

User Guide

Lenovo
YOGA

Lenovo

Lenovo Yoga AIO i (27",11)

About this documentation

This documentation applies to the Lenovo product models listed below.

Model name	Machine types (MT)
Yoga AIO 27IPH11	F0JR, F0J4

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

- *Safety and Warranty Guide*
- *Generic Safety and Compliance Notices*
 - For computers purchased in mainland China: https://iknow.lenovo.com.cn/detail/dc_191404.html
 - For computers purchased outside mainland China: https://pcsupport.lenovo.com/docs/generic_notices
- *Setup Guide (if provided with your computer)*

Notes:

- Illustrations in this documentation may look slightly different from your product model.
- For more compliance information, refer to:
 - For computers purchased in mainland China
Generic Safety and Compliance Notices at https://iknow.lenovo.com.cn/detail/dc_191404.html
 - For computers purchased outside mainland China
Regulatory Notice at https://support.lenovo.com/docs/common_consumer_dt_rn and *Generic Safety and Compliance Notices* at <https://www.lenovo.com/compliance>
- Depending on the model, some optional accessories, features, and software programs might not be available on your computer.
- Depending on the version of the operating systems and programs, some user interface instructions might not be applicable to your computer.
- Documentation content is subject to change without notice. Lenovo makes constant improvements to the documentation of your computer, including this *User Guide*. To get the latest documentation, go to:
 - For computers purchased in mainland China: <https://newsupport.lenovo.com.cn>
 - For computers purchased outside mainland China: <https://pcsupport.lenovo.com>
- Microsoft® makes periodic feature changes to the Windows® operating system through Windows Update. As a result, some information in this documentation might become outdated. Refer to Microsoft resources for the latest information.

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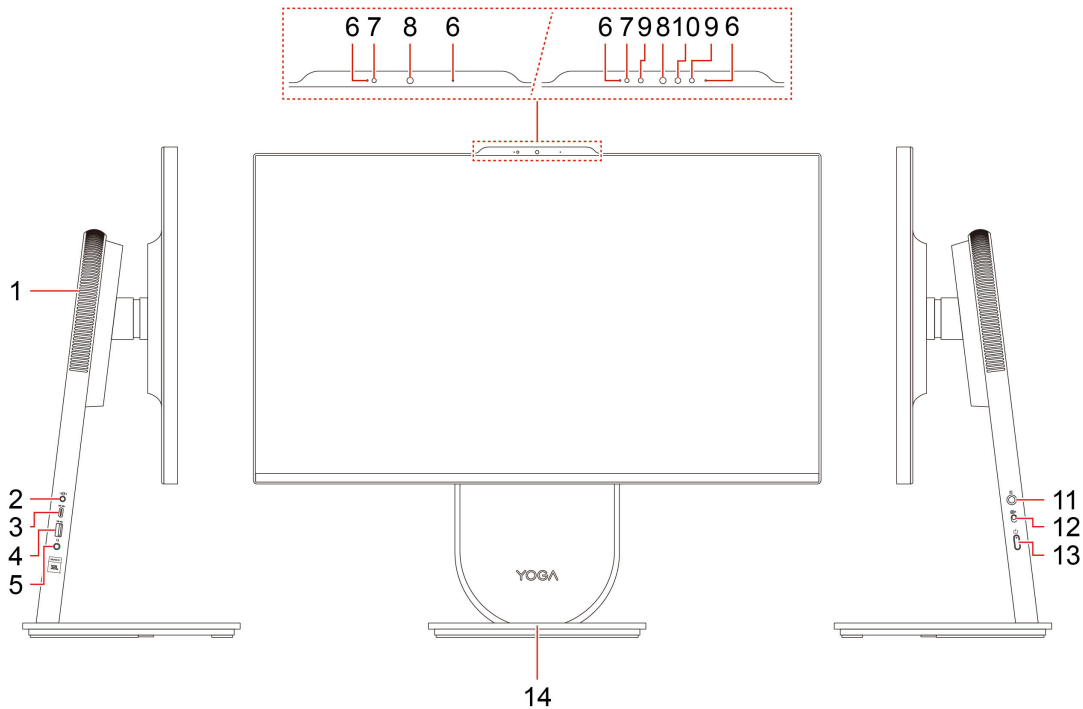
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Chapter 1. Meet your computer

Front



Item	Description	Item	Description
1	Air vents	2	Switch button
3	USB-C® connector (USB 10Gbps)	4	USB-A connector (USB 10Gbps)
5	Combo audio jack	6	Microphones
7	Camera light	8	Camera
9	Infrared LED*	10	Infrared camera*
11	On-Screen-Display (OSD) adjustment joystick	12	Camera switch
13	Power button and power indicator	14	Wireless charging light*

* for selected models

Note: For more information about the USB connector name update, see Appendix A “Supplementary information” on page 32.

Statement on USB transfer rate

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

USB device	Data rate (Gbit/s)
Thunderbolt 3	40
Thunderbolt 4	40

Power indicator

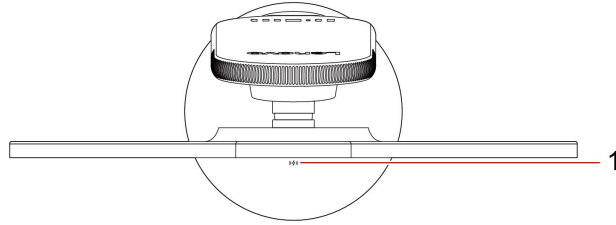
Show the system status of your computer.

- **On:** The computer is starting up or working.
- **Off:** The computer is off or in hibernation mode.
- **Blinking slowly:** The computer is in sleep mode.

Related topics

- “USB specifications” on page 6.
- “Switch mode” on page 10.

Base

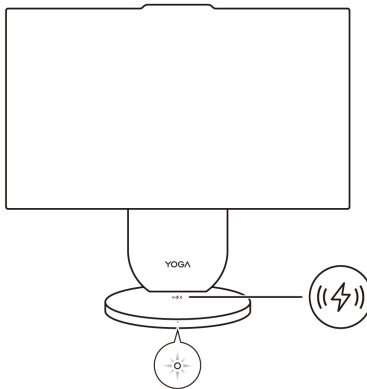


Item	Description
1	Wireless charging pad*

* for selected models

Wireless charging (for selected models)

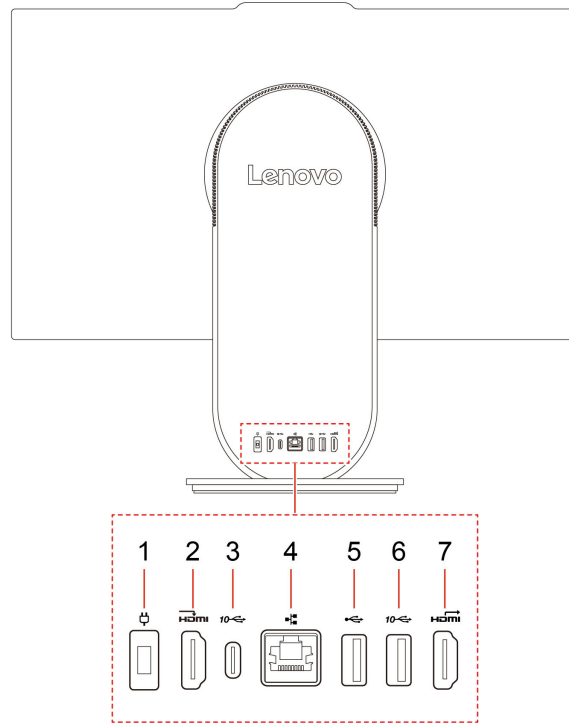
You can use the wireless charging pad to charge phones that support wireless charging. Place your phone at the center of the pad. If the indicator blinks amber, adjust the phone's position and remove any metal object on or near the pad.



- **Blinking white:** The phone is being charged.
- **Solid white:** The phone is fully charged.
- **Blinking amber:** Charging error occurs.
- **Off:** No compatible phone is detected.

Note: For some phones, the indicator might still blink white when the phone is fully charged.

Rear



Item	Description	Item	Description
1	Power cord connector	2	HDMI™ in connector
3	USB-C connector (USB 10Gbps)	4	Ethernet connector
5	USB-A connector (Hi-Speed USB)	6	USB-A connector (USB 10Gbps)
7	HDMI 2.1 out connector		

Related topics

- “USB specifications” on page 6.
- “Change display settings” on page 12.

Specifications

Specification	Description
Hardware configuration	Type Device Manager in the Windows search box and then press Enter. Type the administrator password or provide confirmation, if prompted.
Power supply	<ul style="list-style-type: none">• 135-watt automatic voltage-sensing power supply• 170-watt automatic voltage-sensing power supply• 245-watt automatic voltage-sensing power supply
Memory	Low power double data rate 5x (LPDDR5x)
Storage device	M.2 solid-state drive To view the storage drive capacity of your computer, type Disk Management in the Windows search box and then press Enter. Note: The storage drive capacity indicated by the system is less than the nominal capacity.
Video features	<ul style="list-style-type: none">• Brightness control• Color display with Thin Film Transistor (TFT) technology• Color display with In-Plane Switching (IPS) or Twisted Nematic (TN) technology• Display size: 685.8 mm (27 inches)• Display resolution: 2560 x 1440 pixels• Multi-touch technology*• The optional discrete graphics card provides an enhanced video experience and extended capabilities.
Expansion	M.2 solid-state drive slot
Network features	<ul style="list-style-type: none">• Bluetooth• Ethernet LAN• Wireless LAN

* for selected models

Operating environment

Maximum altitude (without pressurization)

- Operating: From 0 m (0 ft) to 3048 m (10 000 ft)
- Storage: From 0 m (0 ft) to 12192 m (40 000 ft)

Temperature

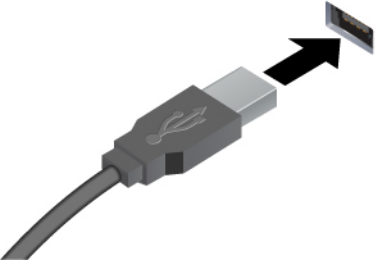


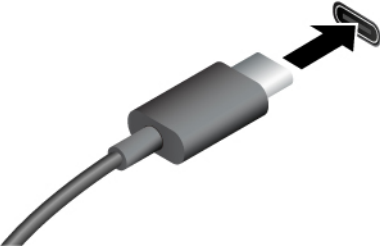

- Operating: From 5°C (41°F) to 35°C (95°F)
- Storage:
 - For common desktop computers: From -40°C (-40°F) to 60°C (140°F)
 - For all-in-one desktop computers: From -20°C (-4°F) to 60°C (140°F)

Relative humidity

- Operating: 20%-80% (non-condensing)
- Storage: 10%-90% (non-condensing)

USB specifications

Note: Depending on the model, some USB connectors might not be available on your computer.

Connector name	Description
 <ul style="list-style-type: none"> •  USB-A connector (Hi-Speed USB) •  USB-A connector (USB 10Gbps) 	<p>Connect USB-A compatible devices, such as a USB-A keyboard, USB-A mouse, USB-A storage device, or USB-A printer.</p>
 <ul style="list-style-type: none"> •  USB-C connector (USB 10Gbps) 	<ul style="list-style-type: none"> • Charge USB-C compatible devices with the output voltage and current of 5 V and 3 A. • Connect to an external display: <ul style="list-style-type: none"> – USB-C to DP: 3840 x 2160 pixels, 60 Hz • Connect to USB-C accessories to help expand your computer functionality. To purchase USB-C accessories, go to https://www.lenovo.com/accessories.

The Vantage app

The Vantage app is a customized one-stop solution to help you maintain your computer with automated updates and fixes, configure hardware settings, and get personalized support.

To access the Vantage app, type **Vantage** in the Windows search box.

Notes:

- The available features vary depending on the computer model.
- The Vantage app makes periodic updates of the features to keep improving your experience with your computer. The description of features might be different from that on your actual user interface. You can download the latest version of Vantage app from Microsoft Store.

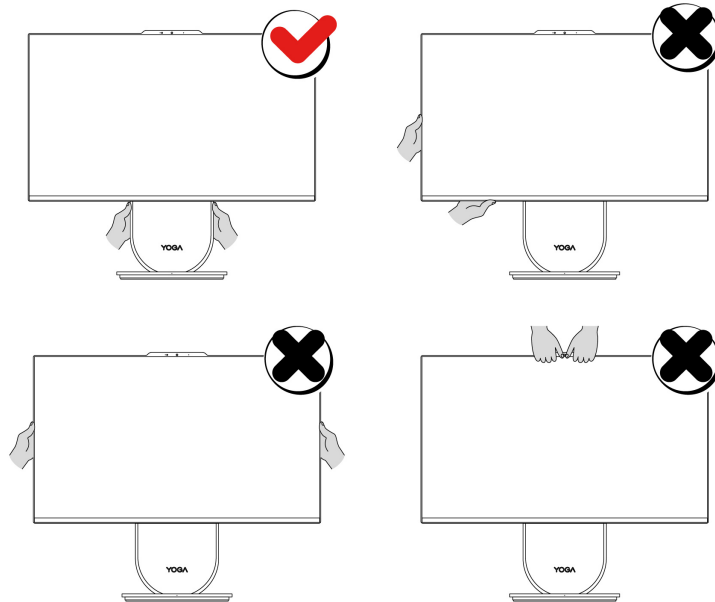
The Vantage app enables you to:

- Know the device status easily and customize device settings.
- Download and install UEFI BIOS, firmware, and driver to keep your computer up-to-date.
- Monitor your computer health, and secure your computer against outside threats.

- Scan your computer hardware and diagnose hardware problems.
- Look up warranty status (online).
- Access *User Guide* and helpful articles.

Chapter 2. Get started with your computer

Carry the computer



Notes:

- Hold the computer firmly while carrying it.
- Keep the computer upright.

Set up the computer

Step 1. Connect wired or wireless external displays on the computer.

- **Wired external displays:** Connect the cables of wired external displays to any of the following connectors on the computer:
 - HDMI out connector
 - USB-C connector (USB 10Gbps)
- **Wireless external displays:** Press Windows logo key + K and then select a wireless display to connect. Ensure that both your computer and the wireless display support Miracast®.

To change display settings, refer to “Change display settings” on page 12.

Step 2. Connect the following peripheral devices on the computer if any.

- Keyboard and mouse
- Dust shield
- Air deflector
- Vertical stand

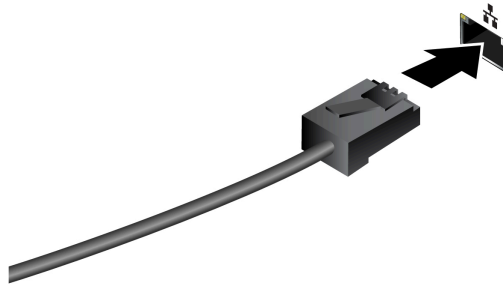
Step 3. Connect the power cord to the power cord connector on the computer and then connect it to a properly-grounded electrical outlet.


Step 4. Press the power button to turn on the computer.

Step 5. Follow the on-screen instructions to complete the setup procedures.

Step 6. Connect to a wired or wireless network.

- **Wired network:** Connect Ethernet cable of local network to the Ethernet connector on the computer.

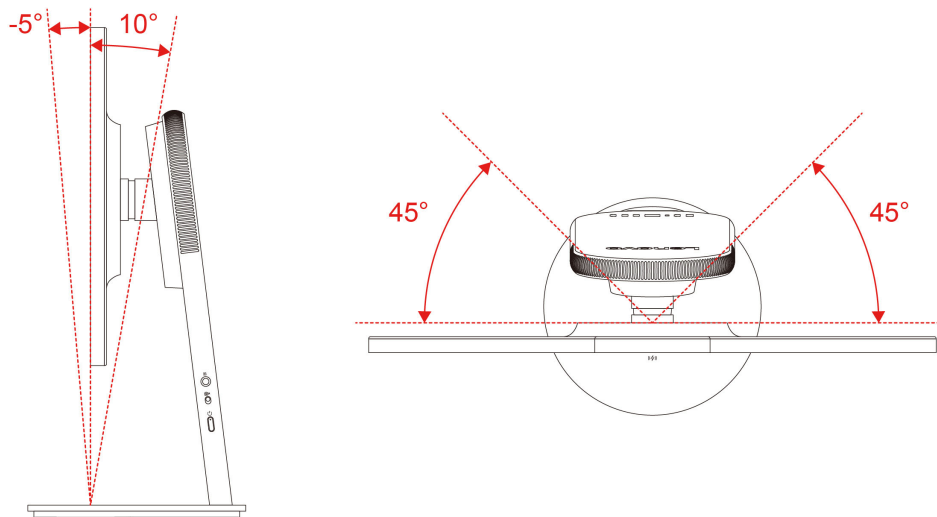


- **Wireless network:** Click  on the bottom right of your display to connect to an available network. Provide required information if needed.

Note: The wireless LAN module on your computer may support different standards. For some countries or regions, use of 802.11ax may be disabled according to local regulations.

Adjust the computer stand

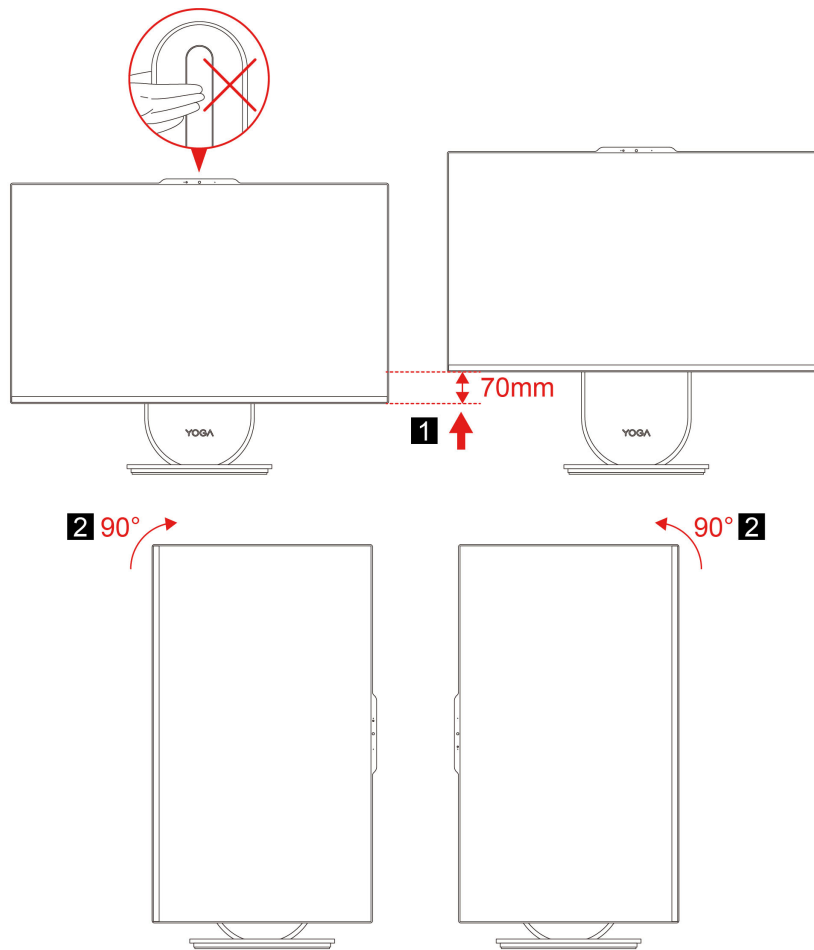
Screen tilt



Screen rotate




CAUTION:

Keep fingers and other body parts away from the hinge area to prevent injury.



Shut down the computer

To prevent damage to hardware/software systems or loss of data, do not arbitrarily use the power button to shut down the computer. Instead, shut down the computer as follows.

1. Click  →  →  **Shut down.**
2. Wait for the computer to shut down and then turn off the monitor and other peripheral devices.

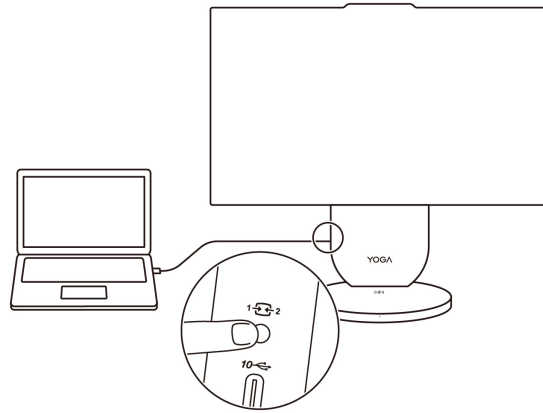
Note: After you turn off the system, please wait at least 20 seconds before turning the computer back on to avoid hardware faults.

Switch mode

The USB-C connector on the left side of your computer stand and the HDMI in connector on the back both support video input. You can connect a laptop to your Yoga AIO 271PH11 to enhance productivity.

1. Connect the laptop to your Yoga AIO 271PH11 with the included USB-C cable, a full function USB-C cable or an HDMI cable.

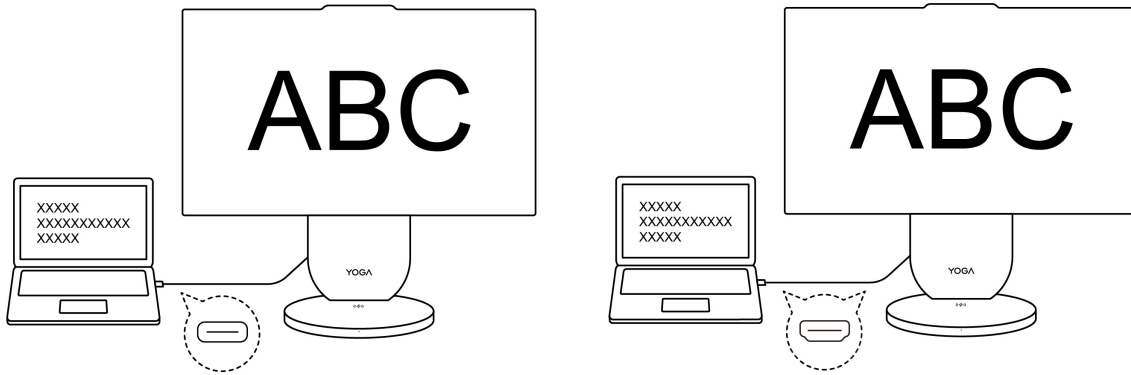
2. Press the switch button to toggle among PC mode, link mode with USB-C, and link mode with HDMI.



Note: The following functions are only effective in link mode. Available functions may vary depending on the connector you have connected.

Screen extension

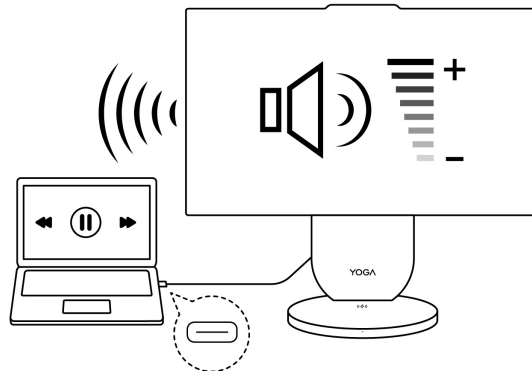
Work as an external monitor to allow the laptop to project its screen.



Speaker sharing

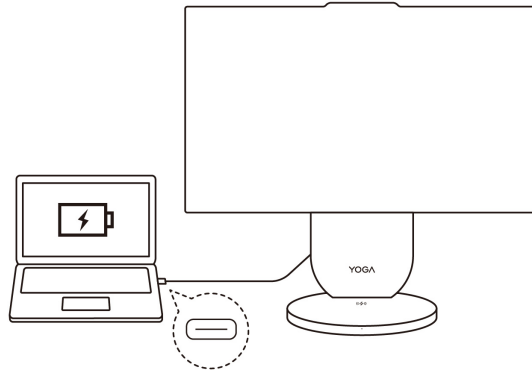
When connecting the laptop to the AIO computer, the audio output is automatically routed to the AIO speakers. Then, you can adjust the volume of the computer via both the laptop and the AIO computer.

Note: In switch mode, the headphones connected to the AIO computer have no audio output.



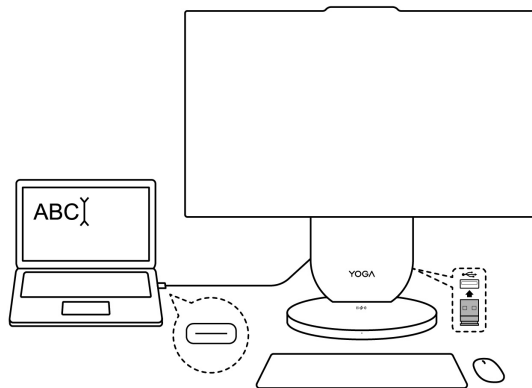
Reverse charging

Charge the laptop that supports USB-C charging with proper power input, whether your Yoga AIO 271PH11 is powered on or off when it is connected to the power.



Keyboard and mouse sharing

Use the keyboard and mouse of your Yoga AIO 271PH11 (with the USB receiver connected) to control both the laptop and your Yoga AIO 271PH11.



Change display settings

1. Right-click a blank area on the desktop and select display settings.
2. Select the display that you want to configure and change display settings of your preference.


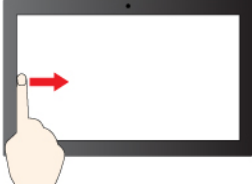
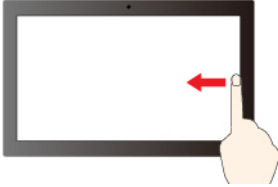
Use the touch screen (for selected models)

For computers with a touch-enabled screen, you can touch the screen directly with your fingers and interact with computer in a simple way. The following sections introduce frequently used touch gestures.


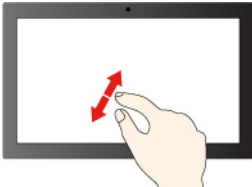
Notes:

- Some gestures might not be available when you are using certain apps.
- Do not use gloved fingers or incompatible pens for input on the screen. Otherwise, the touch screen might be not sensitive or does not respond.
- The touch screen is delicate. Do not apply pressure on the screen or touch the screen with anything hard or sharp. Otherwise, the touch panel might malfunction or get damaged.

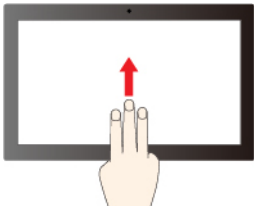
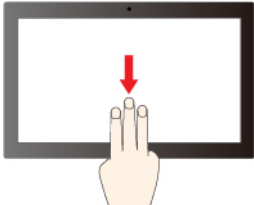
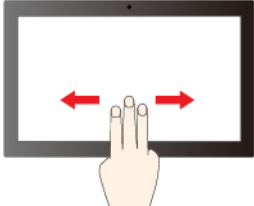
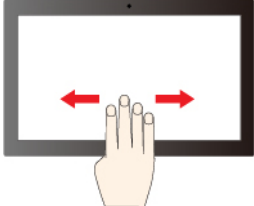
One finger touch gesture

To do this	Gesture
Open a shortcut menu.	Tap and hold. 
Open the widget panel.	Swipe from the left. 
Open notification center.	Swipe from the right. 

Two-finger touch gesture

To do this	Gesture
Zoom out.	Move two fingers towards. 
Zoom in.	Spread two fingers apart. 

Three- and four-finger touch gesture

To do this	Gesture
Show all open windows.	Swipe with three fingers up. 
Show the desktop.	Swipe with three fingers down. 
Switch apps.	Swipe with three fingers to the left or right. 
Switch desktops.	Swipe with four fingers to the left or right. 

To enable three- and four-finger touch gestures, do the following:

Step 1. Type **touch gesture** in the Windows search box and then press Enter.

Step 2. Turn on the **Three- and four-finger touch gestures** switch.

Notes: If the touch screen is not sensitive or does not respond, do the following:

1. Turn off the computer.
2. Use a dry, soft, and lint-free cloth or a piece of absorbent cotton to remove fingerprints or dust from the touch screen. Do not apply solvents to the cloth.
3. Restart the computer and check if the touch screen works normally.
4. If the touch screen cannot work normally, type **Windows Update** in the Windows search box and then press Enter.
5. Follow the on-screen instructions to update Windows.
6. After updating Windows, check if the touch screen works normally.

7. If the touch screen still cannot work normally, the touch screen might get damaged. You can call Lenovo Customer Support Center to get further help.

Face authentication (for selected models)

Create your face ID and unlock your computer by scanning your face:

1. Type **Sign-in options** in the Windows search box and then press Enter.
2. Select the face ID setting and then follow the on-screen instruction to create your face ID.

Connect to a Bluetooth device

You can connect all types of Bluetooth-enabled devices to your computer, such as a keyboard, a mouse, a smartphone, or speakers. To ensure successful connection, place the devices at most 10 meters (33 feet) from the computer.

Conventional pair

This topic helps you connect to a Bluetooth device by conventional pair.

- Step 1. Type **Bluetooth** in the Windows search box and then press Enter.
- Step 2. Turn on both the Bluetooth on your computer and the Bluetooth device. Make sure the device is discoverable.
- Step 3. Select the device when it is displayed on the **Add a device** list, and then follow the on-screen instructions.

Notes: If the Bluetooth connection failed, do the following:

1. Type **Device Manager** in the Windows search box and then press Enter.
2. Locate the Bluetooth adapter. Right-click and select **Update driver**.
3. Select **Search automatically for drivers**, and then follow the on-screen instructions.

Swift pair

This topic helps you connect to a Bluetooth device by swift pair.

If your Bluetooth device supports swift pair, do the following:

- Step 1. Enable swift pair notification on Bluetooth settings page.
- Step 2. Turn on both the Bluetooth on your computer and the Bluetooth device. Make sure the device is discoverable.
- Step 3. Click **Connect** when a swift pair notification appears on your computer.

Notes: If the Bluetooth connection failed, do the following:

1. Type **Device Manager** in the Windows search box and then press Enter.
2. Locate the Bluetooth adapter. Right-click and select **Update driver**.
3. Select **Search automatically for drivers**, and then follow the on-screen instructions.

Set the power plan

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

- Turn off the display: After 10 minutes
- Put the computer to sleep: After 10 minutes

To awaken the computer from Sleep mode, press any key on your keyboard.

To set the power plan:

1. Type Power Options in the Windows search box and then press Enter.
2. Choose or customize a power plan of your preference.

Security

This computer offers a wealth of security measures to protect both the device and data safety.

Use software security solutions

The following software solutions help secure your computer and information.

- **Windows Security**

Windows Security is a software built-in to the operating system. It continually scans for malicious software, viruses, and other security threats. Besides, Windows updates are downloaded automatically to help keep your computer safe. Windows Security also enables you to manage tools including firewall, account protection, application and browser control, and so on.

- **Antivirus programs (for selected models)**

Lenovo preinstalls a full-version antivirus software on selected models of computer. It helps defend the computer against viruses, safeguard your identity, and keep your personal information secured.

Note: For more information about how to use these software solutions, refer to their help systems respectively.

Chapter 3. Intelligent features

Lenovo PCs are continuously developing convenient and intelligent features to enhance users' computing experiences. This section explores the intelligent features and software that may be available on your computer.

Smart Connect

Smart Connect is an app that can easily pair your computer with your Motorola smartphone and Lenovo tablet.

Access the app

Type Smart Connect in the Windows search box and press Enter.

Explore key features

- Access mobile apps on your computer
- Quickly share content between connected devices
- Mirror your phone display or create a virtual phone screen on your computer
- Copy and paste across connected devices
- Use your phone or tablet camera as the computer webcam
- Control your phone or tablet using your computer keyboard and mouse
- Extend or mirror your computer display on the tablet

Notes:

- The available features vary depending on the computer model.
- This app makes periodic updates of the features. Explore this app on your actual user interface.

Lenovo Smart Meeting

Lenovo Smart Meeting is a video conferencing app for working scenarios. It integrates multiple features to help enhance your professional image, protect your privacy, and reduce power consumption.

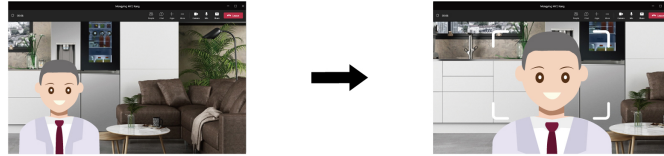
If you want your configurations of the app also take effect on other mainstream video call apps, such as Microsoft Teams and Zoom, ensure that you select Lenovo Virtual Camera in the app.

Access the app

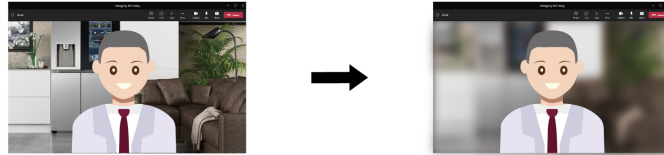
Type **Lenovo Smart Meeting** in the Windows search box and then press Enter.

Explore key features

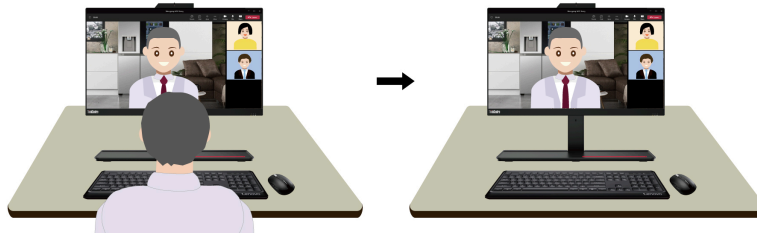
- **Smart appearance**
 - **Face framing:** Keep your face centered in the video call automatically when you move around.



- **Customized background:** Blur or customize your background in the video call to protect your privacy.



- **Temporary Avatar:** Create and display a temporary portrait of you as if you are still on the video conference when you are temporarily away.




Notes:

- Lenovo does not collect any personal data from this app.
- The available features vary depending on the computer model.
- Lenovo Smart Meeting makes periodic feature updates to keep improving your experience with your computer. The description described here might be different from that on your actual user interface.

Lenovo AI Now (for selected models)

Lenovo AI Now is a personal and private AI assistant to help with inspiration, writing, summarizing, and quick settings for your computer. Depending on the country or region, either of them might be available.

Access the apps

- Use the Lenovo AI Now icon  if present on the taskbar.
- Or type the app name in the Windows search box and press Enter.

Explore key features

- Import files to create your personal knowledge base and start searching, Q&A, summarization, and generation based on it.
- Set up your computer or find service information. For example, you can ask it to help turn on the Eye Care mode or find the nearest service center.

Notes:


- For more information about Lenovo AI Now, see the User Guide in the apps' Help Center.

- Software features may vary by computer model and be subject to change. Explore the apps based on your actual user interface.

Lenovo AI Turbo Engine (for selected models)

Lenovo AI Turbo Engine is a smart audio and video enhancement software. Powered by plentiful sensing and computing adaption technologies, it can optimize your experience in video and audio capture and playback.

Access the app

- Use the Lenovo AI Turbo Engine icon  if present on the taskbar.
- Or type the app name in the Windows search box and press Enter.

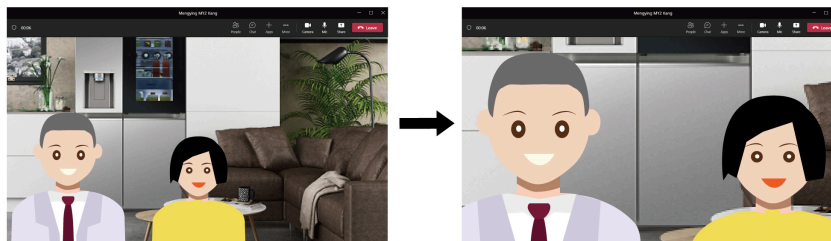
Explore key features

- **Video enhancement**

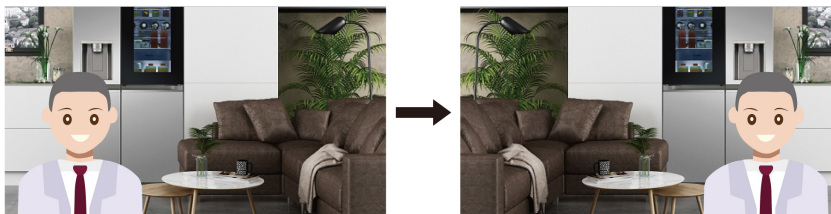
- **Auto framing mode** (for a single person): Automatically track and keep your face centered in the video.



- **Auto framing mode** (for multiple persons): Automatically crop the video to capture all persons' faces.

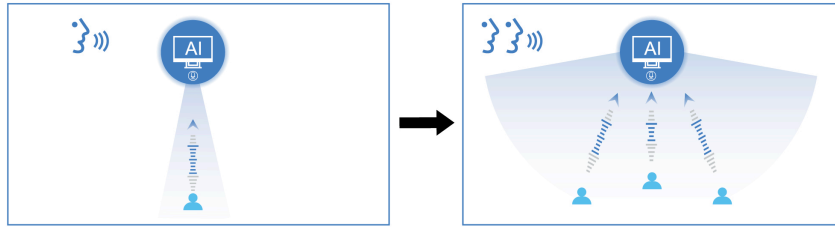


- **Video mirror mode**: Control the horizontal flip of the video.



- **Audio enhancement**

- **Microphone capture effect auto adaption**: The microphone capture scope can change based on the number of persons captured by the camera.



Note: You can also manually switch between personal, shared, or music modes based on your needs.

- **Speaker playback effect auto adaption:** The speaker playback effect can change depending on the audio type.



- **Smart Call Mute:** When you take a phone call during an online meeting, your computer microphone will mute automatically and the speaker volume will be reduced.

Notes:

- This feature requires the computer's camera and microphone to be turned on during the meeting.
- Some third-party meeting applications may restrict audio device control and disable this feature.

Notes:

- The available features vary depending on computer models.
- This app might not be available in your country or region.
- This app makes periodic updates of the features. Explore this app on your actual user interface.

Chapter 4. CRU replacement

What is CRU

Important: For users in mainland China, the information provided in this chapter is for reference by professional maintenance service providers or technicians authorized by Lenovo only. Users shall not perform maintenance on their own. Any faults or damage due to improper operation, modification, or failure to use parts provided by Lenovo are not covered by the warranty for this product. For product warranty information, refer to the warranty document provided with the product or go to the official Lenovo website at <https://newsupport.lenovo.com.cn>.

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

- **Self-service CRUs:** Refer to parts that can be replaced easily by customer themselves or by trained service technicians at an additional cost.
- **Optional-service CRUs:** Refer to parts that can be replaced by customers with a greater skill level. Trained service technicians can also provide service to replace the parts under the type of warranty designated for the customer's machine.

If you intend on installing the CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You might be required to return the defective part that is replaced by the CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective CRU within thirty (30) days of your receipt of the replacement CRU. For full details, see the Lenovo Limited Warranty documentation at:

https://www.lenovo.com/warranty/llw_02

CRU list

The following is the CRU list of your computer.

Self-service CRUs

- ac power adapter
- Full function USB-C cable*
- Keyboard
- Mouse
- Power cord

Optional-service CRUs

- Heatsink
- M.2 solid-state drive
- Rear cover
- Solid-state drive thermal plate
- Thermal fan
- VGA card*

* for selected models

Power cord and ac power adapter

Prerequisite

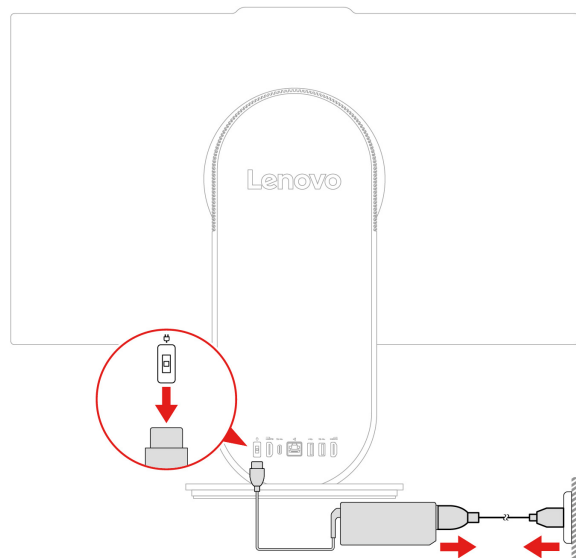
Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.

Note: Do not remove the power cord when the computer is connected to ac power. Otherwise, there might be a risk of short circuits.

For access, do the following:

1. Turn off the computer and remove all connected devices and cables.

Removal steps



Rear cover

Prerequisite

Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.



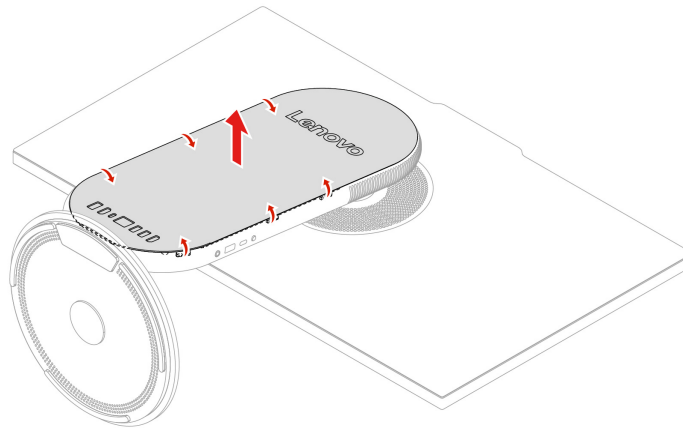
Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, do the following:

1. Turn off the computer and remove all connected devices and cables.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the rear cover is facing up.
3. Remove the power cord. See “Power cord and ac power adapter” on page 22.

Removal steps

Note: You can use a suction cup to remove the rear cover.



Heat sink

Prerequisite

Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.



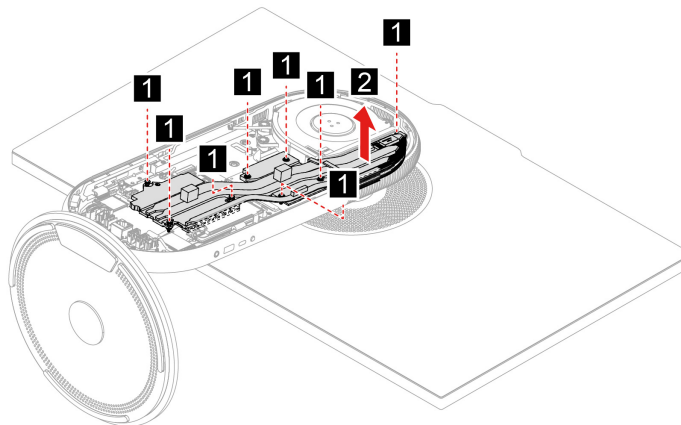
The heat sink might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove the power cord. See “Power cord and ac power adapter” on page 22.
3. Remove the rear cover. See “Rear cover” on page 22.

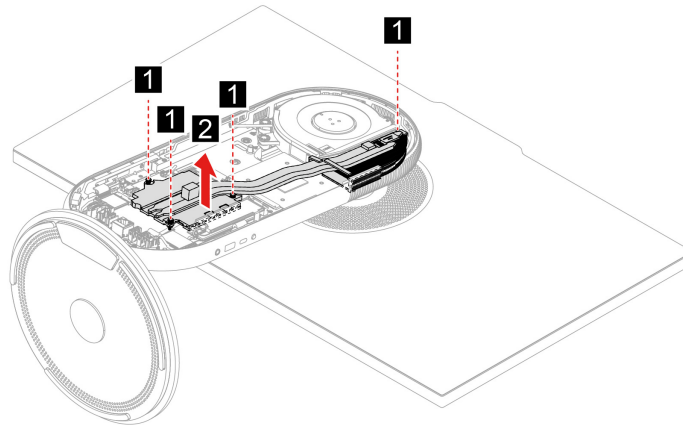
Removal steps

- Type 1



Screwdriver Head Type	Torque
PH1	2.75 ± 0.35 kgf.cm

- Type 2



Screwdriver Head Type	Torque
PH1	2.75 ± 0.35 kgf.cm

Thermal fan

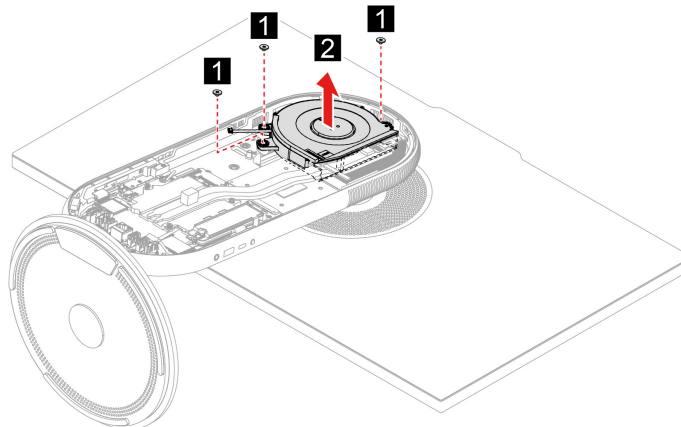
Prerequisite

Before you start, read *Generic Safety and Compliance Notices* and print the following instructions.

For access, do the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove the power cord. See “Power cord and ac power adapter” on page 22.
3. Remove the rear cover. See “Rear cover” on page 22.
4. Remove the thermal fan cable from the system board.

Removal steps



Screw (quantity)	Color	Torque
M3 × 3 mm, Zn coated (3)	Black	3.25 ± 0.25 kgf.cm

M.2 solid-state drive thermal plate

Prerequisite

Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.

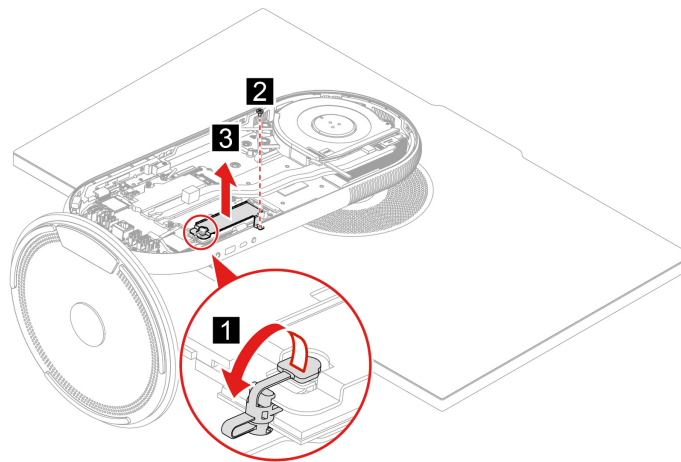


The thermal plate might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove these parts, if any:
 - “Power cord and ac power adapter” on page 22.
 - “Rear cover” on page 22.

Removal steps



Screw (quantity)	Color	Torque
M3 × 4 mm, Ni coated (1)	Black	3.25 ± 0.25 kgf.cm

M.2 solid-state drive and thermal pad

Prerequisite

Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.



The M.2 solid-state drive might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

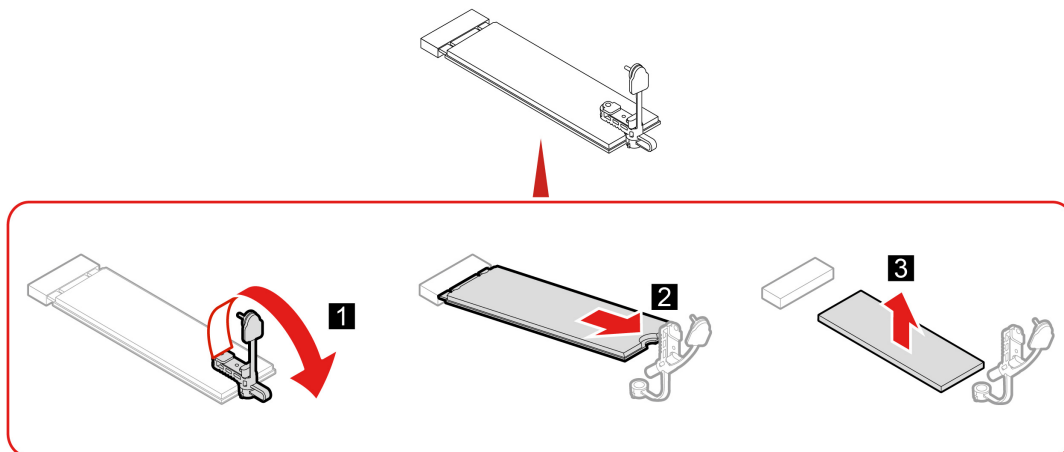
Attention: The internal storage drive is sensitive. Inappropriate handling might cause damage and permanent loss of data. When handling the internal storage drive, observe the following guidelines:

- Replace the internal storage drive only for repair. The internal storage drive is not designed for frequent changes or replacement.
- Before replacing the internal storage drive, make a backup copy of all the data that you want to keep.
- Do not touch the contact edge of the internal storage drive. Otherwise, the internal storage drive might get damaged.
- Do not apply pressure to the internal storage drive.
- Do not make the internal storage drive subject to physical shocks or vibration. Put the internal storage drive on a soft material, such as cloth, to absorb physical shocks.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove these parts, if any:
 - “Power cord and ac power adapter” on page 22.
 - “Rear cover” on page 22.
 - “M.2 solid-state drive thermal plate” on page 25.

Removal steps



VGA card (for selected models)

Prerequisite

Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.



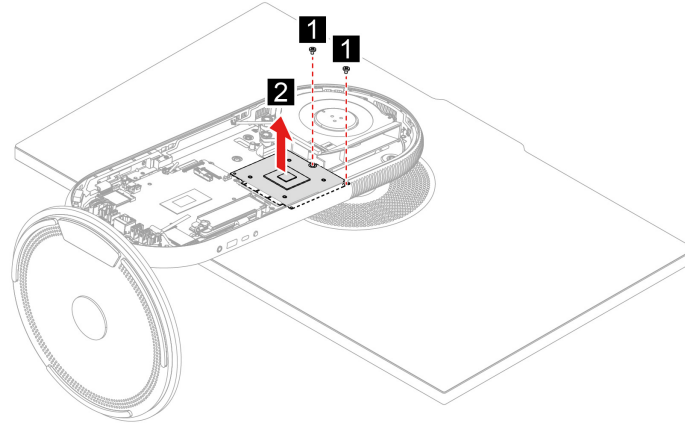
The VGA card might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove these parts, if any:

- “Power cord and ac power adapter” on page 22.
- “Rear cover” on page 22.
- “Heat sink” on page 23.

Removal steps



Screw (quantity)	Color	Torque
M3 × 4 mm, Ni coated (2)	Black	3.25 ± 0.25 kgf.cm

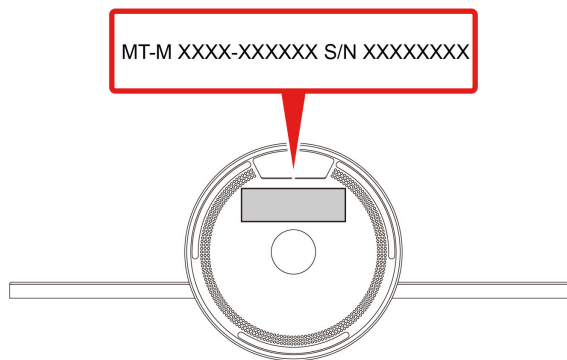
Chapter 5. Help and support

Find your serial number

This topic helps you find computer serial number.

You can find your serial number via:

- **Dashboard** or **Device** in the **Vantage** app
- The bottom of your computer stand (shown as below illustration)



Diagnose and troubleshoot your computer

This section provides introduction to a set of diagnostics and troubleshooting tools at Lenovo Support Web site and the Vantage app. They can help you diagnose common software and hardware issues.

The following table lists these diagnostics tools and the recommended conditions for each tool.

Diagnostics tool	Recommended scenario
Troubleshoot and diagnose at Lenovo Support Web site	You want to have an online troubleshooting or scan of hardware and drivers on your computer.
Hardware scan	<ul style="list-style-type: none">• Your computer is installed with the Vantage app.• You want to perform basic examinations of the hardware components.

Troubleshoot and diagnose at Lenovo Support Web site

Lenovo provides two different diagnosing solutions to help you identify and resolve problems on your computer.

For computers purchased in mainland China

1. Go to <https://newsupport.lenovo.com.cn/>.
2. Enter the troubleshooting section and find the question you are encountering.

For computers purchased outside mainland China

1. Go to <https://www.pcsupport.lenovo.com/> and enter your product name in the search box.
2. Click **Troubleshoot & Diagnose** and select the option that fits your need.

Notes:

- Before launching any automatic diagnosing process, a pop-up window will be prompted to install Lenovo Service Bridge. Lenovo Service Bridge helps to connect your computer with Lenovo diagnosing tools.
- Lenovo Support Web site makes periodic updates of the sections to keep improving your experience with your computer. The Web site interface and descriptions of sections might be different from that on your actual interface.
- If you are unaware of what problem your computer goes with, it is recommended that you select **Easy** and follow on-screen instructions to get your firmware updated and obtain the hardware status.
- If you have identified the problem on your computer, you can select **Custom** and follow on-screen instructions to resolve the problem.

If solutions can not resolve problems on your computer, you can follow on-screen instructions to submit an e-ticket or contact Lenovo for professional assistance.

Hardware scan

Hardware scan is an effective hardware testing tool to help you identify existing hardware issues.

To run the Hardware scan:

- Step 1. Type **Vantage** in the Windows search box and then press Enter.
- Step 2. Click **Hardware scan** or **Support → Hardware scan**.
- Step 3. Select **QUICK SCAN** or **CUSTOMIZE** and then follow the on-screen instructions to run the hardware scan.

Notes:

- The Quick Scan tool contains a pre-selected suite of tests that performs basic examinations of the hardware components found in the system. The Customize tool enables you to select one or several hardware components to perform the examinations.
 - Before selecting **QUICK SCAN**, click **Refresh Modules** to ensure that the list of hardware components is the components currently available for the computer.
- Step 4. If any hardware failure is detected, the result varies depending on the warranty status and varies by country or region. Follow the on-screen instructions to resolve the issue.

Recover your Windows operating system

When you encounter some unexpected issues with your operating system, you can choose to recover your operating system by yourself or call Lenovo Customer Support Center.

Note: Microsoft constantly makes updates to the Windows operating system. Before installing a particular Windows version, check the compatibility list for the Windows version. For details, go to <https://support.lenovo.com/us/en/solutions/ht512575>.

For computers purchased in mainland China

Go to https://iknow.lenovo.com.cn/detail/199198_1.html.

For computers purchased outside mainland China

To recover your operating system to...	See.
Factory defaults	Refer to the instructions in https://support.lenovo.com/HowToCreateLenovoRecovery
A previous system point	Refer to the instructions in Popular Topics: https://support.lenovo.com/solutions/ht118590

Call Lenovo

If you have tried to correct the problem yourself and still need help, you can call Lenovo Customer Support Center.

Before you contact Lenovo

Prepare the needed information before you contact Lenovo.

1. Record the problem symptoms and details:
 - What is the problem? Is it continuous or intermittent?
 - Any error message or error code?
 - What operating system are you using? Which version?
 - Which software applications were running at the time of the problem?
 - Can the problem be reproduced? If so, how?
2. Record the system information:
 - Product name
 - Machine type and serial number.

Self-help resources

Use the following self-help resources to learn more about the computer and troubleshoot problems.

Resources	How to access?
Lenovo Support Web Site	<ul style="list-style-type: none">• For computers purchased in mainland China https://www.lenovo.com.cn• For computers purchased outside mainland China https://pcsupport.lenovo.com
Tips	<ul style="list-style-type: none">• For computers purchased in mainland China https://iknow.lenovo.com.cn• For computers purchased outside mainland China https://www.lenovo.com/tips
Lenovo Community	<ul style="list-style-type: none">• For computers purchased in mainland China https://iknow.lenovo.com.cn• For computers purchased outside mainland China https://forums.lenovo.com

Resources	How to access?
Accessibility information (for computers purchased outside China)	https://www.lenovo.com/accessibility
Windows help information	<ul style="list-style-type: none"> • Open the Start menu and click Get Help or Tips. • Use Windows Search. • Microsoft support Web site: https://support.microsoft.com

Purchase accessories or additional services

This topic provides instructions on how to purchase accessories or additional services.

Accessories

Lenovo has a number of hardware accessories and upgrades to help expand the functionalities of your computer. Accessories include memory modules, storage devices, network cards, power adapters, keyboards, mice, and so on.

To shop at Lenovo, go to:

- For computers purchased in mainland China
<https://www.lenovo.com.cn>
- For computers purchased outside mainland China
<https://www.lenovo.com/accessories>

Additional services

During and after the warranty period, you can purchase additional services from Lenovo at:

- For computers purchased in mainland China
<https://newsupport.lenovo.com.cn>
- For computers purchased outside mainland China
<https://pcsupport.lenovo.com/warrantyupgrade>

Service availability and service names might vary by country or region.

Accessibility features

Lenovo is committed to making information technology accessible to everyone, including individuals with hearing, vision, mobility, cognitive, or speech disabilities. To get the most up-to-date and detailed accessibility features information for the product, go to https://support.lenovo.com/docs/product_accessibility_features.

Appendix A. Supplementary information

This section contains the notice for USB connector name update. The USB Implementers Forum published a revision of the guideline for USB connector names in September, 2022. Lenovo follows the revised guideline and updates USB connector names accordingly. You can refer to the table below for naming update details.

Notice for USB connector name update

Current name	Previous name
USB-A connector (Hi-Speed USB)	USB-A 2.0 connector
USB-A connector (USB 5Gbps)	USB-A 3.2 Gen 1 connector
USB-A connector (USB 10Gbps)	USB-A 3.2 Gen 2 connector
USB-A connector (USB 5Gbps, Always On USB)	Always on USB-A 3.2 Gen 1 connector
USB-A connector (USB 10Gbps, Always On USB)	Always on USB-A 3.2 Gen 2 connector
USB-C connector (USB 5Gbps)	USB-C (3.2 Gen 1) connector
USB-C connector (USB 10Gbps)	USB-C (3.2 Gen 2) connector
USB-C connector (USB 20Gbps)	USB 3.2 Gen 2x2
USB-C connector (USB4® 20Gbps)	USB 4 Gen 2x2
USB-C connector (USB4 40Gbps)	USB-C (USB 4) connector
USB-C connector (Thunderbolt 3)	USB-C (Thunderbolt 3) connector
USB-C connector (Thunderbolt 4)	USB-C (Thunderbolt 4) connector

Appendix B. Important notice for Quebec consumers

In regard to section 79.18 of Quebec's Regulation respecting the application of the Consumer Protection Act, Lenovo in no way guarantees the availability of (a) replacement parts; (b) repair services; and (c) information necessary to maintain or repair the goods. For up-to-date information on the technical support and parts available for your purchase, please consult <https://support.lenovo.com/ca/en>

En ce qui concerne l'article 79.18 du Règlement d'application de la Loi sur la protection du consommateur du Québec, Lenovo ne garantit en aucune façon la disponibilité des éléments suivants: (a) les pièces de rechange; (b) les services de réparation; et (c) les renseignements nécessaires à l'entretien à la réparation du bien. Pour obtenir des renseignements à jour sur le soutien technique et les pièces disponibles pour votre achat, veuillez consulter <https://support.lenovo.com/ca/fr>.

Appendix C. Notices and trademarks

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- For computers purchased in mainland China
<https://newsupport.lenovo.com.cn>
- For computers purchased outside mainland China
<https://pcsupport.lenovo.com>

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