资质的厂商进行回收处理。更多回收服务信息，请点击进入<http://support.lenovo.com.cn/activity/551.htm>

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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 collective 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. Lenovo electrical and electronic equipment (EEE) may contain parts and components, which at end-of-life might qualify as hazardous waste.

EEE and waste electrical and electronic equipment (WEEE) can be delivered free of charge to the place of sale or any distributor that sells electrical and electronic equipment of the same nature and function as the used EEE or WEEE.

For additional WEEE information go to: <http://www.lenovo.com/recycling>

### WEEE information for Hungary

Lenovo, as a producer, bears the cost incurred in connection with the fulfillment of Lenovo's obligations under Hungary Law No. 197/2014 (VIII.1.) subsections (1)-(5) of section 12.

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## **Japan recycling statements**

### **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, go to <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 on the system board of your Lenovo computer to provide power to the computer clock while the computer is off or disconnected from the main power source. If you want to replace it with a new one, contact your place of purchase or ask for a repair service provided by Lenovo. If you have replaced it by yourself and want to dispose of the disused lithium battery, insulate it with vinyl tape, contact your place of purchase, and follow their instructions. If you use a Lenovo computer at home and need to dispose of a lithium battery, you must comply with local ordinances and regulations.

### **Disposing of a disused battery pack from Lenovo notebook computers**

Your Lenovo notebook computer has a lithium ion battery pack or a nickel metal hydride battery pack. If you are a company employee who uses a Lenovo notebook computer and need to dispose of a battery pack, contact the proper person in Lenovo sales, service, or marketing, and follow that person's instructions. You also can refer to the instructions at <http://www.lenovo.com/jp/ja/environment/recycle/battery/>. If you use a Lenovo notebook computer at home and need to dispose of a battery pack, you must comply with local ordinances and regulations. You also can refer to the instructions at <http://www.lenovo.com/jp/ja/environment/recycle/battery/>.

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## **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.

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## Battery recycling information for the United States and Canada



US & Canada Only

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## Battery recycling information for Taiwan

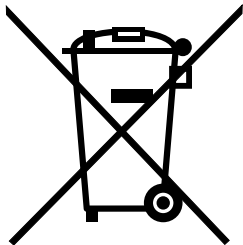


廢電池請回收

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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.

Before placing electrical and electronic equipment (EEE) in the waste collection stream or in waste collection facilities, the end user of equipment containing batteries and/or accumulators must remove those batteries and accumulators for separate collection.

#### **Disposing of lithium batteries and battery packs from Lenovo products**

A coin-cell type lithium battery might be installed inside your Lenovo product. You can find details about the battery in the product documentation. If the battery needs to be replaced, contact your place of purchase or contact Lenovo for service. If you need to dispose of a lithium battery, insulate it with vinyl tape, contact your place of purchase or a waste-disposal operator, and follow their instructions.

#### **Disposing of battery packs from Lenovo products**

Your Lenovo device might contain a lithium ion battery pack or a nickel metal hydride battery pack. You can find details on the battery pack in the product documentation. If you need to dispose of a battery pack, insulate it with vinyl tape, contact Lenovo sales, service, or your place of purchase, or a waste-disposal operator, and follow their instructions. You also can refer to the instructions provided in the user guide for your product.

For proper collection and treatment, go to:  
<http://www.lenovo.com/lenovo/environment>

## Appendix C. Restriction of Hazardous Substances Directive (RoHS)

### India RoHS

RoHS compliant as per E-Waste (Management & Handling) Rules, 2011.

### China RoHS

#### 中国有害物质声明

为满足中国电子电气产品有害物质限制相关的法律法规和其他要求，联想公司对本产品中有害物质，按部件分类，声明如下。

部件名称	有害物质					
	铅(Pb)	汞(Hg)	镉(Cd)	六价铬(Cr(VI))	多溴联苯(PBB)	多溴二苯醚(PBDE)
印刷电路板组件*	×	○	○	○	○	○
硬盘	×	○	○	○	○	○
光驱	×	○	○	○	○	○
液晶面板	×	○	○	○	○	○
键盘	×	○	○	○	○	○
内存	×	○	○	○	○	○
电池	×	○	○	○	○	○
电源适配器	×	○	○	○	○	○
底壳、顶盖和扬声器	×	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制。某些型号的产品可能不包含表中的部分部件。

○：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。

×：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。标记“×”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，电容和连接器等。



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。圆圈内的数字表示正常使用状态下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.

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## Ukraine RoHS

Цим підтверджуємо, що продукція Леново відповідає вимогам нормативних актів України, які обмежують вміст небезпечних речовин

---

## European Union RoHS

This Lenovo product, which included parts (cables, cords, and so on) meets 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 worldwide compliance 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)

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## Appendix D. Notices

Lenovo may not offer the products, services, or features discussed in this document in all countries. Consult your local Lenovo representative for information on the products and services currently available in your area. Any reference to a Lenovo product, program, or service is not intended to state or imply that only that Lenovo product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any Lenovo intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any other product, program, or service.

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*Lenovo (United States), Inc.  
1009 Think Place - Building One  
Morrisville, NC 27560  
U.S.A.  
Attention: Lenovo Director of Licensing*

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Any references in this publication to non-Lenovo Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this Lenovo product, and use of those Web sites is at your own risk.

Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

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## Trademarks

The following terms are trademarks of Lenovo in the United States, other countries, or both:

- Lenovo
- Lenovo logo
- OneKey

Microsoft and Windows are trademarks of the Microsoft Corporation.

Other company, product, or service names may be trademarks or service marks of others.



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## S

Security 17





