

User Guide



IdeaCentre Tower 08

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*

First Edition (September 2024)

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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.

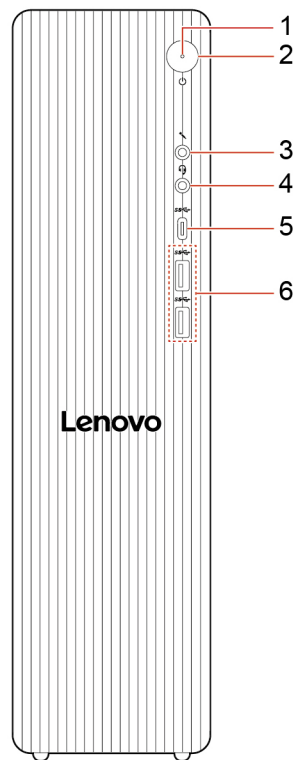
| Model name | Machine types (MT) |
|-------------------------|--------------------|
| IdeaCentre Tower 08IRR9 | 90XS |
| IdeaCentre Tower 08IRH9 | 90XW |

- 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.
- 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 As a result, some information in this documentation might become outdated.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 | Power indicator | 2 | Power button |
| 3 | Microphone connector | 4 | Headset connector |
| 5 | USB-C® connector (USB 5Gbps) | 6 | USB-A connectors (USB 5Gbps) |

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.

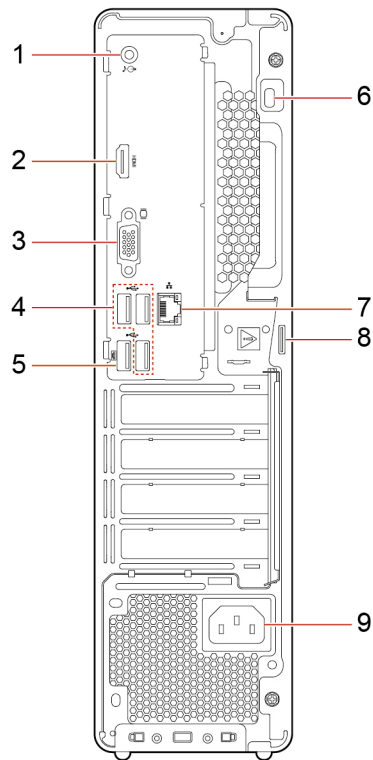
- **Blinking for three times:** The computer is initially connected to power.
- **On:** The computer is on.
- **Off:** The computer is off or in hibernation mode.
- **Blinking rapidly:** The computer is entering sleep or hibernation mode.
- **Blinking slowly:** The computer is in sleep mode.

Related topics

- “Set the power plan” on page 10
- “USB specifications” on page 6.

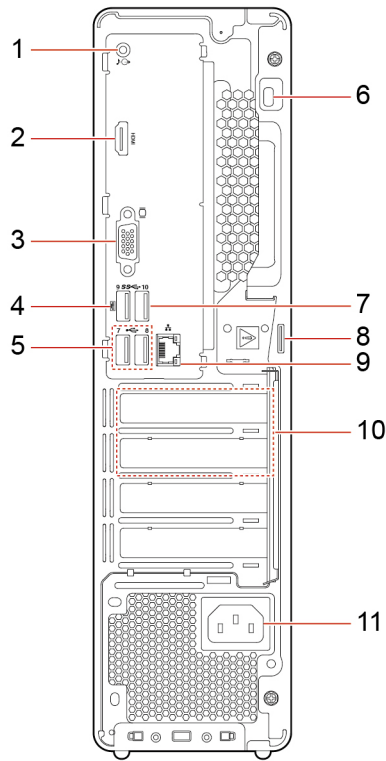
Rear

IdeaCentre Tower 08IRR9



| Item | Description | Item | Description |
|------|---|------|---------------------------------|
| 1 | Audio line-out connector | 2 | HDMI™ 2.1 TMDS out connector |
| 3 | VGA-out connector | 4 | USB-A connectors (Hi-Speed USB) |
| 5 | USB-A connector (Hi-Speed USB, with smart power on) | 6 | Security lock slot |
| 7 | Ethernet connector | 8 | Padlock loop |
| 9 | Power cord connector | | |

IdeaCentre Tower 08IRH9



| Item | Description | Item | Description |
|------|---------------------------------|------|--|
| 1 | Audio line-out connector | 2 | HDMI 2.1 TMDS out connector |
| 3 | VGA-out connector | 4 | USB-A connector (USB 5Gbps, with smart power on) |
| 5 | USB-A connectors (Hi-Speed USB) | 6 | Security lock slot |
| 7 | USB-A connector (USB 5Gbps) | 8 | Padlock loop |
| 9 | Ethernet connector | 10 | PCI-Express card area |
| 11 | Power cord connector | | |

Related topics

- “Lock the computer” on page 10.
- “Connect an external display” on page 9.
- “USB specifications” on page 6.

Specifications

| Specification | Description |
|-------------------------------|--|
| Hardware configuration | Type Device Manager in the Windows search box and then press Enter. Type the administrator password or provide confirmation, if prompted. |
| Power supply | <ul style="list-style-type: none">• 180-watt automatic voltage-sensing power supply• 260 -watt automatic voltage-sensing power supply |
| Memory | <ul style="list-style-type: none">• IdeaCentre Tower 08IRR9: Double data rate 5 (DDR5) unbuffered dual in-line memory module (UDIMM)• IdeaCentre Tower 08IRH9: Double data rate 5 (DDR5) small outline dual in-line memory module (SODIMM) |
| Storage device | <ul style="list-style-type: none">• 3.5-inch hard disk drive*• M.2 solid-state drive <p>To view the storage drive capacity of your computer, type Disk Management in the Windows search box and then press Enter.</p> <p>Note: The storage drive capacity indicated by the system is less than the nominal capacity.</p> |
| Video features | <ul style="list-style-type: none">• The integrated graphics card supports the following:<ul style="list-style-type: none">– HDMI out connector– VGA-out connector• The optional discrete graphics card provides an enhanced video experience and extended capabilities. |
| Expansion | <ul style="list-style-type: none">• Memory slots• M.2 solid-state drive slot• Storage drive bay• PCI-Express x 16 card slot*• PCI-Express x 1 card slot* |
| Network features | <ul style="list-style-type: none">• Bluetooth• Ethernet LAN• Wireless LAN |

* for selected models

Operating environment

Maximum altitude (without pressurization)

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

Temperature

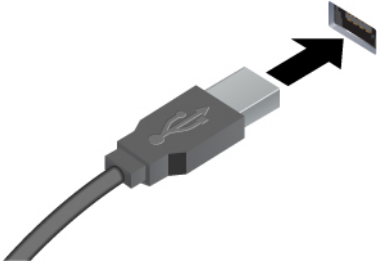


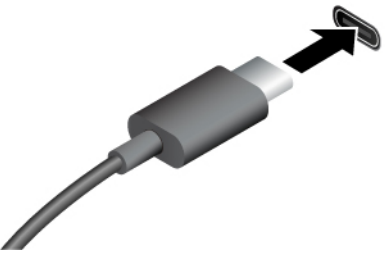

- Operating: From 0°C (32°F) to 35°C (95°F)
- Storage or transportation: From -40°C (-40°F) to 60°C (140°F)

Relative humidity

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

USB specifications

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

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

The Vantage app

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

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

Notes:

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

The Vantage app enables you to:

- Know the device status easily and customize device settings.
- Download and install UEFI BIOS, firmware, and driver to keep your computer up-to-date.


- Monitor your computer health, and secure your computer against outside threats.
- Scan your computer hardware and diagnose hardware problems.
- Look up warranty status (online).
- Access *User Guide* and helpful articles.

Chapter 2. Get started with your computer

Access networks

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

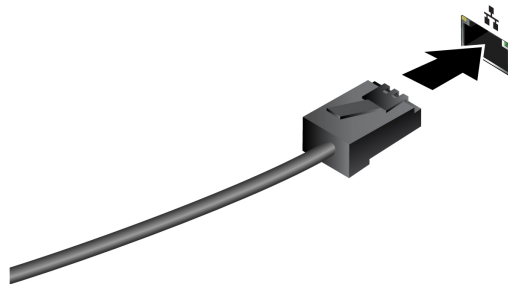
Connect to Wi-Fi networks

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.



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.

Connect to a Bluetooth device

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

Conventional pair

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

- Step 1. Type Bluetooth in the Windows search box and then press Enter.
- Step 2. Turn on both the Bluetooth on your computer and the Bluetooth device. Make sure the device is discoverable.

Step 3. Select the device when it is displayed on the **Add a device** list, and then follow the on-screen instructions.

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

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

Swift pair

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

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

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

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

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

Set the power plan

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

- Turn off the display: After 10 minutes
- Put the computer to sleep: After 25 minutes

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

To set the power plan:

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

Security

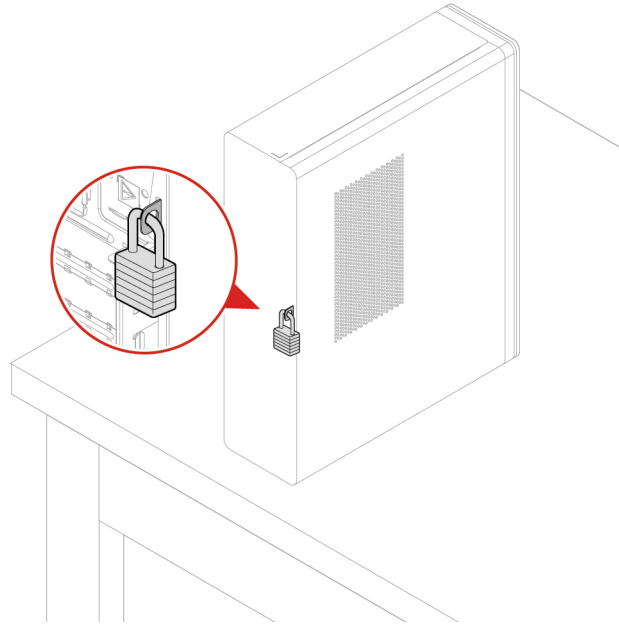
This computer offers a wealth of security measures to protect both the device and data safety.

Lock the computer

Note: 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.

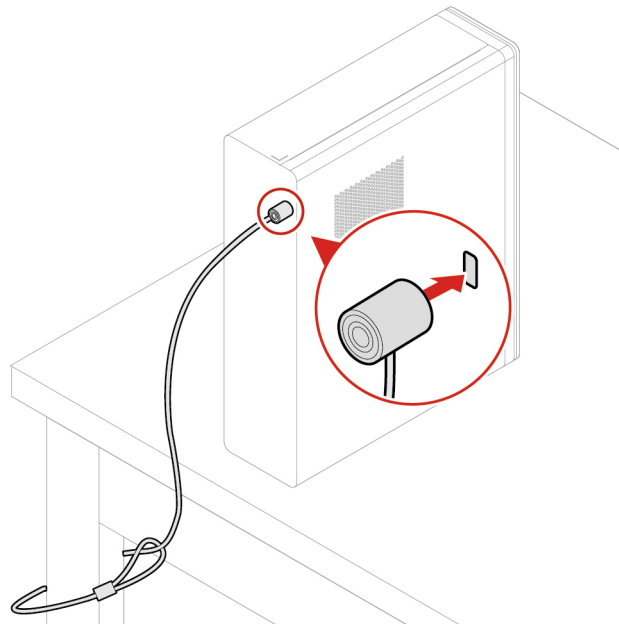
Padlock

Locking the computer cover through a padlock prevents unauthorized access to the inside of your computer.



Security lock

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



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.

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

CRU list

The following is the CRU list of your computer.

Self-service CRUs

- Computer cover
- Front bezel
- Front deco bezel*
- Keyboard*
- Mouse*
- Power cord
- Storage drive*
- Storage drive bracket
- Smart cable*
- Vertical stand*

Optional-service CRUs

- Graphics card*
- Memory module
- M.2 solid-state drive
- M.2 solid-state drive heat sink*
- Power supply assembly
- Heat sink

* for selected models

Power cord

Prerequisite

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

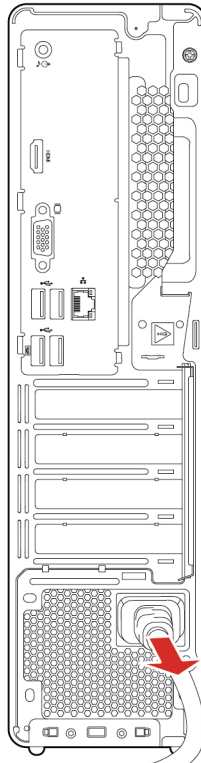


Before you remove the power cord, turn off the computer and wait several minutes until the computer is cool.

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

Removal steps

1. Turn off the computer and remove all connected devices and cables.
2. Remove the power cord.



Vertical stand

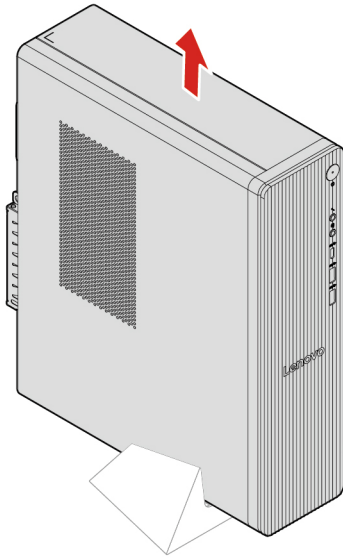
Prerequisite

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 vertical stand.

Removal step



Computer cover

Prerequisite

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

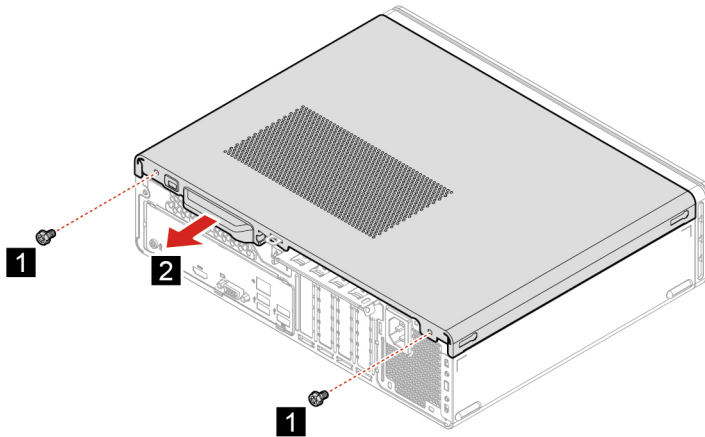


Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

For access, do the following:

1. Turn off the computer and remove all connected devices and cables.
2. Unlock any locking device that secures the computer cover.
3. 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 computer cover is facing up.
4. Remove the vertical stand. See “Vertical stand” on page 14.

Removal steps



Note: If a locking device is available, use it to lock the computer after installing the computer cover.

Front deco bezel (for IdeaCentre Tower 08IRR9)

Prerequisite

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

Although there are no moving parts in the computer after the power cord has been disconnected, the following warnings are required for your safety.

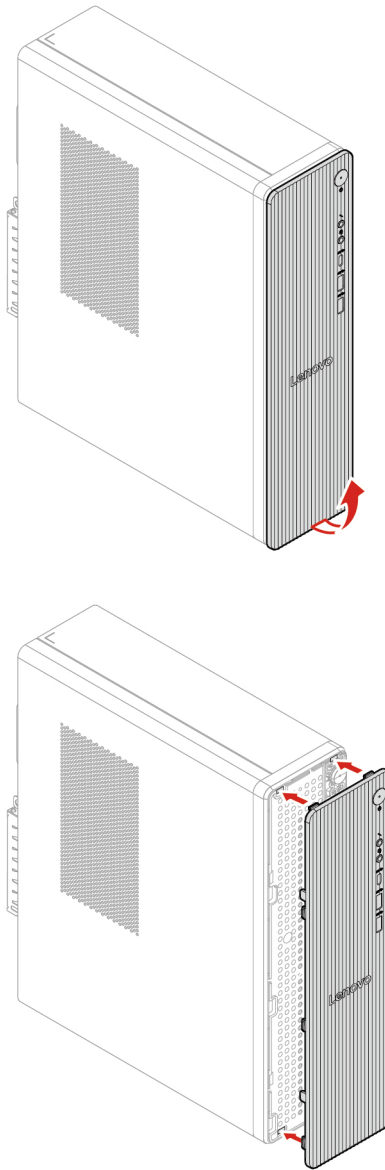


The heat sink might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

For access, do the following:

1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.

Replacement procedure



Front bezel

Prerequisite

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

Although there are no moving parts in the computer after the power cord has been disconnected, the following warnings are required for your safety.

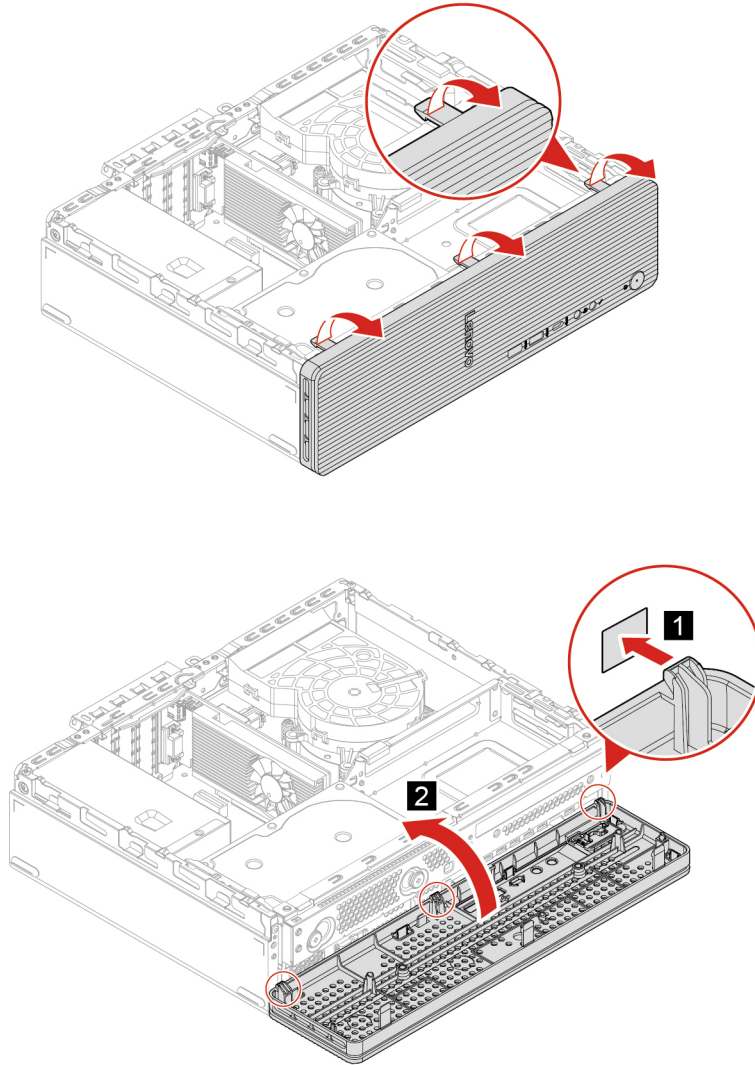


The heat sink might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

For access, do the following:

1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.
3. Remove the front deco bezel. See “Front deco bezel (for IdeaCentre Tower 08IRR9)” on page 16.

Replacement procedure



Graphics card

Prerequisite

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

Although there are no moving parts in the computer after the power cord has been disconnected, the following warnings are required for your safety.

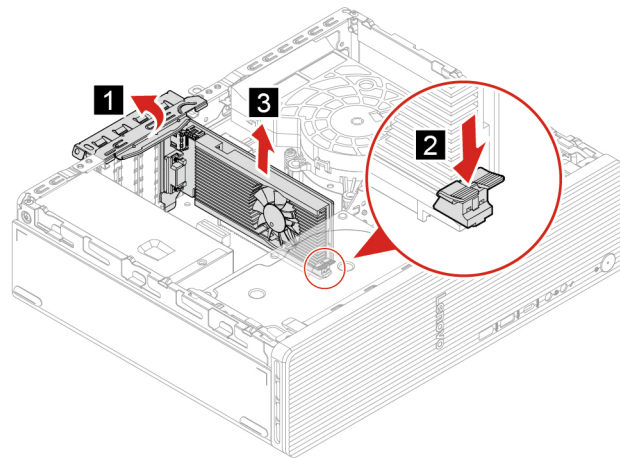


The graphics card might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

For access, do the following:

1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.

Removal steps



Storage drive bracket

Prerequisite

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

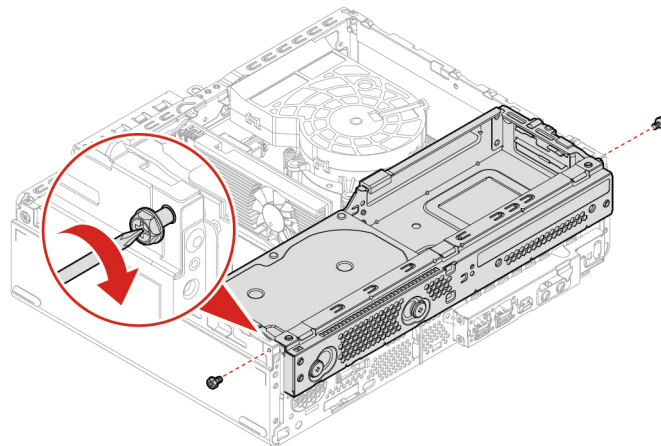
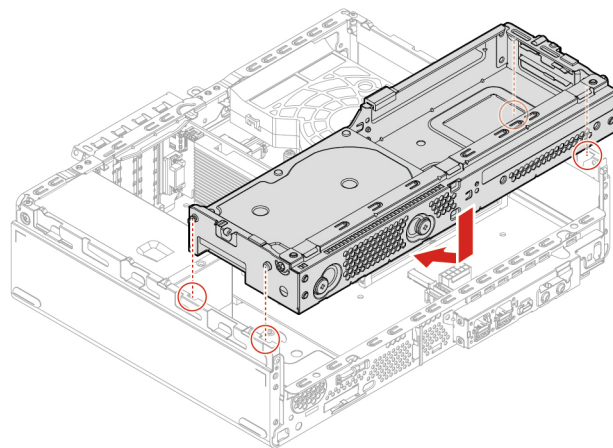
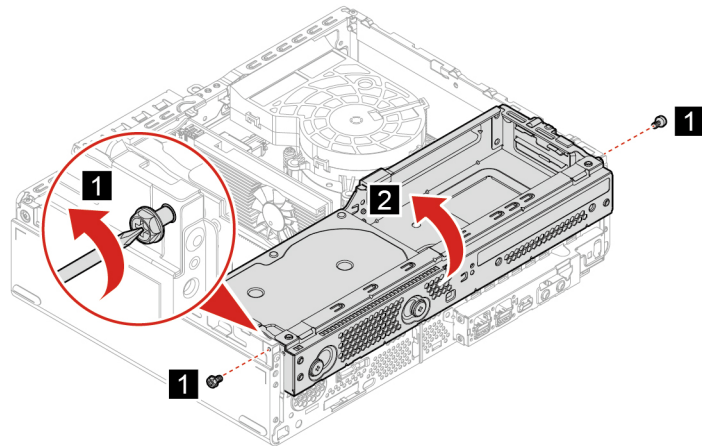
Attention: The internal storage drive is sensitive. Inappropriate handling might cause damage and permanent loss of data. When handling the internal storage drive, observe the following guidelines:

- Replace the internal storage drive only for upgrade or 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, do the following:

1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.
3. Remove the front deco bezel. See “Front deco bezel (for IdeaCentre Tower 08IRR9)” on page 16.
4. Remove the front bezel. See “Front bezel” on page 17.
5. Disconnect the signal cable and the power cable from the storage drive.

Replacement procedure



Storage drive

Prerequisite

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

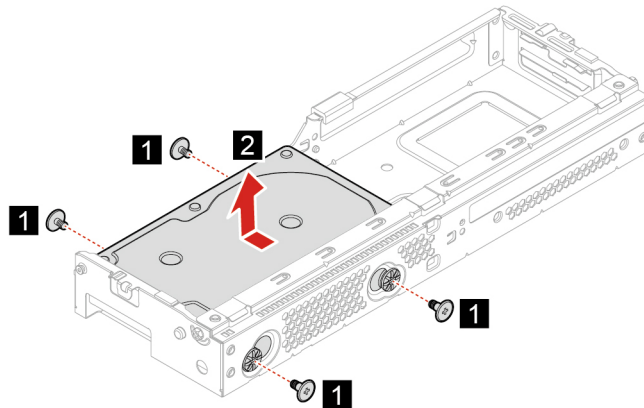
Attention: The internal storage drive is sensitive. Inappropriate handling might cause damage and permanent loss of data. When handling the internal storage drive, observe the following guidelines:

- Replace the internal storage drive only for upgrade or 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, do the following:For access, do the following:

1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.
3. Remove the front deco bezel. See “Front deco bezel (for IdeaCentre Tower 08IRR9)” on page 16.
4. Remove the front bezel. See “Front bezel” on page 17.
5. Remove the storage drive bracket. See “Storage drive bracket” on page 19.

Removal steps

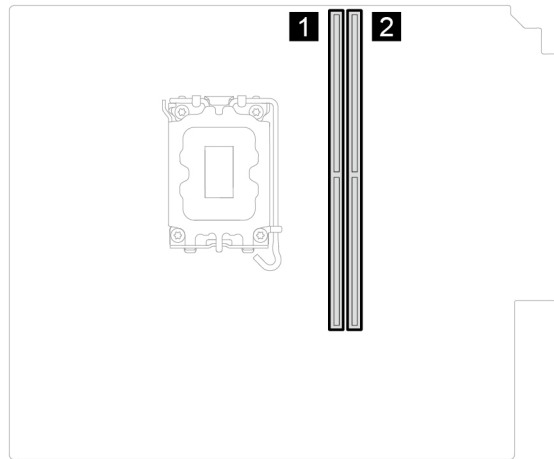


Memory module

Prerequisite

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

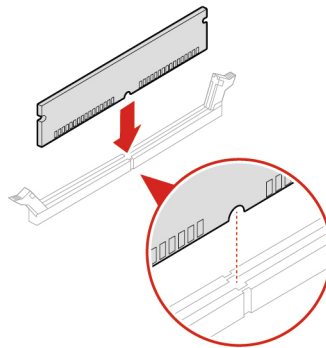
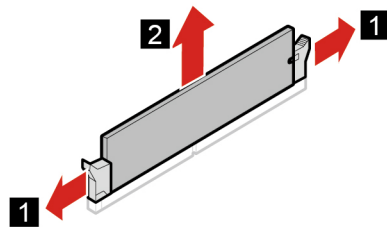
Ensure that you follow the installation order for memory modules shown in the following illustration.



For access, remove the following parts in order:

- “Vertical stand” on page 14.
- “Computer cover” on page 15.
- “Front deco bezel (for IdeaCentre Tower 08IRR9)” on page 16.
- “Front bezel” on page 17.
- “Storage drive bracket” on page 19.

Replacement procedure



M.2 solid-state drive

Prerequisite

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

Although there are no moving parts in the computer after the power cord has been disconnected, the following warnings are required for your safety.



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

Attention: The M.2 solid-state drive is sensitive. Inappropriate handling might cause damage and permanent loss of data. When handling the M.2 solid-state drive, observe the following guidelines:

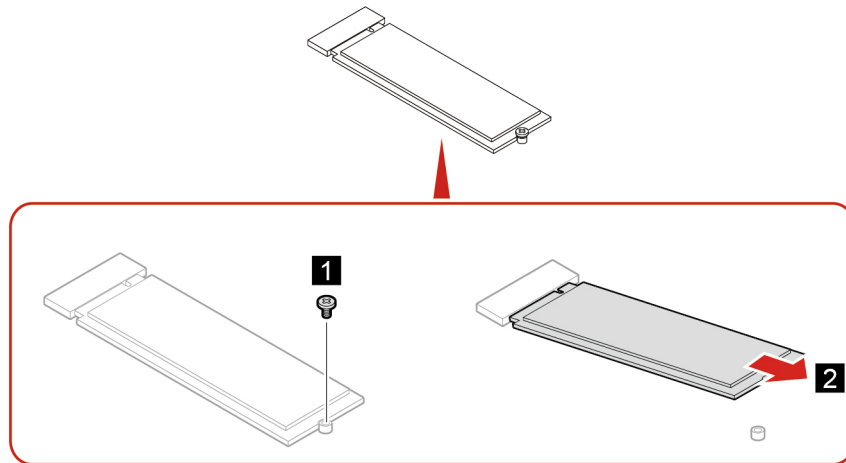
- Replace the M.2 solid-state drive only for upgrade or repair. The M.2 solid-state drive is not designed for frequent changes or replacement.
- Before replacing the M.2 solid-state drive, make a backup copy of all the data that you want to keep.
- Do not touch the contact edge of the M.2 solid-state drive. Otherwise, the M.2 solid-state drive might get damaged.
- Do not apply pressure to the M.2 solid-state drive.
- Do not make the M.2 solid-state drive subject to physical shocks or vibration. Put the M.2 solid-state drive on a soft material, such as cloth, to absorb physical shocks.

For access, do the following:

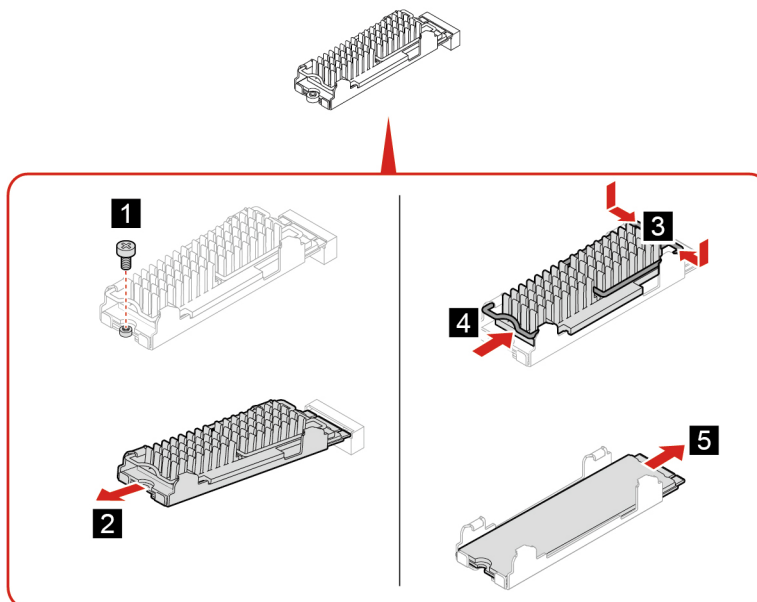
1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.
3. Remove the front deco bezel. See “Front deco bezel (for IdeaCentre Tower 08IRR9)” on page 16.
4. Remove the front bezel. See “Front bezel” on page 17.
5. Remove the storage drive bracket. See “Storage drive bracket” on page 19.

Removal steps

- For computers without the heat sink for the M.2 solid-state drive:



- For computers with the heat sink for the M.2 solid-state drive:



Power supply assembly

Prerequisite

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

Although there are no moving parts in the computer after the power cord has been disconnected, the following warnings are required for your safety.



Keep fingers and other parts of your body away from hazardous, moving parts. If you suffer an injury, seek medical care immediately. Never remove the cover on a power supply or any part that has the following label attached.

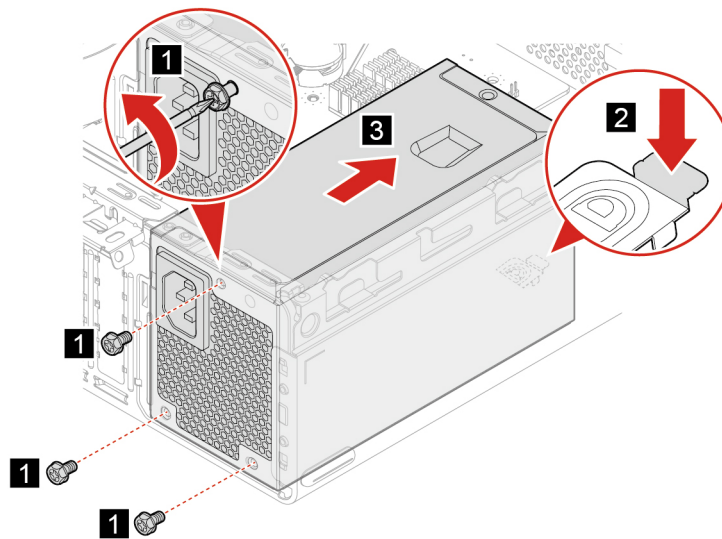


Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

For access, do the following:

1. Remove the vertical stand. See “Vertical stand” on page 14.
2. Remove the computer cover. See “Computer cover” on page 15.
3. Remove the front deco bezel. See “Front deco bezel (for IdeaCentre Tower 08IRR9)” on page 16.
4. Remove the front bezel. See “Front bezel” on page 17.
5. Remove the storage drive bracket. See “Storage drive bracket” on page 19.
6. Disconnect the power supply assembly cables from the system board.

Removal steps



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 computer cover, turn off the computer and wait several minutes until the computer is cool.

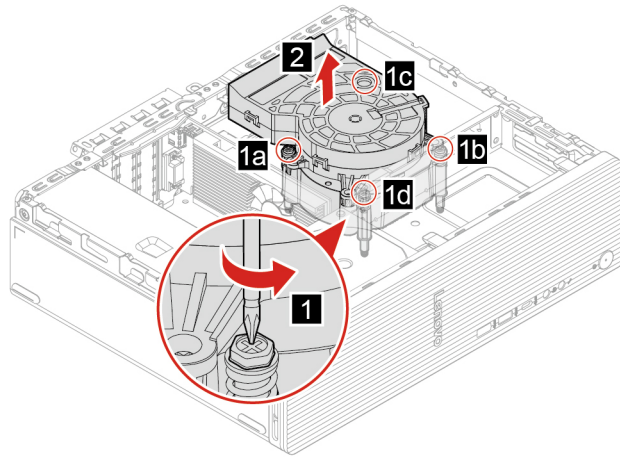
For access, remove the following parts in order:

- “Vertical stand” on page 14.
- “Computer cover” on page 15.

Removal steps

Notes:

- Carefully remove the screws from the system board to avoid any possible damage to the system board. The screws cannot be removed from the heat sink.
- You might have to gently twist the heat sink to free it from the microprocessor.
- Do not touch the thermal grease while handling the heat sink.



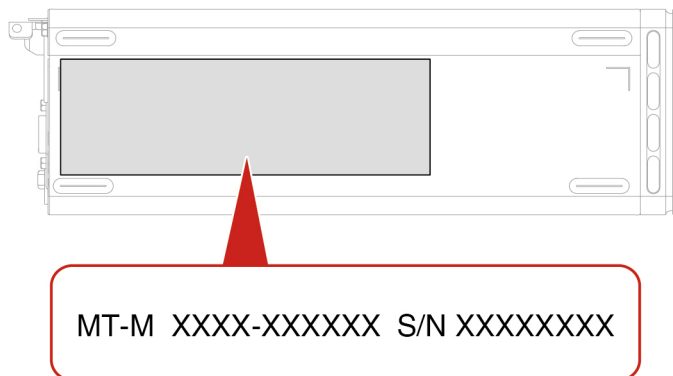
Chapter 4. Help and support

Find your serial number

This topic helps you find computer serial number.

You can find your serial number via:

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



Diagnose and troubleshoot your computer

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

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

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

Troubleshoot and diagnose at Lenovo Support Web site

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

- 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.

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 https://support.lenovo.com/HowToCreateLenovoRecovery |
| A previous system point | Refer to the instructions in Popular Topics: https://support.lenovo.com/solutions/ht118590 |

Call Lenovo

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

Before you contact Lenovo

Prepare the needed information before you contact Lenovo.

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

Self-help resources

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

| Resources | How to access? |
|---------------------------|---|
| Lenovo Support Web Site | https://pcsupport.lenovo.com |
| Tips | https://www.lenovo.com/tips |
| Lenovo Community | https://forums.lenovo.com |
| Accessibility information | https://www.lenovo.com/accessibility |
| Windows help information | <ul style="list-style-type: none">• Open the Start menu and click Get Help or Tips.• Use Windows Search.• Microsoft support Web site: https://support.microsoft.com |

Purchase accessories or additional services

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

Accessories

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

To shop at Lenovo, go to <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.

Accessibility features

Lenovo is committed to making information technology accessible to everyone, including those with hearing, vision, or mobility limitations. Lenovo supports accessibility features in the following ways to help all users better engage with Lenovo products.

Accessible documentation

Lenovo documentation is designed to meet users' accessibility needs. Users can read the documentation with assistance as needed. For example:

- Text and images are in high contrast. Color contrast can enhance the visual experience. In this mode, all contents are highlighted to be more visible.
- Text is logical and readable. Images are also readable with alternative text provided. A screen reader can enhance the hearing or listening experience. In this mode, all contents are clearer and easier to understand.
- Text is large and clear, making it easier to read. A magnifier can enlarge the text to improve readability.

For more information, watch the video at:

https://support.lenovo.com/docs/pc_pub_accessibility

Accessible product design

Lenovo product design also supports accessibility features.

Note: The accessibility features vary by product. Depending on the product model, some accessibility features listed below might not be applicable to the product. To get the most up-to-date accessibility information for the product, go to <https://www.lenovo.com/accessibility>. For additional support from Lenovo, users can find phone numbers for their country or region from <https://support.lenovo.com/supportphonenumber>.

- **Keyboards**

Lenovo keyboards support various accessibility features. For example:

- Consistent layout of keyboards for easier use
- Tactile markings on some keys for easier identification
- Appropriate spacing between keys for typing efficiency
- Sufficient contrast of keys, controls, and labels for better visibility
- On-screen notification or lighted notification for some keys for ease of use
- Keys and controls that can be reached and operated using one hand and require minimal dexterity for ease of use

- **Industry-standard connectors**

The industry-standard connectors on Lenovo products enable better compatibility with peripheral devices.

- **Operating systems**

The accessibility features of the operating systems can be configured to assist users in the following ways:

- Vision features, such as text size and visual effect settings, make the screen contents easier to see.
- Hearing features, such as audio and caption settings, make the screen contents easier to hear.
- Interaction features, such as speech and eye-control settings, make the product easier to control.

To access the accessibility features of the Windows 11 operating system, go to **Start → Settings → Accessibility**.

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 |

Appendix B. Notices and trademarks

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