Chapter 2. Starting to use Windows 10

Note: Windows® 10 has an updated version. If you are using the updated version, some operations may be different. Please refer to the actual product.

Configuring the operating system for the first time

You may need to configure the operating system when it is first used.
The configuration process may include the procedures below:

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

Operating system interface

Windows 10 comes with a powerful and useful start menu.
To open the start menu, do one of the following:

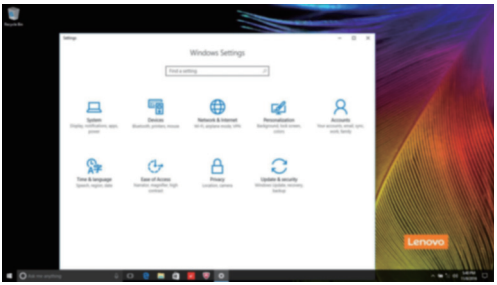
- Press the Windows key on the keyboard.
- Select **Start** on the lower-left corner of the desktop.

1 **Get Started app**
2 **Settings button**
3 **Power button**
4 **Start button**
5 **Search box**
6 **Task view button**

Settings

Settings lets you perform basic tasks. You can also search for more settings with the settings search box in the upper-right corner.
To open the settings, do the following:

- Open the start menu, and then select **Settings** .



Personalize the start menu

You can personalize the start menu with your favorite apps.
To personalize the start menu, do the following:

1. Open the start menu and find the apps list on the left.
2. Right click the app you want to add to the start menu, and then select **Pin to Start**.

Note: You can also drag apps from the apps list to add them to the start menu.

Putting the computer to sleep or shutting it down

When you have finished working with your computer, you can put it to sleep or shut it down.

Putting your computer to sleep

If you will be away from your computer for only a short time, put the computer to sleep. When the computer is in sleep mode, you can quickly wake it to resume use, bypassing the startup process.
To put the computer to sleep, do one of the following:

- Close the display lid.
- Press the Power button.
- Open the start menu, and then select **Power** ⏻ → **Sleep**.

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

To wake the computer, do one of the following:

- Press any key on the keyboard. (Notebook mode only)
- Press the Power button.

Shutting down the computer

If you are not going to use your computer for a long time, shut it down.
To shut down the computer, do one of the following:

- Open the start menu, and then select **Power** ⏻ → **Shut down**.

- Press and hold or right-click the **Start** button in the lower-left corner and select **Shut down or sign out** → **Shut down**.

Task and desktop management

Task view

To open the task view, do one of the following:

- Select the Task view button on the task bar.
- Press the Windows key + Tab.
- Swiping in from the left edge of the screen.

Virtual desktop management

Windows 10 supports the ability to create, manage and switch between virtual desktops.
To create a new virtual desktop, do one of the following:

- Open the task view, and then select **New desktop**.
- Press the Windows key + Ctrl + D.

To switch between different desktops, do one of the following:

- Open the task view and select the desktop you want active.
- Press the Windows key + Ctrl + ← / → to scroll through the desktops you've created.

Connecting to a wireless network

Enabling wireless connection

To enable wireless functions, do the following:

1. Press **F7** ( ) to disable airplane mode.
2. Click on the lower-right corner of the task bar to open the network configuration page.

Connecting to a wireless network

After wireless has been enabled, the computer will automatically scan for available wireless networks and display them in the wireless network list. To connect to a wireless network, click the network name in the list, and then click **Connect**.

Note: Some networks require a network security key or passphrase for connection. To connect to one of those networks, ask the network administrator or the Internet service provider (ISP) for the security key or passphrase.

Get Started app

Windows 10 also provides the **Get Started** app to explain the new features of Windows 10. You can find it on the start menu.
To open the Get Started app, do one of the following:

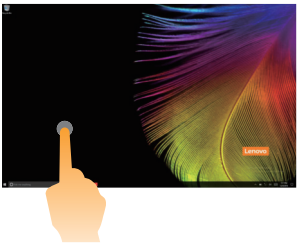
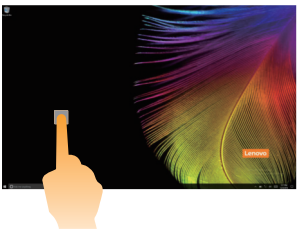
- Open the start menu and select **Get Started** .
- Press **Fn + F1** (depending on your keyboard layout).

Touch screen operation

The display panel can accept inputs like a tablet, using the multi-touch screen, or like a traditional notebook computer, using the keyboard and touchpad.

Multi-touch gestures

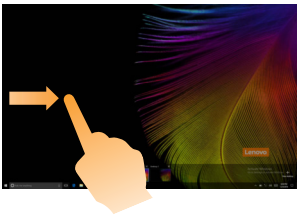
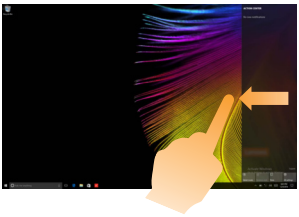
You can touch the screen with one or more fingertips to perform a variety of tasks.

Frequently used gestures	Tasks performed
Tap Tap once on an item. 	Performs an action, such as starting an app, opening a link, or performing a command. Similar to left-clicking with a mouse.
Press and hold Press your finger down and leave it there for a moment. 	Enables you to see detailed information before selecting an action. Can also open a menu with more options. Similar to right-clicking with a mouse.

(continued)

Frequently used gestures	Tasks performed
Zoom Move two fingers together or apart while touching the screen. 	Zooms in and out on visual apps, such as pictures and maps. Can also jump to the beginning or end of a list.
Rotate Place two or more fingers on an item and then turn your hand. 	Rotates an object (Note: Not all items can be rotated, depending upon the app.).
Slide Drag your finger across the screen. 	Pans or scrolls through lists and pages. Can also move an object or be used to draw or write, depending upon the app. Similar to pressing and holding to pan and to scrolling with a mouse.

(continued)

Frequently used gestures	Tasks performed
Swipe Start from left/right edge of the screen, then swipe inwards toward the center.  	Swiping in from the left edge of the screen can open the task view. Swiping in from the right edge of the screen displays the action center.

Chapter 3. Recovery system

Reset this PC

Introduction

Reset this PC is a built-in recovery tool that enables users to restore their operating system to its original state. This preserves their data and important customizations, without the need to back up their data in advance.
The following **Reset this PC** features are available to users from multiple locations within Windows:

Keep my files

Fixes software problems by reinstalling the factory default configuration. This preserves personal files, and deletes apps and settings.

Remove everything

Prepares the computer for recycling or transfer of ownership. This reinstalls the factory default configuration and returns all user data and applications to the state of their original Out-of-Box Experience (OOBE).

Using Reset this PC

Reset this PC can be launched using one of the following methods:

- Novo Menu:
  - Press the Novo button to open the Novo Menu, then select **System Recovery** → **Troubleshoot** → **Reset this PC**.
- Windows PC settings:
  - Windows PC settings → **Update & security** → **Recovery** → **Reset this PC** → select **Start**.

For more instructions, see the Windows Help and Support file on your computer.

Chapter 4. Troubleshooting

Frequently asked questions

This section lists frequently asked questions by category.

Finding information

What safety precautions should I follow when using my computer?

Read and follow all safety precautions included in Lenovo *Safety and General Information Guide*.

> **Note:** To view Lenovo *Safety and General Information Guide*, select the **Companion** (or **Lenovo PC Manager**) icon on the taskbar. You can also download it from the Lenovo Support Web site.

What is the address of the Lenovo support Web site?

http://support.lenovo.com

Where can I find warranty information?

Visit the Lenovo Support Web site and type the serial number for your computer to look up warranty information.

Lenovo preinstalled operating system and software

What is the Lenovo preinstalled operating system?

Some Lenovo computers come with copies of the operating system installed at factory. Lenovo provides computers with preinstalled operating system for your convenience. If you purchased such a computer, you can use your computer out of the box and do not need to install a separate operating system.

What is Lenovo preinstalled software?

This is software (developed by Lenovo or other software vendors) installed and licensed at factory for your convenience. The license for some preinstalled software may be for trial versions. When the trial period expires, you may need to purchase a license if you want to continue to use the software.

> **Note:** If a license agreement is displayed when you first start the software, read the agreement carefully. If you don't accept the terms of the agreement, do not use the software.

When I purchased my computer, it included a copy of Windows. How can I determine whether the copy of Windows is preinstalled by Lenovo?

On the outside of the sales package of your computer, you should find a label containing configuration information for your computer. Check the printed string next to **OS**. If it contains **Windows** or **WIN**, the copy of Windows was preinstalled by Lenovo.

I uninstalled a preinstalled software, but there is no significant increase in the free drive space.

The copy of Windows running on your computer may be Compact-enabled. For computers with Compact-enabled Windows, the majority of files needed for preinstalled software are installed on the Recovery Partition and won't be deleted through normal uninstallation.

How can I determine whether the Windows running on my computer is Compact enabled?

Compact technology is normally enabled on copies of Windows 10 Update running on SSD (or eMMC) -only computer models. To check your computer,

1. Right-click the Start button in the lower-left corner and select **Disk Management**.
2. The Disk Management program starts.

If **Compact** is labeled on the Windows partition, Compact is enabled on your copy of Windows.

Where can I find drivers for the various hardware devices of my computer?

If your computer is preinstalled with a Windows operating system, first check the installation program on the C partition of your hard disk. If you cannot find the drivers for all the hardware devices that you need there, download the drivers from the Lenovo consumer support website.

Note: The Lenovo support Web site contains the latest drivers.

BIOS setup utility

What is the BIOS setup utility?

The BIOS setup utility is ROM-based software. It communicates basic computer information and provides options for setting boot devices, security, hardware mode, and other preferences.

How can I start the BIOS setup utility?

To start the BIOS setup utility:

1. Shut down the computer.
2. Press the Novo button and then select **BIOS Setup**.

How can I change the boot mode? (on select models)

There are two boot modes: **UEFI First** and **Legacy Support**. To change the boot mode, start the BIOS setup utility and set boot mode to **UEFI First** or **Legacy Support** on the boot menu.

When do I need to change the boot mode? (on select models)

The default boot mode for your computer is **UEFI First** mode. If you need to install a legacy Windows operating system on your computer, you must change the boot mode to **Legacy Support**. The legacy Windows operating system cannot be installed if you don't change the boot mode.

Getting help

How can I contact the customer support center?

See "Chapter 3. Getting help and service" of Lenovo *Safety and General Information Guide*.

Troubleshooting

Display problems

When I turn on the computer, nothing appears on the screen.	• If the screen is blank, make sure that: - The AC power adapter is connected to the computer, and plugged into a working electrical outlet. - The computer power is on. Press the Power button again for confirmation. • If these items are properly set, and the screen remains blank, have the computer serviced.
When I turn on the computer, only a white cursor appears on a blank screen.	• Restore backed-up files to your Windows environment or the entire contents of your hard disk to its original factory contents using the Reset this PC. If you still see only the cursor on the screen, have the computer serviced.
The screen goes blank while the computer is on.	• Your screen saver or power management may be enabled. Do one of the following to resume from sleep mode: - Press any key on the keyboard. (Notebook mode only) - Press the Power button.

Sleep problems

The critical low-battery error message appears, and the computer immediately turns off.	• The battery power is getting low. Connect the AC power adapter to the computer.
The computer enters sleep mode immediately after Power-on self-test (POST).	• Make sure that: - The battery pack is charged. - The operating temperature is within the acceptable range. See “Chapter 2. Use and care Information” in the Lenovo *Safety and General Information Guide*.

Note: If the battery pack is charged and the temperature is within range, have the computer serviced.

The computer does not return from sleep mode, and the computer does not work.	• If your computer is in sleep mode, connect the AC power adapter to the computer, then press the Power button. • If the system still does not return from sleep mode, stops responding, or cannot be turned off, reset the computer. Unsaved data may be lost. To reset the computer, press and hold the Power button for eight seconds or more. If the computer is still not reset, remove the AC power adapter.

Display panel problems

The screen is blank.	• Do the following: - If you are using the AC power adapter or the battery pack, and the battery status indicator is on, press **F12** ( ) to make the screen brighter. - If the power indicator is blinking, press the Power button to resume from sleep mode. - If the problem persists, follow the solution in the next problem "The screen is unreadable or distorted."
The screen is unreadable or distorted.	• Make sure that: - The screen resolution and color quality are correctly set. - The monitor type is correct.
Incorrect characters appear on the screen.	• Is the operating system or programs installed correctly? If they are installed and configured correctly, have the computer serviced.

Sound problems

No sound can be heard from the speakers even when the volume is turned up.	• Make sure that: - The Mute function is off. - The combo audio jack is not being used. - Speakers are selected as the playback device.

Battery pack problems

Your computer shuts down before the battery status indicator shows empty. *-or-* Your computer operates after the battery status indicator shows empty.	• Recharge the battery.

Other problems

Your computer does not respond.	• To turn off your computer, press and hold the Power button for eight seconds or more. If the computer still does not respond, remove the AC power adapter. • Your computer might lock when it enters sleep mode during a communication operation. Disable the sleep timer when you are working on the network.
The connected external device does not work.	• Do *not* connect or disconnect any external device cables other than USB while the computer power is on. Otherwise, you might damage your computer. • When using high power consumption external devices such as an external USB optical disk drive, use an external device power adapter. Otherwise, the device may not be recognized, or the system may shut down as a result.

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