

ThinkSmart View Plus Deployment Guide

Lenovo
ThinkSmart

Lenovo

Read this first

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

- Documentation in the box
- Appendix A “Compliance information” on page 53

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About this documentation

- Illustrations in this documentation might look different from your product.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://smartsupport.lenovo.com/>.

Chapter 1. Meet ThinkSmart View Plus

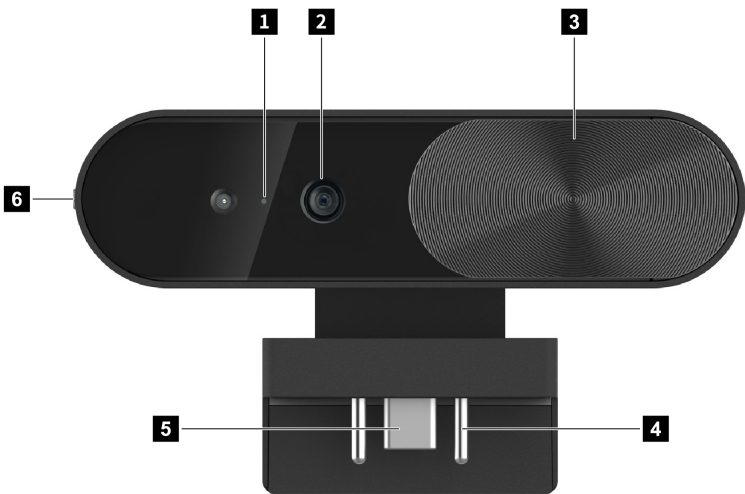
Thanks for choosing ThinkSmart View Plus.

ThinkSmart View Plus is a modular video conference solution for hybrid workplace, including personal space and huddle room.

Stylus Pen

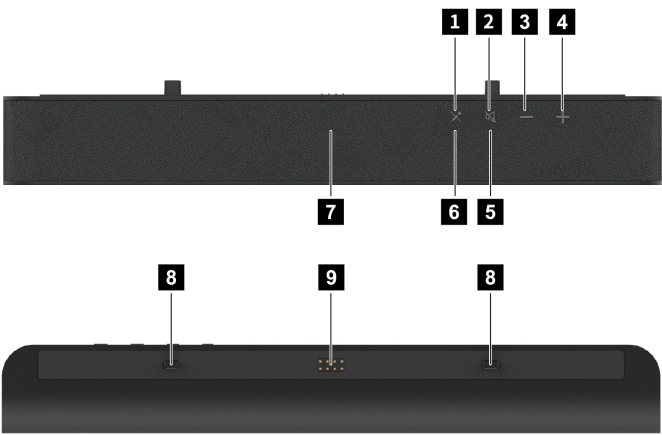


Camera



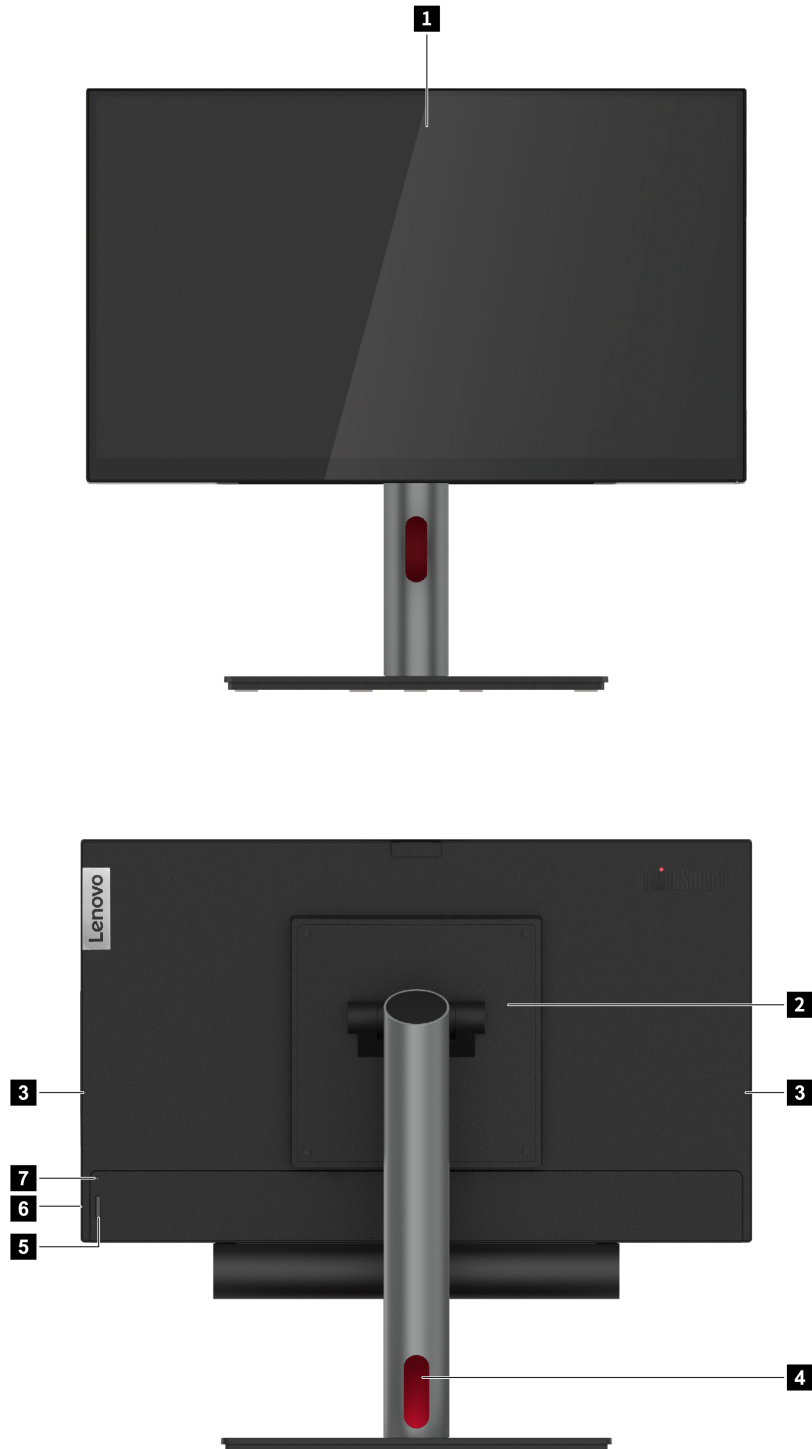
Description	Description
1. Camera LED	2. Camera lens
3. Privacy shutter	4. Guide pins
5. USB-C® (3.2 Gen 1) connector	6. Do not Disturb (DND) LED

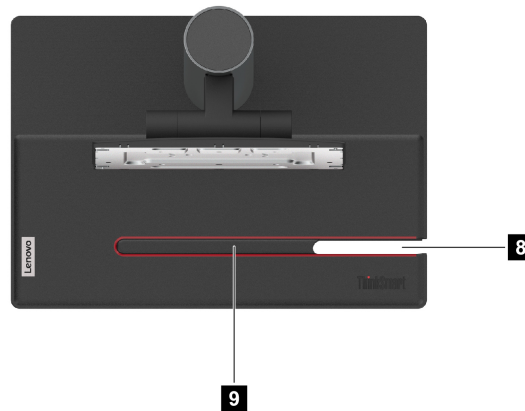
Soundbar



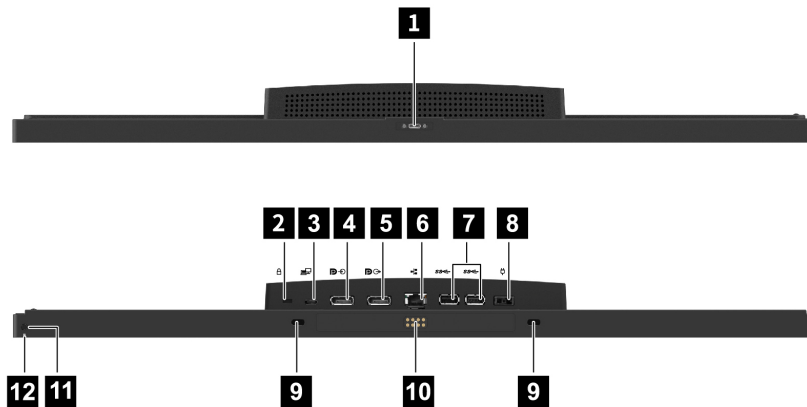
Description	Description
1. Microphone-mute button	2. Speaker-mute button
3. Volume-down button	4. Volume-up button
5. Speaker-mute LED	6. Microphone-mute LED
7. Microphone-status LED	8. Guide tabs
9. Pogo pins	

Monitor and stand





Description	Description
1. Touch screen	2. VESA mount plate
3. Pen storage areas	4. Cable hole
5. Power button	6. Power LED
7. Recovery button	8. Phone slot
9. Pen slot	



Description	Description
1. USB-C (3.2 Gen 1) connector and camera pin holes	2. Security-lock slot
3. USB-C (3.2 Gen 1) connector	4. DisplayPort™ in connector
5. DisplayPort out connector (works only when there is DisplayPort input from a computer)	6. Ethernet connector
7. USB-A (3.2 Gen 1) connectors	8. Power connector

Description	Description
9. Soundbar tab holes	10. Pogo pad
11. Mode-switch button	12. Mode-switch LED

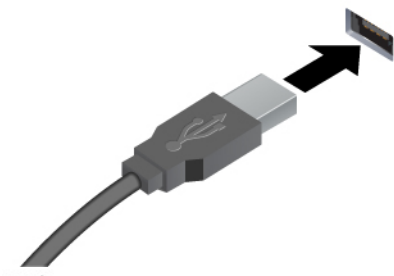
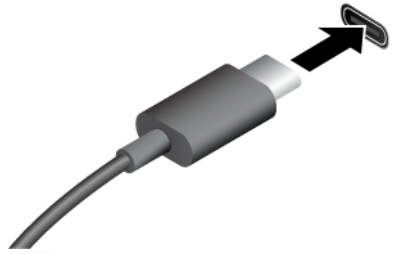
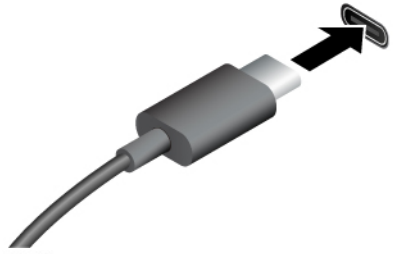
Features and specifications

For more information, go to <https://psref.lenovo.com>.

Specification	Description
Display	<ul style="list-style-type: none"> • Display type: In-Plane Switching (IPS) • Display size: 27 inches • Display ratio: 16:9 • Display resolution: 1920 x 1080 pixels • Multi touch technology (10 points simultaneously) • Stylus supported (passive)
Audio	<ul style="list-style-type: none"> • Built-in Digital Signal Processor (DSP) for echo and noise cancellation • 4 microphone array
Video	RGB camera <ul style="list-style-type: none"> • Video resolution: 3840 x 2160 pixels at 30 fps, 1920 x 1080 pixels at 60 fps • Field of View: <ul style="list-style-type: none"> – 103° (D) / 90° (H) / 59° (V) – 78° (D) / 68° (H) / 42° (V) – 65° (D) / 56° (H) / 33° (V) • HDR
Network	<ul style="list-style-type: none"> • Bluetooth 5.1 • Ethernet LAN (10 / 100 / 1000 M) • Wireless LAN (2.4 G / 5 G)
Sensor	<ul style="list-style-type: none"> • Human presence detection • Ambient light sensor (ALS)
Security	Security-lock slot
Operating system	Android
Preloaded Lenovo application	ThinkSmart Manager*
Preloaded 3rd party application	Microsoft Teams display
Dimensions	<ul style="list-style-type: none"> • Width: 622.3 mm (24.5 inches) • Height: 604 mm (23.8 inches) • Depth: 259.6 mm (10.2 inches)
Weight (without packaging)	Maximum configuration as shipped: 12.32 kg (27.2 lb)
Power supply	Maximum 135-watt power supply
Electrical voltage	<ul style="list-style-type: none"> • Input: 100 V ac – 240 V ac, approximately 2.5 A, 50–60 Hz • Output: 20 V, 6.75 A, 135 W

* for selected models

USB specifications

Connector	Description
 SS USB-A (3.2 Gen 1) connector	Connect USB compatible devices with the output voltage and current of 5 V and 0.9 A.
 SS USB-C (3.2 Gen 1) connector on the top of the monitor	Connect the inbox camera with the output voltage and current of 5 V and 0.9 A.
 SS USB-C (3.2 Gen 1) connector on the bottom of the VESA mount plate	<ul style="list-style-type: none">• Charge USB-C compatible devices with the output voltage and current of<ul style="list-style-type: none">– 5 V and 3 A– 20 V and 3.25 A• Connect to a computer with DisplayPort input of up to 1920 x 1080 pixels, 60 Hz.

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	5

LED indications

For the LED locations, see Chapter 1 “Meet ThinkSmart View Plus” on page 1.

Camera LEDs

LED name	LED status	Device status
Camera LED	Solid white	Camera on
	Blinking white	Camera software update
	Off	Camera off
Do Not Disturb LED	Solid red	In a meeting
	Off	Not in a meeting

Soundbar LEDs

LED name	LED status	Device status
Microphone-status LED	Solid red	Microphone muted in a meeting
	Solid green	Microphone unmuted in a meeting
	Off	Not in a meeting
Microphone-mute LED	Solid white	Microphone muted
	Off	Microphone unmuted
Speaker-mute LED	Solid white	Speaker muted
	Off	Speaker unmuted

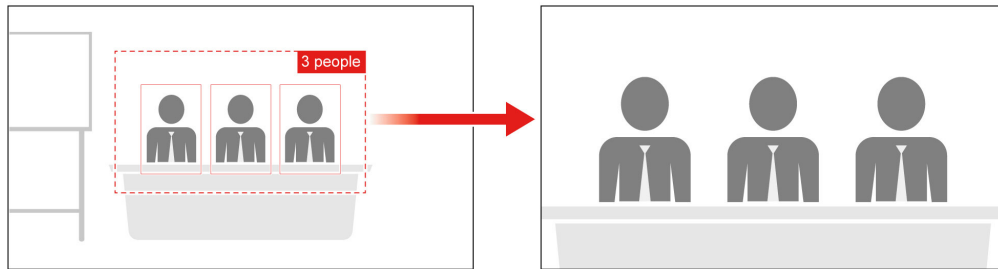
Monitor LEDs

LED name	LED status	Device status
Power LED	Solid white	Power on
	Blinking white	Sleeping
	Off	Power off
Mode-switch LED	Solid white	In the Microsoft Teams display mode
	Blinking white	Sleeping
	Blinking white repeated for four times	Unread messages or missed calls
	Blinking green	Incoming or outgoing call
	Solid green	In a meeting
	Blinking amber	Mode-switch button pressed in a meeting
	Off	In the peripheral mode or power off

Chapter 2. Smart features

AI features

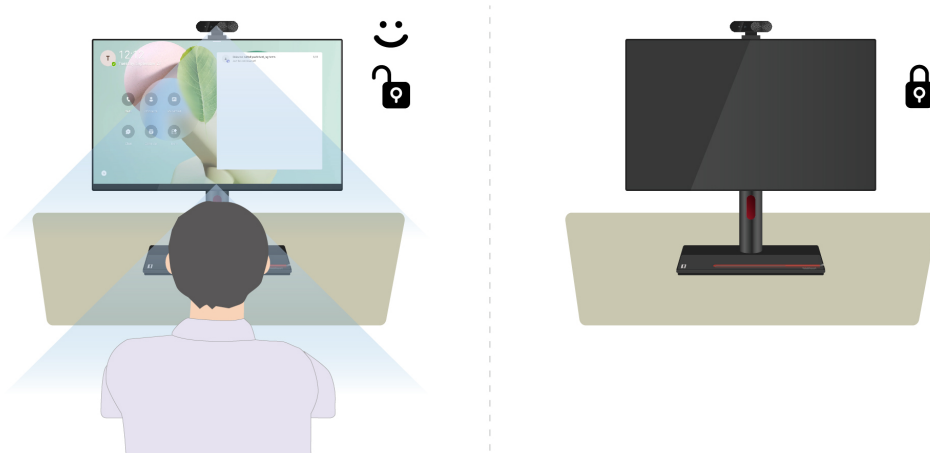
People count and auto zoom/frame: Automatically detect and count the people in the field of view. Then automatically frame and zoom in the people to a suitable size. This feature makes it easier to monitor the dynamics of the conference.



Human presence detection and face login

ThinkSmart View Plus uses the human presence sensors to detect your presence and uses the camera to recognize your face.

- Automatically wake up ThinkSmart View Plus when you enter its detection range of maximum 1.5 meters (4.9 feet). With a face ID created and camera privacy shutter open, you can automatically log in to ThinkSmart View Plus with your face. See “Create a face ID” on page 29 for information about how to create a face ID.
- Dim and lock the ThinkSmart View Plus screen when you leave out of the range.



Notes:

- This feature does not work in the following cases:
 - when ThinkSmart View Plus is in hibernation mode or turned off
 - when the camera shutter is closed
 - when you set the power options to never turn off the device

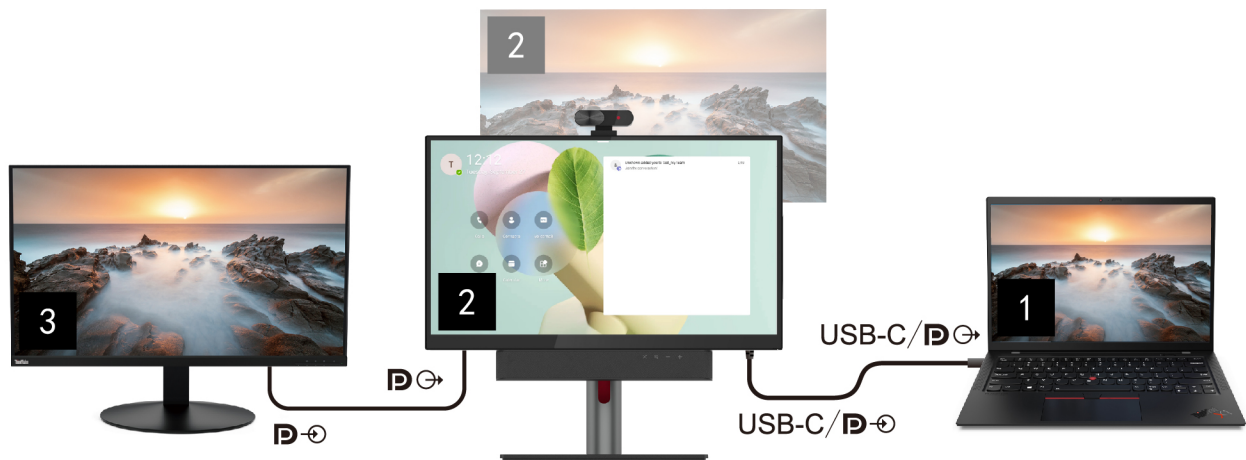
- The feature might not work properly in the following cases:
 - when the device is used in bright back light or very dark environment
 - when your face is partially hidden by your clothing or mask
- Lenovo does not collect or store any personal data from the camera.
- This feature might be disabled in some countries or regions according to local regulations.

Connect multiple devices

You can connect your computer and monitor to ThinkSmart View Plus to boost your productivity in the Microsoft Teams display mode (also called Teams mode) or the external display mode (also called peripheral mode).

- In the Teams mode, you can use ThinkSmart View Plus as your conference device and use the monitor as the external display of your computer.

Note: The computer screen **1** will be covered by the Microsoft Teams display screen **2** for optimal conference performance.



- In the peripheral mode, you can use both ThinkSmart View Plus and the monitor as the external displays of your computer.



To switch the mode, press the mode-switch button as shown.



Notes:

- Use the provided USB-C cable or a purchased DisplayPort cable to connect your computer.
 - When using the USB-C cable, you can control the soundbar and camera of ThinkSmart View Plus from your computer. The supported maximum resolution is:
 - ThinkSmart View Plus: 1920 x 1080 pixels, 60 Hz
 - External monitor: 1920 x 1080 pixels, 60 Hz
 - When using a DisplayPort cable, the supported maximum resolution is:
 - ThinkSmart View Plus: 1920 x 1080 pixels, 60 Hz
 - External monitor: 3840 x 2160 pixels, 30 Hz
- When ThinkSmart View Plus is in a meeting, the mode-switch function is disabled to avoid unexpected dropping out of meeting.

Chapter 3. Deployment prerequisites

The following are basic prerequisites for deployment. ThinkSmart View Plus only works if the proper infrastructures are deployed. Please consult your sales representative for related prerequisites.

Hardware

- RJ45 Ethernet cable
- DisplayPort cable (optional)
- External monitor (optional)

You can purchase accessories from Lenovo <https://www.lenovo.com/accessories>.

Software

1. Purchase Microsoft 365 licenses.
 - Personal license: <https://www.microsoft.com/en-us/microsoft-teams/compare-microsoft-teams-options?activetab=pivot:primaryr1>
 - Shared-room license: <https://learn.microsoft.com/en-us/microsoftteams/teams-add-on-licensing/teams-shared-device-license>
2. Go to <https://admin.microsoft.com/adminportal/home?#/homepage>. Create Microsoft Teams display accounts and passwords and assign licenses to accounts.

Network

Modality	Minimum bandwidth (up/down)	Recommended bandwidth (up/down)	Best bandwidth (up/down)
Audio: one-to-one	10/10	58/58	76/76
Audio: meetings	10/10	58/58	76/76
Video: one-to-one	150/150	1,500/1,500	4,000/4,000
Video: meetings	150/200	2,500/4,000	4,000/4,000

For more information, go to <https://learn.microsoft.com/en-us/microsoftteams/prepare-network>.

Deploy and Maintain Services

A deploy and maintain service is included with this ThinkSmart device. Go to <https://lenovosmartofficeservices.com> and schedule for professional support.

- Deploy: A ThinkSmart service to help set up, configure and integrate collaboration solution devices into your environment. All deployments include full documentation reports after complete.
- Maintain: A one-year (renewable) maintenance contract where technicians will assist with updates and device changes and provide easy to follow Do's and Don'ts. Device operability health check will ensure that collaboration solution is healthy and running smoothly. Redeployment of solution, if required, into a different meeting space is included.

Chapter 4. Deploy hardware

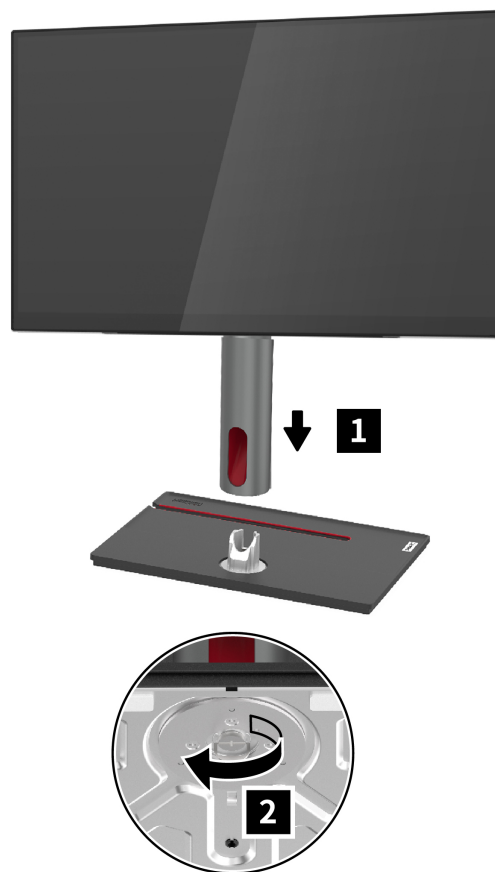
Take the following procedures to deploy hardware for your device:

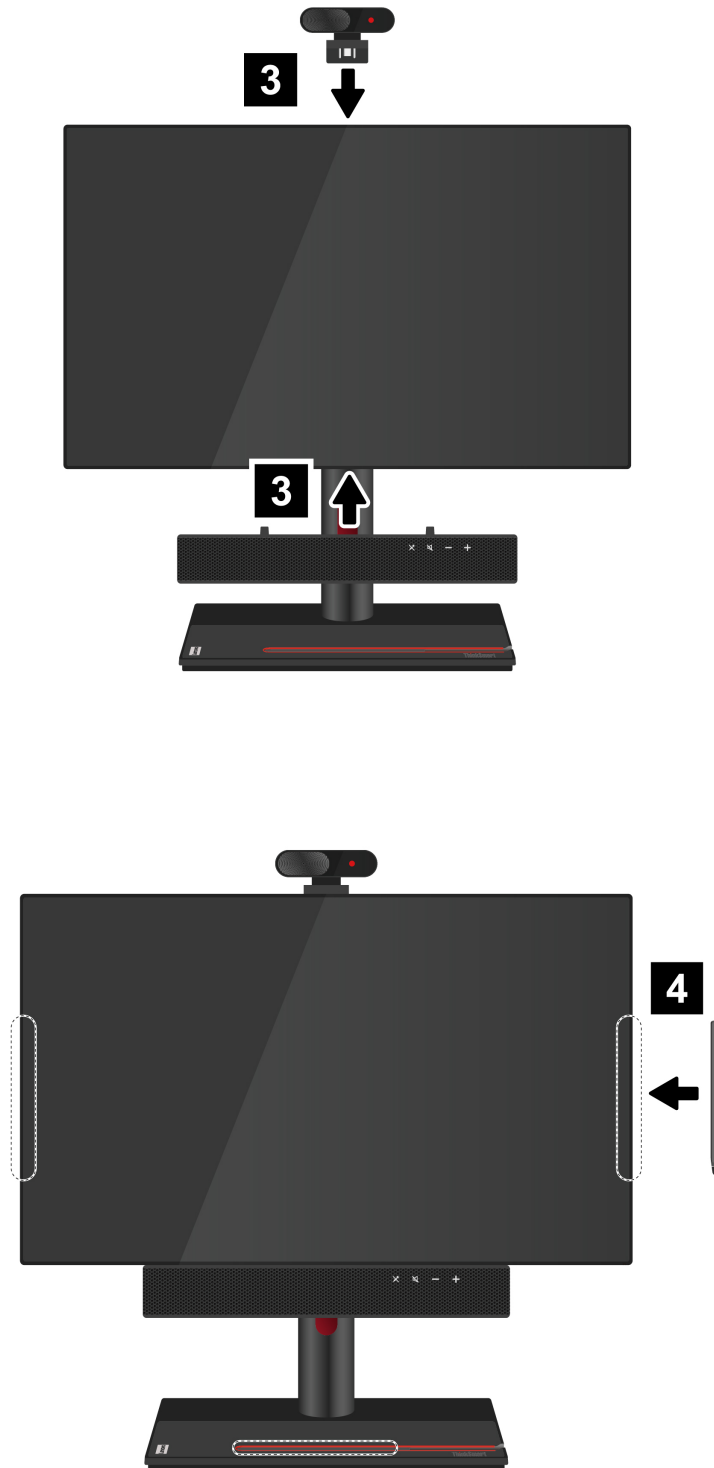
1. “Install your device” on page 15
2. “Adjust monitor height and angle” on page 18

Install your device

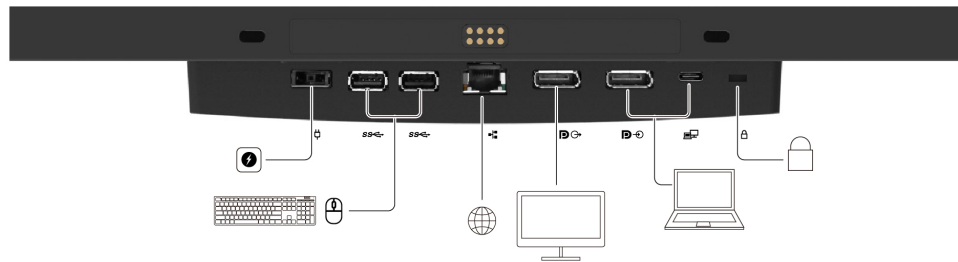
To install your device, do the following:

1. Install the monitor assembly, stand base, camera, soundbar, and pen.



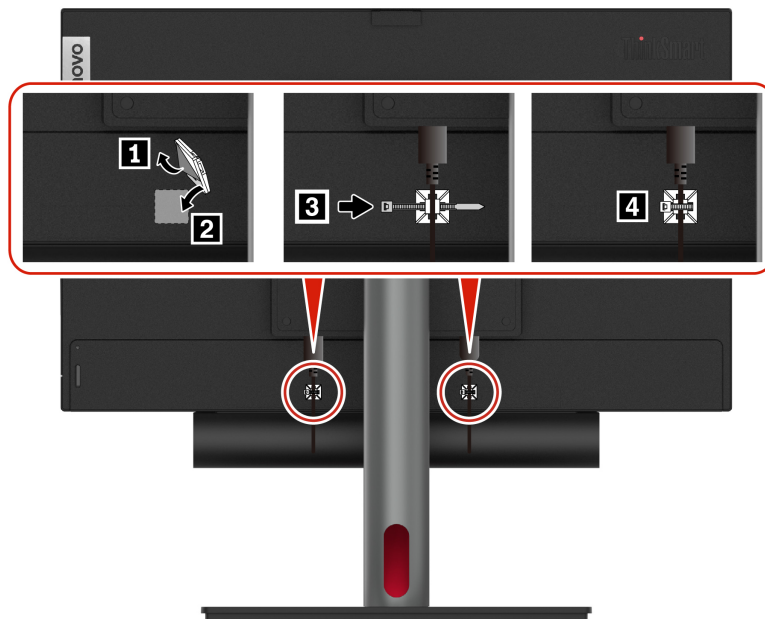


2. Connect the power adapter and other peripheral devices to the connectors and slot in the bottom of the monitor. The device will turn on automatically after connected to power.



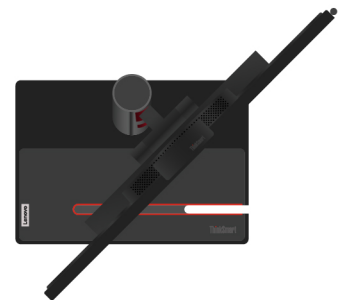
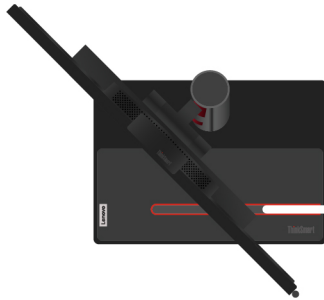
Notes:

- It is recommended that you use the provided USB-C cable to connect your computer for optimal performance.
- You can use the provided cable hooks and cable ties to secure the power cable and USB-C cable as shown below.



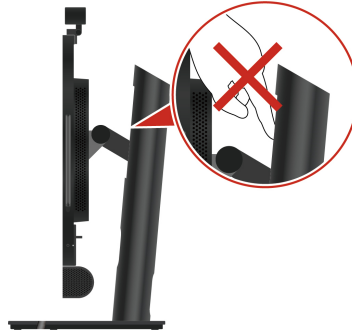
Adjust monitor height and angle

You can adjust the monitor height and angle for optimal viewing experience.



CAUTION:

- If you put a smart phone in the phone slot, pay close attention to your phone when adjusting the monitor height. If necessary, remove the phone before the adjustment.
- When you adjust the monitor height, keep your finger away from the stand pole so that your finger will not get pinched.



Chapter 5. Deploy software

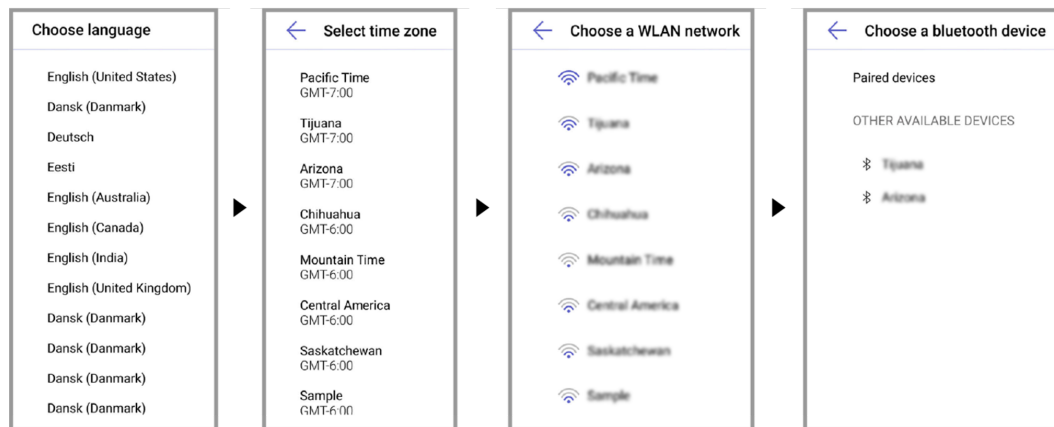
Take the following procedures to deploy software for your device:

1. “Configure Android” on page 21
2. “Set administrator password” on page 22
3. “Claim to ThinkSmart Manager” on page 23 (for selected models)

Configure Android

When you turn on ThinkSmart View Plus for the first time, you will see the Android windows where you can configure the Android settings for your device.

1. Follow the on-screen instructions to set the language, time zone, Wi-Fi, and Bluetooth for your device.



2. Wait a few seconds for Android settings to get applied and your device to get prepared. Then, you are ready for the next procedure.



Note: If the service is not available as shown above, refer to <https://support.lenovo.com/sg/en/solutions/ht514076> to resolve.

Set administrator password

After completing the Android settings, you will see a window asking you to set an administrator password before using the device.

Follow the on-screen instructions to set an administrator password to keep your device secure before you use it.

Set Administrator Password

To secure your device, we require you to set Android default administrator password prior to using it

New password
.....

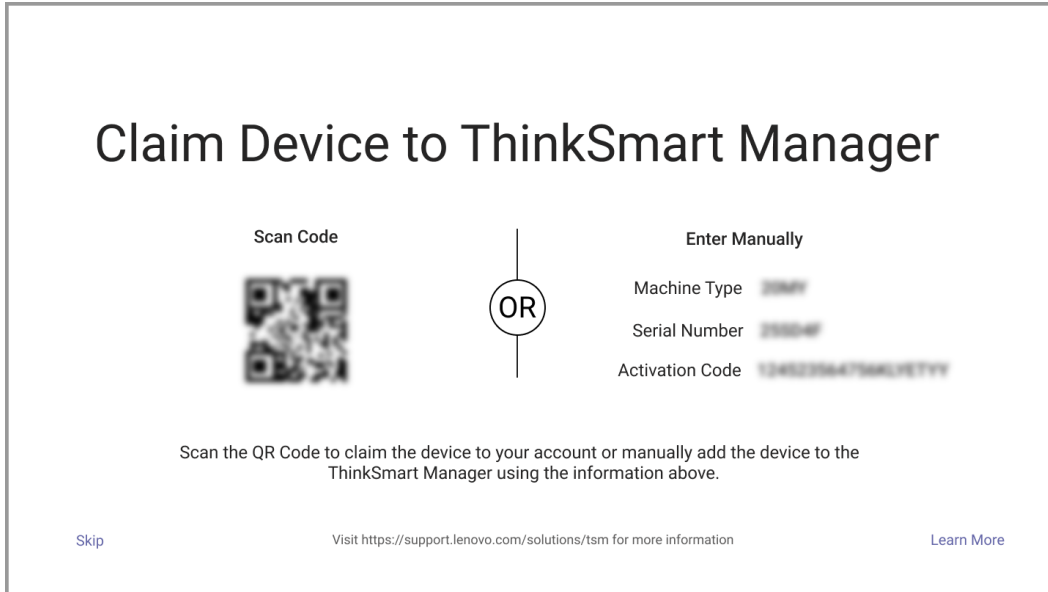
Re-enter new password
.....

Visit <https://support.lenovo.com/solutions/tsm> for more information

Next

Claim to ThinkSmart Manager

After you set the administrator password, the ThinkSmart Manager window will appear to help you claim your device to ThinkSmart Manager for easy remote deployment, setup, configuration, and monitoring from the cloud.



Notes:

- ThinkSmart Manager is not supported in some countries and regions.
- Claiming to ThinkSmart Manager is certainly beneficial, but not strictly required. If you want to claim later, you can skip for now.
- Illustrations in this guide might look different from your device as ThinkSmart Manager periodically updates features.

Prerequisites

1. Create a Lenovo ID from the Lenovo Support page.
 - Page link: <https://support.lenovo.com/>
 - Video reference: <https://support.lenovo.com/ua/en/videos/nvid500033>
2. Create an organization ID from the ThinkSmart Manager portal.
 - Portal link: <https://portal.thinksmart.lenovo.com/>
 - Video reference: <https://support.lenovo.com/us/en/videos/nvid500035>
3. As the default owner of the organization, you can add people to the organization and create default organization configurations for new devices.
 - Video reference: <https://support.lenovo.com/sg/en/videos/nvid500034>

Two claiming ways

- Claim by the QR code or the PIN code from the ThinkSmart Manager application (recommended): See the section below for details.
- Claim by the PIN code from the ThinkSmart Manager portal

- ThinkSmart Manager User Guide link: <https://support.lenovo.com/downloads/ds542392>
- Video reference: <https://support.lenovo.com/sg/en/videos/nvid500071>

Claiming from the ThinkSmart Manager application

Prerequisites

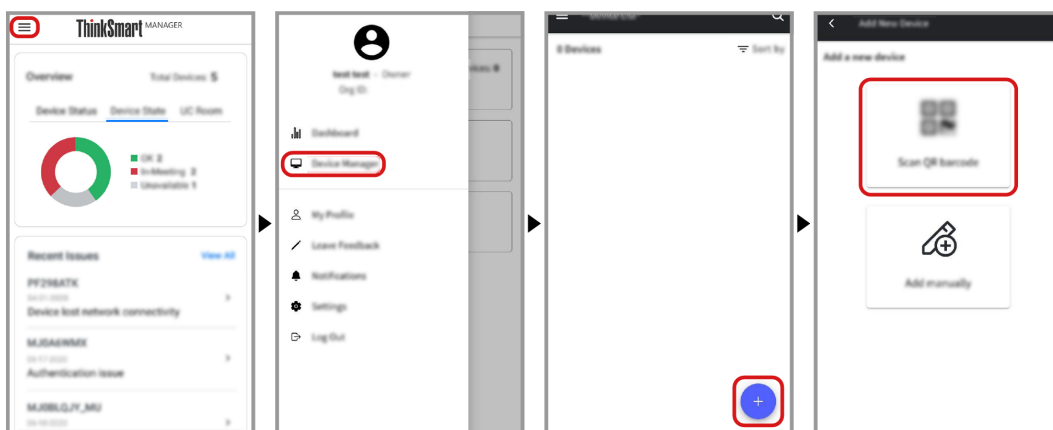
1. Prepare a mobile device (such as smart phone) that can scan QR codes.
2. Ensure that your device and the mobile device are connected to the Internet during the claiming process.

Claiming steps

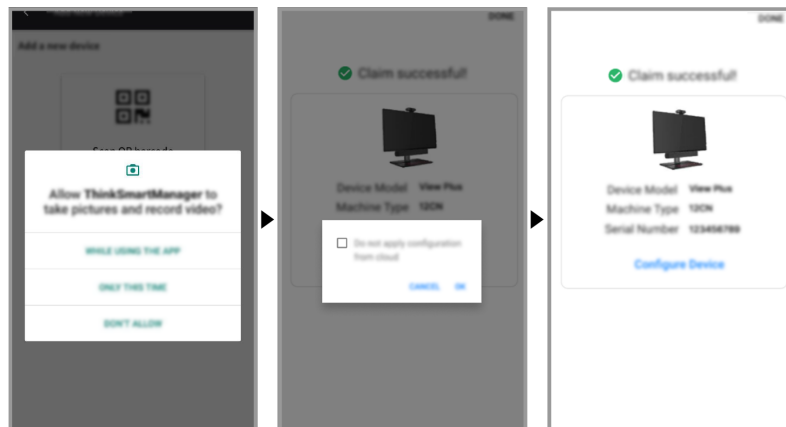
1. Scan the QR code to download the ThinkSmart Manager application on your mobile device.



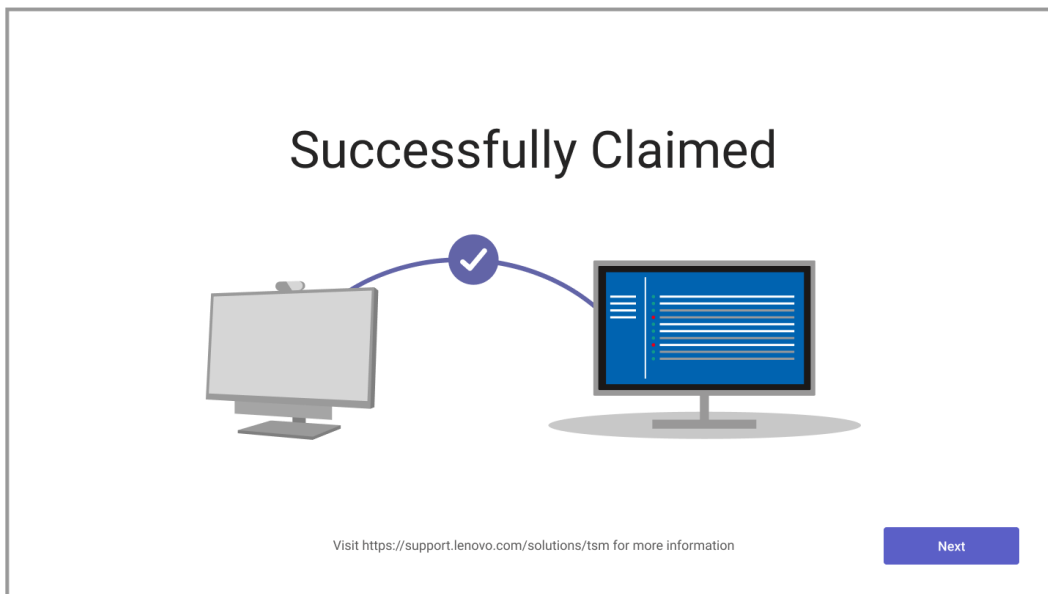
2. Log in and complete the operations on your mobile device.



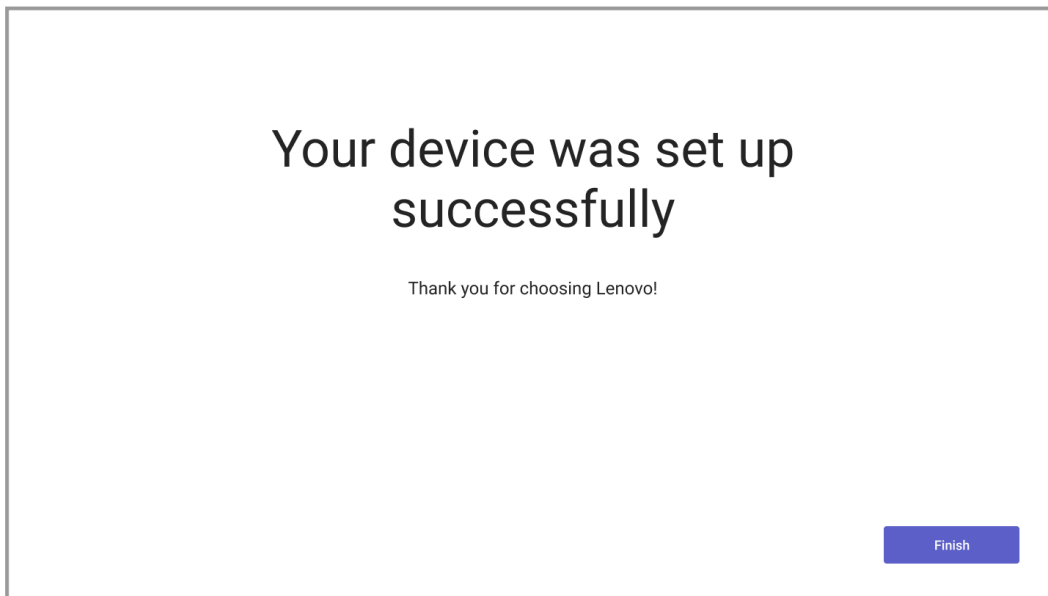
3. Scan the QR code on ThinkSmart View Plus. Follow on-screen instructions to apply the default organization configurations from cloud (if necessary) and complete the claiming process.



Your device is claimed successfully.



Congratulations! Your device is set up successfully.



After claiming, you can view the administrator password from the ThinkSmart Manager portal:

1. Go to <https://portal.thinksmart.lenovo.com/> and log in.
2. Select **Devices** on the left navigation panel. The device list is displayed.
3. Select the device to manage. The device information is displayed.
4. Select **Configuration → Android** on the right panel. Then, follow the on-screen instructions to view the administrator password.

Chapter 6. Get start with Microsoft Teams display (personal account)

This chapter provides typical conference scenarios with illustrations to help you quickly get started with your Microsoft Teams display (personal account).

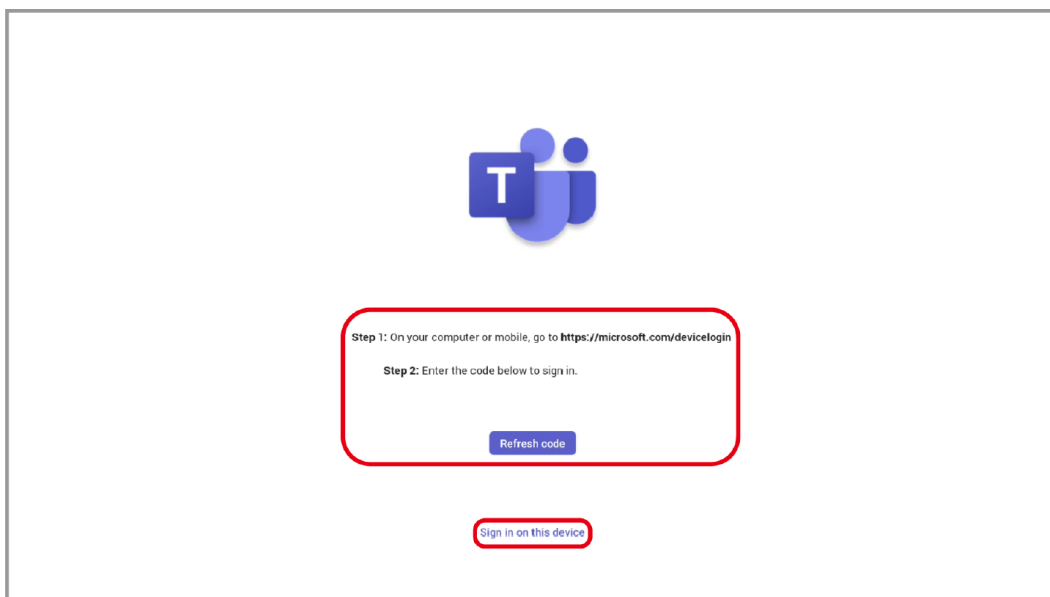
Illustrations might look different from your device as Microsoft Teams displays periodically update features. For the latest information about Microsoft Teams display, go to:

https://support.microsoft.com/en-us/office/get-started-with-teams-displays-ff299825-7f13-4528-96c2-1d3437e6d4e6#bkmk_syncwithyourteams

Sign in

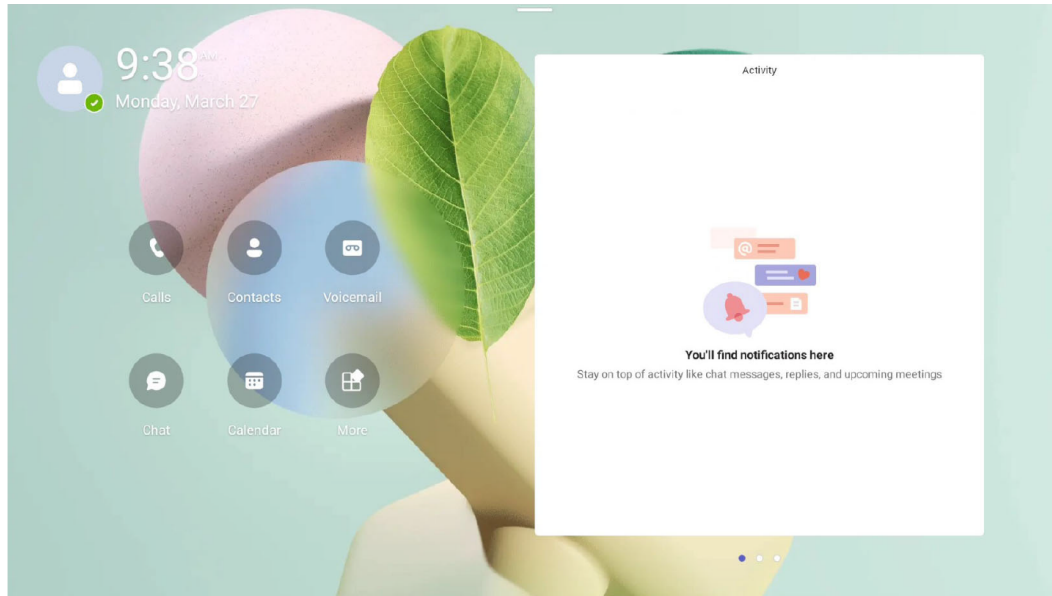
Sign in with a personal account by one of the following methods:









- Remote sign in with your Teams display account, password, and the refresh code.
- Local sign in with your Teams display account and password.



Learn about home screen

Once you have successfully signed in, the home screen will be displayed and the Teams display will sync with Microsoft Teams on your computer.

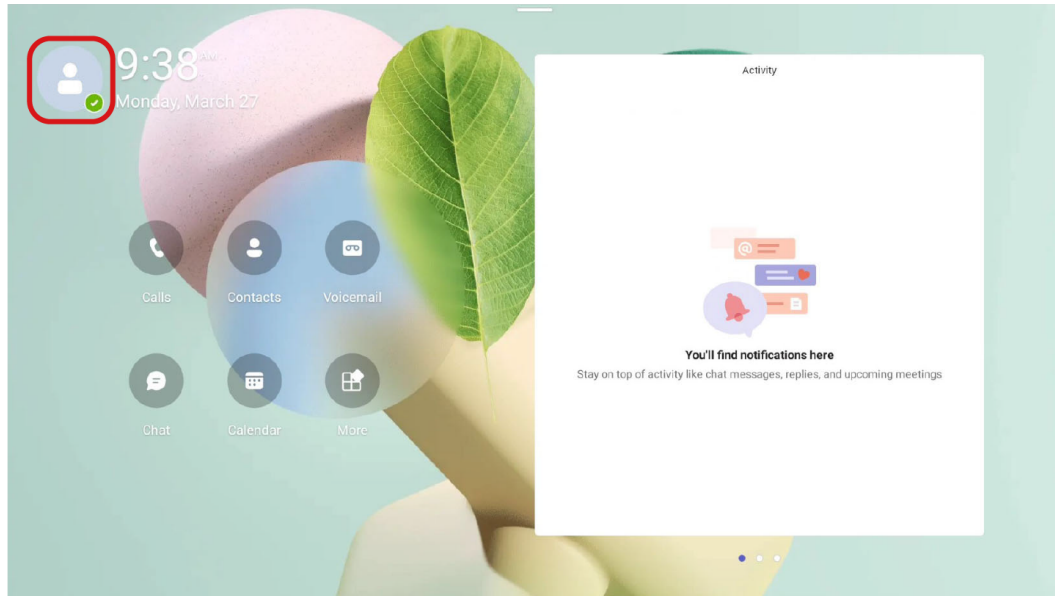


UI	Function
 User ID	Select to access user status, settings, lock, and more.
 Calls	Select to make phone calls.
 Contacts	Select to view contacts information.
 Voicemail	Select to receive voicemails.
 Chat	Select to view and respond to messages.
 Calendar	Select to view the day's meetings.
 More	Select to access files, notes, and more.
 Activity	View the upcoming meetings, chats, calls, and more.

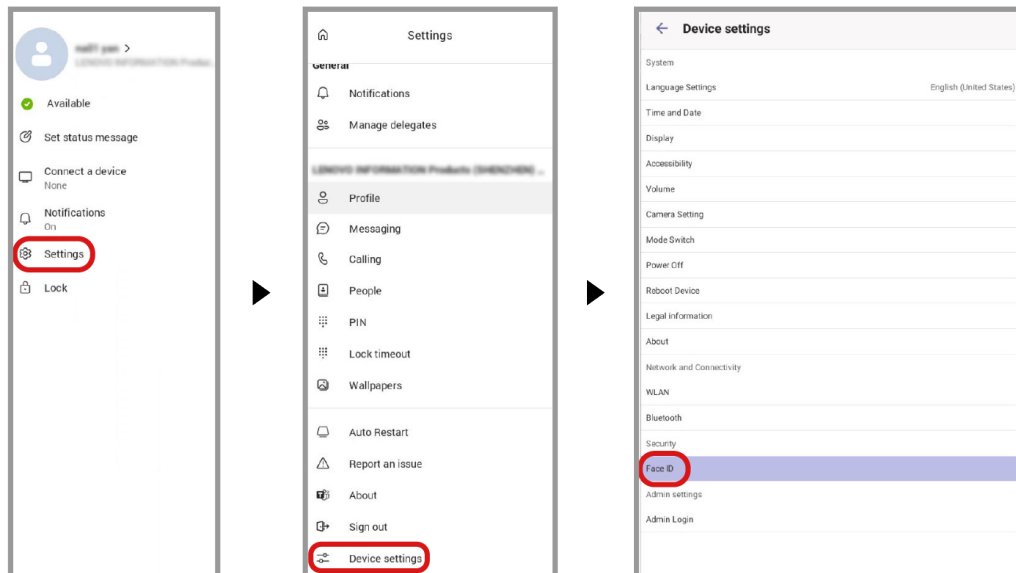
Create a face ID

You can create a face ID for quick sign-in to your device.

1. Select your User ID on the top left of the home screen.



2. Follow on-screen instructions to complete the process.



With a face ID created and camera privacy shutter open, your device will automatically log in when you face the camera.



For more information, go to “AI features” on page 9.

Lock the display

You can lock the display to protect your privacy when you leave the device.

To lock the display, do one of the following:

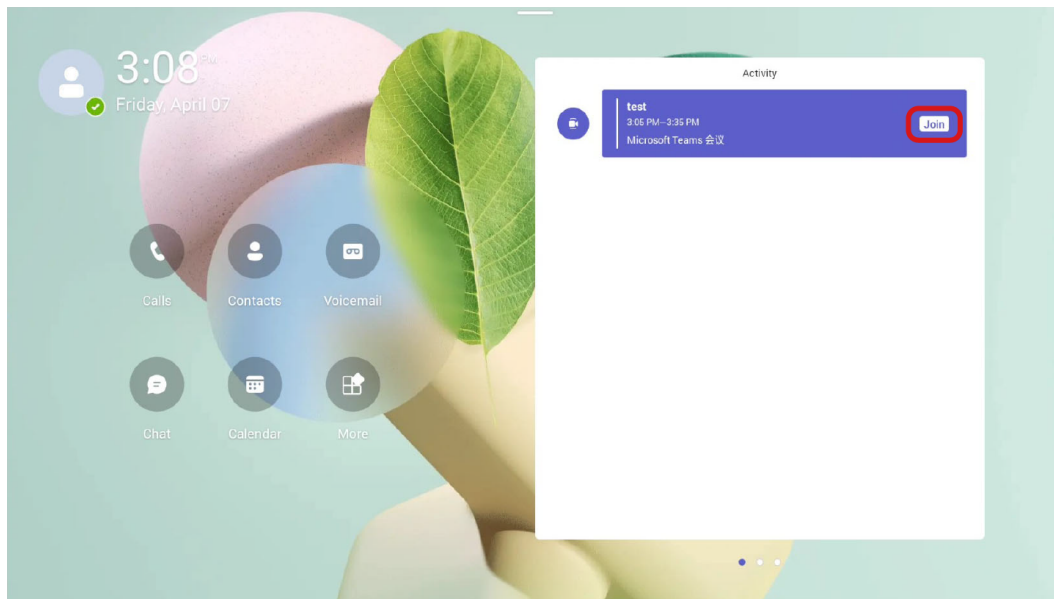
- Swipe down from the top of the screen.
- Select your User ID and then select **Lock**.

To unlock the display, swipe up from the bottom. If a PIN code is set, enter the PIN code to unlock.

Note: If a face ID is created, the device can be automatically unlocked with your face. For details, go to “Create a face ID” on page 29.



Join a scheduled meeting

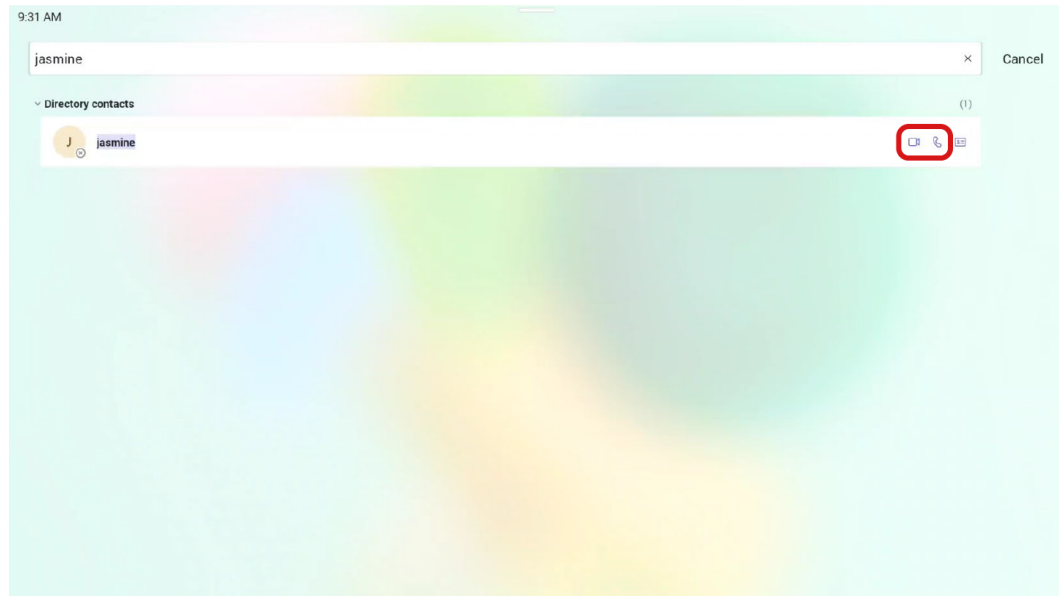
Find the meeting displayed under Activity and select **Join**.



Start an instant meeting


You can start an instant meeting by the following method:

1. Select **Contacts** on the home screen.
2. Find the person you want to invite, and then select  to start a video call or  to start an audio call.

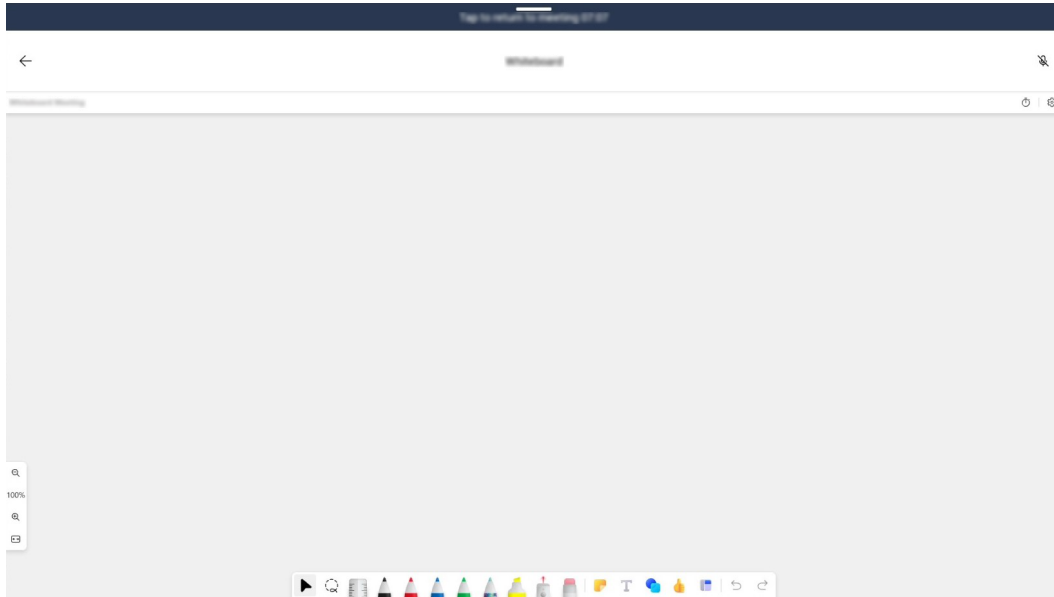



Share content in a meeting

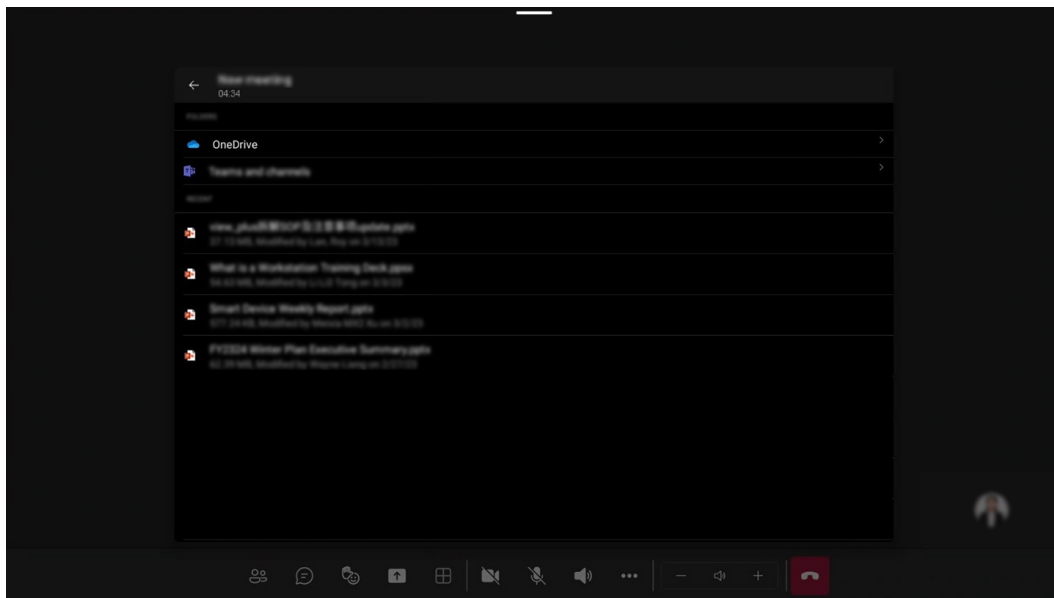
You can share content in a meeting by one of the following three options:


- **Share Whiteboard:** Select  in your meeting controls, and then select **Share Whiteboard** to open a dedicated canvas where teammates have a common space to sketch and ideate together.

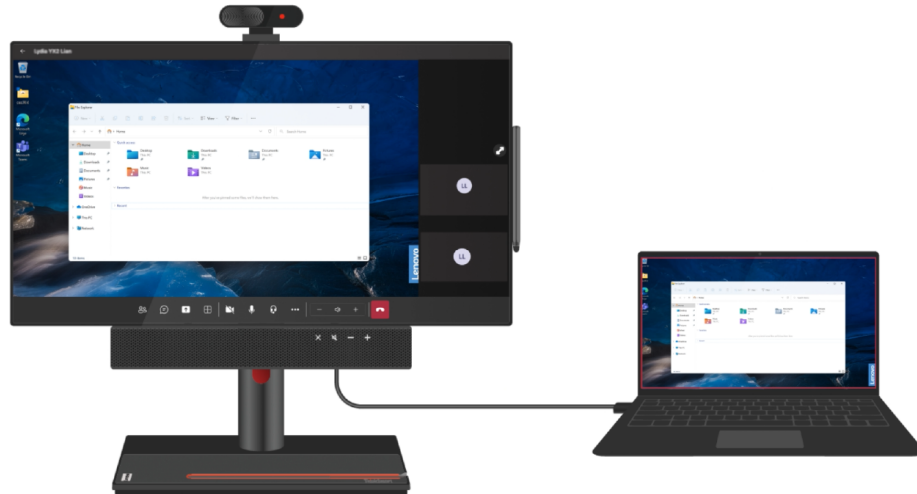
Note: This feature is available for scheduled meetings only.



- **Share PowerPoint:** Select  in your meeting controls, and then select **Share PowerPoint** to open a PowerPoint file for sharing.



- **Share Connected Device** Connect your computer to the USB-C connector or DisplayPort in connector on ThinkSmart View Plus. Then, select  in your meeting controls, and then select **Connected device** to share your computer screen with teammates.



Chapter 7. Get start with Microsoft Teams display (share room account)

This chapter provides typical conference scenarios with illustrations to help you quickly get started with your Microsoft Teams display (share room account).

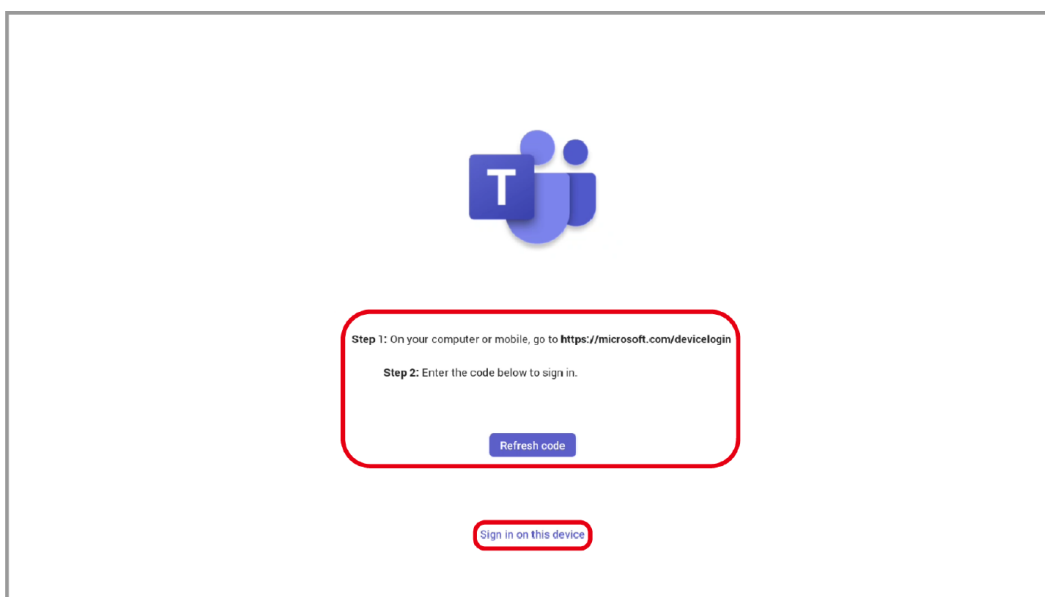
Illustrations might look different from your device as Microsoft Teams displays periodically update features. For the latest information about Microsoft Teams display, go to:

<https://support.microsoft.com/en-us/office/get-started-with-hot-desking-on-teams-displays-27f95e8a-e09f-4aee-ba3c-ca9940eb28a8>

Sign in

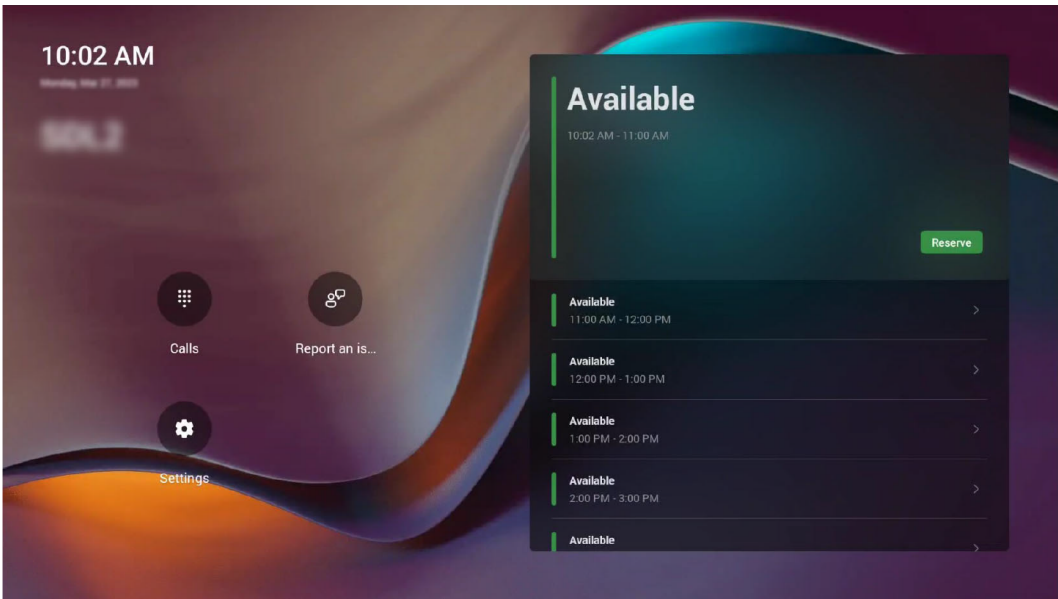
Sign in with a share room account by one of the following methods:





- Remote sign in with Teams display account, password, and the refresh code.
- Local sign in with Teams display account and password.



Learn about home screen

Once you have successfully signed in, the home screen will be displayed.

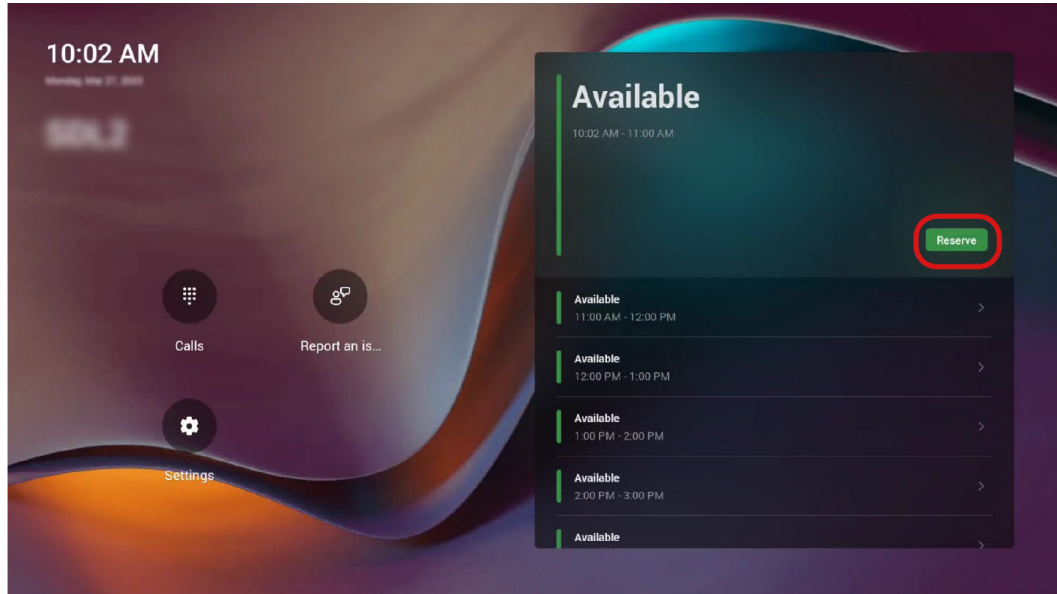


UI	Function
 Calls	Select to make phone calls.
 Report Issue	Select to give feedback or report issues.
 Settings	Select to access more settings.
 Activity	Reserve sessions for scheduled meetings, and view upcoming meetings.

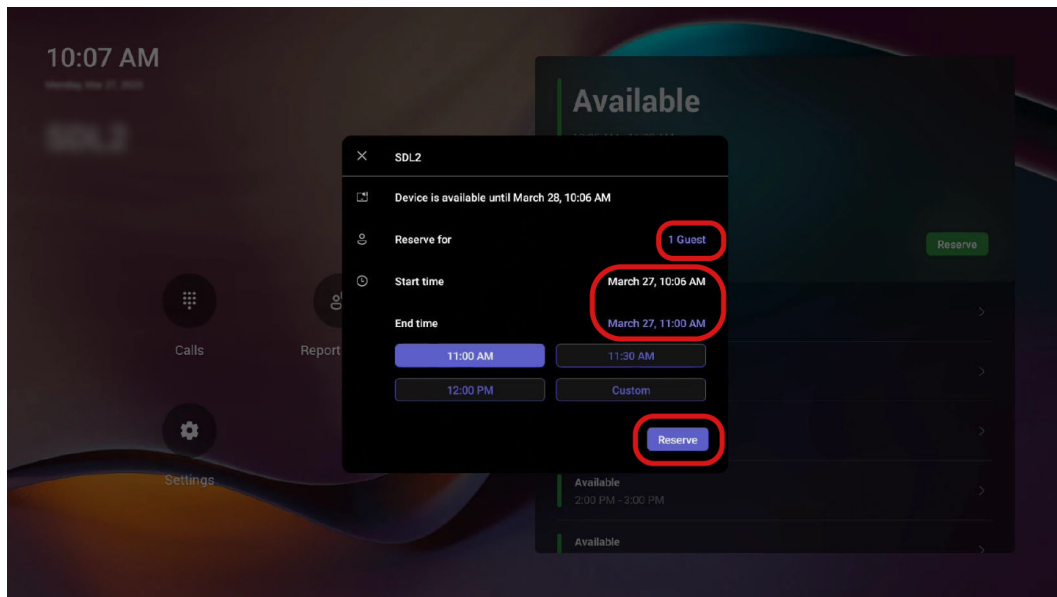
Join a scheduled meeting

You can join a scheduled meeting in a share room by the following method:

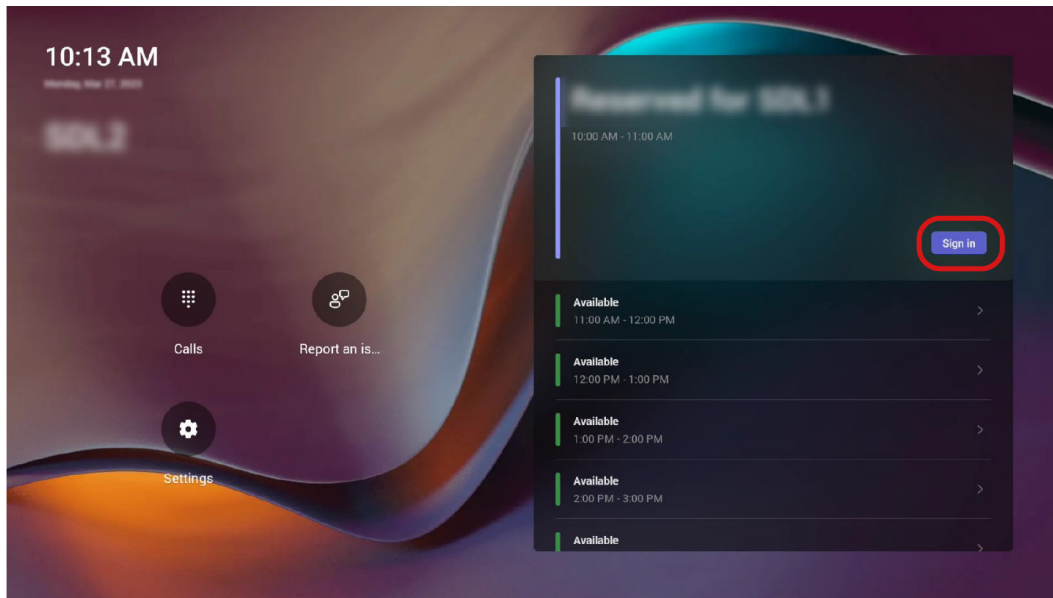
1. Select **Reserve** on the home screen.



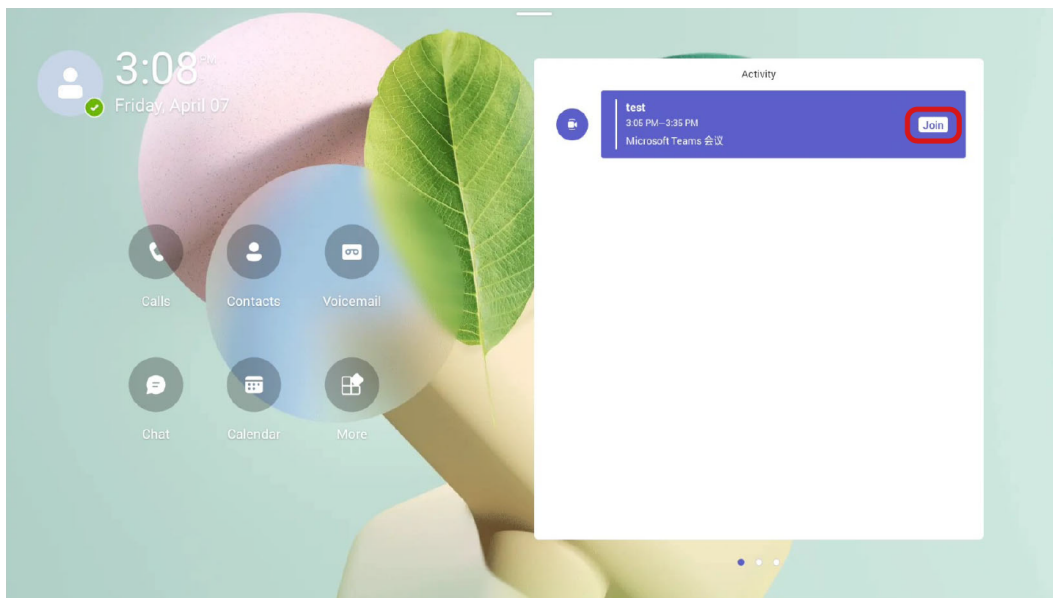
2. Follow the on-screen instructions to reserve a time session.



3. **Sign in** with your personal account at the reserved time.




4. Find the meeting displayed under Activity and select **Join**.

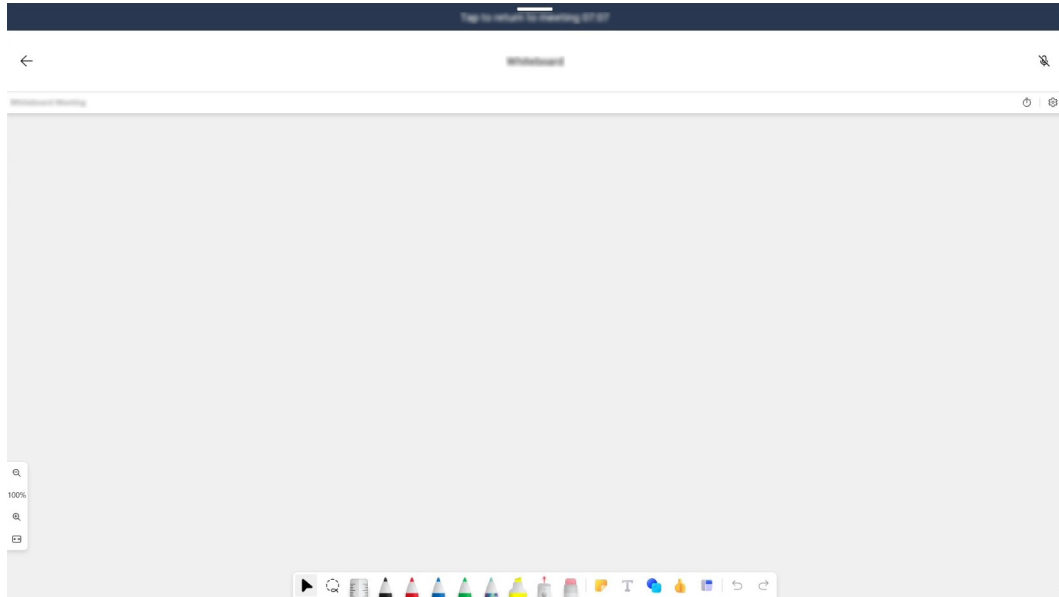



Share content in a meeting

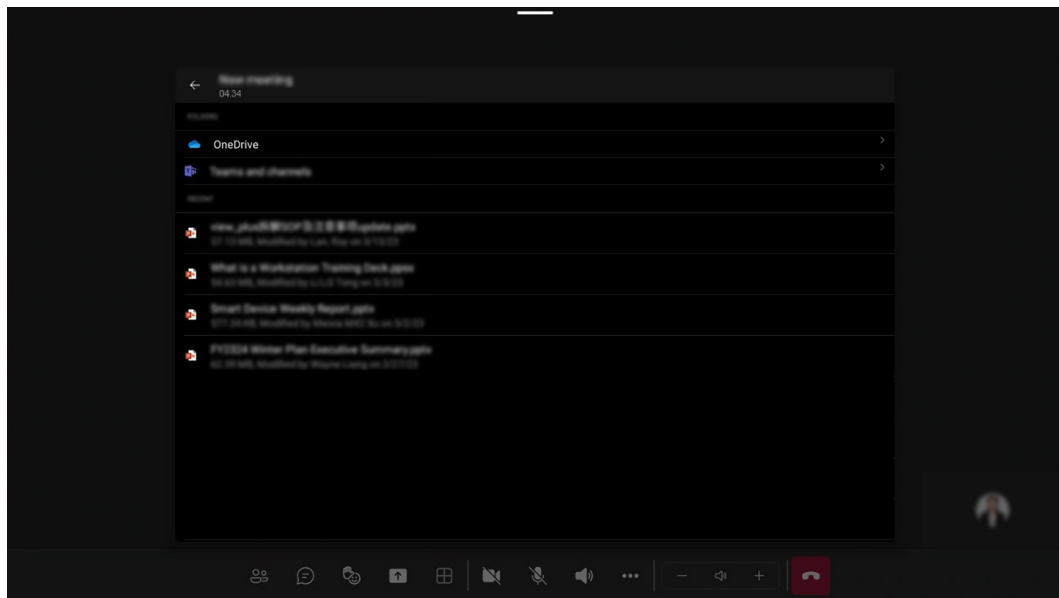
You can share content in a meeting by one of the following three options:


- **Share Whiteboard:** Select  in your meeting controls, and then select **Share Whiteboard** to open a dedicated canvas where teammates have a common space to sketch and ideate together.

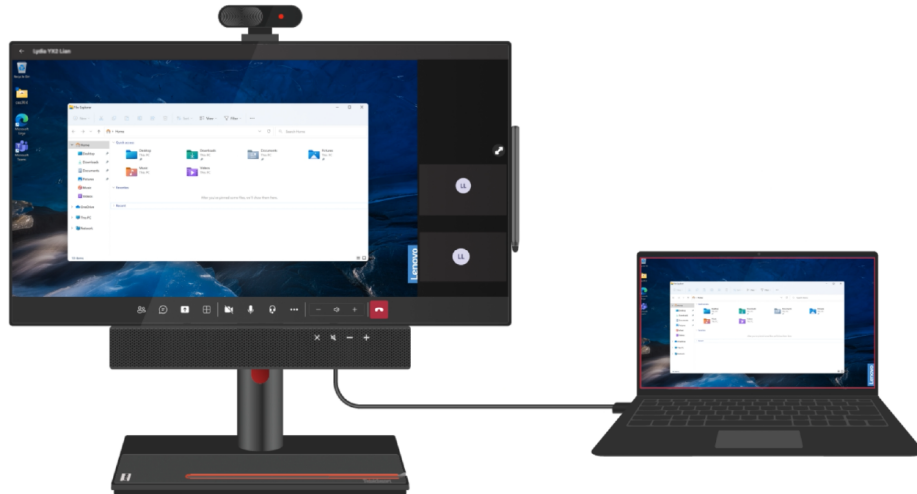
Note: This feature is available for scheduled meetings only.



- **Share PowerPoint:** Select  in your meeting controls, and then select **Share PowerPoint** to open a PowerPoint file for sharing.



- **Share Connected Device** Connect your computer to the USB-C connector or DisplayPort in connector on ThinkSmart View Plus. Then, select  in your meeting controls, and then select **Connected device** to share your computer screen with teammates.



Chapter 8. FAQ

Question	Answer
Can I disconnect and reconnect the working camera during a meeting?	<p>No. It will cause lost of the video stream.</p> <p>There are three ways to resume the video stream during a meeting after you reconnect the camera (with camera shutter open):</p> <ul style="list-style-type: none">• Select the camera button in the meeting controls to turn off and turn on the camera.• Go to Settings → Device settings → Reboot Device to reboot your device.• Go to Settings → Device settings → Power Off to power off your device. Then, disconnect and reconnect your device to power.
How to turn off the speaker during a meeting?	<p>There are two ways to turn off the speaker:</p> <ul style="list-style-type: none">• You can press the speaker-mute button on the soundbar. The speaker-mute LED below the button will turn on in solid white.• You can select the speaker button in the meeting controls on the Microsoft Teams display. <p>Note:</p> <p>The speaker-mute LED will not turn on as the speaker-mute button on the soundbar does not sync with the speaker button in the meeting controls.</p>
Can I use ThinkSmart View Plus with Apple products?	<p>No. ThinkSmart View Plus is an Android—based device. If you use it with Apple products, you may meet some compatibility issues.</p>

Chapter 9. Troubleshooting, diagnostics, and recovery

Basic procedure for resolving problems

Use the basic procedure as a starting point for resolving problems.

Prerequisite

Before you start, read “Read this first” on page i and print the following instructions.

1. Check that:
 - a. The cables for all connected devices are connected correctly and securely.
 - b. All components have been reassembled correctly.
 - c. All connected devices that require ac power are connected to properly grounded and working electrical outlets.
2. See Chapter 9 “Troubleshooting, diagnostics, and recovery” on page 45 to resolve the problem you are experiencing, run the diagnostic program, and recover the operating system.
3. If the problem persists, contact Lenovo. See Chapter 10 “Help and support” on page 49.

Troubleshooting

Problem	Solution
ThinkSmart View Plus does not get started when I press its power button.	<ul style="list-style-type: none">• Ensure that your device is correctly connected to power through the power connector with the provided power adapter and power cord.• Ensure that the power LED is on.• Ensure that the electrical voltage of your device matches with the electrical voltage available at the electrical outlet in your country or region. For the electrical voltage information, see “Features and specifications” on page 5.
The camera does not work.	<ol style="list-style-type: none">1. Ensure that the camera is correctly connected to your device.2. If the problem persists, go to Settings → Device settings → Reboot Device to reboot your device.
The camera or soundbar does not work after disconnected and reconnected during a meeting.	Go to Settings → Device settings → Reboot Device to reboot your device.
Sound does not come from the soundbar.	<ul style="list-style-type: none">• Ensure that the soundbar is correctly connected to your device.• Ensure that the device is not muted.
Face login does not work.	<ol style="list-style-type: none">1. Ensure that you have followed the instructions in “AI features” on page 9.2. Disconnect and reconnect the camera.3. Go to Settings → Device settings → Reboot Device to reboot your device if necessary.

Problem	Solution
Ethernet LAN does not work.	<ul style="list-style-type: none"> • Ensure that your device is correctly connected to an RJ45 socket through the Ethernet connector on your device with an Ethernet cable. • Ensure that the Ethernet cable works well. Try another Ethernet cable to check if necessary. • Check the network configuration: <ol style="list-style-type: none"> 1. Go to Settings → Device settings → Network Configuration. 2. Ensure that DHCP is on. Turn it off and turn on again if necessary.
Wi-Fi does not work.	<ol style="list-style-type: none"> 1. Enable Wi-Fi: <ol style="list-style-type: none"> a. Go to Settings → Device settings → WLAN. b. Ensure that Use Wi-Fi is on. Turn it off and turn on again if necessary. c. Connect to another Wi-Fi network to check if necessary. 2. If the problem persists, restart your Wi-Fi router.
Bluetooth does not work.	<p>Enable Bluetooth:</p> <ol style="list-style-type: none"> 1. Go to Settings → Device settings → Bluetooth. 2. Turn on Bluetooth. Turn it off and turn on again if necessary. 3. Select a device to pair.
USB device (mouse or keyboard) cannot be recognized.	<ul style="list-style-type: none"> • Disconnect and reconnect the USB device. • Turn off and turn on the USB device. • Try another USB connector. • If the USB device has its own power cord, connect the power cord to a grounded electrical outlet.
ThinkSmart View Plus does not work in the peripheral mode with the USB-C connection.	Ensure that you use the provided USB-C cable for connection.

Factory reset, hardware diagnostics, manual claiming

Lenovo provides a preinstalled tool to help you perform factory reset, hardware diagnostics, or manual claiming for your device.

Factory reset

If you encounter one of the following scenarios, you can perform a factory reset to erase all of the data on the device and restore the device to the factory default settings:

- Your device is running slow.
- You are having trouble with software.
- You want to start fresh with clean slate.

For factory reset, do the following:

1. With device power on, press and hold the recovery button in the rear side of the monitor for eight seconds.
2. When the Factory Reset and Hardware Diagnostics window is displayed, select the reset option.
3. Follow the on-screen instructions to complete the process.

Hardware diagnostics

If you suspect a problem with your hardware components or peripherals, you can run diagnostic tests to diagnose the problem.

For hardware diagnostics, do the following:

1. With device power on, press and hold the recovery button in the rear side of the monitor for eight seconds.
2. When the Factory Reset and Hardware Diagnostics window is displayed, select the diagnostics option.
3. Follow the on-screen instructions to complete the process.

Manual claiming

If you encounter one of the following scenarios, you can use factory reset to erase all of the data on the device and restore the device to the factory default settings:

- After factory reset
- After motherboard replacement
- After flashing recovery image using Rescue and Smart Assistant (RSA) application

For manual claiming, do the following:

1. With device power on, press and hold the recovery button in the rear side of the monitor for eight seconds.
2. When the Factory Reset and Hardware Diagnostics window is displayed, select the manual claiming option.
3. Follow the on-screen instructions to complete the process.

For detailed instructions, go to <https://smartsupport.lenovo.com/us/en/solutions/ht511108>.

Recovery

Lenovo provides a professional tool, which is called Rescue and Smart Assistant (RSA) application, to help you flash recovery image to rescue your device from the software-caused inoperable status.

For recovery, do the following:

1. Go to <https://pcsupport.lenovo.com/us/en/downloads/ds101291> to download and install the application on your computer.
2. Follow the on-screen instructions to complete the process.

Chapter 10. Help and support

This chapter provides the help and support information for your product.

Register with Lenovo

Registering your Lenovo device saves time when you need support and provides an improved service experience.

Register your device at:

<http://www.lenovo.com/register>

For more information, visit:

- <https://support.lenovo.com/solutions/ht510563>
- <https://support.lenovo.com/solutions/nvid500140>

CRU replacement

Customer Replaceable Units (CRUs) are parts that can be upgraded or replaced by the customer. Lenovo devices 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 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

Refer to the following CRU list for your device.

Self-service CRUs

- Camera
- Soundbar
- Pen
- Stand and base
- Power adapter
- Power cord
- USB-C cable
- Cable hooks and cable ties

Self-help resources

Resources	How to access?
Product documentation: <ul style="list-style-type: none">• Documentation in the box• This <i>Guide</i>• <i>Regulatory Notice</i>	Go to https://smartsupport.lenovo.com/ . Then, follow the on-screen instructions to filter out the documentation you want.
Lenovo Support Web site with the latest support information of the following: <ul style="list-style-type: none">• Drivers and software• Diagnostic solutions• Guides and manuals• Frequently asked questions• Product and service warranty• Product and parts details• Recovery	https://smartsupport.lenovo.com/
Accessibility information	https://www.lenovo.com/accessibility
Microsoft Teams display	https://support.lenovo.com/solutions/ht514685
ThinkSmart Manager Services*	https://support.lenovo.com/solutions/tsm

* for selected models

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 (on the bottom of the product)

Lenovo Customer Support Center

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

Telephone numbers

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

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

Services available during the warranty period

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

Services not covered

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

For the terms and conditions of the Lenovo Limited Warranty that apply to your Lenovo hardware product, see the Lenovo Limited Warranty documentation at:
https://www.lenovo.com/warranty/llw_02

Appendix A. Compliance information

For more compliance information, refer to:

- *Regulatory Notice* at <https://smartsupport.lenovo.com/>
- *Generic Safety and Compliance Notices* at <https://smartsupport.lenovo.com/> or under the directory of your device: **Settings** → **Device settings** → **Legal information**

Certification-related information

Product name	Machine type
ThinkSmart View Plus	12CN, 12CQ, 12CR, 12CS, 12CT, 12CU, 12CV, 12CW

For more information, go to <https://www.lenovo.com/compliance>.

Operating environment

Maximum altitude (without pressurization)

- Operating: From -15.2 m (-50 ft) to 3048 m (10 000 ft)
- Storage: From -15.2 m (-50 ft) to 10 668 m (35 000 ft)

Temperature

- Operating: From 10°C (50°F) to 35°C (95°F)
- Storage in original shipping packaging: From -20°C (-4°F) to 60°C (140°F)
- Storage without packaging: From -10°C (14°F) to 60°C (140°F)

Note: If your product is stored or transported in temperatures less than 10°C (50°F), allow the product to rise slowly to an optimal operating temperature before use. This process might take up to two hours. Using the product in a lower operating temperature might result in irreparable damage to your product.

Relative humidity

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

Appendix B. Notices and trademarks

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