

# User Guide

Lenovo  
YOGA

Lenovo

Yoga AIOi (27",10)

## **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*

**Second Edition (April 2025)**

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## About this documentation

- This guide applies to the Lenovo product models listed below. Illustrations in this guide may look slightly different from your product model.

Model name	Machine types (MT)
Yoga AIO 27IAH10	F0J2

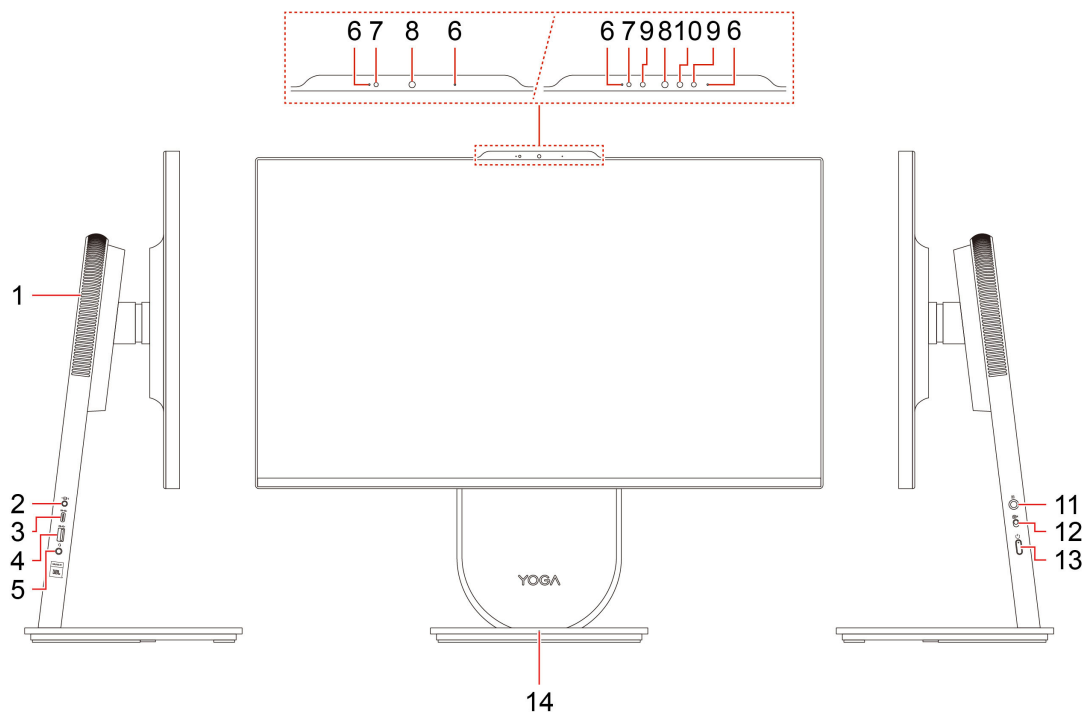
- For more compliance information, refer to *Regulatory Notice* at <https://pcsupport.lenovo.com> and *Generic Safety and Compliance Notices* at [https://pcsupport.lenovo.com/docs/generic\\_notices](https://pcsupport.lenovo.com/docs/generic_notices).
- Depending on the model, some optional accessories, 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 <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 As a result, some information in this documentation might become outdated.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.



# Chapter 1. Meet your computer

This computer is equipped with an extensive selection of ports, providing convenient connectivity options for multiple devices.

## 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 “Notice for USB connector name update” on page 33.

### 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.

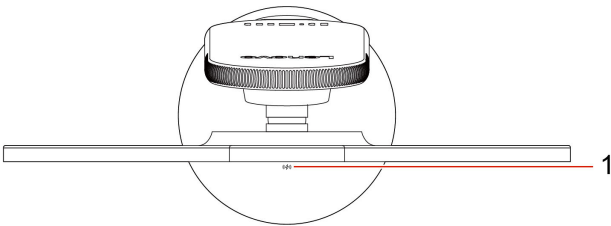
- **On:** The computer is starting up or working.
- **Off:** The computer is off or in hibernation mode.
- **Blinking slowly:** The computer is in sleep mode.

### Related topics

- “USB specifications” on page 6.



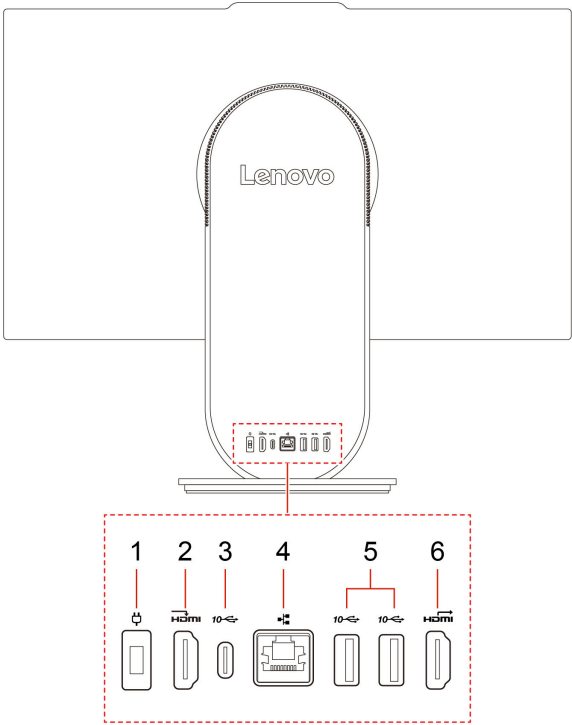
**Base**



Item	Description
1	Wireless charging pad*

\* for selected models

# 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 connectors (USB 10Gbps)	6	HDMI 2.1 out connector

## Related topics

- “USB specifications” on page 6.
- “Connect an external display” on page 13.

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## Specifications

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Specification	Description
<b>Hardware</b>	To view the hardware information of your computer, type device manager in the Windows search box and then press Enter.
<b>Power supply</b>	<ul style="list-style-type: none"><li>• 135-watt automatic voltage-sensing power supply</li><li>• 170-watt automatic voltage-sensing power supply</li><li>• 230-watt automatic voltage-sensing power supply</li></ul>
<b>Microprocessor</b>	To view the microprocessor information of your computer, type system information in the Windows search box and then press Enter.
<b>Memory</b>	Low power double data rate 5x (LPDDR5x)
<b>Storage device</b>	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.
	<b>Note:</b> The storage drive capacity indicated by the system is less than the nominal capacity.
<b>Video features</b>	<ul style="list-style-type: none"><li>• Brightness control</li><li>• Color display with Thin Film Transistor (TFT) technology</li><li>• Color display with In-Plane Switching (IPS) or Twisted Nematic (TN) technology</li><li>• Display size: 685.8 mm (27 inches)</li><li>• Display resolution: 2560 x 1440 pixels</li><li>• Multi-touch technology*</li><li>• The optional discrete graphics card provides an enhanced video experience and extended capabilities.</li></ul>
<b>Expansion</b>	M.2 solid-state drive slot
<b>Network features</b>	<ul style="list-style-type: none"><li>• Bluetooth</li><li>• Ethernet LAN</li><li>• Wireless LAN</li></ul>

\* 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)

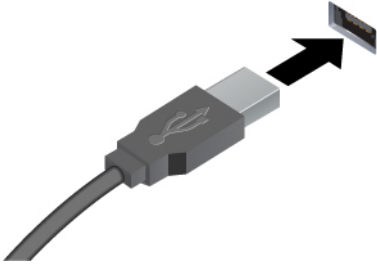
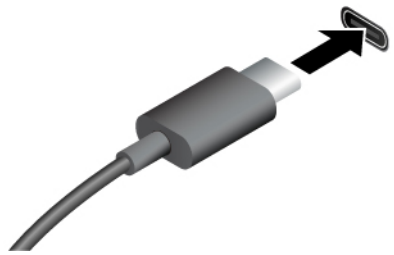
## Relative humidity

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

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## 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"><li>• 10<sup>+</sup> USB-A connector (USB 10Gbps)</li></ul>	<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"><li>• 10<sup>+</sup> USB-C connector (USB 10Gbps)</li></ul>	<ul style="list-style-type: none"><li>• Charge USB-C compatible devices with the output voltage and current of 5 V and 3 A.</li><li>• Connect to an external display:<ul style="list-style-type: none"><li>– USB-C to DP: 3840 x 2160 pixels, 60 Hz</li></ul></li><li>• Connect to USB-C accessories to help expand your computer functionality. To purchase USB-C accessories, go to <a href="https://www.lenovo.com/accessories">https://www.lenovo.com/accessories</a>.</li></ul>

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## 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.



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## Chapter 2. Get started with your computer

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### Access networks

This section helps you connect to a wireless or wired network.

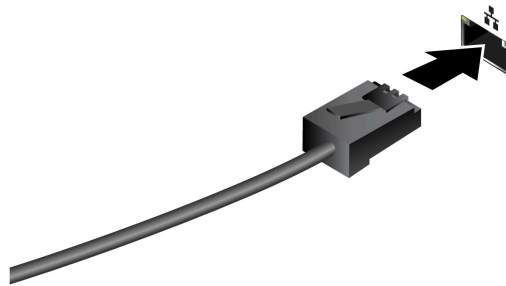
#### Connect to Wi-Fi networks

Click the network icon  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.

#### Connect to the wired Ethernet

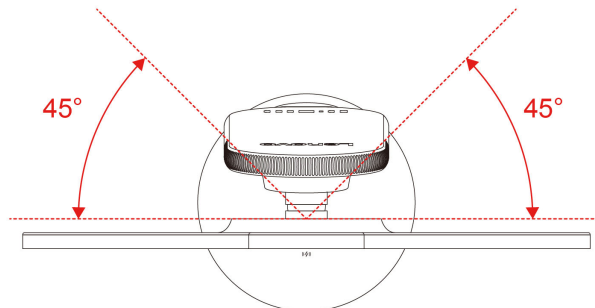
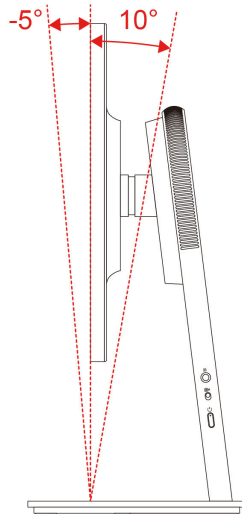
Connect your computer to a local network through the Ethernet connector on your computer with an Ethernet cable.



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### Adjust the computer stand

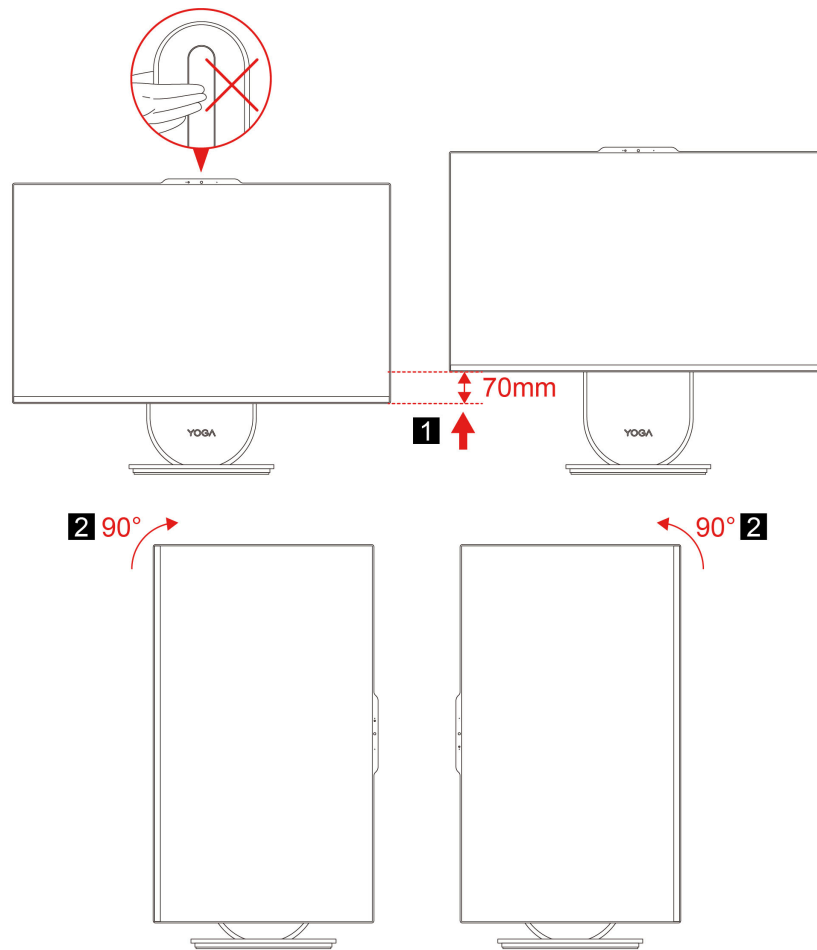
#### Screen tilt



## Screen rotate

### CAUTION:

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



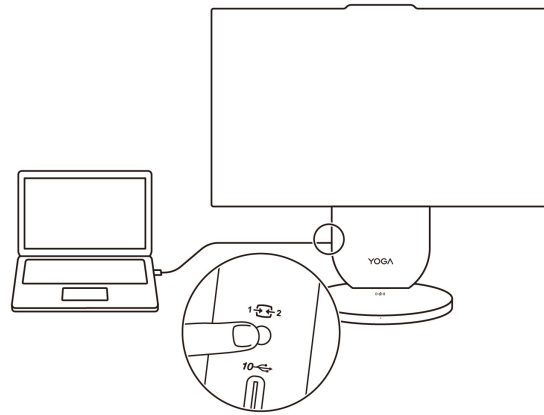
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## Switch mode

Your computer is equipped with two USB Type-C connectors and one HDMI in connector, all of which support visual input. You can connect a laptop to your Yoga AIO 27IAH10 to enhance productivity.

1. Connect the laptop to your Yoga AIO 27IAH10 with the included USB-C cable, an 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.

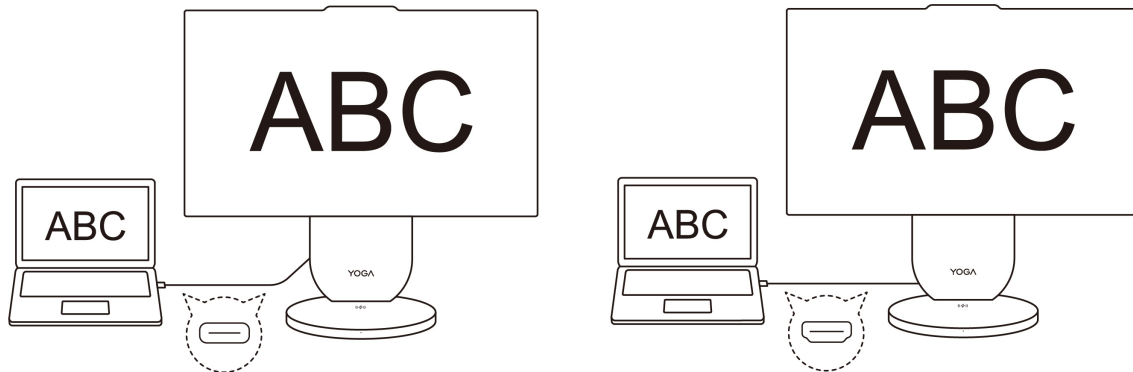




**Note:** The following functions are only effective in link mode. Available functions may vary depending on the connector you have connected.

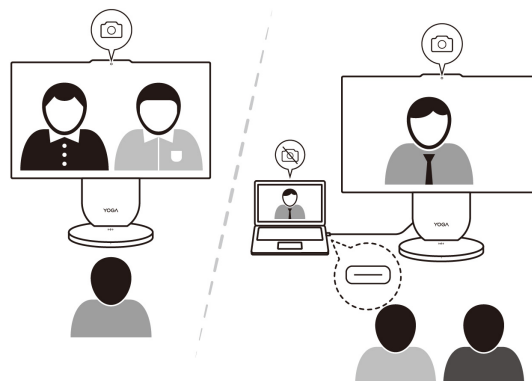
### Screen sharing

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



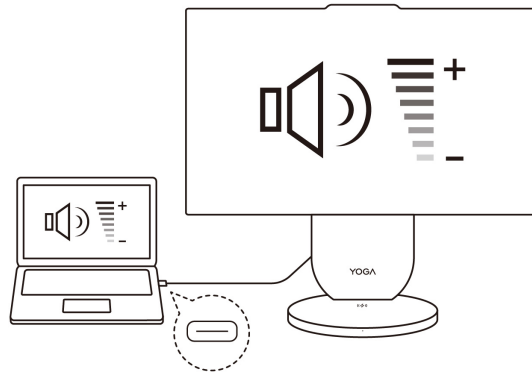
### Camera sharing

Yoga AIO 27IAH10 offers a 5M RGB camera or a 5M infrared (IR) camera, which allows you to show everything clearly. You can use the camera of your Yoga AIO 27IAH10 when connecting the laptop to the AIO computer.



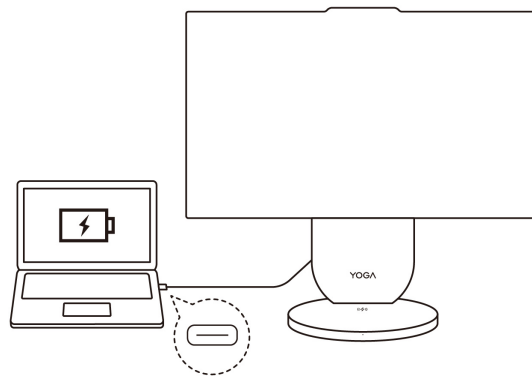
### Speaker sharing

When connecting the laptop to the AIO computer, you can choose the speaker of your Yoga AIO 27IAH10 in the laptop. Then, you can adjust the volume of the computer via both the laptop and the AIO computer.



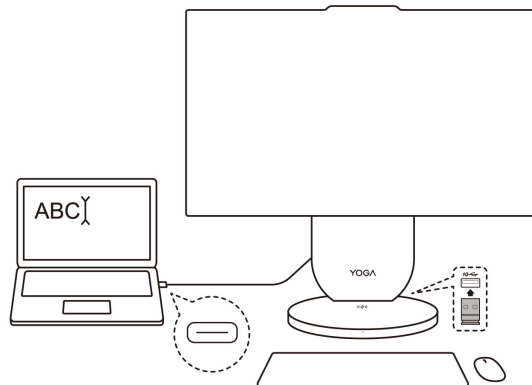
### Reverse charging

Charge the laptop that supports USB-C charging with proper power input, whether your Yoga AIO 27IAH10 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 27IAH10 (with the USB receiver connected) to control both the laptop and your Yoga AIO 27IAH10.



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## 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.

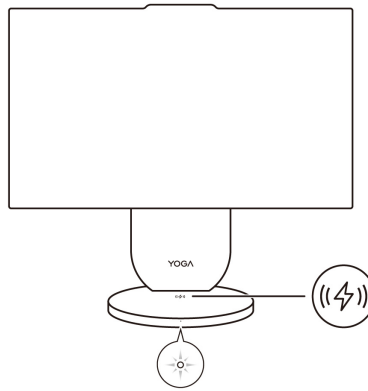


Table 1. Wireless charging pad — indicator status

Indicator status	Meaning
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.

---

## Connect an external display

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

### 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.

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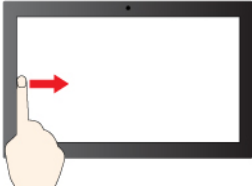
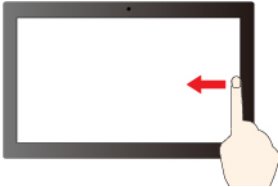
## Use the touch screen (for selected models)

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.


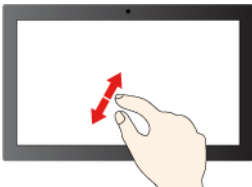
### Notes:

- 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.

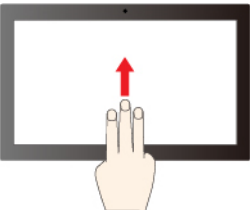
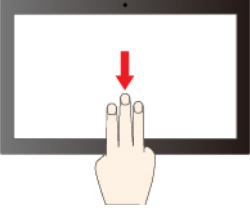
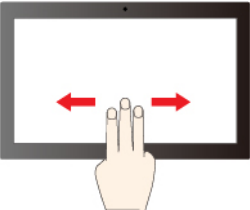
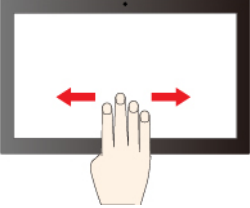
## One finger touch gesture

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.	<p>Swipe with three fingers up.</p> 
Show the desktop.	<p>Swipe with three fingers down.</p> 
Switch apps.	<p>Swipe with three fingers to the left or right.</p> 
Switch desktops.	<p>Swipe with four fingers to the left or right.</p> 

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 (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. 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.

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## 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.

## Off mode

To meet the off mode requirement of ErP/KES compliance, you need to disable the Fast Startup function. Please see details below.

1. Go to **Control Panel** and view by Large 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** → **Save changes**.

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## 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**

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.

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## 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.

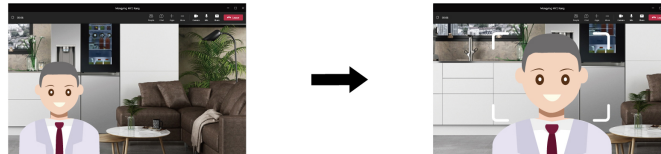
### Explore key features

- **Smart appearance**

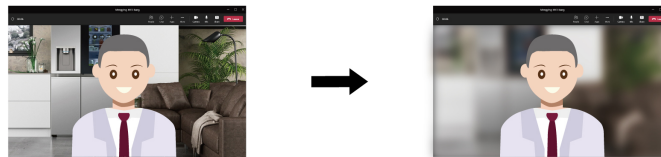
- **Video enhancer:** Adjust the brightness automatically for better image quality in the video call.



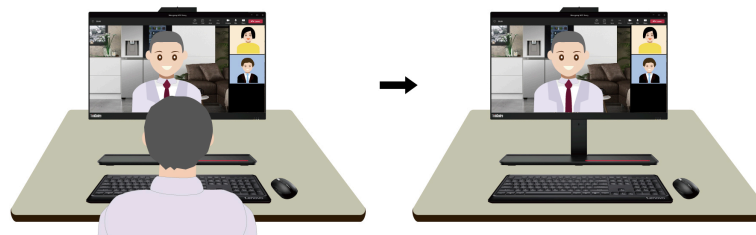
- **Face framing:** Keep your face centered in the video call automatically when you move around.



- **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.



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## Chapter 3. CRU replacement

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](https://www.lenovo.com/warranty/llw_02)

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### 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
- NPU card\*
- Rear cover
- Solid-state drive thermal plate
- Thermal fan
- VGA card\*

\* for selected models

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### Power cord and ac power adapter

#### Prerequisite

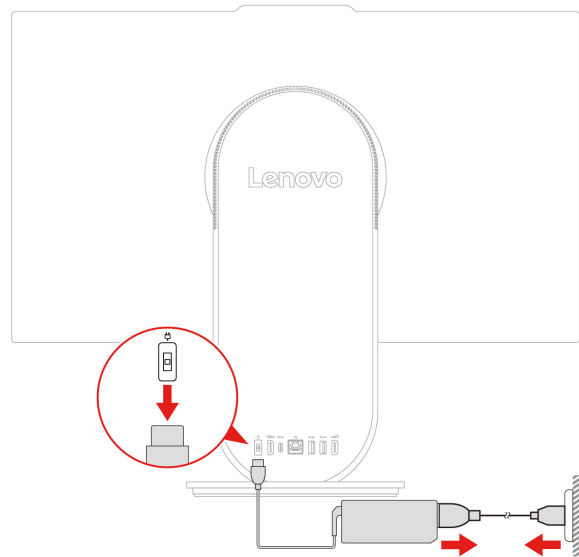
Before you start, read *Generic Safety and Compliance Notices*, and print the following instructions.

**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



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## Rear cover

### Prerequisite

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



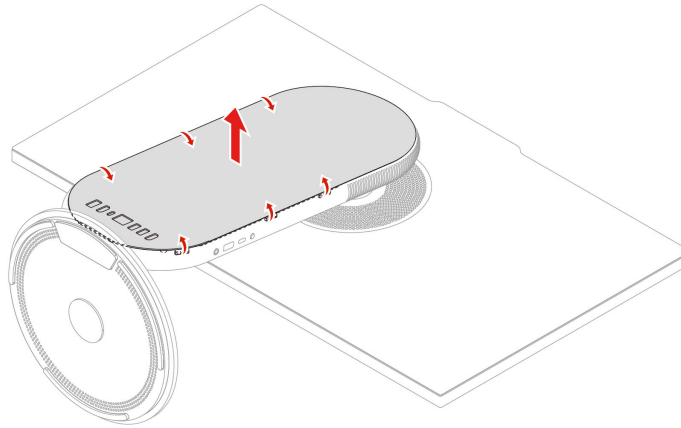
Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

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 19.

### 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.



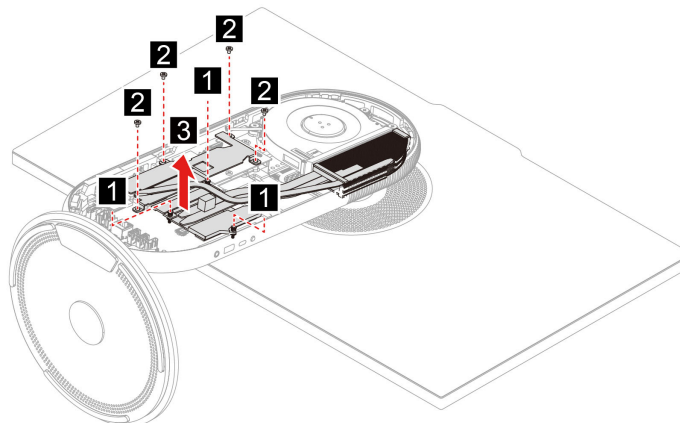
The heat sink might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

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 19.
3. Remove the rear cover. See “Rear cover” on page 20.

### Removal steps

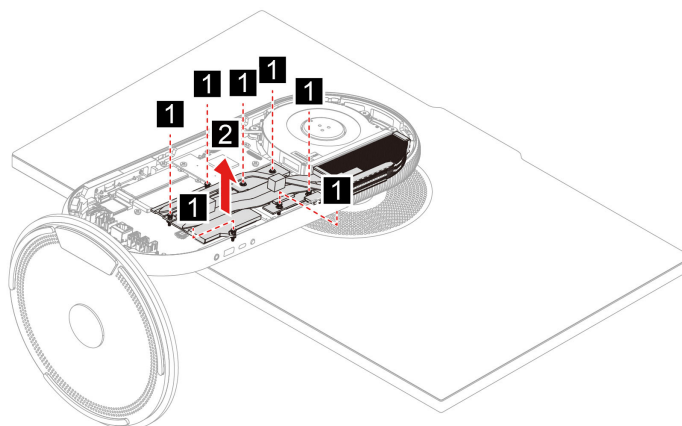
- Type 1



Screwdriver Head Type	Torque
<b>1</b> PH1	2.75 ± 0.35 kgf.cm

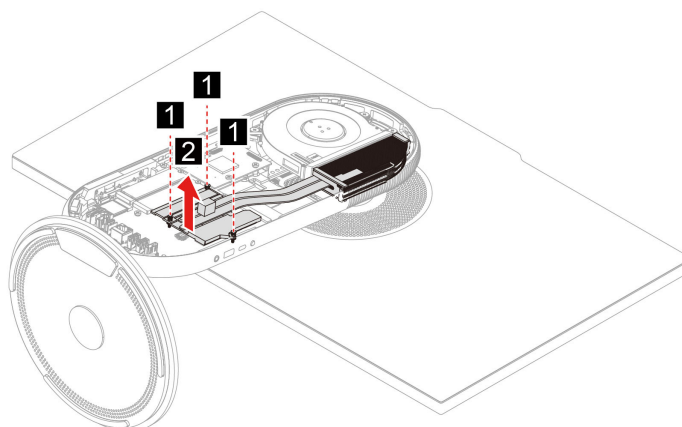
Screw (quantity)	Color	Torque
<b>2</b> M3 × 4.2 mm, Ni coated (4)	Black	2.75 ± 0.35 kgf.cm

- Type 2



Screwdriver Head Type	Torque
PH1	2.75 ± 0.35 kgf.cm

- Type 3



Screwdriver Head Type	Torque
PH1	2.75 ± 0.35 kgf.cm

## Thermal fan

### Prerequisite

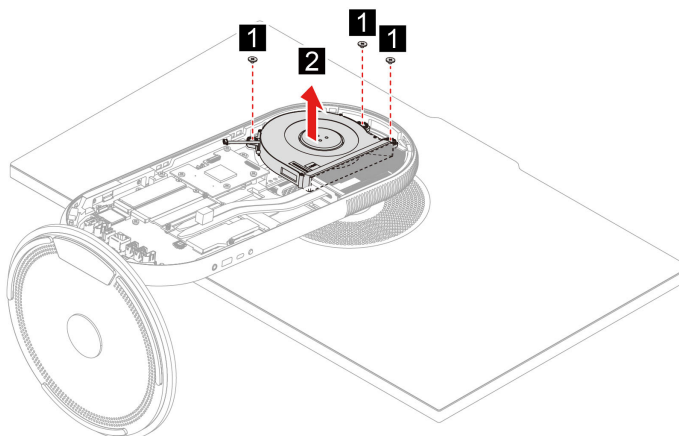
Before you start, read *Generic Safety and Compliance Notices* and print the following instructions.

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 19.

3. Remove the rear cover. See “Rear cover” on page 20.
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.

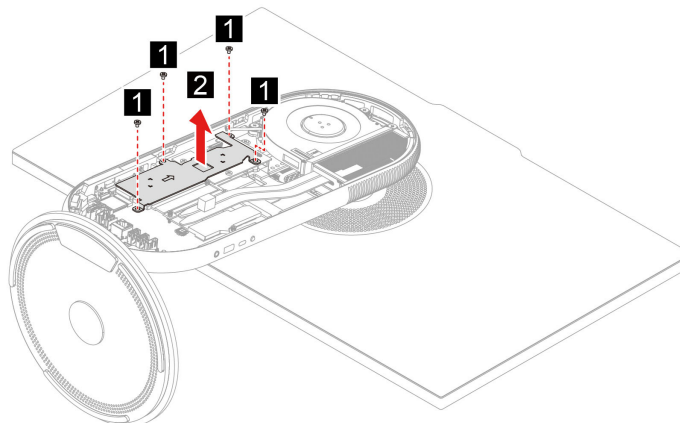


The thermal plate might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove the power cord. See “Power cord and ac power adapter” on page 19.
3. Remove the rear cover. See “Rear cover” on page 20.

## Removal steps



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

## M.2 solid-state drive

### 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.

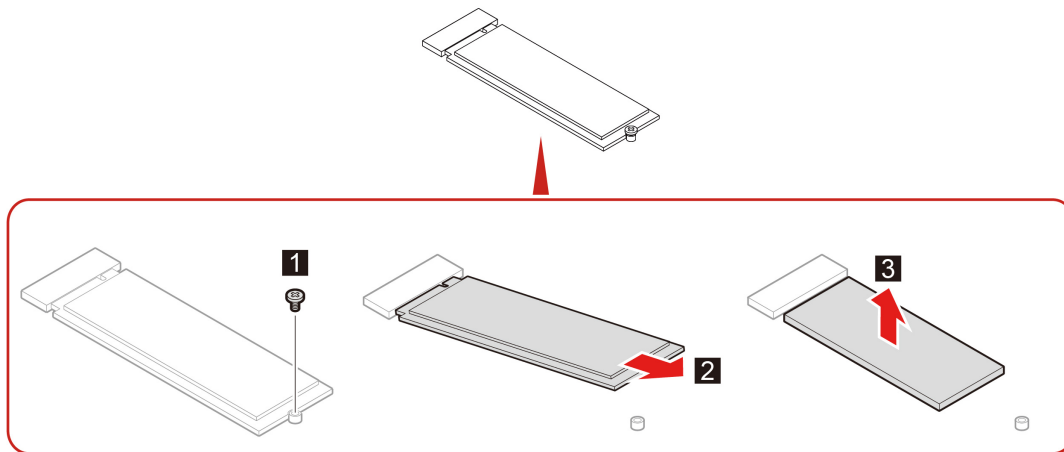
**Attention:** The internal storage drive is sensitive. Inappropriate handling might cause damage and permanent loss of data. When handling the internal storage drive, observe the following guidelines:

- 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 19.
  - “Rear cover” on page 20.
  - “Heat sink” on page 21.
  - “M.2 solid-state drive thermal plate” on page 23.

## Removal steps



Screw (quantity)	Color	Torque
M3 × 2.5 mm, Ni coated (1)	White	2.75 ± 0.25 kgf.cm

## NPU card (for selected models)

### Prerequisite

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

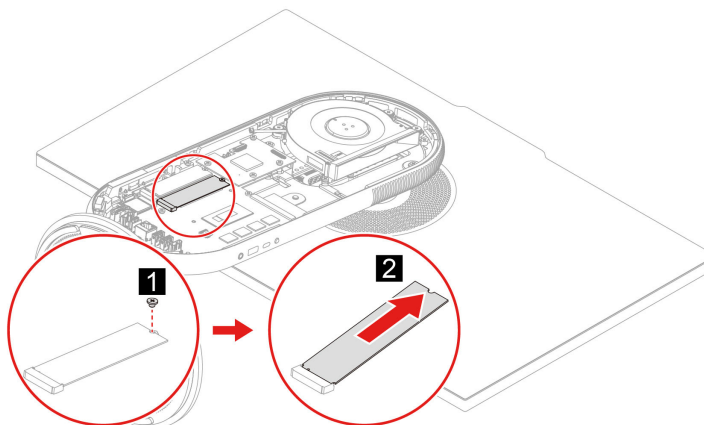


The NPU card might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove the power cord. See “Power cord and ac power adapter” on page 19.
3. Remove the rear cover. See “Rear cover” on page 20.
4. Remove the heat sink type 1. See “Heat sink” on page 21.

## Removal steps



Screw (quantity)	Color	Torque
M4 × 3 mm, Ni coated (1)	White	2.75 ± 0.25 kgf.cm

## VGA card (for selected models)

### Prerequisite

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

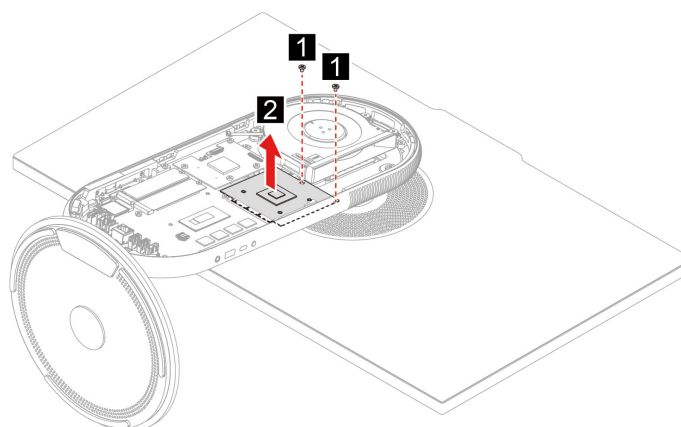


The VGA card might be very hot. Before you open the rear cover, turn off the computer and wait several minutes until the computer is cool.

For access, remove the following:

1. Turn off the computer and remove all connected devices and cables.
2. Remove the power cord. See “Power cord and ac power adapter” on page 19.
3. Remove the rear cover. See “Rear cover” on page 20.
4. Remove the heat sink. See “Heat sink” on page 21.

## Removal steps





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



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## Chapter 4. Help and support

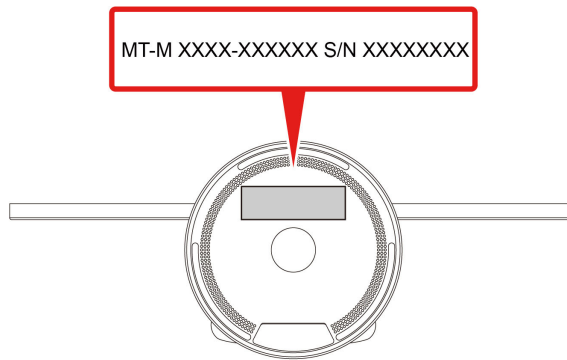
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### Find your serial number

This topic helps you find computer serial number.

You can find your serial number via:

- **Dashboard** or **Device** in the **Vantage** app
- Serial number and machine type label of your computer (shown as below illustration)



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### 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"><li>• Your computer is installed with the Vantage app.</li><li>• You want to perform basic examinations of the hardware components.</li></ul>

### Troubleshoot and diagnose at Lenovo Support Web site

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

- Step 1. Go to <https://www.pcsupport.lenovo.com/> and enter your product name in the search box.
- Step 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.

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## 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>.

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

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## 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	<a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a>
Tips	<a href="https://www.lenovo.com/tips">https://www.lenovo.com/tips</a>
Lenovo Community	<a href="https://forums.lenovo.com">https://forums.lenovo.com</a>
Accessibility information	<a href="https://www.lenovo.com/accessibility">https://www.lenovo.com/accessibility</a>
Windows help information	<ul style="list-style-type: none"><li>• Open the Start menu and click <b>Get Help</b> or <b>Tips</b>.</li><li>• Use Windows Search.</li><li>• Microsoft support Web site: <a href="https://support.microsoft.com">https://support.microsoft.com</a></li></ul>

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## 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 <https://www.lenovo.com/accessories>.

### Additional services

During and after the warranty period, you can purchase additional services from Lenovo at <https://pcsupport.lenovo.com/warrantyupgrade>.

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

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## 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](https://support.lenovo.com/docs/product_accessibility_features).

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## Appendix A. 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.

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





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## Appendix B. Notices and trademarks

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