

# Lenovo 10w User Guide



Lenovo

## **Read this first**

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

- *Safety and Warranty Guide*
- *Setup Guide*
- [Generic Safety and Compliance Notices](#)

**First Edition (March 2022)**

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# Contents

## Discover your Lenovo tablet. . . . . iii

### Chapter 1. Meet your tablet. . . . . 1

Overview . . . . .	1
Specifications . . . . .	2
USB specifications. . . . .	2

### Chapter 2. Get started with your tablet. . . . . 5

Access networks . . . . .	5
Connect to Wi-Fi networks. . . . .	5
Interact with your tablet. . . . .	5
Connect to an external display . . . . .	5
Lenovo 10w Detachable Keyboard (for selected models) . . . . .	6
Use the touch screen . . . . .	9
Use Lenovo Integrated Pen (for selected models) . . . . .	10
Pen dummy (for selected models) . . . . .	11

### Chapter 3. Explore your tablet . . . . . 13

Use the Vantage app. . . . .	13
Manage power . . . . .	13
Check the battery status . . . . .	13
Charge the battery . . . . .	13
Change the power settings . . . . .	14
Manage the disk . . . . .	14
Transfer data. . . . .	14
Set up a Bluetooth connection . . . . .	15

### Chapter 4. Configure advanced settings. . . . . 17

UEFI BIOS setup utility . . . . .	17
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Enter the UEFI BIOS setup utility . . . . .	17
Change the startup sequence . . . . .	17
Change the hotkey mode . . . . .	17
Enable or disable the Always On USB function . . . . .	17
Use passwords . . . . .	17
Password types . . . . .	17
Set an administrator password . . . . .	18
Change or remove the administrator password . . . . .	18
Set a user password . . . . .	18
Change or remove the user password . . . . .	18
Enable the power on password . . . . .	19
Set a hard disk password . . . . .	19
Change or remove the hard disk password . . . . .	19
Install a Windows operating system and drivers . . . . .	20
Use firewalls programs . . . . .	21

### Chapter 5. Help and support . . . . . 23

Frequently asked questions . . . . .	23
Self-help resources . . . . .	24
Windows label . . . . .	25
What are CRUs . . . . .	25
Call Lenovo . . . . .	26
Before you contact Lenovo . . . . .	26
Lenovo Customer Support Center. . . . .	27

### Appendix A. Compliance information. . . . . 29

### Appendix B. Notices and trademarks. . . . . 31



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## Discover your Lenovo tablet

**Thank you for choosing a Lenovo® tablet! We are dedicated to delivering the best solution to you.**

Before starting your tour, please read the following information:

- Illustrations in this documentation might look different from your product.
- Depending on the model, some optional accessories, features, software programs, and user interface instructions might not be applicable to your tablet.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://pcsupport.lenovo.com>.
















# Chapter 1. Meet your tablet

## Overview



	Lenovo Integrated Pen*		Microphone
	Camera		Webcam privacy shutter
	Touch screen		Power button
	Volume button		Audio connector
	Power connector / USB-C® 3.2 connector Gen 1		Speakers
	Pogo interface connector		

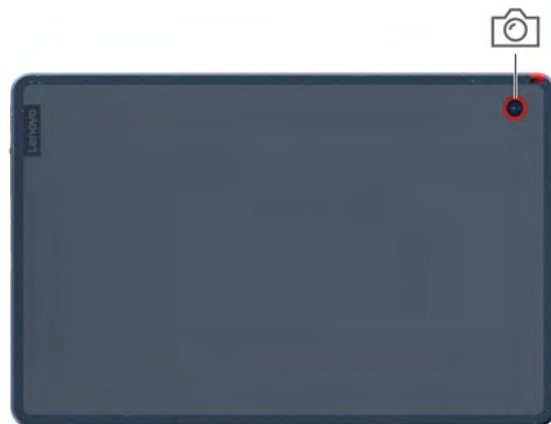
\* for selected models

### Webcam privacy shutter

Slide the webcam privacy shutter to cover or uncover the camera lens. It is designed to protect your privacy.

## Related topics

- “USB specifications” on page 2
- “Use the touch screen ” on page 9
- “Use Lenovo 10w Detachable Keyboard(for selected models)” on page 7
- “Use Lenovo Integrated Pen (for selected models)” on page 10
- “Charge the battery” on page 13



Rear Camera

## Specifications





For detailed specifications of your tablet, go to <https://psref.lenovo.com> and search by product.





<b>Memory</b>	LPDDR4X, soldered on board, up to 8 GB
<b>Storage device</b>	Embedded Multi Media Card (eMMC), up to 128 GB
<b>Display</b>	<ul style="list-style-type: none"><li>• Color display with In-Plane Switching (IPS) technology</li><li>• Display ratio: 16:10</li><li>• Display resolution: 1200 x 1920 pixels</li><li>• Multi-touch technology</li></ul>
<b>Security features</b>	<ul style="list-style-type: none"><li>• Firmware Trusted Platform Module (fTPM) (for selected models)</li></ul>
<b>Wireless features</b>	<ul style="list-style-type: none"><li>• Bluetooth</li><li>• Wireless LAN</li></ul>

## USB specifications

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



Connector name	Description
 <ul style="list-style-type: none"> <li>•  USB 2.0 connector</li> <li>•  USB 3.2 connector Gen 1</li> <li>•  USB 3.2 connector Gen 2</li> </ul>	<p>Connect USB-compatible devices, such as a USB keyboard, USB mouse, USB storage device, or USB printer.</p>

 <ul style="list-style-type: none"> <li>• USB-C (3.2 Gen 1) connector</li> <li>• USB-C (3.2 Gen 2) connector</li> <li>•  USB-C (Thunderbolt 3) connector</li> <li>•  USB-C (Thunderbolt 4) connector</li> <li>•  USB 4 connector</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 VGA: up to 1920 x 1200 pixels, 60 Hz</li> <li>– USB-C to DP: up to 2560 x 1440 pixels, 60 Hz</li> </ul> </li> <li>• Connect to USB-C accessories to help expand your tablet 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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### Statement on USB transfer rate

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

USB device	Data rate (Gbit/s)
3.2 Gen 1 / 3.1 Gen 1	5
3.2 Gen 2 / 3.1 Gen 2	10
3.2 Gen 2 × 2	20
4 Gen 2 × 2	20
4 Gen 3 × 2	40
Thunderbolt 3	40
Thunderbolt 4	40



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## Chapter 2. Get started with your tablet

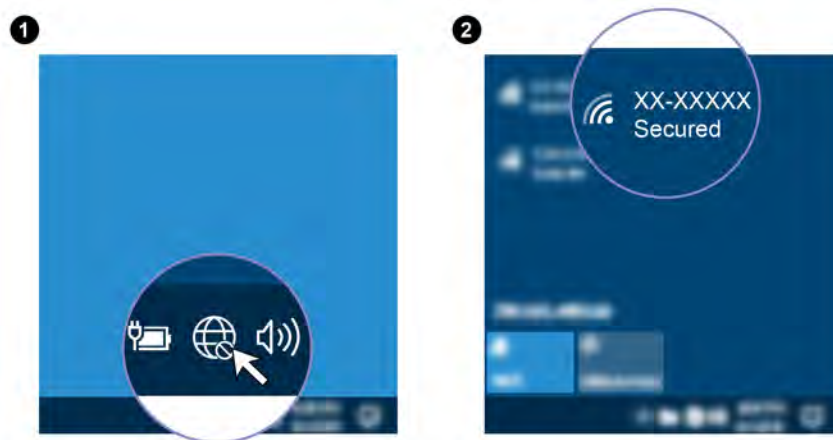
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### Access networks

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

#### Connect to Wi-Fi networks

Click the network icon in the Windows® notification area, and then select a network for connection. Provide required information, if needed.



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### Interact with your tablet

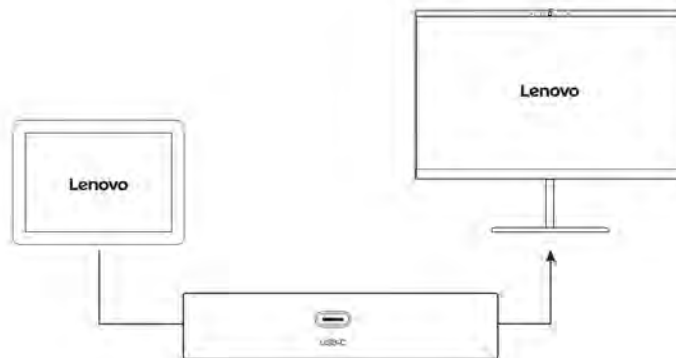
Your tablet provides you various ways to navigate the screen.

#### Connect to an external display

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

##### Connect to a wired display

If your tablet cannot detect the external display, right-click a blank area on the desktop and select display settings. Then follow the on-screen instructions to detect the external display.



## Supported resolution

The following table lists the supported maximum resolution of the external display.




Connect the external display to	Supported resolution
USB-C (3.2 Gen1) connector	Up to 2560 x 1440 pixels / 60 Hz

## Connect to a wireless display

To use a wireless display, ensure that both your tablet and the external display support the Miracast® feature.

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

## Set the display mode

Press  or  +  and then select a display mode of your preference.

## 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.

You can change the settings for both the tablet display and the external display. For example, you can define which one is the main display and which one is the secondary display. You also can change the resolution and orientation.

## Lenovo 10w Detachable Keyboard (for selected models)

Depending on the model, your tablet might come with a Lenovo 10w Detachable Keyboard (referred to as keyboard). Attach the keyboard to your tablet so that you can transform your tablet into a portable notebook computer.

## Overview



Pogo interface connector

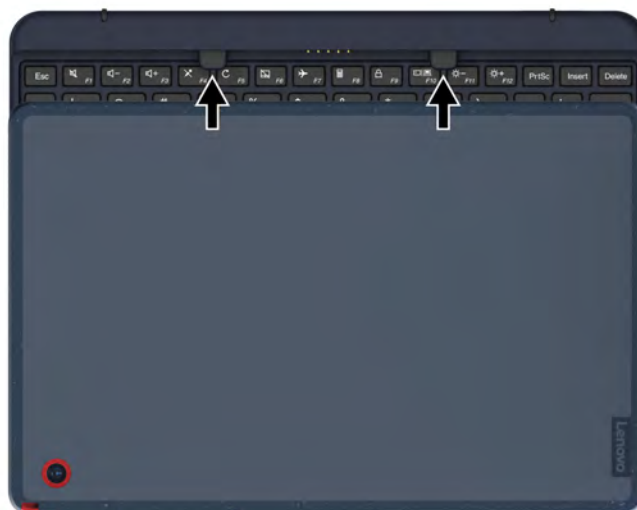


Trackpad

## Use Lenovo 10w Detachable Keyboard(for selected models)

### Attach your tablet in the keyboard folio

Align the keyboard guide pins with the tablet guide pin connectors in the direction shown by the arrows. When the keyboard gets close enough, it magnetically attaches to your tablet. Then, you can adjust the tablet to your preferred viewing angle (within 180 degrees).


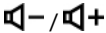








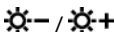







To detach your computer, you can easily remove the keyboard by pulling it away.

## Use Hotkeys

Some keys on the keyboard are printed with icons. These keys are called hotkeys and can be pressed alone or in combination with the Fn key to access certain functions or settings quickly. The functions of hotkeys are symbolized by the icons printed on them.

Hotkey	Function
	Mute / unmute the speakers.  If you mute the speakers and turn off your tablet, the speakers remain muted when you turn on your tablet.
 - 	Decrease / increase the volume.
	Mute / unmute the microphones.
	Refresh the current window.
	Enable / disable the touchpad.
	Turn on / turn off the airplane mode.
	Open the Windows Calculator.
	Lock the current user account.
	Manage external displays.
 - 	Decrease / increase display brightness.
 Fn + 	Equal the Home key.

## Use the hotkey mode

Some hotkeys share keys with functions keys (F1 to F12). The hotkey mode is a UEFI BIOS setting that changes how hotkeys (or function keys) are used.

- When the hotkey mode is enabled, press Fn together with the hotkey to use the hotkey.
- When the hotkey mode is disabled, press the hotkey directly.

## Use the touch screen

If your tablet display supports the multi-touch function, you can navigate the screen with simple touch gestures. For more touch gestures, refer to <https://support.microsoft.com/windows>

**Note:** Some gestures might not be available depending on the app you use.



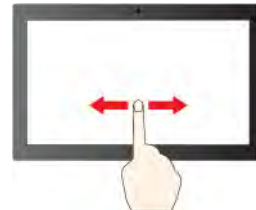
Tap once to single click



Tap twice quickly to double-click



Tap and hold to right-click



Slide to scroll through items



Zoom out



Zoom in





Swipe from the left: view all open windows (Windows 10)

Swipe from the left: open widget panel ( Windows 11)



Swipe from the right: open action center (Windows 10)

Swipe from the right: open notification center (Windows 11)



Swipe downwards shortly: show title bar

Swipe downwards: close the current app



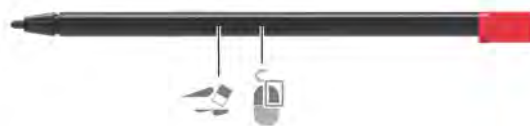
Drag

### Maintenance tips:

- Turn off the tablet before cleaning the multi-touch screen.
- Use a dry, soft, and lint-free cloth or a piece of absorbent cotton to remove fingerprints or dust from the multi-touch screen. Do not apply solvents to the cloth.
- The multi-touch screen is a glass panel covered with a plastic film. Do not apply pressure or place any metallic object on the screen, which might damage the touch panel or cause it to malfunction.
- Do not use fingernails, gloved fingers, or inanimate objects for input on the screen.
- Regularly calibrate the accuracy of the finger input to avoid a discrepancy.

### Use Lenovo Integrated Pen (for selected models)

The following information refers to the Lenovo Integrated Pen, model: WG 13. The garaged rechargeable electronic Lenovo Integrated Pen enables a more precise and easier way of writing and sketching.



 Eraser button	 Right-click button
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**Note:** The default function of each button might vary in different applications.

Lenovo Integrated Pen is not waterproof. Keep the pen away from water and excessive moisture. To purchase Lenovo Integrated Pen, go to <https://www.lenovo.com/accessories>.

### Charge Lenovo Integrated Pen

1. Ensure that your tablet is on or in sleep mode.
2. Insert the pen back into the pen slot. The pen is 80% charged in about 15 seconds and 100% charged in about five minutes.



### Set Lenovo Integrated Pen

You can configure the Lenovo Integrated Pen in Lenovo Pen Settings. Do as following to configure your pen:

1. To download the latest version of Lenovo Pen Settings, go to <http://www.wacomeng.com>.
2. Install and open Lenovo Pen Settings.
3. Configure the settings as you prefer.

### Pen dummy (for selected models)

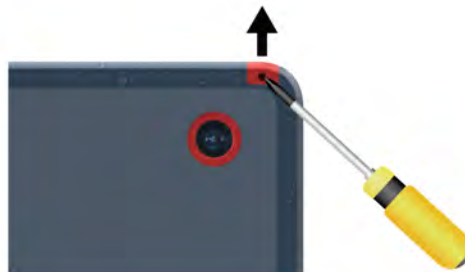
Depending on models, your tablet might come with a pen dummy. If you need replace the pen dummy with a Lenovo integrated pen, do as following to remove it:

#### Prerequisite

Before you start, read [Generic Safety and Compliance Notices](#) and print the following instructions.

#### Removal procedure

Use a tool as shown to release the pen dummy, then remove it.





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## Chapter 3. Explore your tablet

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### Use the Vantage app

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

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

#### Key features

The Vantage app enables you to:

- Know the device status easily and customize device settings.
- Download and install UEFI BIOS, firmware, and driver updates to keep your tablet up-to-date.
- Look up warranty status (online).
- Access *User Guide*.

#### Notes:

- The available features vary depending on the tablet model.
- The Vantage app makes periodic updates of the features to keep improving your experience with your tablet. The description of features might be different from that on your actual user interface.

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### Manage power

Use the information in this section to achieve the best balance between performance and power efficiency.

#### Check the battery status

Go to **Settings** → **System** to check the battery status. For more details about your battery, refer to the Vantage app.

#### Charge the battery

Power source of the ac power adapter:

- Power: 45 W
- Sine-wave input at 50 Hz to 60 Hz
- Input rating of the ac power adapter: 100 V to 240 V ac, 50 Hz to 60 Hz

When the battery power is low, charge your battery by connecting your tablet to ac power. The actual charging time depends on the battery size, the physical environment, and whether you are using the tablet.



**Notes:** To maximize the life of the battery:

- Use the battery until the charge is depleted and recharge the battery completely before using it. Once the battery is fully charged, it must discharge to 94% or lower before it will be allowed to recharge again.
- The battery may optimize its full charge capacity based on your usage. After prolonged periods of limited use, full battery capacity may not be available until you discharge to as low as 20% and recharge completely. For more information, refer to the power section of the Vantage app.

## Change the power settings

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

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

To reset the power plan:

1. Go to **Control Panel** and view by Large icons or Small icons.
2. Click **Power Options**.
3. Choose or customize a power plan of your preference.

To reset the power button function:

1. Go to **Control Panel** and view by Large icons or Small icons.
2. Click **Power Options**, and then click **Choose what the power buttons do** on the left pane.
3. Change the settings as you prefer.

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## Manage the disk

**Attention:** Lenovo 10w has quantities of partitions with BIOS and firmware stored in them in Disk Management. Do not install or use third-party Disk Management tool to delete or modify the partitions. Otherwise the device system will not start up normally in next startup, and constantly stays in black screen .

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## Transfer data

Quickly share your files using the built-in Bluetooth technology among devices with the same features.

## Set up a Bluetooth connection

You can connect all types of Bluetooth-enabled devices to your tablet, 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 tablet.

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





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## Chapter 4. Configure advanced settings

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### UEFI BIOS setup utility

UEFI BIOS setup utility is the first program that the tablet runs. When the tablet turns on, UEFI BIOS setup utility performs a self test to make sure that various devices in the tablet are functioning.

### Enter the UEFI BIOS setup utility

Restart the tablet. When the logo screen is displayed, press F2 to enter the UEFI BIOS setup utility.

### Change the startup sequence

You might need to change the startup sequence to allow the tablet to start from another device or a network location.

1. Enter the setup utility.
2. Navigate to the **Boot** menu.
3. Follow the on-screen instructions to change the order of devices under **Boot Priority Order**.

**Note:** You can also change the startup sequence temporarily without opening the setup utility. To do so, start the tablet. When the logo screen is displayed, press F12.

### Change the hotkey mode

1. Open the setup utility.
2. Select **Configuration → Hotkey Mode** and press Enter.
3. Change the setting to **Disabled** or **Enabled**.
4. Select **Exit → Exit Saving Changes**.

### Enable or disable the Always On USB function

For tablet models with the Always On USB connector, the always-on function can be enabled or disabled in the setup utility.

1. Open the setup utility.
2. Select **Configuration → Always On USB** and press Enter.
3. Change the setting to **Disabled** or **Enabled**.
4. Select **Exit → Exit Saving Changes**.

---

### Use passwords

This section introduces the types of passwords that you can set in the setup utility.

### Password types

You can set various types of passwords in the UEFI BIOS setup utility.

#### Notes:

- All passwords set in the setup utility consist of alphanumeric characters only.
- If you start the setup utility using the user password, you can only change a few settings.

Password type	Pre-requisite	Usage
Administrator password	No	Use the administrator password to enter the setup utility.
User password	The administrator password must be set.	Use the user password to enter the setup utility.

## Set an administrator password

You can set the administrator password to prevent unauthorized access to the setup utility.

**Attention:** If you forget the administrator password, a Lenovo authorized service personnel cannot reset your password. You must take your tablet to a Lenovo authorized service personnel to have the system board replaced. Proof of purchase is required and a fee will be charged for parts and service.

1. Enter the setup utility.
2. Select **Security** → **Set Administrator Password** and press Enter.
3. Enter a password string that contains only lower case letters and numbers and then press Enter.
4. Enter the password again and press Enter.
5. Select **Exit** → **Exit Saving Changes**.

Next time you turn on the tablet, you should enter the administrator password to enter the setup utility.

## Change or remove the administrator password

Only the administrator can change or remove the administrator password.

1. Enter the setup utility.
2. Select **Security** → **Set Administrator Password** and press Enter.
3. Enter the current password.
4. In the **Enter New Password** field, enter the new password.
5. In the **Confirm New Password** field, enter the new password again.

**Note:** If you want to remove the password, leave both fields blank, and press Enter twice.

6. Select **Exit** → **Exit Saving Changes**.

If you remove the administrator password, the user password is also removed.

## Set a user password

You must set the administrator password before you can set the user password. The system administrator might need to set a user password so that other users can access the tablet.

1. Enter the setup utility.
2. Select **Security** → **Set User Password** and press Enter.
3. Enter a password string that contains only letters and numbers and then press Enter.

**Note:** The user password should be different from the administrator password.

4. Enter the password again and press Enter.
5. Select **Exit** → **Exit Saving Changes**.

## Change or remove the user password

1. Enter the setup utility.

2. Select **Security → Set User Password** and press Enter.
3. Enter the current password.
4. In the **Enter New Password** field, enter the new password.
5. In the **Confirm New Password** field, enter the new password again.

**Note:** If you want to remove the password, select **Security → Clear User Password** and press Enter.

6. Select **Exit → Exit Saving Changes**.

## Enable the power on password

If the administrator password has been set, you can enable the power on password to enforce stronger security.

1. Enter the setup utility.
2. Select **Security → Power-on Password** and press Enter.

**Note:** The administrator password must be set in advance.

3. Change the setting to **Enabled**.
4. Select **Exit → Exit Saving Changes**.

If the power on password is enabled, you must enter the administrator password or user password every time you enter the setup utility.

## Set a hard disk password

You can set a hard disk password in the setup utility to prevent unauthorized access to your data.

**Attention:** Be extremely careful when setting a hard disk password. If you forget the master hard disk password, a Lenovo authorized service personnel cannot reset your password or recover data from the hard disk. You must take your tablet to a Lenovo authorized service personnel to have the hard disk drive replaced. Proof of purchase is required and a fee will be charged for parts and service.

### Notes:

- If you start the setup utility using the user password, you cannot set the hard disk password.
- The master hard disk password and user hard disk password must be set at the same time.
  1. Enter the setup utility.
  2. Select **Security → Set Hard Disk Password** and press Enter.
  3. Follow the on-screen instructions to set both the master hard disk password and user hard disk password.
  4. Select **Exit → Exit Saving Changes**.

If the hard disk password is set, you must enter the password to enter the setup utility or the operating system.

## Change or remove the hard disk password

1. Enter the setup utility.
2. Select **Security**.
3. To change or remove the hard disk password, do one of the following:
  - To change or remove the master hard disk password, select **Change Master Password** and press Enter.

### Notes:

- If you remove the master hard disk password, the user hard disk password is also removed.
  - The user hard disk password cannot be removed separately.
  - To change the user hard disk password, select **Change User Password** and press Enter.
4. Select **Exit** → **Exit Saving Changes**.

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## Install a Windows operating system and drivers

This section provides instructions on installing a Windows operating system and device drivers.

### Install a Windows operating system

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

#### Attention:

- It is recommended that you update your operating system through official channels. Any unofficial update might cause security risks.
  - The process of installing a new operating system deletes all the data on your internal storage drive, including the data stored in a hidden folder.
1. If you are using the Windows BitLocker® Drive Encryption feature and your tablet has a Trusted Platform Module, ensure that you have disabled the feature.
  2. Ensure that the security chip is set to **Enabled**.
    - a. Restart the tablet. When the logo screen is displayed, press F2 to enter the setup utility.
    - b. Select **Security** and ensure security chip is set to **Enabled**.
    - c. Press F10 to save the settings and exit.
  3. Connect the drive that contains the operating system installation program to the tablet.
  4. Restart the tablet. When the logo screen is displayed, press F2 to enter the setup utility.
  5. Select **Boot** → **Edit Boot Order** to display the **Boot Priority Order** submenu.
  6. Select the drive that contains the operating system installation program, for example, **USB HDD**. Press F6 to move the drive to the first order. Then, press F10 to save the setting and exit.

**Attention:** After you change the startup sequence, ensure that you select the correct device during a copy, a save, or a format operation. If you select the wrong device, the data on that device might be erased or overwritten.

7. The system restarts. Follow the on-screen instructions to install the device drivers and necessary programs.
8. After installing the device drivers, apply Windows Update to get the latest updates, for example the security patches.

### Install device drivers

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

- Open the Vantage app to check the available update packages. Select the update packages you want, and then follow the on-screen instructions to download and install the packages.
- Go to <https://pcsupport.lenovo.com> and select the entry for your tablet. Then, follow the on-screen instructions to download and install necessary drivers and software.

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## Use firewalls programs

Your tablet might be preinstalled with a firewall program. The firewall protects against tablet Internet security threats, unauthorized access, intrusions, and Internet attacks. It also protects your privacy.

For more information, see the help system of the program.



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## Chapter 5. Help and support

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### Frequently asked questions

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How do I open the Control Panel?	Type Control Panel in the Windows search box and then press Enter.
How should I turn off my tablet?	Open the <b>Start</b> menu and select <b>Power → Shut down</b> .
How do I partition my storage drive?	Refer to <a href="https://support.lenovo.com/solutions/ht503851">https://support.lenovo.com/solutions/ht503851</a> .
What should I do if my tablet stops responding?	Press and hold the power button until the tablet turns off. Then restart the tablet.
What should I do if I spill liquid on the tablet?	<ol style="list-style-type: none"><li>1. Carefully unplug the ac power adapter and turn off the tablet immediately. The more quickly you stop the current from passing through the tablet the more likely you will reduce damage from short circuits.</li></ol> <p><b>Attention:</b> Although you might lose some data or work by turning off the tablet immediately, leaving the tablet on might make your tablet unusable.</p> <ol style="list-style-type: none"><li>2. Wait until you are certain that all the liquid is dry before turning on your tablet.</li></ol> <p><b>CAUTION:</b> <b>Do not try to drain out the liquid by turning over the tablet. If your tablet has keyboard drainage holes on the bottom, the liquid will be drained out through the holes.</b></p>
Where can I get the latest device drivers and UEFI BIOS?	<ul style="list-style-type: none"><li>• The Vantage app</li><li>• Lenovo Support Web site at <a href="https://support.lenovo.com">https://support.lenovo.com</a></li></ul>
How do I disinfect my tablet?	<ol style="list-style-type: none"><li>1. Squeeze out excess liquid from wipe or disinfecting cloth before using. Recommended wipes are hydrogen peroxide wipes and alcohol based wipes. Do not use wipes containing sodium hypochlorite (bleach).</li><li>2. Gently wipe the tablet thoroughly, being careful to ensure no liquid drips into the tablet. Do not wipe on connector pins.</li><li>3. After disinfecting, follow the cleaning procedure from the wipe supplier to minimize chemical buildup of disinfectant residue.</li><li>4. Always allow the tablet to completely dry prior to any use.</li></ol>

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## Self-help resources

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

Resources	How to access?
Troubleshooting and FAQ	<ul style="list-style-type: none"><li>• <a href="https://www.lenovo.com/tips">https://www.lenovo.com/tips</a></li><li>• <a href="https://forums.lenovo.com">https://forums.lenovo.com</a></li></ul>
Accessibility information	<a href="https://www.lenovo.com/accessibility">https://www.lenovo.com/accessibility</a>
Reset or restore Windows	<ul style="list-style-type: none"><li>• Use Lenovo recovery options.<ol style="list-style-type: none"><li>1. Go to <a href="https://support.lenovo.com/HowToCreateLenovoRecovery">https://support.lenovo.com/HowToCreateLenovoRecovery</a>.</li><li>2. Follow the on-screen instructions.</li></ol></li><li>• Use Windows recovery options.<ol style="list-style-type: none"><li>1. Go to <a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a>.</li><li>2. Detect your tablet or manually select your tablet model.</li><li>3. Click <b>Diagnostics → Operating System Diagnostics</b> and then follow the on-screen instructions.</li></ol></li></ul>
Use the Vantage app to: <ul style="list-style-type: none"><li>• Configure device settings.</li><li>• Download and install UEFI BIOS, drivers, and firmware updates.</li><li>• Secure your tablet from outside threats.</li><li>• Diagnose hardware problems.</li><li>• Check the tablet warranty status.</li><li>• Access <i>User Guide</i> and helpful articles.</li></ul>	
Type Vantage in the Windows search box and then press Enter.	
Product documentation: <ul style="list-style-type: none"><li>• <i>Safety and Warranty Guide</i></li><li>• <i>Generic Safety and Compliance Notices</i></li><li>• <i>Setup Guide</i></li><li>• <i>This User Guide</i></li><li>• <i>Regulatory Notice</i></li></ul>	
Go to <a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a> . Then, follow the on-screen instructions to filter out the documentation you want.	

Resources	How to access?
<p>Lenovo Support Web site with the latest support information of the following:</p> <ul style="list-style-type: none"> <li>• Drivers and software</li> <li>• Diagnostic solutions</li> <li>• Product and service warranty</li> <li>• Product and parts details</li> <li>• Knowledge base and frequently asked questions</li> </ul>	<p><a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a></p>
Windows help information	<ul style="list-style-type: none"> <li>• Open the <b>Start</b> menu and click <b>Get Help</b> or <b>Tips</b>.</li> <li>• Use Windows Search or the Cortana® personal assistant.</li> <li>• Microsoft support Web site: <a href="https://support.microsoft.com">https://support.microsoft.com</a></li> </ul>

## Windows label

Your tablet might have a Windows Genuine Microsoft label affixed to its cover depending on the following factors:

- Your geographic location
- Edition of Windows that is preinstalled

Go to <https://www.microsoft.com/en-us/howtotell/Hardware.aspx> for illustrations of the various types of Genuine Microsoft labels.

- In the People's Republic of China, the Genuine Microsoft label is required on all tablet models preinstalled with any edition of the Windows operating system.
- In other countries and regions, the Genuine Microsoft label is required only on tablet models licensed for Windows Pro editions.

The absence of a Genuine Microsoft label does not indicate that the preinstalled Windows version is not genuine. For details on how to tell whether your preinstalled Windows product is genuine, refer to the information provided by Microsoft at <https://www.microsoft.com/en-us/howtotell/default.aspx>.

There are no external, visual indicators of the Product ID or Windows version for which the tablet is licensed. Instead, the Product ID is recorded in the tablet firmware. Whenever a Windows product is installed, the installation program checks the tablet firmware for a valid, matching Product ID to complete the activation.

In some cases, an earlier Windows version might be preinstalled under the terms of the Windows Pro edition license downgrade rights.

## What are CRUs

Customer Replaceable Units (CRUs) are parts that can be upgraded or replaced by the customer. The tablets contain the following types of CRUs:

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

If you intend on installing a 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).

Refer to the following CRU list for your tablet.

### Self-service CRUs

- ac power adapter\*
- Power cord\*
- Lenovo 10w Detachable Keyboard\*
- Lenovo Integrated Pen\*
- Pen dummy\*

\* for selected models

**Note:** Replacement of any parts not listed above, including the built-in rechargeable battery, must be done by a Lenovo-authorized repair facility or technician. Go to <https://support.lenovo.com/partnerlocation> for more information.

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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 following before you contact Lenovo:

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

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



## Lenovo Customer Support Center

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

### Telephone numbers

For a list of the Lenovo Support phone numbers for your country or region, go to <https://pcsupport.lenovo.com/supportphonenumber> for the latest phone numbers.

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

### Services available during the warranty period

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

### Services not covered

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

For the terms and conditions of the Lenovo Limited Warranty that apply to your Lenovo hardware product, go to:

- [https://www.lenovo.com/warranty/llw\\_02](https://www.lenovo.com/warranty/llw_02)
- <https://pcsupport.lenovo.com/warrantylookup>



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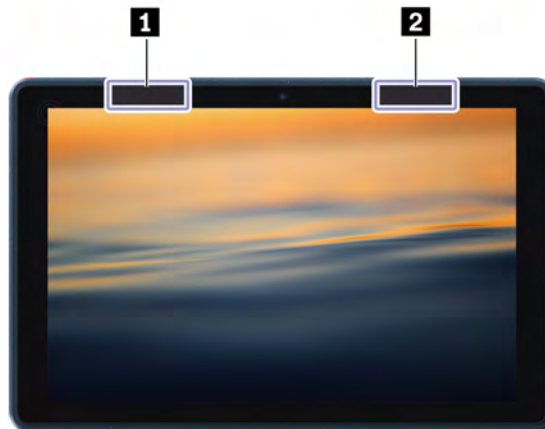
## Appendix A. Compliance information

For 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).

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### Locate the wireless antennas

Your tablet has a wireless antenna system. You can enable wireless communication wherever you are. The following illustrations show the antenna locations on your tablet.



- ❶ Wireless-LAN antenna (auxiliary)
- ❷ Wireless-LAN antenna (main)

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### Certification-related information

Product name	Compliance ID	Machine type
Lenovo 10w	LN0002W	82SU(Rx) and 82ST(Tx)

Further compliance information related to your product is available at <https://www.lenovo.com/compliance>.

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### Operating environment

#### Maximum altitude (without pressurization)

3048 m (10 000 ft)

#### Temperature

- Operating: 5°C to 35°C (41°F to 95°F)
- Storage: 5°C to 43°C (41°F to 109°F)

**Note:** When you charge the battery, its temperature must be no lower than 10°C (50°F).

**Relative humidity**

- Operating: 8% to 95% at wet-bulb temperature 23°C (73°F)
- Storage: 5% to 95% at wet-bulb temperature 27°C (81°F)



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## Appendix B. Notices and trademarks

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