

User Guide

Lenovo
ThinkEdge



Lenovo

ThinkEdge SE10

Read this first

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*
- *Setup Guide*
- The latest compliance information is available at:
<https://www.lenovo.com/us/en/compliance>

Restricted access location statement



“Equipment intended for Restricted Access Location” or equivalent. (instruction)

Attention: This product is used in restricted access location. During operation, the temperature of the computer surface might become very high and burn the skin. Avoid keeping your hands or any other part of your body in contact with the computer.

Fourth Edition (May 2025)

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Contents

About this guide iii

Chapter 1. Product overview 1

Product highlights	1
Front view	1
Rear view	4
Side view	6
Matrix of external antennas	8
Features and specifications	9
USB specifications.	10

Chapter 2. Customize your computer. 13

Operating environment	13
Configurable connectors	14
Customizable LED indicator	14
Serial connectors	14
Digital Input and Digital Output connector.	15
POE connectors.	17
CANbus connector.	18
Ethernet connectors	18
Remote power button connector	18
Use the software development kit (SDK)	19
Get started with Win10 IoT Enterprise 2021 LTSC	19
System board	21
Clear CMOS / Recovery jumper.	22
System board diagram	23

Chapter 3. Use your computer 25

Mount on wall	25
Connect an AC/DC power adapter to the DC power connector	28
Connect an external display	29
Access networks	29
Access GPS	30
Set power button behaviors	30
Connect to a Bluetooth-enabled device (for selected models)	30
Use a TF card	31

Chapter 4. Secure your computer and information 33

Lock the computer	33
UEFI BIOS passwords	33
Use software security solutions.	34
Use BIOS security solutions	34
Wipe the storage drive data	35

Cover presence switch	35
Smart USB Protection	35

Chapter 5. UEFI BIOS 37

What is UEFI BIOS.	37
Enter the BIOS menu.	37
Navigate in the BIOS interface	37
Change the display language of UEFI BIOS	37
Change the display mode of UEFI BIOS (for selected models)	38
Set the system date and time	38
Change the boot priority order	38
Enable or disable the configuration change detection feature	39
Enable or disable the automatic power-on feature	39
Enable or disable the smart power-on feature	39
Enable or disable the ErP LPS compliance mode.	39
Change BIOS settings before installing a new operating system	40
Update UEFI BIOS.	41
Change the Serial Port UART type	41
Recover from a BIOS update failure	41
Clear CMOS	41

Chapter 6. Troubleshooting and recovery 43

Basic procedure for resolving computer problems	43
Troubleshooting	43
Startup problems	44
Audio problems	45
Network problems	45
Performance problems	48
Storage drive problems	49
Serial connector problems.	49
USB device problems	49
Software problems.	50
Recovery	50
Restore system image to factory image.	50
Restore system files and settings to an earlier point	50
Restore your files from a backup	50
Reset your computer	50
Use advanced options	51
Windows automatic recovery.	51
Create and use a recovery USB device	51
Update the device driver	52

Chapter 7. CRU replacement 53

What are CRUs	53
CRU list	53
Remove or replace a CRU.	54
Power adapter and power cord	54
DIN bracket kit	55
Bottom cover	58
Memory module.	59
Expansion modules	60
Heat sink of PCIe	64
M.2 solid-state drive	66
Purchase accessories	69

Chapter 8. Help and support 71

Self-help resources	71
Call Lenovo	71
Before you contact Lenovo	71
Lenovo Customer Support Center.	72
Purchase additional services.	72

Chapter 9. Compliance information. 73

Certification-related information	73
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Appendix A. Notices and trademarks. 75

About this guide

Thank you for choosing a ThinkEdge® computer! We are dedicated to delivering the best solution to you.

Before starting your tour, please read the following information:

- This guide applies to Lenovo product model(s) listed below:

Product name: ThinkEdge SE10

Machine types	Machine volume	Operating temperature
12NH, 12NJ, 12NQ, 12NR	SE10: 0.83 L	0°C–50°C (32°F–122°F)
12NK, 12NL, 12NS, 12NT	SE10-I: 1.45 L	-20°C–60°C (-4°F–140°F)
12NM, 12NN	SE10-I: 1.45 L	-40°C–70°C (-40°F–158°F)

Note: For 12NM and 12NN models, the system can ensure stable operation only within the temperature range of -40°C to 70°C.

- Illustrations in this documentation might look different from your product.
- Depending on the model, some optional accessories, features, and software programs might not be available on your computer.
- Depending on the version of 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 on the documentation of your computer, including this *User Guide*. To get the latest documentation, go to: <https://smartsupport.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.

Chapter 1. Product overview

Product highlights

ThinkEdge SE10 series are versatile products in our ThinkEdge portfolio. These compact yet powerful devices balance environmental requirements with reliable performance and effortless deployment and maintenance. This technology was created to solve some of the toughest challenges you face when it comes to capturing data at the outermost edge for your business. From extreme temperatures to the most constrained spaces, SE10 users can now scale the spectrums of ruggedness and flexibility thanks to the ground up modular design.

ThinkEdge SE10 series highlights:

- **Unconstrained Entry Performance:** Intel® ATOM® dual and quad core processors give these compact yet powerful edge clients unconstrained performance.
- **Modular Design:** The SE10 addresses variations with a ground up modular design, allowing users to scale up and down the spectrums of ruggedness and flexibility.
- **Easy Deployment and Maintenance:** Compatible design to meet VESA™, DIN, ThinkCentre Tiny mounting and 3 years life cycle.
- **Environmental Adaptability:** Purposefully designed & Mil-STD compliant. Configurable to adapt to a broad range of Edge vertical applications.

Front view

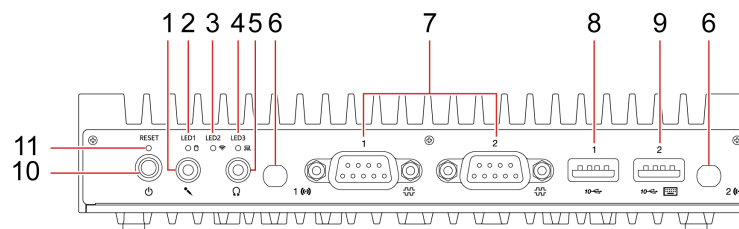


Figure 1. Front view — SE10

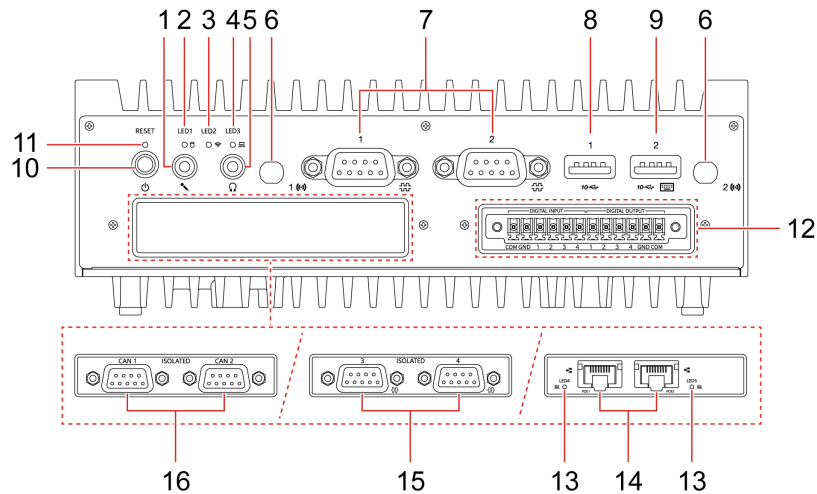


Figure 2. Front view — SE10-I

Item	Description	Item	Description
1	Microphone connector	2	Storage drive activity indicator
3	Wi-Fi status indicator	4	Customizable LED indicator
5	Headphone connector	6	Wireless WAN antenna slots (2)*
7	Serial connectors 1-2 (RS232/RS422/RS485) (2)	8	USB-A 3.2 Gen 2 connector
9	USB-A 3.2 Gen 2 connector (smart power on)	10	Power button with indicator
11	Reset hole	12	Digital Input and Digital Output connector*
13	POE status indicators (2)*	14	POE connectors (2)*
15	Serial connectors 3-4 (RS232/RS422/RS485) (2)*	16	CANbus connectors (2)*

* for selected models

Statement on USB transfer rate

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

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

USB device	Data rate (Gbit/s)
3.2 Gen 1	5
3.2 Gen 2	10
3.2 Gen 2 × 2	20
Thunderbolt 3	40
Thunderbolt 4	40

Storage drive activity indicator

LED status	Indication
 Blinking green	The indicator is showing data transfer status.
Off	The computer is off or in sleep mode.

Wi-Fi status indicator

LED status	Indication
 Solid blue	The indicator is showing successful wireless network connection.
Off	The computer is off or in sleep mode. Or the Wi-Fi is disabled.

Headphone connector

The headphone connector is compatible with headphones or earphones with a 3.5mm (0.14 inch), TRS (3-pole) plug.

Power button with indicator

Press to turn on the computer. The indicator in the power button shows the system status of your computer.

LED status	Indication
Solid white	The computer is operating normally.
Off	The computer is off or in sleep mode.

To turn off the computer, you can do either of following:

- Open the **Start** menu from the bottom-left corner and click **Power → Shut Down**.
- Short press the power button until the indicator turns off.

Reset hole

Used to reset your computer if the computer stops responding and you cannot turn it off by pressing the power button.

Related topics

- “Customizable LED indicator” on page 14.
- “Serial connectors” on page 14.
- “Digital Input and Digital Output connector” on page 15.
- “POE connectors” on page 17.
- “CANbus connector” on page 18.

Rear view

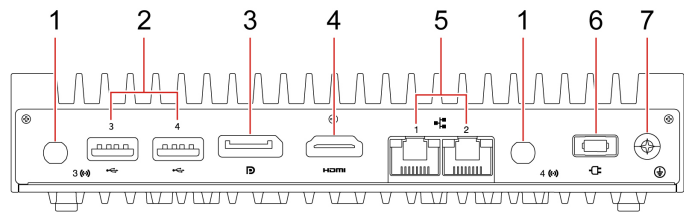


Figure 3. Rear view — SE10

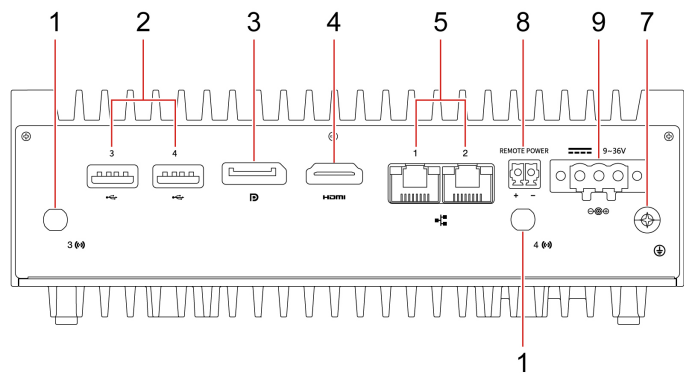


Figure 4. Rear view — SE10-I

Item	Description	Item	Description
1	Wi-Fi® antenna slots (2)*	2	USB-A 2.0 connectors (2)
3	DisplayPort™ out connector	4	HDMI™ out connector
5	Ethernet connectors (2)	6	AC/DC power connector (DC in 20 V)
7	Chassis grounding	8	Remote power button connector
9	DC power connector (DC in 9-36 V)		

* for selected models

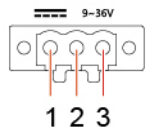
DisplayPort out connector

The connector supports max 4096*2160@60Hz as specified in DisplayPort 1.4.

HDMI out connector

The connector supports max 3840*2160@30Hz as specified in HDMI 1.4b.

DC power connector (DC in 9-36 V)



Pin	Signal
1	GND
2	GND
3	V+ (DC in)

Notes:

- Use the 3-pin phoenix terminal provided by Lenovo in box.
- Connections made to this connector must use the cable (18 AWG-12 AWG / 105°C).
- The power supply voltage tolerance is $\pm 5\%$.
- Torque the screws at 0.4N.m.

Related topics

- “Ethernet connectors” on page 18.
- “Remote power button connector” on page 18.

Side view

Left view

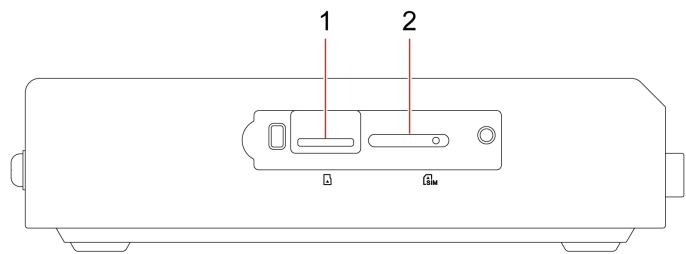


Figure 5. Left view — SE10

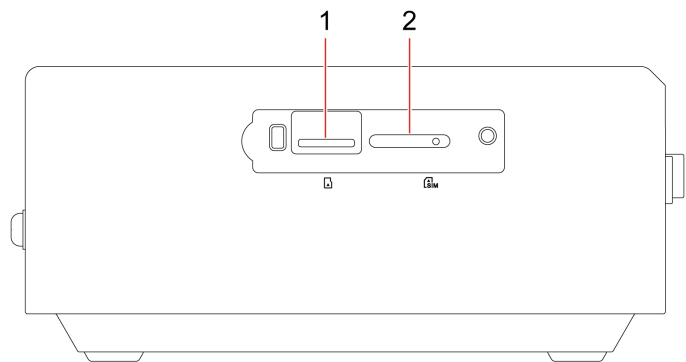


Figure 6. Left view — SE10-I

Item	Description	Item	Description
1	TF card slot	2	Nano-SIM card slot

Nano-SIM card slot

Note: The cellular service is provided by authorized mobile service carriers in some countries and regions. You must have a cellular plan from a service carrier to connect to the cellular network.

Right view

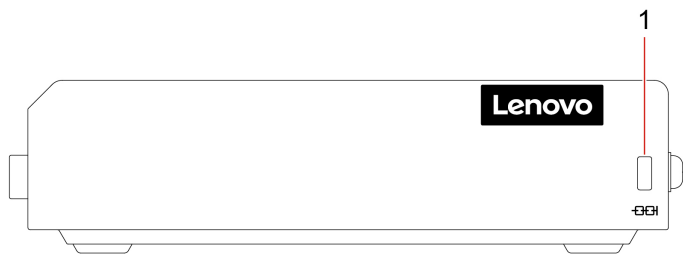


Figure 7. Right view — SE10



Figure 8. Right view — SE10-I

Item	Description
1	NanoSaver® lock slot

Matrix of external antennas

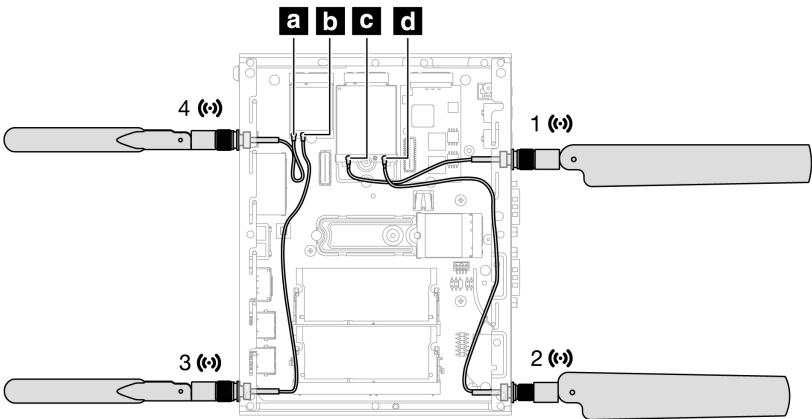
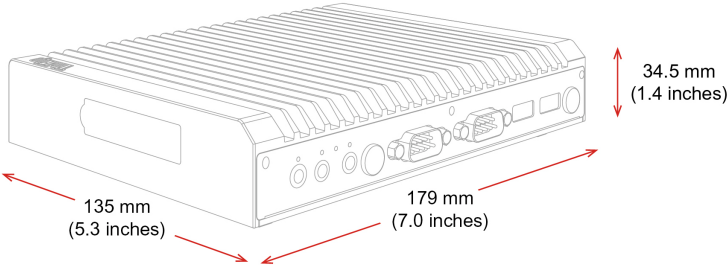
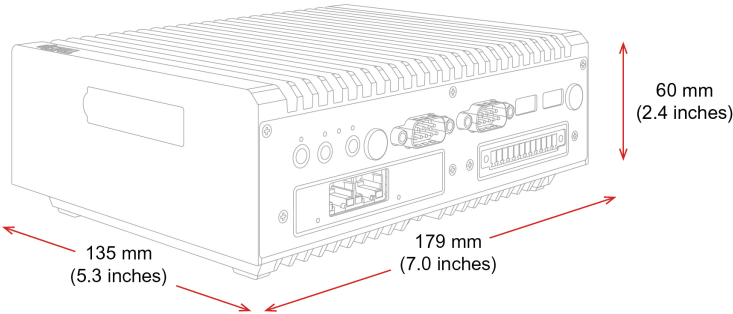


Figure 9. Antenna location and cable connection

External antennas	Location	Cable connection
1 (1), 2 (1) Wireless WAN antennas (4G)*	Front panel	c : Wireless WAN main antenna (orange) d : Wireless WAN auxiliary antenna (blue)
3 (1), 4 (1) Wi-Fi antennas*	Rear panel	a : Wireless LAN auxiliary antenna (gray) b : Wireless LAN main antenna (black)

* for selected models

Features and specifications

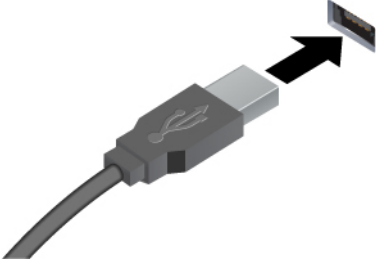
Specification	Description
	SE10: 0.83 L
	
Dimensions	SE10-I: 1.45 L
	
Weight (without packaging)	Maximum configuration as shipped: - SE10: 1.5 kg (3.31 lb) - SE10-I: 2.6 kg (5.73 lb)
Hardware configuration	- Right-click the Start button to open the Start context menu. - Click Device Manager. Type the administrator password or provide confirmation if prompted.
Power supply	- SE10: 65-watt automatic voltage-sensing power adapter - SE10-I: 9 V dc–36 V dc 65-watt automatic voltage-sensing power adapter* 90-watt automatic voltage-sensing power adapter*
Electrical input	- AC: - Input voltage: 100 V ac–240 V ac - Input frequency: 50 Hz–60 Hz - DC: - Input voltage: 9 V dc–36 V dc

Specification	Description
Microprocessor	To view the microprocessor information of your computer, right-click the Start button and then click System .
Memory	Double data rate 4 (DDR4) small outline dual in-line memory module (SODIMM)
Storage device	• M.2 solid-state drive • Embedded multi media card (eMMC) (for SE10-I) To know the storage drive capacity: 1. Right-click the Start button to open the Start context menu. 2. Click Disk Management. Notes: • The storage drive capacity indicated by the system is less than the nominal capacity. • The Percentage Used value reflects the cumulative wear level of the M.2 solid-state drive. If this value exceeds 100%, it indicates that the M.2 solid-state drive has reached its maximum rated endurance. To safeguard your data and mitigate potential loss, it is recommended that you back up all files on the M.2 solid-state drive promptly and then replace it with a new one.
Video features	The integrated graphics card supports the following: • DisplayPort connector • HDMI out connector
Audio features	The integrated audio card supports: • Headphone connector • Microphone connector
Network features	• Ethernet LAN • Bluetooth* • Wireless LAN* • Wireless WAN (4G)*

* for selected models

USB specifications

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

Connector name	Description
 •  USB-A 2.0 connector •  USB-A 3.2 Gen 1 connector •  USB-A 3.2 Gen 2 connector	Connect USB-A compatible devices, such as a USB-A keyboard, USB-A mouse, USB-A storage device, or USB-A printer.

Chapter 2. Customize your computer

Operating environment

Note: The operating environment is not applicable for hardware accessories. The operating temperature of various accessories depends on the corresponding accessory temperature specification.

The operating environment for the industrial device must be:

- Over Voltage Category II
- Pollution degree 2
- Dry location
- IP Protection class: IP50

Maximum altitude (without pressurization)

- Operating: From 0 m (0 ft) to 4572 m (15 000 ft)
- Storage: From 0 m (0 ft) to 12 192 m (40 000 ft)

Temperature

- Operating: 0.83 L (65 W adapter) ambient temperature from 0°C (32°F) to 50°C (122°F) (with the air flow speed at 0.7 m/s)
- Operating: 1.45 L (65 W adapter or 9-36 V DC Input) ambient temperature from -20°C (-4 °F) to 60°C (140°F) (with the air flow speed at 0.7 m/s)
- Operating: 1.45 L (9-36 V DC Input) ambient temperature from -40°C (-40°F) to 70°C (158°F) (with the air flow speed at 0.7 m/s), this condition does not apply to Mainland China or India.
- Operating: 1.45 L (90 W adapter) ambient temperature from 0°C (32°F) to 40°C (104°F) (with the air flow speed at 0.7 m/s)

Note: If your computer is stored or transported in temperatures less than -20°C (-4°F), allow the computer to rise slowly to an optimal operating temperature before use. Using the computer in a lower operating temperature might result in irreparable damage to your computer.

Relative humidity

- Operating: 95% (non-condensing) at 40°C (104°F)
- Storage: 10%-90% (non-condensing) at 60°C (140°F)

Configurable connectors

You can customize or configure the following connectors with compatible peripheral equipment based on your needs.

Connect your computer with an external display, a keyboard, and a mouse before deployment.

Customizable LED indicator

The default setting of this LED  is for wireless WAN, which supports the following LED status:

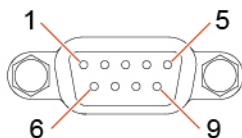
LED status	Indication
 Solid yellow	The RF function is enabled.
Off	The RF function is disabled.

Besides, you can also customize the LED to indicate other functions with the following LED status as you preferred:

- The indicator is always off.
- The indicator is always on.
- The indicator is blinking.

To customize this LED, see “Use the software development kit (SDK)” on page 19.

Serial connectors



Used to connect an external modem, a serial printer, or other devices that use a serial connector.

To change the serial mode among RS232 (default), RS422, and RS485, do either of the following steps based on the serial connector locations.

- For serial connectors 1-2, see “Change the Serial Port UART type” on page 41.
- For serial connectors 3-4:
 1. Right-click the **Start** button to open the Start menu.
 2. Click **Device Manager**. Type the administrator password or provide confirmation if prompted.
 3. Click **Ports (COM & LPT)**, and double-click **Fintek Serial (COM port)**.
 4. From **Advance Setting** menu, select the serial mode as you preferred.
 5. Click **OK** to save the change.

Table 1. RS232 Pin definition mapping table (for serial connectors 1-2)

Pin number	Pin definition
1	DCD
2	RXD
3	TXD

Table 1. RS232 Pin definition mapping table (for serial connectors 1-2) (continued)

Pin number	Pin definition
4	DTR
5	GND
6	DSR
7	RTS
8	CTS
9	RI

Table 2. RS232 Pin definition mapping table (for serial connectors 3-4)

Pin number	Pin definition
2	RXD
3	TXD
5	GND
7	RTS
8	CTS

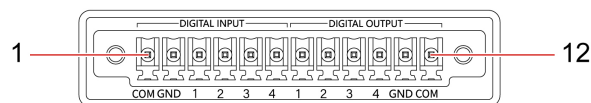
Table 3. RS422 Pin definition mapping table

Pin number	Pin definition
1	TX-
2	TX+
3	RX+
4	RX-
5	GND

Table 4. RS485 Pin definition mapping table

Pin number	Pin definition
1	DATA-
2	DATA+
5	GND

Digital Input and Digital Output connector



Used to connect an external modem, a serial printer, or other devices that use a serial connector. To customize this connector, see “Use the software development kit (SDK)” on page 19.

Notes:

- Use the 12-pin phoenix terminal provided by Lenovo in box.

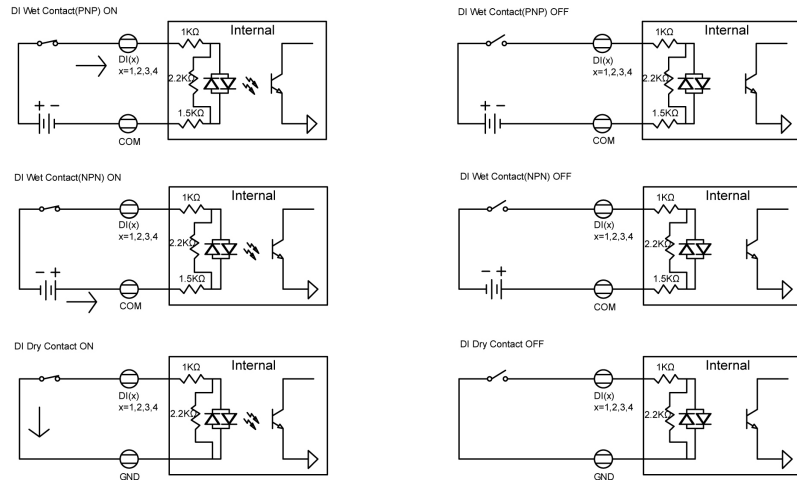
- Connections made to this connector must use the cable (28 AWG-14 AWG / 105°C).

Connector	Description
Digital Input	• Channels: 4 • Input type: NPN, PNP • Dry contact: – Logic 0: Open – Logic 1: Close to GND • Wet contact (from external power supply): – Logic 0: 0 V to 0.8 V – Logic 1: 5 V to 30 V
Digital Output	• Channels: 4 • Output type: NPN • Voltage: 5 V to 30 V from external power supply • Current: – 500 mA/Channel at 25°C – 300 mA/Channel at 60°C Note: Do not plug your power supply directly in Digital Output connector. Otherwise, the output MOSFET will be damaged.

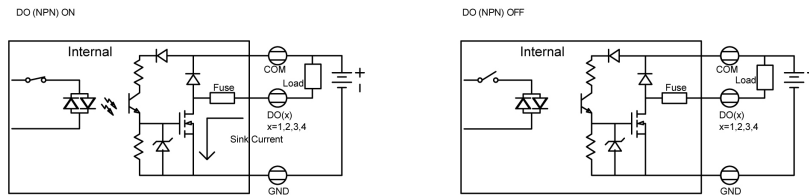
Table 5. Digital Input and Digital Output Pin definition mapping table

Pin number	Pin definition
1	Digital Input-COM
2	Digital Input-GND
3	Digital Input-1
4	Digital Input-2
5	Digital Input-3
6	Digital Input-4
7	Digital Output-1
8	Digital Output-2
9	Digital Output-3
10	Digital Output-4
11	Digital Output-GND
12	Digital Output-COM

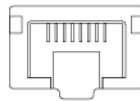
- Digital Input diagram



- Digital Output diagram



POE connectors

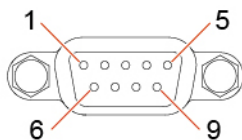


POE connectors are equipped with Intel I225 Ethernet controllers that support 10/100/1000/2500 Mbps. Each POE connector also supports POE IEEE 802.3af 15.4W to IP camera. The port provides a standard RJ-45 jack connector with LED indicators on left and right side.

Note: In industrial environments, it is recommended to use shielded network cables.

LED status	Indication
● Solid yellow on the left side	The indicator is showing successful Ethernet connection.
● Blinking orange on the right side	The indicator is showing data transfer status and the transfer speed is 2500 Mbps.
● Blinking green on the right side	The indicator is showing data transfer status and the transfer speed is 1000 Mbps.
● Solid yellow on the left side and LED off on the right side	The indicator is showing data transfer status and the transfer speed is 10/100 Mbps.

CANbus connector



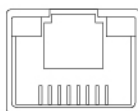
Used to connect to a CANbus enabled device or dongle. To customize this connector, see “Use the software development kit (SDK)” on page 19.

Note: Connections made to this connector must use the cable (26 AWG-18 AWG / 105°C).

Table 6. CANbus Pin definition mapping table

Pin number	Pin definition
2	CANL
6	GND
7	CANH

Ethernet connectors

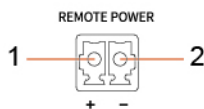


Ethernet connectors are equipped with Intel I225 Ethernet controllers that support 10/100/1000/2500 Mbps. The Ethernet port provides a standard RJ-45 jack connector with LED indicators on left and right side.

Note: In industrial environments, it is recommended to use shielded network cables.

LED status	Indication
 Solid yellow on the left side	The indicator is showing successful Ethernet connection.
 Blinking orange on the right side	The indicator is showing data transfer status and the transfer speed is 2500 Mbps.
 Blinking green on the right side	The indicator is showing data transfer status and the transfer speed is 1000 Mbps.
 Solid yellow on the left side and LED off on the right side	The indicator is showing data transfer status and the transfer speed is 10/100 Mbps.

Remote power button connector



Pin	Signal
1	PWR_BTN+
2	PWR_BTN-

These pins are normally open (NO).

Notes:

- Use the 2-pin phoenix terminal provided by Lenovo in box.
 - Dimensions:
 - Distance from center of pin #1 to center of pin #2: 0.100" (2.54 mm)
 - Width of connector: 0.199" (5.05 mm)
 - Terminal:
 - 9588T - Brass
 - 9588TP - Phosphor bronze
- Connections made to this connector must use the cable (28 AWG-14 AWG / 105°C).

Use the software development kit (SDK)

Lenovo provides a software development kit (SDK) for your computer. You can use the SDK to develop or configure the following functions or connectors based on your needs.

- **Digital Input and Digital Output connector (DI/DO connector):** You can collect signals and transfer data with sensors, transducers, and relay modules connected to the DI/DO connectors. For example, you can control output of lamps, 7-segment LED displays, relays, and other products which are used as an interface for digital communication with controllers such as a Programmable Logic Controller (PLC).
- **Serial connector:** You can use this connector as serial communication. For example, you can collect serial logs connected to a peripheral equipment to your computer.
- **CANbus connector:** The CANbus connector is a high-integrity serial bus system for networking intelligent devices. CAN busses and compatible peripheral equipment are common components in automotive and industrial systems.
- **Customizable LED indicator:** You can customize the LED to any function as you preferred. The default is for wireless WAN.
- **Watchdog timer:** You can create a watchdog timer to monitor whether your computer is running correctly and to restart your computer automatically when your computer hangs without human intervention.

To download the software development kit (SDK):

1. Go to https://support.lenovo.com/docs/thinkedge_sdk.
2. Follow the on-screen instructions to select the correct software development kit for your computer.

Get started with Win10 IoT Enterprise 2021 LTSC

You can access the following web site to learn more details on the Win10 IoT Enterprise 2021 LTSC: https://learn.microsoft.com/windows/iot/iot-enterprise/getting_started.



System board

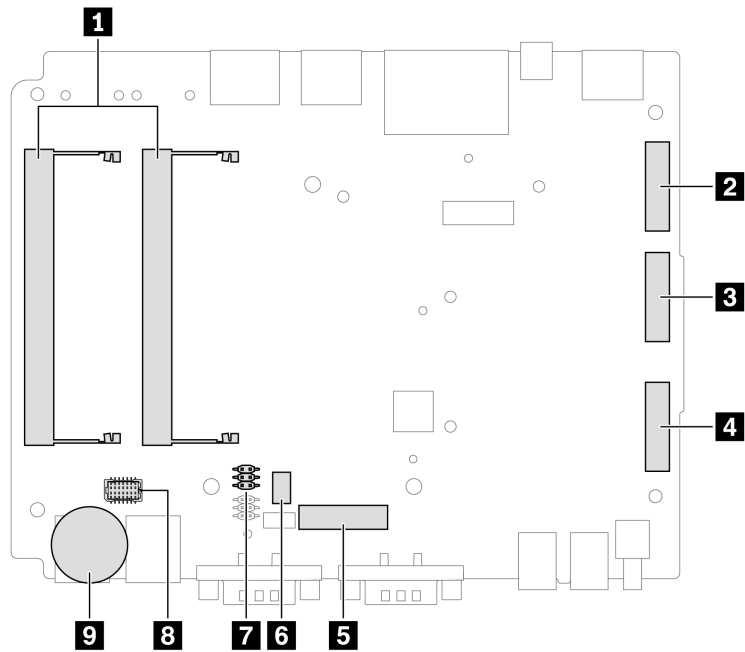


Figure 10. System board — front view

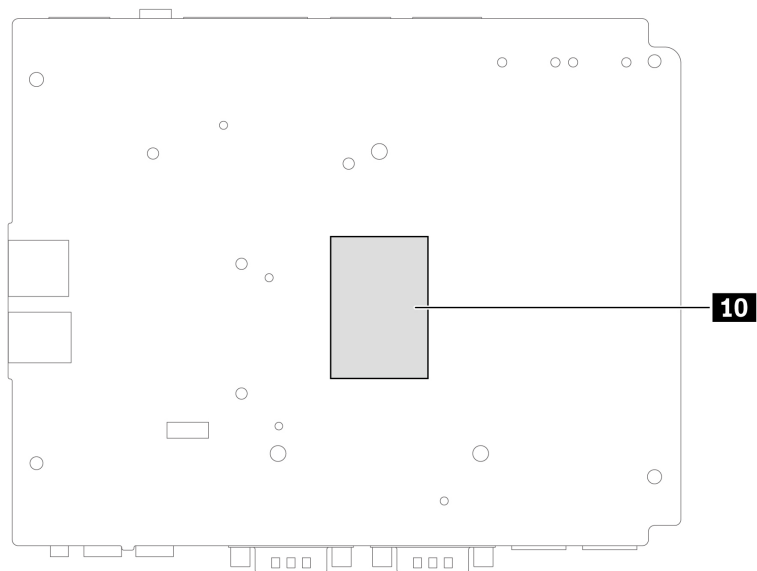


Figure 11. System board — rear view

Item	Description	Item	Description
1	Memory slots	2	Wi-Fi card slot
3	Wireless WAN card (4G) slot	4	POE M.2 LAN card slot
5	M.2 solid-state drive slot	6	POE board power connector
7	Clear CMOS (Complementary Metal Oxide Semiconductor) / Recovery jumper	8	DI/DO board connector
9	Coin-cell battery	10	Microprocessor

Clear CMOS / Recovery jumper

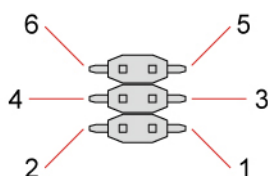


Figure 12. Clear CMOS / Recovery jumper

Clear CMOS / Recovery jumper Pin definition mapping table

Pin number	Pin definition
1	ME_DISABLE
2	CLEAR_CMOS
3	HAD_SDOUT
4	R_GND
5	PM_RSMRST#
6	AT_RSMRST#

Clear CMOS / Recovery jumper function table

Function	Pin connection
ME disable	1-3
Clear CMOS	2-4
ATX Mode (Default)	4-6
AT Mode	5-6

System board diagram

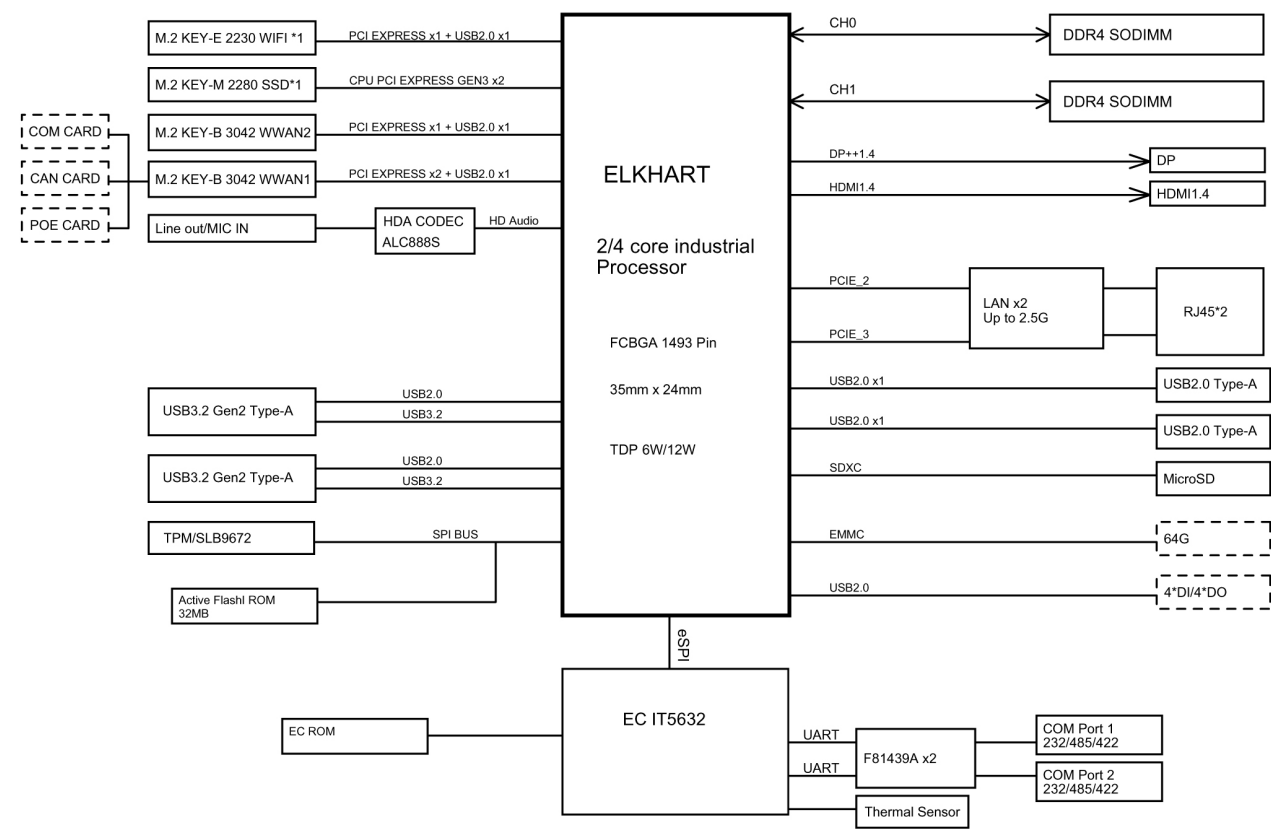


Figure 13. System board diagram

Chapter 3. Use your computer

Mount on wall

You can mount your computer on the wall by using the following tools. To purchase Tiny VESA Mount or Tiny Sandwich Kit, go to <https://www.lenovo.com/accessories>.

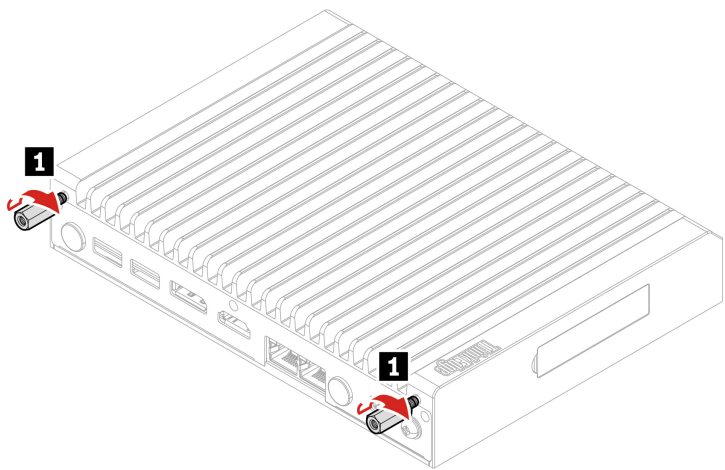
DIN bracket kit

To use DIN bracket kit, see “DIN bracket kit” on page 55.

Tiny VESA Mount (for SE10)

To use Tiny VESA Mount, do the following:

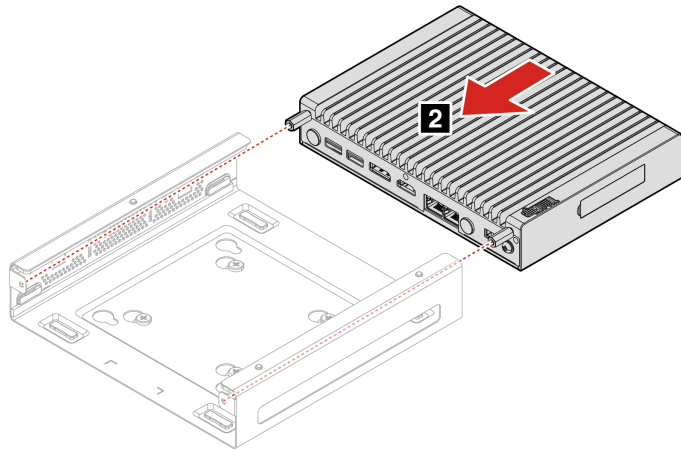
- 1. Install two nuts to the computer.



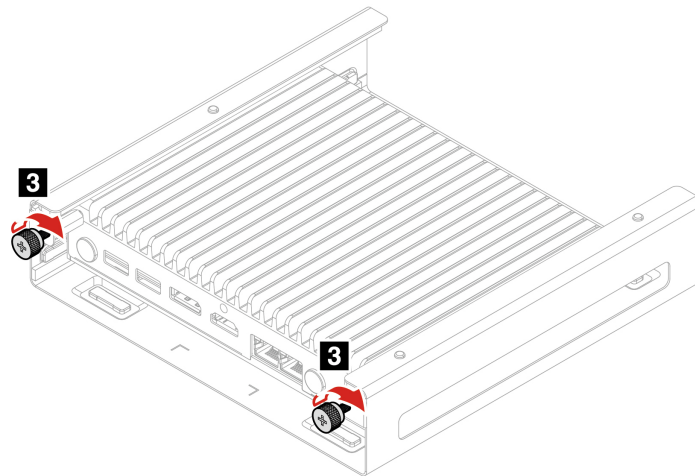
Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
1	M3 × 5 mm, Hexagon nut (2)	Black	0.59 Nm (6.0 kgf-cm)

- 2. Install the Tiny VESA Mount.



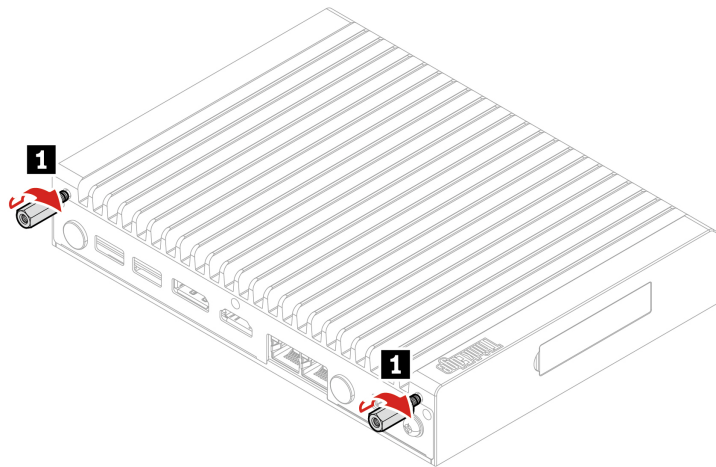
3. Install two screws to secure the Tiny VESA Mount.



Tiny Sandwich Kit (for SE10)

To use Tiny Sandwich Kit, do the following:

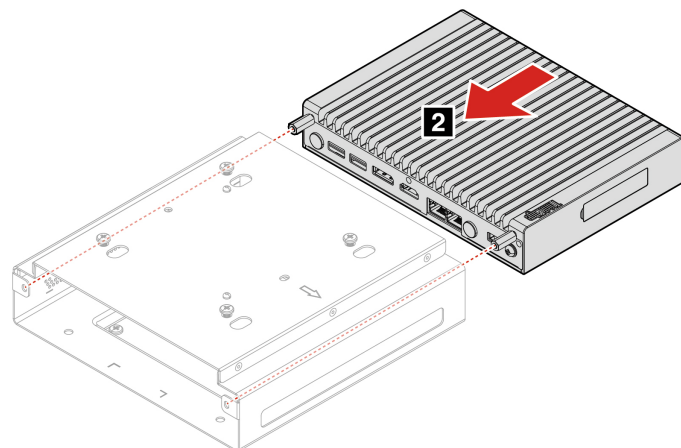
1. Install two nuts to the computer.



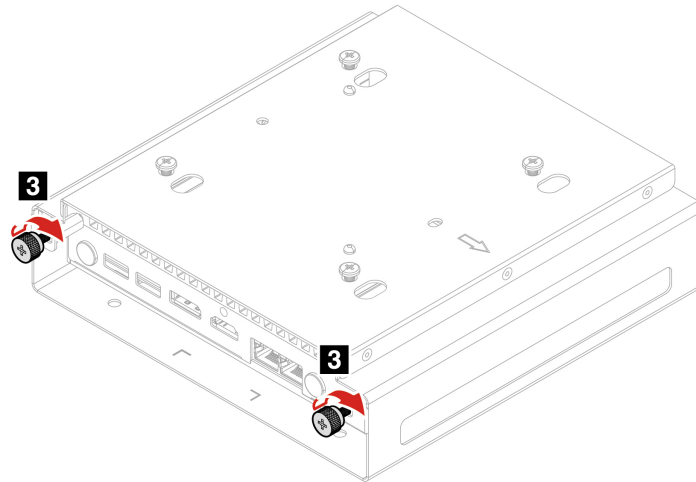
Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
1	M3 × 5 mm, Hexagon nut (2)	Black	0.59 Nm (6.0 kgf-cm)

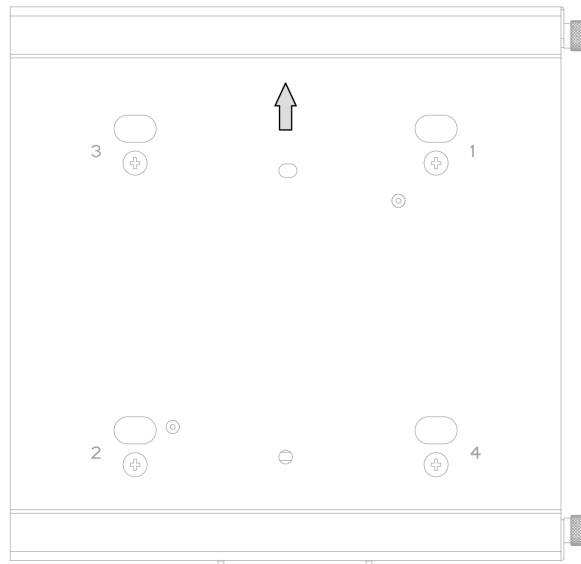
2. Install the Tiny Sandwich Kit.



3. Install two screws to secure the Tiny Sandwich Kit.

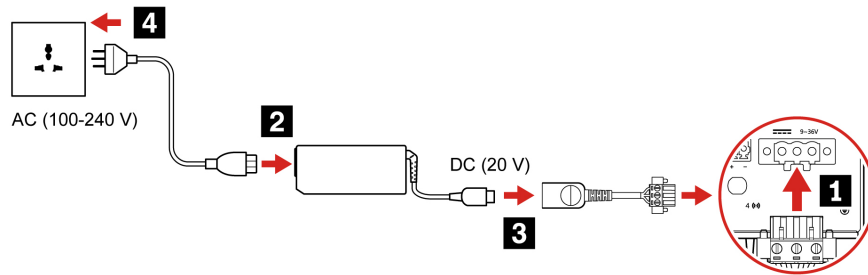


Note: To avoid risks, when mounting on the wall, install the Tiny Sandwich Kit in the direction indicated by the arrow.



Connect an AC/DC power adapter to the DC power connector

For selected models, you can connect an AC/DC power adapter to the DC power connector through a DC converter cable. Use the DC converter cable provided by Lenovo in box.



Connect an external display

Connect a projector or a monitor to your computer to give presentations or expand your workspace.

Connect a wireless display

Ensure that both your computer and the wireless display support Miracast®.

Press Windows logo key + K and then select a wireless display to connect.

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.

Access networks

Your computer helps you connect to the world through a wired or wireless network.

Connect to the wired Ethernet

Connect your computer to a local network through the Ethernet connector on your computer with an Ethernet cable.

Connect to Wi-Fi networks (for selected models)

If your computer includes a wireless LAN module, you can connect your computer to Wi-Fi networks. 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.

1. Click the network icon in the Windows notification area. A list of available wireless networks is displayed.
2. Select a network available for connection. Provide required information, if needed.

Connect to a cellular network (for selected models)

If your computer supports wireless WAN connections, you can purchase a nano-SIM card to establish wireless WAN connections and get online using the cellular signal.

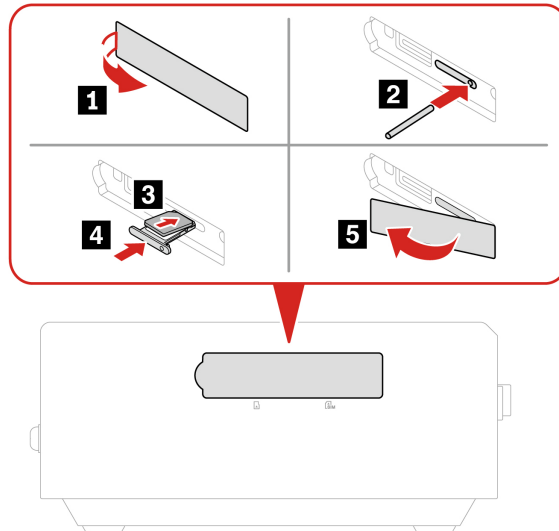
Notes:

- The cellular service is provided by authorized mobile service carriers in some countries and regions. You must have a cellular plan from a service carrier to connect to the cellular network.
- When the system resumes from shut down, hibernation mode, or sleep mode, users need to reenter the Pin code.

To establish a wireless WAN connection:

1. Turn off the computer.
2. Install a nano-SIM card. Pay attention to the orientation of the card and ensure that it is seated correctly.

Note: Place the computer horizontally on a flat surface. Align the nano-SIM card with the computer and install it into the card slot.



3. Install the wireless WAN antennas. Pay attention to the silk print number of each wireless WAN antenna and ensure that it matches the silk print number of the corresponding wireless WAN antenna slot.
4. Turn on the computer. Click the network icon in the Windows notification area, and then select the cellular icon from the list.
5. Provide required information, if needed.

Access GPS

Go to the following link for information about accessing the GPS and for various Windows settings.

<https://support.microsoft.com/en-us/windows/windows-location-service-and-privacy-3a8eee0a-5b0b-dc07-eeed-2a5ca1c49088>

Set power button behaviors

You can define what the power button does according to your preference. For example, by pressing the power button, you can turn off the computer or put the computer to hibernation mode.

To change what the power button does:

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **Power Options** → **Choose what the power buttons do**.
3. Change the settings as you prefer.

Connect to a Bluetooth-enabled device (for selected models)

You can connect all types of Bluetooth-enabled devices to your computer, such as a keyboard, a mouse, a smartphone, or speakers. Place the device that you are attempting to connect to less than 10 meters (33 feet) from the computer.

1. Type Bluetooth in the Windows search box and then press Enter.
2. Turn on Bluetooth, if it is off.
3. Select a Bluetooth device, and then follow the on-screen instructions.

Your Bluetooth device and computer will automatically connect the next time if the two devices are in range of each other with Bluetooth turned on. You can use Bluetooth for data transfer or remote control and communication.

Use a TF card

If your computer has a TF card slot, read the following information.

Install a TF card

1. Locate the TF card slot.
2. Ensure that the metal contacts on the card are facing the ones in the TF card slot. Insert the card firmly into the TF card slot until it is secured in place.

Remove a TF card

Attention: Before removing the card:

1. Click the triangular icon in the Windows notification area to show hidden icons. Right-click the icon prompting you to safely remove hardware and eject media.
2. Select the corresponding item to eject the card from the Windows operating system.
3. Press the card and remove it from your computer. Store the card safely for future use.

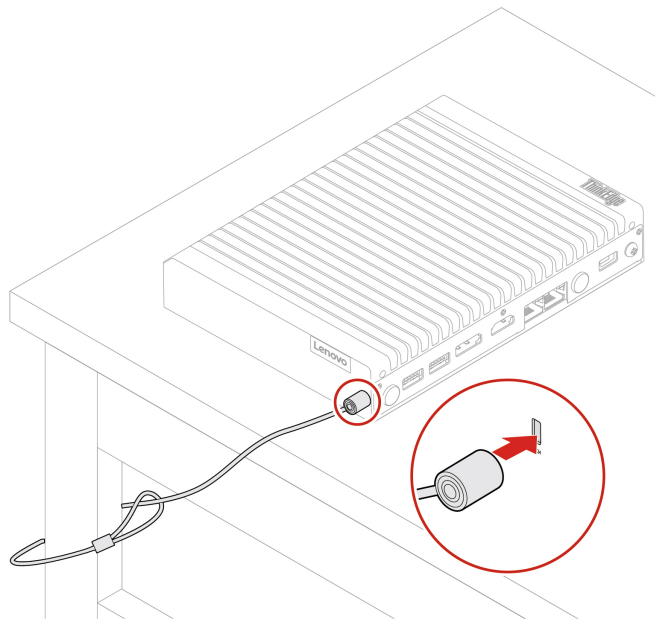
Chapter 4. Secure your computer and information

Lock the computer

Note: You are responsible for evaluating, selecting, and implementing the locking device and security feature. Lenovo makes no comments, judgments, or warranties about the function, quality, or performance of the locking device and security feature. You can purchase computer locks from Lenovo.

NanoSaver lock

Lock your computer to a desk, table, or other fixtures through a NanoSaver lock.



UEFI BIOS passwords

You can set passwords in UEFI (Unified Extensible Firmware Interface) BIOS (Basic Input/Output System) to strengthen the security of your computer.

Password types

You can set a power-on password, supervisor password, or hard disk password in UEFI BIOS to prevent unauthorized access to your computer. However, you are not prompted to enter any UEFI BIOS password when your computer resumes from sleep mode.

- Power-on password

When a power-on password is set, you are prompted to enter a valid password each time the computer is turned on.

- Supervisor password

Setting a supervisor password deters unauthorized users from changing configuration settings. If you are responsible for maintaining the configuration settings of several computers, you might want to set a supervisor password.

When a supervisor password is set, you are prompted to enter a valid password each time you try to enter the BIOS menu.

If both the power-on password and supervisor password are set, you can enter either password. However, you must use your supervisor password to change any configuration settings.

- **Hard disk password**

Setting a hard disk password prevents unauthorized access to the data on the storage drive. When a hard disk password is set, you are prompted to enter a valid password each time you try to access the storage drive.

Note: After you set a hard disk password, your data on the storage drive is protected even if the storage drive is removed from one computer and installed in another.

Set, change, and remove a password

Before you start, print these instructions.

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security**.
3. Depending on the password type, select **Set Supervisor Password**, **Set Power-On Password**, or **Hard Disk Password** and press Enter.
4. Follow the on-screen instructions to set, change, or remove a password.
5. Press F10 or Fn+F10 to save the changes and exit.

You should record your passwords and store them in a safe place. If you forget the passwords, contact a Lenovo-authorized service provider to have the passwords removed.

Note: If the hard disk password is forgotten, Lenovo cannot remove the password or recover data from the storage drive.

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**

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.

- **Absolute Persistence**

Absolute Persistence technology is embedded in firmware. It detects changes that happen on the hardware, software, or the call-in location. It keeps you always knowing what condition the computer is in. To activate the technology, you have to purchase a subscription to Absolute.

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

Use BIOS security solutions

This section provides BIOS solutions to secure your computer and information.

Wipe the storage drive data

It is recommended that you wipe the storage drive data before recycling the storage drive or the computer.

To wipe the storage drive data:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → secure wipe → Enabled**.
3. Press F10 or Fn+F10 to save the changes and exit.
4. Restart the computer. When the logo screen is displayed, press F12 or Fn+F12.
5. Select **App Menu → secure wipe** and press Enter.
6. Select the storage drive you will wipe and click **NEXT**.
7. Select the entire storage drive or partition to wipe as desired.
8. Select the method as desired and click **NEXT**.
9. Click **Yes** to confirm your option when the prompting window is displayed.
10. If you have set a hard disk password for the storage drive, enter the password. Otherwise, set a temporary password following the on-screen instructions. Then, click **NEXT**. The wiping process begins.

Note: Duration of the wiping process varies depending on the storage drive capacity.

11. Click **Reboot** when you are prompted to reset the system, and then one of the following will happen:
 - If the system storage drive data is wiped, you will be prompted that no operating system is found.
 - If the non-system storage drive data is wiped, the computer restarts automatically.

Cover presence switch

The cover presence switch prevents the computer from logging in to the operating system when the computer cover is not properly installed or closed.

To enable the cover presence switch connector on the system board:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → Cover Tamper Detected** and press Enter.
3. Select **Enabled** and press Enter.
4. Press F10 or Fn+F10 to save the changes and exit.

If the cover presence switch is enabled and the computer cover is not correctly installed or closed, an error message will be displayed when you turn on the computer. To bypass the error message and log in to the operating system:

1. Properly install or close the computer cover.
2. Enter the BIOS menu, save and then exit.

Smart USB Protection

The Smart USB Protection function is a security function that helps prevent data from being copied from the computer to USB storage devices connected to the computer. You can set the Smart USB Protection function to one of the following modes:

- **Disabled** (default setting): You can use the USB storage devices without limitation.
- **Read Only**: You cannot copy data from the computer to the USB storage devices. However, you can access or modify data on the USB storage devices.
- **No Access**: You cannot access the USB storage devices from the computer.

To configure the Smart USB Protection function:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → Smart USB Protection** and press Enter.
3. Select the desired setting and press Enter.
4. Press F10 or Fn+F10 to save the changes and exit.

Chapter 5. UEFI BIOS

This chapter provides information about configuring and updating UEFI BIOS, and clearing CMOS.

What is UEFI BIOS

Note: The operating system settings might override any similar settings in UEFI BIOS.

UEFI BIOS is the first program that the computer runs when the computer is turned on. UEFI BIOS initializes the hardware components and loads the operating system and other programs. Your computer comes with a setup program with which you can change UEFI BIOS settings.

Enter the BIOS menu

Restart the computer. When the logo screen is displayed, press F1 or Fn+F1 to enter the BIOS menu.

Note: If you have set BIOS passwords, enter the correct passwords when prompted. You also can select **No** or press Esc to skip the password prompt and enter the BIOS menu. However, you cannot change the system configurations that are protected by passwords.

Navigate in the BIOS interface

Attention: The default configurations are already optimized for you in **boldface**. Improper change of the configurations might cause unexpected results.

Depending on your keyboard, you can navigate in the BIOS interface by pressing the following keys, or combinations of Fn and the following keys:

Key	Function
F1 or Fn+F1	General Help
Esc or Fn+Esc	Exit the submenu
↑ ↓ or Fn+↑ ↓	Locate an item
← → or Fn+← →	Move keyboard focus
+/- or Fn++/-	Change value
Enter	Enter the submenu
F9 or Fn+F9	Setup Defaults
F10 or Fn+F10	Save and exit

Change the display language of UEFI BIOS

UEFI BIOS supports three or four display languages: English, French, simplified Chinese, and Russian (for selected models).

To change the display language of UEFI BIOS:

1. Select **Main → Language** and press Enter.
2. Set the display language as desired.

Change the display mode of UEFI BIOS (for selected models)

You can use UEFI BIOS in the graphic mode or the text mode according to your needs.

The keys on the keyboard used to perform various tasks are displayed at the bottom of the screen. In addition to the keyboard, you also can use the mouse to make selections.

To change the display mode of UEFI BIOS:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Main → Setup Mode Select** and press Enter.
3. Set the display mode as desired.

Set the system date and time

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Main → System Time & Date** and press Enter.
3. Set the system date and time as desired.
4. Press F10 or Fn+F10 to save the changes and exit.

Change the boot priority order

If the computer does not boot from a device as expected, you can change the boot priority order permanently or select a temporary boot device.

Change the boot priority order permanently

1. Depending on the type of the storage device, do one of the following:
 - If the storage device is internal, go to step 2.
 - If the storage device is a disc, ensure that the computer is on or turn on the computer. Then, insert the disc into the optical drive.
 - If the storage device is an external device other than a disc, connect the storage device to the computer.
2. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
3. Select **Startup → Boot Priority Order**, and then follow the on-screen instructions to change the boot priority order.
4. You can also select the first priority device group by selecting **Startup → First Boot Device**, and then follow the on-screen instructions to select the first boot device within this group. Your computer will boot from the first boot device before trying the boot priority order you set in the previous step.
5. Press F10 or Fn+F10 to save the changes and exit.

Select a temporary boot device

Note: Not all discs and storage drives are bootable.

1. Depending on the type of the storage device, do one of the following:
 - If the storage device is internal, go to step 2.
 - If the storage device is a disc, ensure that the computer is on or turn on the computer. Then, insert the disc into the optical drive.
 - If the storage device is an external device other than a disc, connect the storage device to the computer.

2. Restart the computer. When the logo screen is displayed, press F12 or Fn+F12.
3. Select the storage device as desired and press Enter.

If you want to change the boot priority order permanently, select **Enter Setup** on Startup Device Menu and press Enter to enter the BIOS menu.

Enable or disable the configuration change detection feature

If you enable configuration change detection, when the POST detects configuration changes of some hardware devices (such as storage drives or memory modules), an error message will be displayed when you turn on the computer.

To enable or disable the configuration change detection feature:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → Configuration Change Detection** and press Enter.
3. Enable or disable the feature as desired.
4. Press F10 or Fn+F10 to save the changes and exit.

To bypass the error message and log in to the operating system, press F2 or Fn+F2. To clear the error message, enter the BIOS menu, save and then exit.

Enable or disable the automatic power-on feature

The Automatic Power On item in UEFI BIOS provides various options for you to make your computer start up automatically.

To enable or disable the automatic power-on feature:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Power → Automatic Power On** and press Enter.
3. Select the feature as desired and press Enter.
4. Enable or disable the feature as desired.
5. Press F10 or Fn+F10 to save the changes and exit.

Enable or disable the smart power-on feature

Ensure that the keyboard is connected to a USB connector supporting the smart power-on feature. With the smart power-on feature enabled, you can start up or wake up the computer from the hibernation mode by pressing Alt+P.

To enable or disable the smart power-on feature:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Power → Smart Power On** and press Enter.
3. Enable or disable the feature as desired.
4. Press F10 or Fn+F10 to save the changes and exit.

Enable or disable the ErP LPS compliance mode

Lenovo computers meet the eco-design requirements of the ErP regulation. For more information, go to: <https://www.lenovo.com/us/en/compliance/eco-declaration>

You can enable the ErP LPS compliance mode to reduce the consumption of electricity when the computer is off.

To enable or disable the ErP LPS compliance mode:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Power → Enhanced Power Saving Mode** and press Enter.
3. Depending on whether you select **Enabled** or **Disabled**, do one of the following:
 - If you select **Enabled**, press Enter. Then, go to the next step.
 - If you select **Disabled**, press Enter. You can change setting for the following features as you preferred:
 - You can select **Enabled** or **Disabled** the Smart Power On feature.
 - You can select **Power on**, **Power off** or **Last state** the After Power Loss feature.
 - Select **Automatic Power On** and press Enter. You can select **Enabled** or **Disabled** the Wake on LAN feature and the Wake from Serial Port Ring feature.
4. Press F10 or Fn+F10 to save the changes and exit.

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

- Press the power button.
- Enable the Wake Up on Alarm feature to make the computer wake up at a set time.

To meet the off mode requirement of ErP compliance, you need to disable the Fast Startup function.

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **Power Options → Choose what the power buttons do → Change settings that are currently unavailable**.
3. Clear the **Turn on fast startup (recommended)** option from the **Shutdown settings** list.

Change BIOS settings before installing a new operating system

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

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/windows-support>

To change the BIOS settings:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. From the main interface, select **Security → Secure Boot** and press Enter.
3. Depending on the operating system to be installed, do one of the following:
 - To install a Windows operating system that supports secure boot, select **Enabled** for **Secure Boot**.
 - To install an operating system that does not support secure boot, such as some Linux operating systems, select **Disabled** for **Secure Boot**.
4. Press F10 or Fn+F10 to save the changes and exit.

Update UEFI BIOS

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

Download and install the latest UEFI BIOS update package from the Lenovo Support Web site:

- Go to <https://pcsupport.lenovo.com>.
- Download the flash BIOS update driver for the operating system version or the ISO image version (used to create a flash update disc). Then, download the installation instructions for the flash BIOS update driver you have downloaded.
- Print the installation instructions and follow the instructions to update the BIOS.

Change the Serial Port UART type

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Devices** → **Serial Port Setup** and press Enter. You can do the following:
 - Select **Serial Port1 UART Type** and press Enter. You can select **RS232**, **RS422** or **RS485** for Serial Port1 as you preferred.
 - Select **Serial Port2 UART Type** and press Enter. You can select **RS232**, **RS422** or **RS485** for Serial Port2 as you preferred.
3. Press F10 or Fn+F10 to save the changes and exit.

Recover from a BIOS update failure

1. Remove all media from the drives and turn off all connected devices.
2. Insert the BIOS update disc into the optical drive, and then turn off the computer.
3. Disconnect all power cords from electrical outlets. Then, remove any parts that impede access to the Clear CMOS/Recovery jumper.
4. Move the jumper from the standard position to the maintenance position.
5. Reconnect the power cords for the computer and the monitor to electrical outlets.
6. Turn on the computer and the monitor. When the computer beeps, the recovery process begins.
7. After the recovery process is completed, the computer will be turned off automatically.

Note: Depending on the computer model, the recovery process will take two to three minutes.
8. Disconnect all power cords from electrical outlets.
9. Move the jumper back to the standard position.
10. Reinstall all the parts that have been removed. Then, reconnect the power cords for the computer and the monitor to electrical outlets.
11. Turn on the computer and the monitor. When the logo screen is displayed, press F1 or Fn+F1.
12. To prevent data loss, ensure that BIOS settings are restored to an earlier point.

Clear CMOS

1. Remove all media from the drives and turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets. Then, remove any parts that impede access to the Clear CMOS/Recovery jumper.

3. Move the jumper from the standard position to the maintenance position.
4. Reconnect the power cords for the computer and the monitor to electrical outlets.
5. Turn on the computer and the monitor. When the computer beeps, wait for approximately 10 seconds.
6. Turn off the computer by holding the power button for approximately four seconds.
7. Disconnect all power cords from electrical outlets.
8. Move the jumper back to the standard position.
9. Reinstall all the parts that have been removed. Then, reconnect the power cords for the computer and the monitor to electrical outlets.
10. Turn on the computer and the monitor. When the logo screen is displayed, press F1 or Fn+F1.
11. To prevent data loss, ensure that BIOS settings are restored to an earlier point.

Chapter 6. Troubleshooting and recovery

This chapter provides solutions to resolve computer problems. Use the basic procedure as a starting point for resolving computer problems.

Basic procedure for resolving computer problems

Prerequisite

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

1. Check that:
 - a. The cables for all connected devices are connected correctly and securely.
 - b. All components have been reassembled correctly.
 - c. All connected devices that require ac power are connected to properly grounded and working electrical outlets.
 - d. All connected devices are enabled in UEFI BIOS.
2. Use an antivirus program (if any) to see if the computer has been infected by a virus. If the program detects a virus, remove the virus.
3. See “Troubleshooting” on page 43 to resolve the problem you are experiencing and recover your operating system.
4. If the problem persists, contact Lenovo. See Chapter 8 “Help and support” on page 71.

Troubleshooting

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

Startup problems

Problem	Solution
The computer does not start up when you press the power button.	• Ensure that the power cord is correctly connected to the rear of the computer and to a working electrical outlet. • If the computer has a secondary power switch on the rear of the computer, ensure that it is switched on. • The power indicator on the front of the computer is on. • The computer voltage matches the voltage available at the electrical outlet for your country or region.
The operating system does not start up from the correct storage drive or fails to start up	• Ensure that all storage drive signal cables and power cables are connected correctly. • Ensure that the storage drive the computer starts up from is listed as the first startup device in UEFI BIOS. • In rare cases, the storage drive with the operating system might get corrupted or damaged. In such cases, you might need to replace the storage drive. • If the computer is installed with an Optane memory: – Ensure that the Optane memory is not removed. – Ensure that the Optane memory is not damaged. Check the Optane memory using diagnostic tools.
The computer beeps multiple times before the operating system starts up.	Ensure that no keys are stuck.

Audio problems

Problem	Solution
The audio cannot be heard on the Windows operating system.	• If you are using powered external speakers that have an On/Off control, ensure that: – The On/Off control is set to the On position. – The speaker power cable is connected to a properly grounded, functional ac electrical outlet. • If your external speakers have a volume control, ensure that the volume is not set too low. • Click the volume icon in the Windows notification area on the taskbar. Check the speaker and volume settings. Do not mute the speaker or set the volume at a very low level. • If your computer has a front audio panel, ensure that the volume is not set too low. • Ensure that your external speakers (and headphones, if used) are connected to the correct audio connector on the computer. Most speaker cables are color-coded to match the audio connector. Note: When external-speaker or headphone cables are connected to the audio connector, the internal speaker, if present, is disabled. In most cases, if an audio adapter is installed in one of the expansion slots, the audio function built into the system board is disabled. Therefore, you must use the audio connectors on the audio adapter. • Ensure that the program you are running is designed for use in the Microsoft Windows operating system. If the program is designed to run in DOS, the program does not use the Windows sound feature. The program must be configured to use SoundBlaster Pro or SoundBlaster emulation. • Ensure that the audio device drivers are correctly installed.
The sound does not come from the headset or headphones.	Select the headset or headphones as the default audio output device in advanced sound settings.
The sound comes from one of the external speakers.	• Ensure that the speaker cable is inserted completely into the connector on the computer. • Ensure that the cable that connects the left speaker to the right speaker is securely connected. • Ensure that the balance settings are set correctly. 1. Right-click the volume icon in the Windows notification area on the taskbar. Then, click Open Volume Mixer and select the desired speaker. 2. Click the speaker icon on top of the volume control, and then click the Levels tab.

Network problems

Note: The Wi-Fi and Bluetooth features are optional.

Problem	Solution
The computer cannot connect to an Ethernet LAN.	• Connect the cable from the Ethernet connector to the RJ45 connector of the hub. • Enable the Ethernet LAN feature in UEFI BIOS. • Enable the Ethernet LAN adapter. 1. Go to Control Panel and view by large icons or small icons. 2. Click Network and Sharing Center → Change adapter settings. 3. Right-click the Ethernet LAN adapter icon and click Enable. • Update or reinstall the Ethernet LAN driver. • Install all networking software that is necessary for your network environment. Check with your LAN administrator for the necessary networking software. • Set the same duplex for the switch port and the adapter. If you configured the adapter for full duplex, ensure that the switch port is also configured for full duplex. Setting a wrong duplex mode might degrade performance, cause data loss, or result in lost connections.
When a Gigabit Ethernet model computer is used at a speed of 1000 Mbps, the Ethernet LAN connection fails or errors occur.	Connect the network cable to the Ethernet connector using Category 5 wiring and a 100 BASE-T hub/switch (not 100 BASE-X).
The Wake On LAN (WOL) feature does not work.	Enable the Wake On LAN feature in UEFI BIOS.
The Wi-Fi feature does not work.	• Enable the Wi-Fi feature in UEFI BIOS. • Enable all Wi-Fi devices. 1. Right-click the Start button to open the Start context menu. 2. Click Device Manager. Type the administrator password or provide confirmation, if prompted. 3. Expand Network adapters to display all network devices. 4. Right-click each Wi-Fi device, and then click Enable device. • Enable the Wi-Fi feature in Windows Settings. 1. Open the Start menu. 2. Click Settings → Network & Internet → Wi-Fi. 3. Enable the Wi-Fi feature. • Update or reinstall the Wi-Fi driver.

Problem	Solution
The Bluetooth feature does not work.	• Enable the Bluetooth feature in UEFI BIOS. • Enable all Bluetooth devices. 1. Right-click the Start button to open the Start context menu. 2. Click Device Manager. Type the administrator password or provide confirmation if prompted. 3. Expand Bluetooth to display all Bluetooth devices. Right-click each Bluetooth device, and then click Enable device. 4. Expand Network adapters to display all network devices. Right-click each Bluetooth device, and then click Enable device. • Turn on the Bluetooth radio. 1. Open the Start menu. 2. Click Settings → Devices → Bluetooth & other devices. 3. Turn on the Bluetooth switch to enable the Bluetooth feature. • Update or reinstall the Bluetooth driver.
Sound does not come from the Bluetooth headset or headphones.	Select the Bluetooth headset or headphones as the default audio output device in advanced sound settings.

Performance problems

Problem	Solution
Excessive fragmented files exist on the storage drives.	Note: Depending on the volume of the storage drives and amount of data stored on the storage drives, the disk-defragmentation process might take up to several hours. 1. Close any open programs and windows. 2. Open the Start menu. 3. Click Windows System → File Explorer → This PC. 4. Right-click your C drive and then click Properties. 5. Click the Tools tab. 6. Click Optimize. Select the drive as desired, and then click Optimize. 7. Follow the on-screen instructions.
The free storage drive space is insufficient.	• Clean out your Inbox, Sent Items, and Deleted Items folders from your e-mail application. • Clean up your C drive. 1. Open the Start menu. 2. Click Windows System → File Explorer → This PC. 3. Right-click your C drive and then click Properties. 4. Check the amount of free space, and then click Disk Cleanup. 5. A list of unnecessary file categories is displayed. Select the category you want to delete, and then click OK. • Disable some Windows features or remove some unnecessary programs. 1. Go to Control Panel and view by large icons or small icons. 2. Click Programs and Features. 3. Do one of the following: – To disable some Windows features, click Turn Windows features on or off. Follow the on-screen instructions. – To remove some unnecessary programs, select the program you want to remove, and then click Uninstall/Change or Uninstall.
The free memory space is insufficient.	• Right-click a blank area on the taskbar and open Task Manager. Then, end some tasks you are not performing. • Install additional memory modules.

Storage drive problems

Problem	Solution
Some or all storage drives are missing from the BIOS menu.	• Ensure that the signal cables and power cables for all the storage drives are connected correctly. • Ensure that the computer is configured correctly to support the storage drives. – If the computer is installed with SATA storage drives, ensure that the SATA storage drive enablement module (one to five storage drives) is installed. – If the computer is installed with SAS storage drives, ensure that the SAS storage drive enablement module (one to five storage drives) or the LSI MegaRAID SAS adapter is installed.

Serial connector problems

Problem	Solution
The serial connector cannot be accessed.	• Connect the serial cable from the serial connector on the computer to the serial device. If the serial device has its own power cord, connect the power cord to a grounded electrical outlet. • Turn on the serial device and keep the device online. • Install any programs supplied with the serial device. Refer to the documentation that comes with the serial device for more information. • If you added one serial-connector adapter, ensure that the adapter is installed correctly.

USB device problems

Problem	Solution
A USB device cannot be accessed.	• Connect the USB cable from the USB connector to the USB device. If the USB device has its own power cord, connect the power cord to a grounded electrical outlet. • Turn on the USB device and keep the device online. • Install any device drivers or programs supplied with the USB device. Refer to the documentation that comes with the USB device for more information. • Disconnect and reconnect the USB connector to reset the USB device. • Ensure that the Smart USB Protection function is disabled in UEFI BIOS.

Software problems

Problem	Solution
Some programs do not work as expected.	1. Check whether the problem is caused by a program. a. Ensure that the software is compatible with the computer. Refer to the information supplied with the software for more information. b. Verify that other software works correctly on the computer. c. Verify that the software you are using works on another computer. 2. If the problem is caused by a program: • Refer to the printed documentation that comes with the program or the help system of the program. • Update the program. • Uninstall the program and then reinstall it. To download a program that is preinstalled on your computer, go to https://smartsupport.lenovo.com and follow the on-screen instructions.

Recovery

This section introduces the recovery information of the Windows 10 operating system. Ensure that you read and follow the on-screen recovery instructions. The data on your computer might be deleted during the recovery process. To avoid data loss, make a backup copy of all the data that you want to keep.

Restore system image to factory image

Lenovo provides a Digital Download for your computer. For example, you can restore system image to factory image.

To download the Digital Download:

1. Go to <https://smartsupport.lenovo.com>.
2. Search by your computer product name to enter the support web page for your computer.
3. Click **Drivers & Software**.
4. Click **Order Now** at the **Get Recovery Media** tab and follow the on-screen instructions.

Restore system files and settings to an earlier point

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **Recovery** → **Open System Restore**. Then, follow the on-screen instructions.

Restore your files from a backup

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

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **File History** → **Restore personal files**. Then, follow the on-screen instructions.

Reset your computer

In the resetting process, you can choose to keep your files or remove them when you reinstall the operating system.

Note: The items in the graphical user interface (GUI) might change without notice.

1. Open the **Start** menu, and then click **Settings → Update & Security → Recovery**.
2. In the **Reset this PC** section, click **Get started**.
3. Follow the on-screen instructions to reset your computer.

Use advanced options

1. Open the **Start** menu, and then click **Settings → Update & security → Recovery**.
2. In the **Advanced startup** section, click **Restart now → Troubleshoot → Advanced options**.
3. Select a preferred option, and then follow the on-screen instructions.

Windows automatic recovery

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

The Windows recovery environment on your computer operates independently from the Windows 10 operating system. It enables you to recover or repair the operating system even if the Windows 10 operating system fails to start.

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

Create and use a recovery USB device

It is recommended that you create a recovery USB drive as early as possible as a backup for the Windows recovery programs. With the recovery USB drive, you can troubleshoot and fix the problems even if the preinstalled Windows recovery programs are damaged. If you did not create a recovery USB drive as a precautionary measure, you can contact Lenovo Customer Support Center and purchase one from Lenovo. For a list of the Lenovo Support phone numbers for your country or region, go to:

<https://smartsupport.lenovo.com/supportphonenumberlist>

Create a recovery USB drive

Attention: The creation process deletes anything stored on the USB drive. To avoid data loss, make a backup copy of all the data that you want to keep.

1. Ensure that your computer is connected to ac power.
2. Prepare a USB drive with capacity of at least 16 GB. The actual USB capacity required depends on the size of the recovery image.
3. Connect the prepared USB drive to the computer.
4. Type **recovery** in the search box. Then, click **Create a recovery drive**.
5. Click **Yes** in the User Account Control window to allow the Recovery Media Creator program to start.
6. In the Recovery Drive window, follow the on-screen instructions to create a recovery USB drive.

Use the recovery USB drive

If your computer cannot be started, go to Chapter 8 “Help and support” on page 71 first to try to solve the problem by yourself. If the problem persists, use the recovery USB drive to recover your computer.

1. Ensure that your computer is connected to ac power.
2. Connect the recovery USB drive to the computer.
3. Turn on or restart the computer. When the logo screen is displayed, press F12. The Boot Menu window opens.

4. Select the recovery USB drive as the boot device. Then, follow the on-screen instructions to complete the process.

Update the device driver

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

You should download the latest driver for a component when you notice poor performance from that component or when you added a component. This action might eliminate the driver as the potential cause of a problem. Download and install the latest driver by one of the following methods:

- From the Lenovo Support Web site:

Go to <https://smartsupport.lenovo.com> and select the entry for your computer. Then, follow the on-screen instructions to download and install necessary drivers and software.

- From Windows Update:

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

1. Open the **Start** menu.
2. Click **Settings → Update & Security → Windows Update**.
3. Follow the on-screen instructions.

Chapter 7. CRU replacement

What are CRUs

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

- 2230 to 2280 SSD bracket*
- Bottom cover
- DIN bracket kit*
- Heat sink of PCIe*
- Heat sink of POE*
- IP50 cover pack*
- M.2 solid-state drive
- Memory module
- Power adapter
- Power cord
- Rubber or Hexagon nut (for Tiny VESA Mount or Tiny Sandwich Kit)*
- Tiny VESA Mount screw pack*

Optional-service CRUs

- CANbus expansion card*
- DI/DO dummy bracket*
- DI/DO expansion card*
- Dummy expansion bracket*
- POE expansion card*

- Serial expansion card*

* for selected models

Remove or replace a CRU

This section provides instructions on how to remove or replace a CRU.

Power adapter and power cord

Prerequisite

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



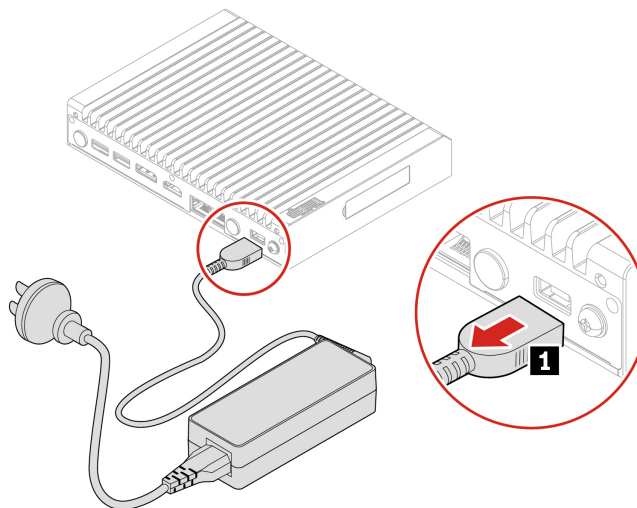
Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to cool.

For access, do the following:

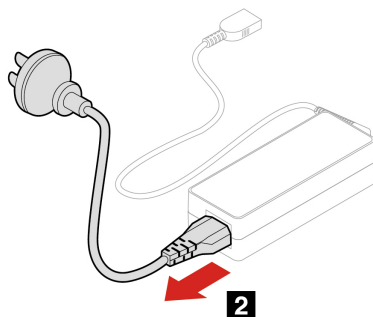
1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.

Removal steps

1. Remove the power adapter.



2. Remove the power cord.



DIN bracket kit

Prerequisite

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



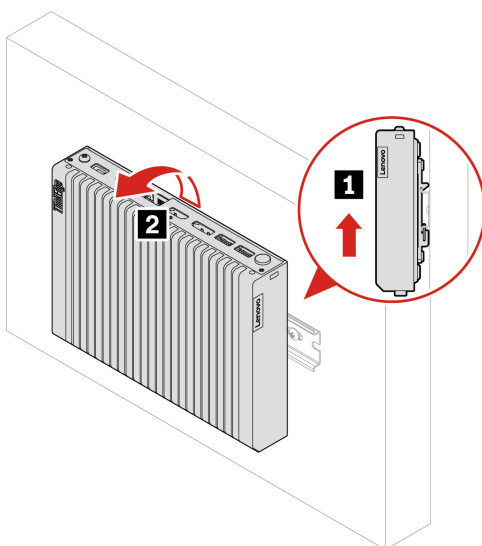
Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to cool.

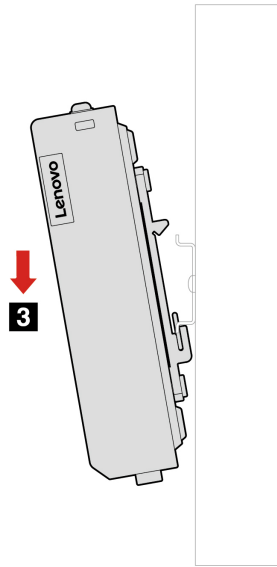
For access, do the following:

1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.

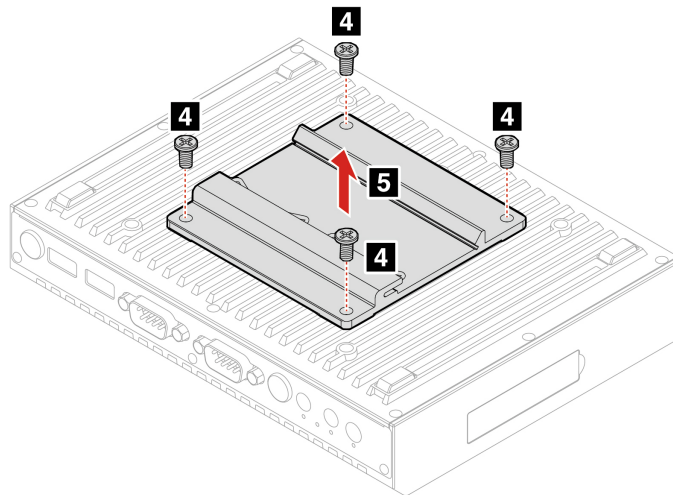
Replacement steps

1. Remove the computer with DIN bracket from the rail.





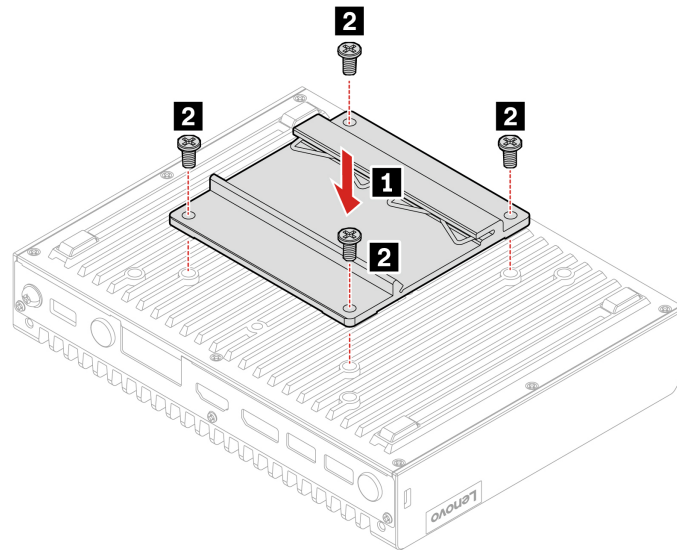
2. Remove the DIN bracket and screws.



Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

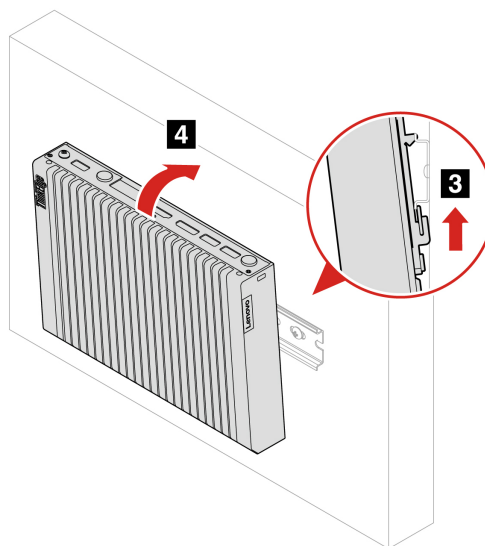
Step	Screw (quantity)	Color	Torque
4	M4 × L8 mm, flat-head (4)	Black	0.78 Nm (8.0 kgf-cm)

3. Install the DIN bracket to the computer.



4. Install the computer with the DIN bracket to the rail.

Note: Prepare a rail in advance if needed.



Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
2	M4 × L8 mm, flat-head (4)	Black	0.78 Nm (8.0 kgf-cm)

Bottom cover

Prerequisite

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



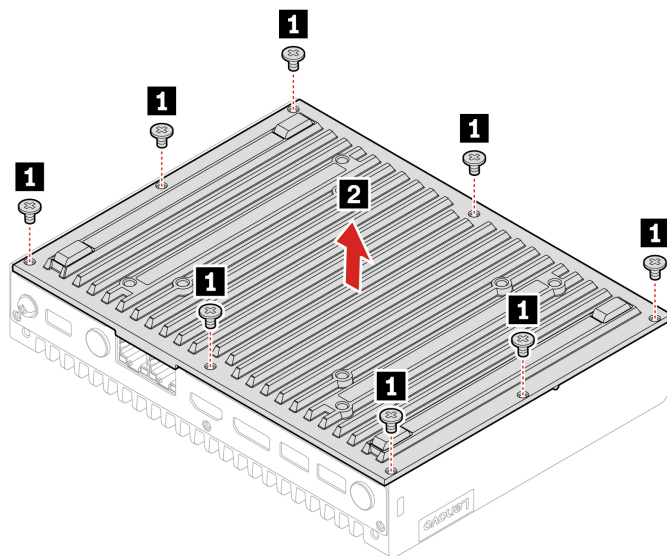
Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to cool.

For access, do the following:

1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.
3. Unlock any locking device that secures the computer cover.
4. Remove the bracket, if any. See “DIN bracket kit” on page 55.
5. Turn over the computer so that the bottom cover is facing up.

Removal steps

1. Remove the bottom cover.



Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head (8)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

Memory module

Prerequisite

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



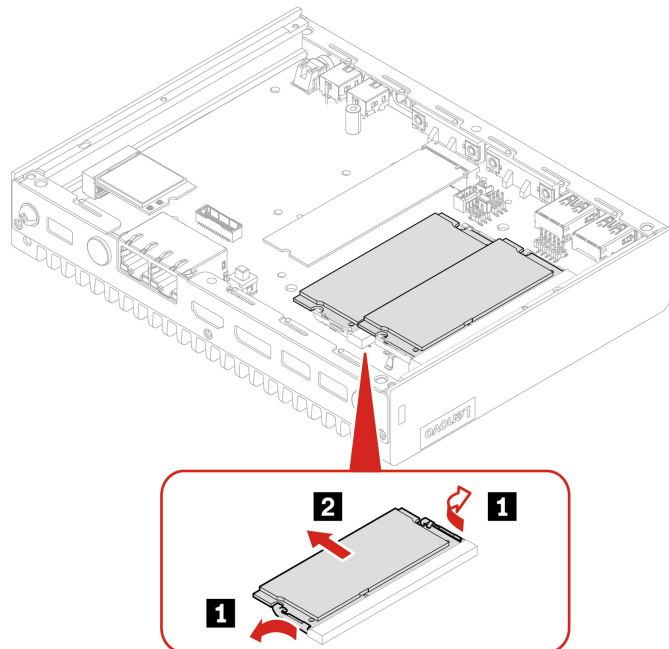
Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to cool.

For access, do the following:

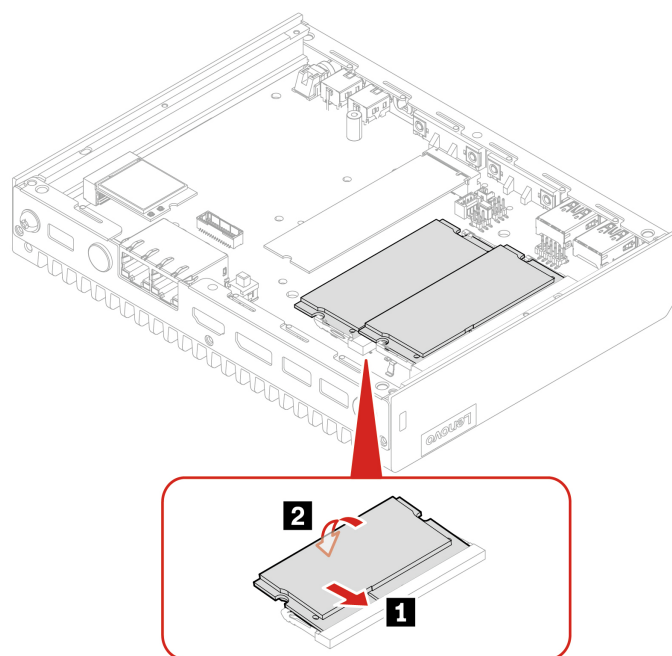
1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.
3. Remove the bottom cover. See “Bottom cover” on page 58.

Replacement steps

1. Remove the memory module.



2. Install the memory module.



Expansion modules

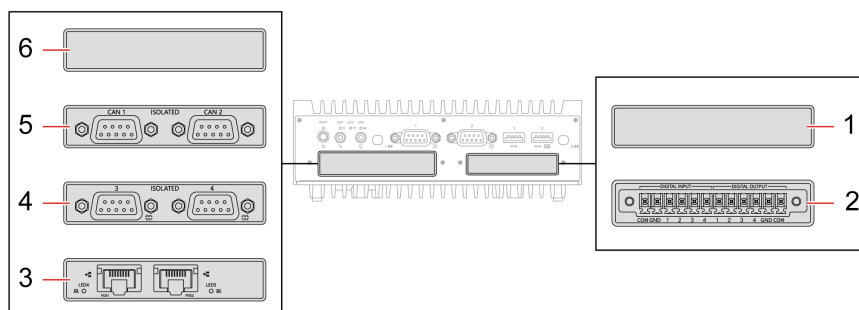


Figure 14. Expansion module location

Item	Expansion module
1	DI/DO dummy bracket
2	DI/DO expansion card
3	POE expansion card
4	Serial expansion card
5	CANbus expansion card
6	Dummy expansion bracket

Prerequisite

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



Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to cool.

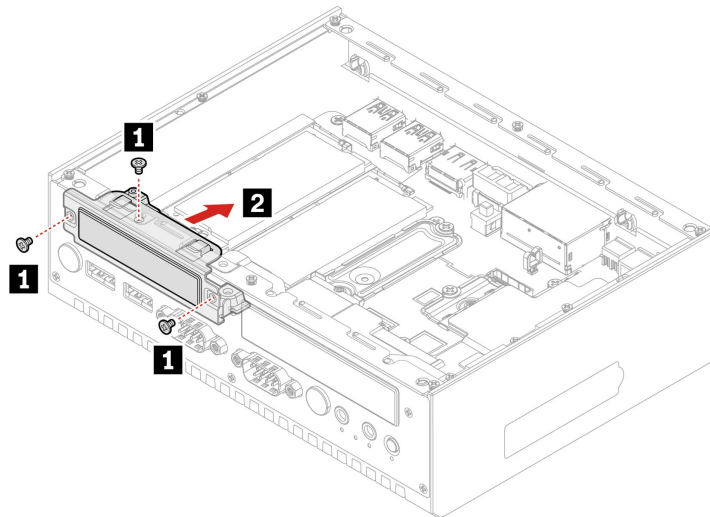
For access, do the following:

1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.
3. Remove the bottom cover. See “Bottom cover” on page 58.
4. For removing expansion cards, remove all cables connected to the expansion card.

DI/DO expansion card or DI/DO dummy bracket

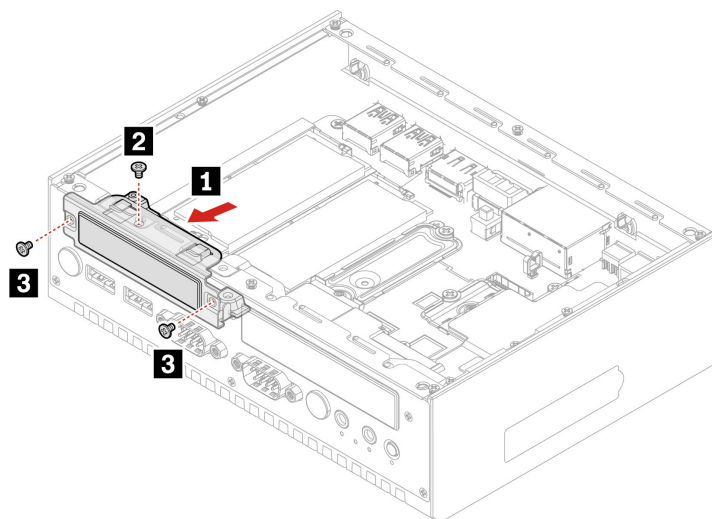
Replacement steps

1. Remove the expansion card or bracket.



Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head (3)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

2. Install the expansion card or bracket.

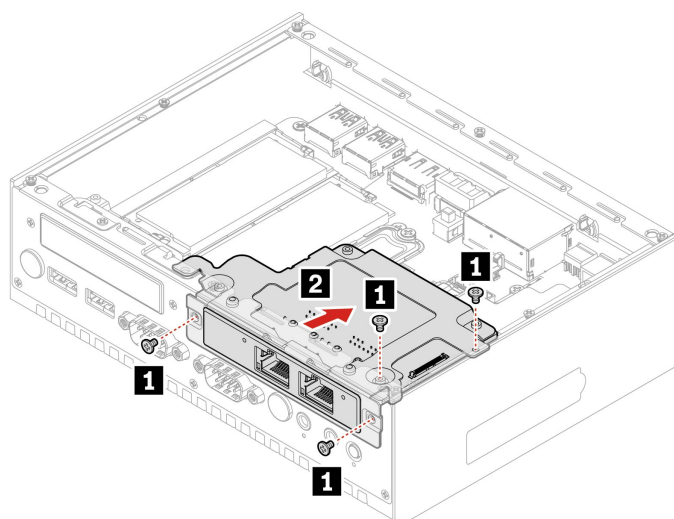


Step	Screw (quantity)	Color	Torque
2 3	M2 × L4 mm, flat-head (3)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

POE expansion card

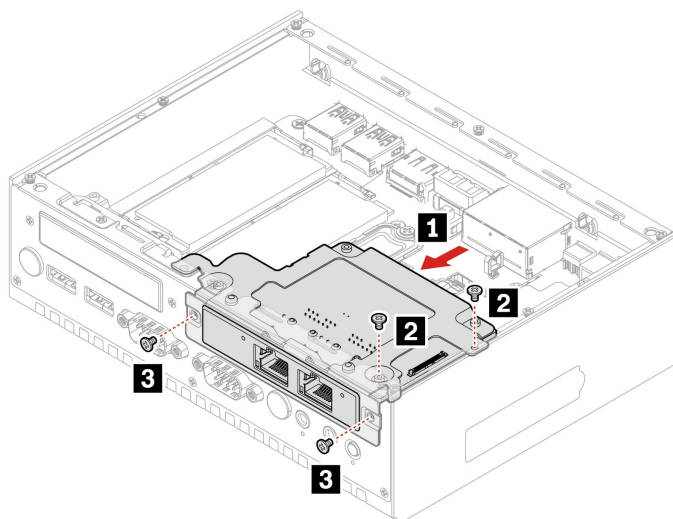
Replacement steps

1. Remove the POE expansion card.



Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head (4)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

2. Install the POE expansion card.

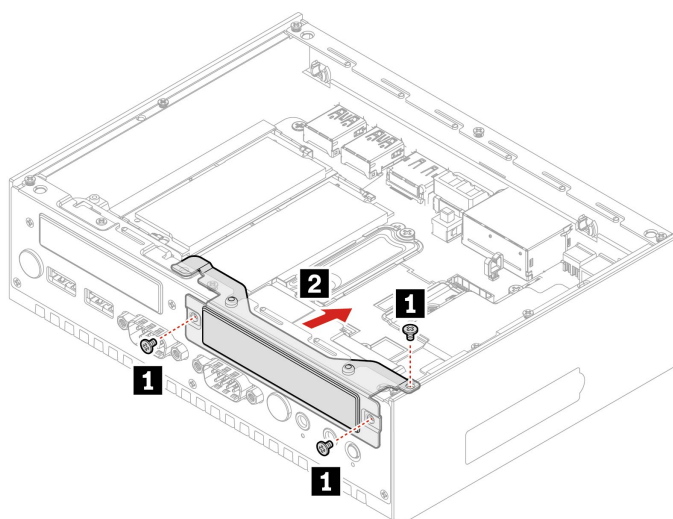


Step	Screw (quantity)	Color	Torque
2 3	M2 × L4 mm, flat-head (4)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

CANbus expansion card / Serial expansion card / Dummy expansion bracket

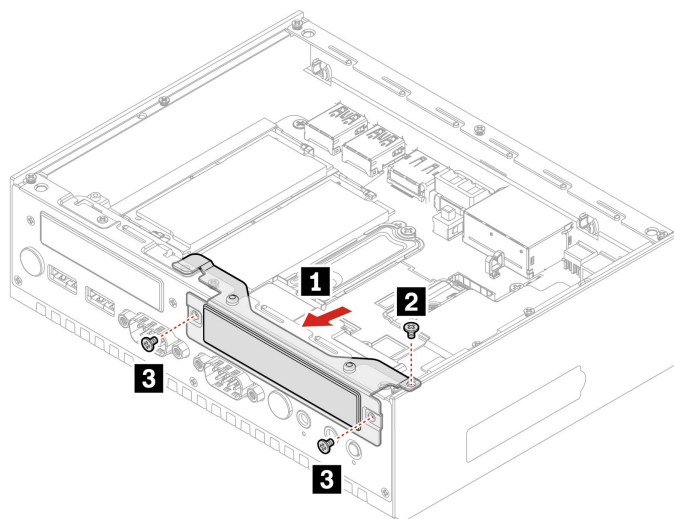
Replacement steps

1. Remove the expansion card or bracket.



Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head (3)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

2. Install the expansion card or bracket.



Step	Screw (quantity)	Color	Torque
2 3	M2 × L4 mm, flat-head (3)	Black	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

Heat sink of PCIe

Prerequisite

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



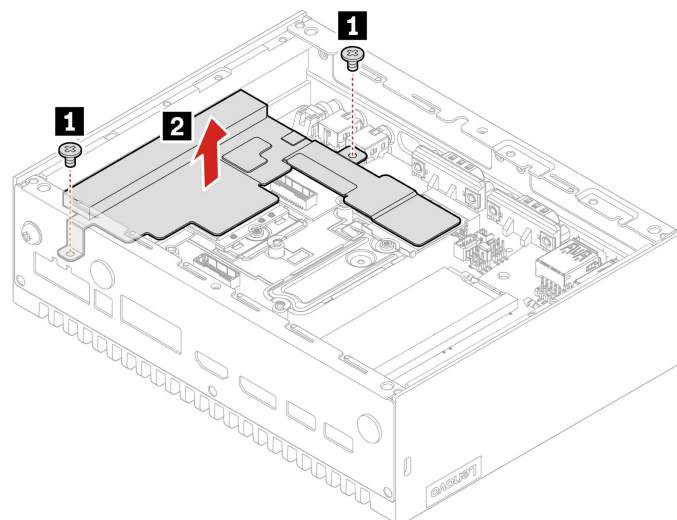
Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to cool.

For access, do the following:

1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.
3. Remove the bottom cover. See “Bottom cover” on page 58.
4. Remove the corresponding expansion card that impede access to the heat sink of PCIe. See “Expansion modules” on page 60.

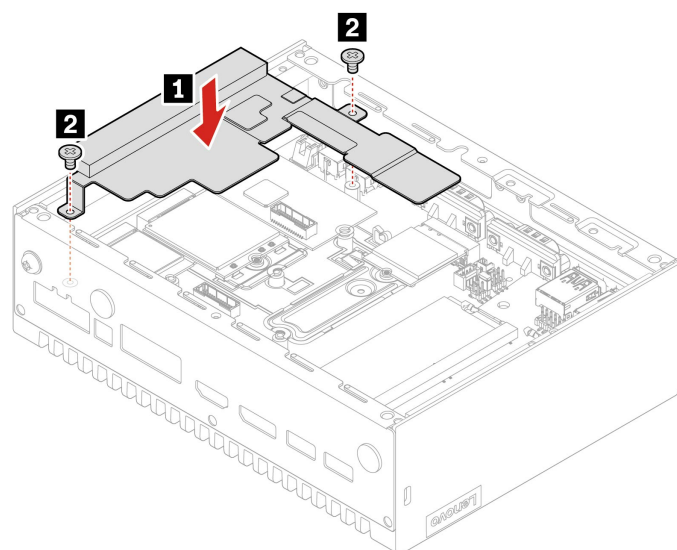
Replacement steps

1. Remove the heat sink of PCIe.



Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head (2)	Silver	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

2. Install the heat sink of PCIe.



Step	Screw (quantity)	Color	Torque
2	M2 × L4 mm, flat-head (2)	Silver	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

M.2 solid-state drive

Prerequisite

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



Avoid contact with the hot computer. During operation, the computer becomes hot enough to burn the skin. Before you touch the computer, turn off the computer, disconnect power, and wait approximately 30 minutes for the computer to 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.

Note: The Percentage Used value reflects the cumulative wear level of the M.2 solid-state drive. If this value exceeds 100%, it indicates that the M.2 solid-state drive has reached its maximum rated endurance. To safeguard your data and mitigate potential loss, it is recommended that you back up all files on the M.2 solid-state drive promptly and then replace it with a new one.

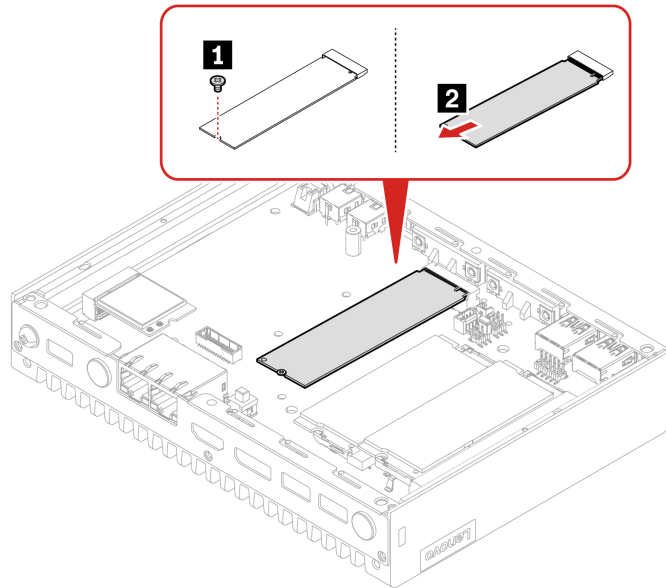
For access, do the following:

1. Turn off all connected devices and the computer.
2. Disconnect all power cords from electrical outlets and disconnect all cables from the computer.
3. Remove the bottom cover. See “Bottom cover” on page 58.
4. Remove the corresponding expansion card that impede access to the heat sink of PCIe. See “Expansion modules” on page 60.
5. Remove the heat sink of PCIe. See “Heat sink of PCIe” on page 64.

Replacement steps

- Type 1: 2280
 1. Remove the M.2 solid-state drive.

Note: A thermal pad might cover the M.2 solid-state drive. To access the M.2 solid-state drive, peel off the thermal pad first.

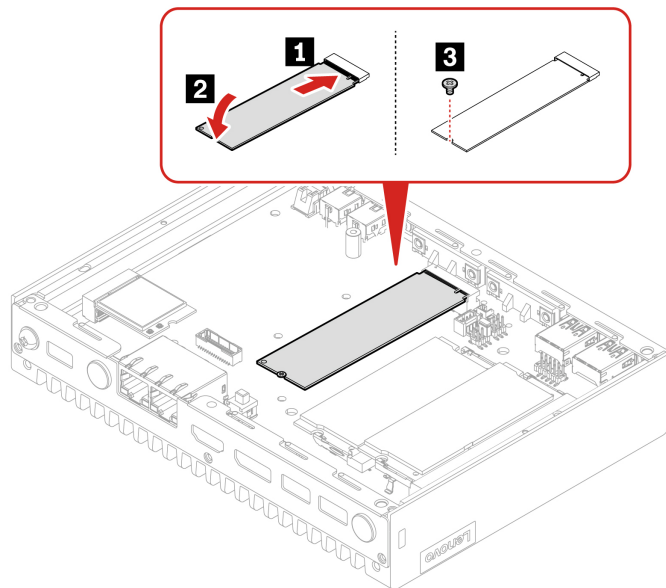


Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head (1)	Silver	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

2. Install the M.2 solid-state drive.

Note: After installing the new M.2 solid-state drive, ensure that you attach the new thermal pad to the new M.2 solid-state drive.



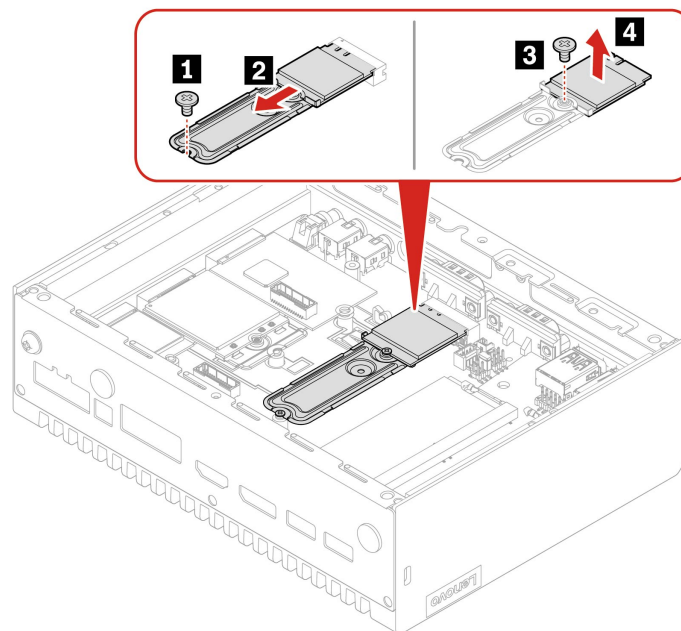
Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
E	M2 × L4 mm, flat-head (1)	Silver	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

- Type 2: 2230

1. Remove the M.2 solid-state drive.

Note: A thermal pad might cover the M.2 solid-state drive. To access the M.2 solid-state drive, peel off the thermal pad first.

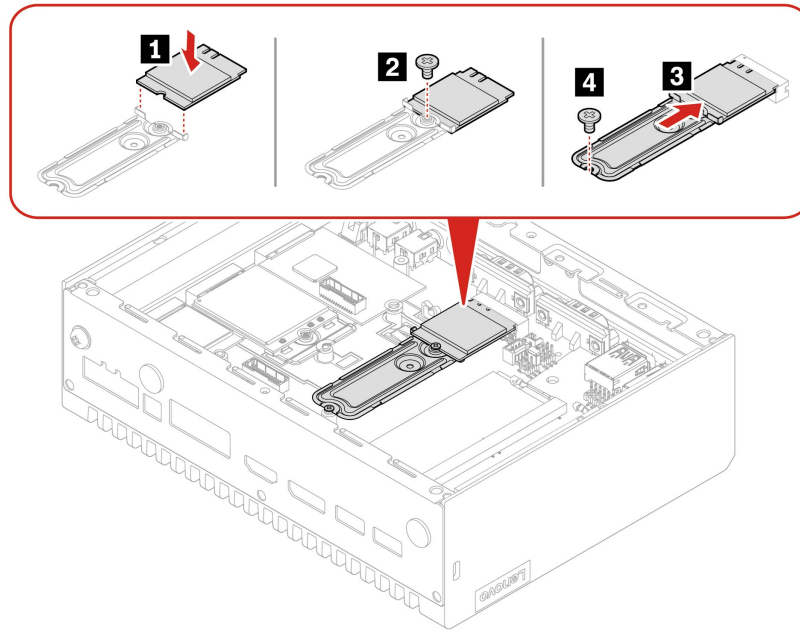


Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
1 E	M2 × L4 mm, flat-head (2)	Silver	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

2. Install the M.2 solid-state drive.

Note: After installing the new M.2 solid-state drive, ensure that you attach the new thermal pad to the new M.2 solid-state drive.



Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

Step	Screw (quantity)	Color	Torque
2 4	M2 × L4 mm, flat-head (2)	Silver	0.215 Nm (2.2 kgf-cm ± 0.25 kgf-cm)

Purchase accessories

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

To shop at Lenovo, go to <https://www.lenovo.com/accessories>.

There are some tutorial videos that introduce how to use your computer with some accessories.



<https://support.lenovo.com/solutions/nanofeaturevideo>

Chapter 8. Help and support

Self-help resources

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

Resources	How to access?
Product documentation: • <i>Safety and Warranty Guide</i> • <i>Setup Guide</i> • <i>This User Guide</i> • <i>Regulatory Notice</i>	Go to https://smartsupport.lenovo.com . Then, follow the on-screen instructions to filter out the documentation you want.
Lenovo Support Web site with the latest support information of the following: • Drivers and software • Diagnostic solutions • Product and service warranty • Product and parts details • Knowledge base and frequently asked questions	https://smartsupport.lenovo.com
Windows help information	• Use Windows Search. • Microsoft support Web site: https://support.microsoft.com

Call Lenovo

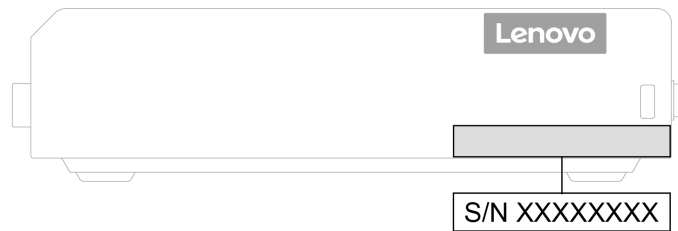
If you have tried to correct the problem yourself and still need help, you can call Lenovo Customer Support Center.

Before you contact Lenovo

Prepare the following 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

The following illustration shows where to find the machine type and serial number of your computer.



3. Prepare an external display, a keyboard, and a mouse in advance when you need Lenovo onsite services.

Lenovo Customer Support Center

During the warranty period, you can call Lenovo Customer Support Center for help.

Telephone numbers

For a list of the Lenovo Support phone numbers for your country or region, go to:

<https://smartsupport.lenovo.com/supportphonenumberlist>

Note: Phone numbers are subject to change without notice. If the number for your country or region is not provided, contact your Lenovo reseller or Lenovo marketing representative.

Services available during the warranty period

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

Services not covered

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

For the terms and conditions of the Lenovo Limited Warranty that apply to your Lenovo hardware product, see *Safety and Warranty Guide* that comes with your computer.

Purchase additional services

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

<https://smartsupport.lenovo.com/warrantyupgrade>

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

Chapter 9. Compliance information

Certification-related information

Product name: ThinkEdge SE10

Machine types	Machine volume	Operating temperature
12NH, 12NJ, 12NQ, 12NR	SE10: 0.83 L	0°C–50°C (32°F–122°F)
12NK, 12NL, 12NS, 12NT	SE10-I: 1.45 L	-20°C–60°C (-4°F–140°F)
12NM, 12NN	SE10-I: 1.45 L	-40°C–70°C (-40°F–158°F)

The latest compliance information is available at:

<https://www.lenovo.com/us/en/compliance>

Note: For more compliance information, refer to *Generic Safety and Compliance Notices* at <https://smartsupport.lenovo.com>.

Appendix A. Notices and trademarks

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