

User Guide

Lenovo
ThinkStation



Lenovo

ThinkStation P3 Ultra SFF G2

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About this documentation

This documentation applies to the ThinkStation® product models listed below.

Model name	Machine types (MT)
ThinkStation P3 Ultra SFF G2	30J5, 30J6, 30J8, 30J9, 30JA, 30J3, 30J4, 30JC

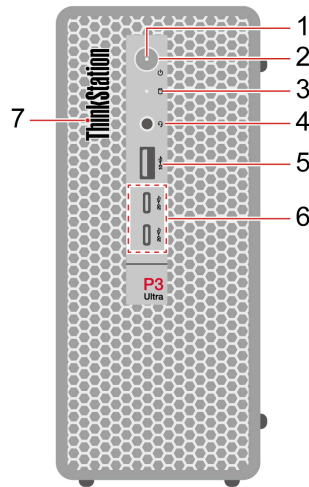
Further compliance information related to your product is available at <https://www.lenovo.com/compliance>.

Before using this documentation, please read the following information:

- *Setup Guide*
- *Safety and Warranty Guide*
- For more compliance information, refer to *Regulatory Notice* at https://support.lenovo.com/docs/common_commercial_rn and *Generic Safety and Compliance Notices* at https://pcsupport.lenovo.com/docs/generic_notices.
- 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 computer.
- Microsoft® makes periodic feature changes to the Windows® operating system through Windows Update. As a result, some information in this documentation might become outdated. Refer to Microsoft resources for the latest information.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://support.lenovo.com/documentation>.

Chapter 1. Overview

Front



Item	Description	Item	Description
1	Power indicator	2	Power button
3	Storage drive activity indicator	4	Headset connector
5	USB-A connector (USB 10Gbps)	6	USB-C® connectors (USB 20Gbps)
7	ThinkStation LED		

Statement on USB transfer rate

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

USB device	Data rate (Gbit/s)
Thunderbolt 3	40
Thunderbolt 4	40

Power indicator

Show the system status of your computer.

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

Headset connector

The headset connector is compatible with:

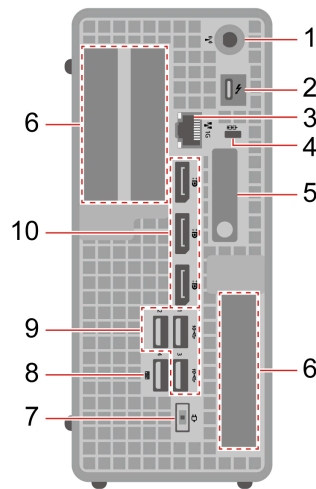
- Headphones or earphones with a 3.5mm (0.14 inch), TRS (3-pole) plug
- Headsets with a 3.5mm (0.14 inch), CTIA-compliant TRRS (4-pole) plug

Note: This headset connector does not support standalone external microphones with a TRS (3-pole) plug or headsets with an OMTP-compliant TRRS (4-pole) plug.

Related topics

- “USB specifications” on page 5.
- “Connect to a Bluetooth-enabled device” on page 7.

Rear



Item	Description	Item	Description
1	Wi-Fi® antenna slot	2	USB-C connector (Thunderbolt™ 4)*
3	Ethernet connector (1 GbE)	4	Security-lock slot
5	Chassis latch	6	PCIe card area
7	Power cord connector	8	USB-A connector (USB 10Gbps, smart power on)
9	USB-A connector (USB 10Gbps)	10	DisplayPort™ out connectors

* for selected models

Related topics

- “USB specifications” on page 5.
- “Use physical locks” on page 10.
- “Connect to an external display” on page 6.
- “Smart power-on feature (for selected models)” on page 7.

Specifications

Specification	Description
Dimensions	• Width: 87 mm (3.43 inches) • Height: 202 mm (7.95 inches) • Depth: 223 mm (8.78 inches)
Weight (without packaging)	Maximum configuration as shipped: 3.5 kg (7.72 lb)
Hardware configuration	Type Device Manager in the Windows search box and then press Enter. Type the administrator password or provide confirmation, if prompted.

Specification	Description
Power supply	• 170-watt automatic voltage-sensing power supply • 230-watt automatic voltage-sensing power supply • 245-watt automatic voltage-sensing power supply • 330-watt automatic voltage-sensing power supply
Electrical input	• Input voltage: From 100 V ac to 240 V ac • Input frequency: 50/60 Hz
Memory	• Quantity: Up to two memory modules • Type: – Double Data Rate 5 (DDR5) Small Outline Dual In-line Memory Module (SODIMM) – Double Data Rate 5 (DDR5) Clocked Small Outline Dual In-line Memory Module (CSODIMM) • Maximum total capacity: 128 GB
Storage device	• 3.5-inch hard disk drive (HDD)* • M.2 solid-state drive (SSD)* To view the storage drive capacity of your computer, type Disk Management in the Windows search box and then press Enter. Note: The storage drive capacity indicated by the system is less than the nominal capacity.
Network features	• Bluetooth* • Ethernet LAN • Wireless LAN*

* for selected models

Operating environment

Maximum altitude (without pressurization)

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

Temperature

- Operating: From 10°C (50°F) to 35°C (95°F)
- Storage: From -40°C (-40°F) to 60°C (140°F)

Relative humidity

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

System memory speed

Your computer can come with the following types of memory modules and will run up to the following speed:

Memory module type	Memory module speed
DDR5 Error Correction Code (ECC) 6400 CSODIMM	6400 MT/s
DDR5 non-ECC 6400 CSODIMM	
DDR5 ECC 5600 SODIMM	5600 MT/s
DDR5 non-ECC 5600 SODIMM	

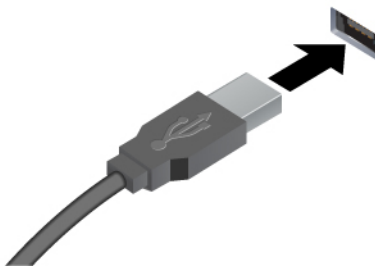
Notes:

- The actual system memory speed of the memory modules varies depending on the microprocessor model. For example, your computer comes with 4800 MT/s memory modules, but the microprocessor only supports up to 4000 MT/s memory modules. Then the system memory speed will be no faster than 4000 MT/s.
- The microprocessor models supported in your computer might vary. For a list of supported microprocessor models, contact the Lenovo Customer Support Center.
- The ECC memory modules are not supported on the computer models with Intel Ultra 3 205T, Intel Ultra 3 205, Intel Ultra 5 225T or Intel Ultra 5 225 microprocessors.

USB specifications

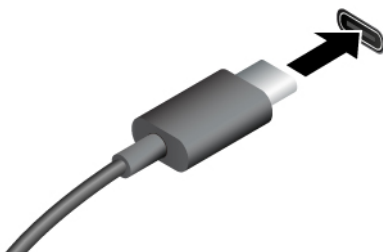
Note: Depending on the model, some USB connectors might not be available on your computer.

Connector name	Description
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- 10 Gbps USB-A connector (USB 10Gbps)

Connect USB-A compatible devices, such as a USB-A keyboard, USB-A mouse, USB-A storage device, or USB-A printer.



- 20 Gbps USB-C connector (USB 20Gbps)
- USB-C connector (Thunderbolt 4)

- Charge USB-C compatible devices with the output voltage and current of 5 V and 3 A.
- Connect to USB-C accessories to help expand your computer functionality. To purchase USB-C accessories, go to <https://www.lenovo.com/accessories>.

Chapter 2. Get started

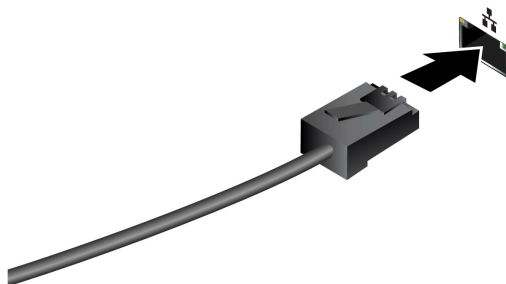
Initial setup

This section helps you set up your computer.

1. Connect the cables of external displays to appropriate connectors on the graphics card installed in the computer.
2. Connect the mouse and the keyboard to the computer respectively.
3. Connect the cables of other devices according to the devices' instructions.
4. Connect the power cord to the power adapter. Then connect the power cord to the power cord connector on the computer and connect it to a properly-grounded electrical outlet.
5. Press the power button to turn on the computer.

Note: For models with BMC card, it takes three to four minutes for initial startup and about one minute for each startup later on. Wait patiently when the power indicator blinks during the startup.

6. Follow the on-screen instructions to complete the setup procedures.
7. Connect to a wired or wireless network:
 - Wired network: connect Ethernet cable of local network to the Ethernet connector on the computer.



Note: For models with an Intel X710-T2L Ethernet adapter, it's recommended to prepare a Shielded Twisted Pair (STP) Category 6A Ethernet cable for Ethernet connection on the adapter.

- Wireless network: click the network icon  on the bottom right of your display to connect to an available network. Provide required information if needed.

Note: The wireless LAN module on your computer may support different standards. For some countries or regions, use of 802.11ax may be disabled according to local regulations.

Connect to an external display

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

Connect a wireless display

Ensure that both your computer and the wireless display support Miracast®.

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

Change display settings

1. Right-click a blank area on the desktop and select display settings.

2. Select the display that you want to configure and change display settings of your preference.

Connect to a Bluetooth device

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

Conventional pair

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

- Step 1. Type **Bluetooth** in the Windows search box and then press Enter.
- Step 2. Turn on both the Bluetooth on your computer and the Bluetooth device. Make sure the device is discoverable.
- Step 3. Select the device when it is displayed on the **Add a device** list, and then follow the on-screen instructions.

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

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

Set the power plan

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

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

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

To set the power plan:

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

Smart power-on feature (for selected models)

The smart power-on feature helps you start up or wake up the computer from the hibernation mode simply by pressing Alt+P.

Note: Ensure that the keyboard is connected to a USB connector supporting the smart power-on feature.

Enable or disable the smart power-on feature

To enable or disable the smart power-on feature:

- Step 1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
- Step 2. Select **Power → Smart Power On** and press Enter.
- Step 3. Enable or disable the feature as desired.

Step 4. Press F10 or Fn+F10 to save the changes and exit.

The Vantage app

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

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

Notes:

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

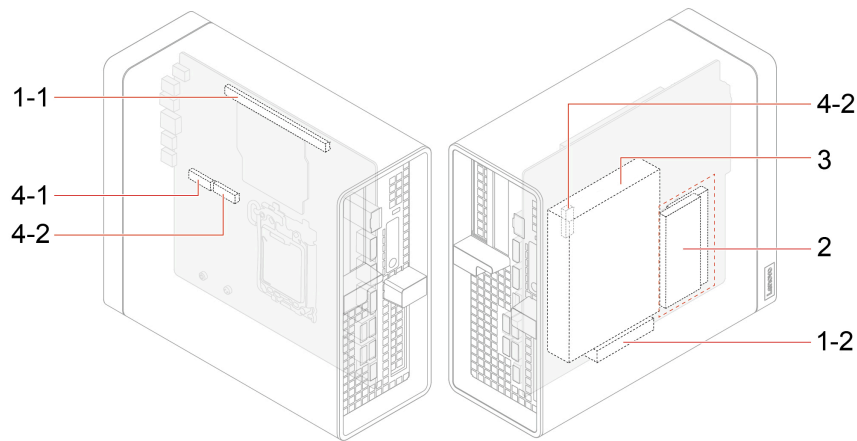
The Vantage app enables you to:

- Know the device status easily and customize device settings.
- Download and install UEFI BIOS, firmware, and driver to keep your computer up-to-date.
- Monitor your computer health, and secure your computer against outside threats.
- Scan your computer hardware and diagnose hardware problems.
- Look up warranty status (online).
- Access *User Guide* and helpful articles.

Chapter 3. Features

Expand your computer

You can enhance your computer capacity and performance by adding various devices according to the following rules:



Item	Description
1 – 1 Gen 4 PCIe x16 slot	You can install compatible PCIe cards in the PCIe cards slots, including: • DisplayPort graphics card (2-port) • Mini-DisplayPort graphics card (4-port) • USB-C connector (USB 20Gbps) expansion card (1-port) • USB-C connector (USB 5Gbps) expansion card (2-port) • USB-C connector (USB 10Gbps) expansion card (2-port) • USB-A connector (USB 5Gbps) expansion card (2-port) • Ethernet expansion card (2-port or 4-port) • Serial expansion card (4-port) • Baseboard Management Controller (BMC) card • PCIe Gen 3 x4 M.2 NVMe adapter
1 – 2 Gen 4 PCIe x4 slot (physical link width x8; negotiable link width x4)	
2 Memory slots	You can install up to two memory cards in the memory slots.
3 Storage drive bay*	You can install one 3.5-inch hard disk drive in the storage drive bay. Note: The hard disk drive cannot coexist with the SSD in the Gen 4 M.2 SSD slot 3 or the PCIe Gen 3 x4 M.2 NVMe adapter 的 due to physical overlap.
4 – 1 Gen 5 M.2 solid-state drive slot	You can install one Gen 5 M.2 solid-state drive in the M.2 solid-state drive slots.
4 – 2 Gen 4 M.2 solid-state drive slots	You can install up to two Gen 4 M.2 solid-state drives in the M.2 solid-state drive slots.

* for selected models

Related topics

- “PCIe card (including graphics card)” on page 42
- “Memory module” on page 39
- “3.5-inch hard disk drive” on page 37
- “M.2 solid-state drive” on page 29
- “BMC card (for selected models)” on page 14

Lenovo AI Now or Tianxi (for selected models)

Lenovo AI Now or Tianxi is a personal and private AI assistant to help with inspiration, writing, summarizing, and quick settings for your computer. Depending on the country or region, either of them might be available.

Access the apps

- Use the Lenovo AI Now icon  or Tianxi icon  if present on the taskbar.
- Or type the app name in the Windows search box and press Enter.

Explore key features

- Import files to create your personal knowledge base and start searching, Q&A, summarization, and generation based on it.
- Set up your computer or find service information. For example, you can ask it to help turn on the Eye Care mode or find the nearest service center.

Notes:

- For more information about Lenovo AI Now or Tianxi, see the User Guide in the apps’ Help Center.
- Software features may vary by computer model and be subject to change. Explore the apps based on your actual user interface.

Security solutions

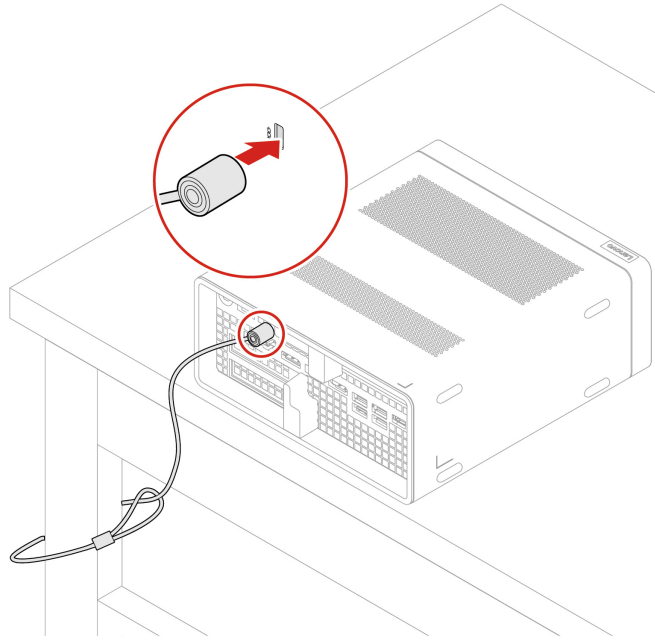
Lenovo values your information security. Your computer can be secured by physical locks, software solutions, and BIOS solutions. They can protect your computer from harm, theft, or unauthorized use.

Use physical locks

Note: Lenovo makes no comments, judgments, or warranties about the function, quality, or performance of the locking device and security feature. You can purchase computer locks from Lenovo.

MicroSaver® lock

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



Use software security solutions

The following software solutions help secure your computer and information.

- **Windows Security**

Windows Security is a software built-in to the operating system. It continually scans for malicious software, viruses, and other security threats. Besides, Windows updates are downloaded automatically to help keep your computer safe. Windows Security also enables you to manage tools including firewall, account protection, application and browser control, and so on.

- **Antivirus programs (for selected models)**

Lenovo preinstalls a full-version antivirus software on selected models of computer. It helps defend the computer against viruses, safeguard your identity, and keep your personal information secured.

Note: For more information about how to use these software solutions, refer to their help systems respectively.

Use BIOS security solutions

This section provides BIOS solutions to secure your computer and information.

Wipe the storage drive data (for selected models)

It is recommended that you wipe the storage drive data before recycling the storage drive or the computer.

To wipe the storage drive data:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security** → **secure wipe** → **Enabled**.
3. Press F10 or Fn+F10 to save the changes and exit.
4. Restart the computer. When the logo screen is displayed, press F12 or Fn+F12.
5. Select **App Menu** → **secure wipe** and press Enter.
6. Select the storage drive you will wipe and click **NEXT**.

7. Select the entire storage drive or partition to wipe as desired.
8. Select the method as desired and click **NEXT**.
9. Click **Yes** to confirm your option when the prompting window is displayed.
10. If you have set a hard disk password for the storage drive, enter the password. Otherwise, set a temporary password following the on-screen instructions. Then, click **NEXT**. The wiping process begins.

Note: Duration of the wiping process varies depending on the storage drive capacity.

11. Click **Reboot** when you are prompted to reset the system, and then one of the following will happen:
 - If the system storage drive data is wiped, you will be prompted that no operating system is found.
 - If the non-system storage drive data is wiped, the computer restarts automatically.

Cover presence switch

The cover presence switch prevents the computer from logging in to the operating system when the computer cover is not properly installed or closed.

To enable or disable the cover presence switch connector on the system board:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → Cover Tamper Detected** and press Enter.
3. Select **Enabled** or **Disabled** and press Enter.
4. Press F10 or Fn+F10 to save the changes and exit.

If the cover presence switch is enabled and the computer cover is not correctly installed or closed, an error message will be displayed when you turn on the computer. To bypass the error message and log in to the operating system, properly install and close the computer cover, and then enable the cover presence switch connector again in the BIOS menu.

Intel BIOS guard

The Intel® BIOS Guard module cryptographically verifies all BIOS updates. This hardware-based security helps prevent software and malware attacks on the computers BIOS.

Smart USB Protection

The Smart USB Protection function is a security function that helps prevent data from being copied from the computer to USB storage devices connected to the computer. You can set the Smart USB Protection function to one of the following modes:

- **Disabled** (default setting): You can use the USB storage devices without limitation.
- **Read Only:** You cannot copy data from the computer to the USB storage devices. However, you can access data on the USB storage devices.
- **No Access:** You cannot access the USB storage devices from the computer.

To configure the Smart USB Protection function:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → Smart USB Protection** and press Enter.
3. Select the desired setting and press Enter.
4. Press F10 or Fn+F10 to save the changes and exit.

Absolute Persistence (for computers with Windows operating system and purchased outside mainland China)

Absolute Persistence technology is embedded in BIOS. It detects changes that happen on the hardware, software, or the call-in location. It keeps you always knowing what condition the computer is in. To activate the technology, you have to purchase a subscription to Absolute.

UEFI BIOS passwords

You can set passwords in UEFI (Unified Extensible Firmware Interface) BIOS (Basic Input/Output System) to strengthen the security of your computer.

Password types

You can set a power-on password, supervisor password, system management password, or hard disk password in UEFI BIOS to prevent unauthorized access to your computer. However, you are not prompted to enter any UEFI BIOS password when your computer resumes from sleep mode.

- Power-on password

When a power-on password is set, you are prompted to enter a valid password each time the computer is turned on.

- Supervisor password

Setting a supervisor password deters unauthorized users from changing configuration settings. If you are responsible for maintaining the configuration settings of several computers, you might want to set a supervisor password.

When a supervisor password is set, you are prompted to enter a valid password each time you try to enter the BIOS menu.

If both the power-on password and supervisor password are set, you can enter either password. However, you must use your supervisor password to change any configuration settings.

- Hard disk password (for selected models)

Setting a hard disk password prevents unauthorized access to the data on the storage drive. When a hard disk password is set, you are prompted to enter a valid password each time you try to access the storage drive.

Note: After you set a hard disk password, your data on the storage drive is protected even if the storage drive is removed from one computer and installed in another.

- System management password (for selected models)

You can enable the system management password to have the same authority as the supervisor password to control security related features. To customize the authority of the system management password through the UEFI BIOS menu:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security → System Management Password Access Control**.
3. Follow the on-screen instructions.

If you have set both the supervisor password and the system management password, the supervisor password overrides the system management password.

Set, change, and remove a password

Before you start, print these instructions.

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Security**.

3. Depending on the password type, select **Set Supervisor Password**, **Set Power-On Password**, **Set System Management Password**, or **Hard Disk Password** and press Enter.
4. Follow the on-screen instructions to set, change, or remove a password.
5. Press F10 or Fn+F10 to save the changes and exit.

You should record your passwords and store them in a safe place. If you forget the passwords, contact a Lenovo-authorized service provider.

Note: If the hard disk password is forgotten, Lenovo cannot remove the password or recover data from the storage drive.

BMC card (for selected models)

This section provides information of the Baseboard Management Controller (BMC) card, including its functions, overview, setup, password management, and firmware update.

Functions of the BMC card

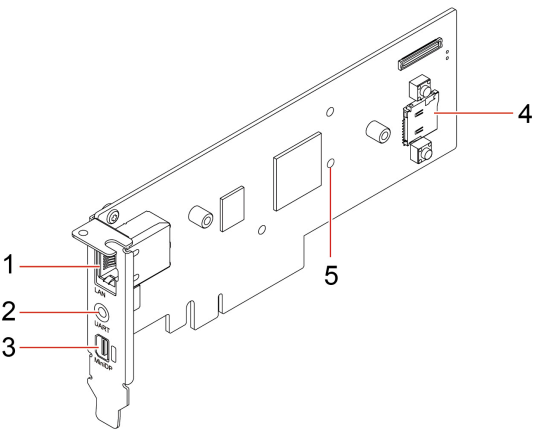
You can use the BMC card to manage your workstation through ThinkStation BMC remote management console, for example:

- View and monitor the following information:
 - Overall status
 - Relevant information of sensors
 - System inventory
- Access the following basic configurations:
 - Logs and reports
 - Configuration settings
- Access the following advanced configurations:
 - Video recording
 - Remote control
 - Virtual media configuration
 - Maintenance tasks, including backing up configuration items, restoring configuration files, updating firmware, and so on.

For details of ThinkStation BMC remote management console, access the following Web site:

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

Overview of the BMC card



Item	Description	Item	Description
1	Ethernet connector	2	UART connector
3	Mini DisplayPort out connector	4	MicroSD slot
5	Firmware LED indicator		

Note: UART connector is disabled and reserved for future use.

Ethernet connector

Equipped with Ethernet controllers, the Ethernet connector (RJ-45) can transfer data at a speed of 10, 100, or 1000 Mbps.

LED status	Indication
	The Ethernet is not connected yet.
	The 10-Mbps Ethernet is connected, ready for transferring data.
	The 10-Mbps Ethernet is transferring data.
	The 100-Mbps Ethernet is connected, ready for transferring data.
	The 100-Mbps Ethernet is transferring data.
	The 1000-Mbps Ethernet is connected, ready for transferring data.
	The 1000-Mbps Ethernet is transferring data.

MicroSD slot

You can install a microSD card (capacity up to 2 TB) in the microSD slot as local media of BMC.

Firmware LED

When the LED status indicates , it means the firmware works well.

When the LED is off, it means the firmware does not work. To solve the problem, do the following:

1. Ensure that the cable is correctly connected to the BMC card and to the system board.
2. Ensure that the BMC card is correctly installed.
3. If the LED is still off, replace the BMC card with a new one.

Set up the BMC card

Do the following to set up the BMC card.

- Step 1. Connect your computer to a local network with an Ethernet cable through the Ethernet connector on the BMC card.

Note: Ensure that the host computer and client computers are in the same local area network.

- Step 2. Connect power cables and turn on your computer. It takes three to four minutes for initial startup and about one minute for each startup later on. Wait patiently when the power indicator blinks during the startup.

- Step 3. Obtain the dynamic IP address (for example: 10.176.7.xxx) from either client BIOS or router port management interface, and then log in to the BMC remote management console through a web browser (for example: <https://10.176.7.xxx/#login>).
For initial access, input your username (default: admin) and password (default: admin or PASSWORD!@). It is mandatory to change your password once you log in.

Manage the BMC password

You can manage BMC passwords in the following methods to prevent unauthorized access to your computer.

- UEFI BIOS
- The BMC remote management console
- IPMI command

Update the BMC firmware

You can update the BMC firmware to the latest depending on your needs.

- Step 1. Go to https://support.lenovo.com/docs/bmc_fw_ts_x576 and follow the on-screen instructions to select and download the corresponding firmware installation package.
- Step 2. Log in to the BMC remote management console on the host computer.
- Step 3. Click **Maintenance → Firmware Update** and select the latest firmware installation package you prepared.
The firmware will be updated automatically. Your BMC card will automatically restart when the firmware update is completed.

Chapter 4. UEFI BIOS

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

Enter the UEFI BIOS menu

Turn on or restart the computer. When the logo screen is displayed, press F1 or Fn+F1 to enter the UEFI BIOS menu.

Note: If you have set UEFI BIOS passwords, enter the correct passwords when prompted. You also can select **No** or press Esc to skip the password prompt and enter the UEFI BIOS menu. However, you cannot change the system configurations that are protected by passwords.

Navigate the UEFI BIOS menu

Follow the on-screen instructions to navigate in the UEFI BIOS menu.

The table below introduces the available settings of the UEFI BIOS menu. You can follow the on-screen instruction to navigate in the UEFI BIOS menu.

Note: The UEFI BIOS menu might vary depending on system configurations.

Menu	Introduction
Main	This category provides the general product-related and firmware information including system summary, machine type, product serial number, UUID number, etc.
Devices	This category introduces how to configure various devices such as USB ports and audio controllers.
Advanced	This category provides advanced information about the computer such as the CPU features.
Power	This category introduces power and thermal management solutions.
Security	This category introduces various passwords, locks, and software to protect your computer.
Startup	This category introduces how to set the boot priority order.
Exit	This category introduces how to exit as you prefer.

You can go to Lenovo BIOS Simulator Center <https://download.lenovo.com/bsco/index.html> to explore the detailed settings by your product name.

Note: The Lenovo BIOS Simulator Center makes periodic updates of the settings. The UEFI BIOS simulator interface and description of settings might be different from that on your actual user interface.

Update the UEFI BIOS

When you install a new program, device driver, or hardware component, you might need to update the UEFI BIOS.

Download and install the latest UEFI BIOS update package by one of the following methods:

From the Vantage app

Follow the instructions to update the UEFI BIOS from the Vantage app.

- Step 1. Open the Vantage app, and then click **Device → System Update**.
- Step 2. If the latest UEFI BIOS update package is available, follow the on-screen instructions to download and install the package.

From the Lenovo Support Web site

Follow the instructions to update the UEFI BIOS from the Lenovo Support Web site.

- Step 1. Go to <https://pcsupport.lenovo.com> and select the entry for your computer.
- Step 2. Click **Drivers & Software → Manual Update → BIOS/UEFI**.
- Step 3. Follow the on-screen instructions to download and install the latest UEFI BIOS update package.

From the Windows Update

Follow the instructions to update the UEFI BIOS from the Windows Update.

- Step 1. Type **Settings** in the Windows search box and press Enter.
- Step 2. Click **Windows Update → Check for Updates**.
- Step 3. If a BIOS update package appears in your update list, click **Download or Install** to initiate the update.

Remote update via Windows Remote Desktop

- Step 1. Establish a Remote Desktop Protocol (RDP) connection to the target computer.
- Step 2. Through the RDP interface, remotely update the UEFI BIOS using one of the following methods:
 - “From the Vantage app” on page 18
 - “From the Lenovo Support Web site” on page 18
 - “From the Windows Update” on page 18
- Step 3. After installation, the system will automatically reboot multiple times (around 20 minutes). The remote connection will terminate during reboots — reconnect after the final reboot to verify successful update.

Chapter 5. RAID

What is RAID

Redundant Array of Independent Disks (RAID) is a technology that provides increased storage functions and reliability through redundancy. It also can improve data storage reliability and fault tolerance compared with single-drive storage systems. Data loss resulting from a drive failure can be prevented by reconstructing missing data from the remaining drives.

When a group of independent physical storage drives is set up to use RAID technology, they are in a RAID array. This array distributes data across multiple storage drives, but the array appears to the host computer as one single storage unit. Creating and using RAID arrays provides high performance, such as the expedited I/O performance, because several drives can be accessed simultaneously.

RAID Level

Your computer must have the minimum number of solid-state drives installed for the supported level of RAID below:

- RAID 0: striped disk array
 - Consists of at least two solid-state drives
 - Supported strip size: 4 KB, 8 KB, 16 KB, 32 KB, 64 KB, or 128 KB
 - Better performance without fault tolerance
- RAID 1: mirrored disk array
 - Consists of two solid-state drives
 - Improved reading performance and 100% redundancy
- RAID 5: block-level striped disk array with distributed parity
 - Consists of at least three solid-state drives
 - Supported strip size: 16 KB, 32 KB, 64 KB, or 128 KB
 - Better performance and fault tolerance

Important notes before configuring RAID

- Back up all important data before configuring RAID.
- Do not mix drives of different types or capacities within the same RAID array.
- RAID 0 does not support any data redundancy. Use RAID 0 with caution. If a drive in the RAID 0 array fails, the data will be lost, and there is no way to recover it.
- The system supports RAID only on onboard SSDs.

Configure the system BIOS to enable SATA RAID functionality

To enable SATA RAID functionality:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Devices → Storage Setup** and press Enter.
3. Select **Configure Storage as** and press Enter.

4. Select **RAID** and press Enter.
5. Press F10 or Fn+F10 to save the changes and exit.

Configure RAID in UEFI mode

This section provides instructions on how to configure RAID in UEFI mode.

Create RAID volumes in UEFI mode

Attention: All the existing data stored on the selected drives will be erased while the RAID volume is being created.

To create RAID volumes:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Devices → Storage Setup** and press Enter.
3. Select **Intel (R) Rapid Storage Technology** and press Enter.
4. Select **Create RAID Volume** and press Enter.
5. Select **Name** and press Enter. When prompted, type a proper RAID Volume name in the field.
6. Select **RAID Level** and press Enter. When prompted, select a RAID level in the field.
7. Use the arrow keys and the space key to mark individual physical storage drives to be added in the RAID volume.
8. Select **Strip Size** and press Enter. When prompted, select a strip size in the field.
9. Select **Capacity** and type a volume size in the field.
10. Select **Create Volume** and press Enter to initiate volume creation.

Delete RAID volumes in UEFI mode

Attention: All the existing data stored on the selected drives will be erased after you delete RAID volumes.

To delete RAID volumes:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Devices → Storage Setup** and press Enter.
3. Select **Intel (R) Rapid Storage Technology** and press Enter.
4. Select the RAID volume to be deleted and press Enter.
5. Select **Delete** and press Enter.
6. Select **Yes** to confirm the deletion of the selected RAID volume. Deleting a RAID volume will reset the storage drives to non-RAID.

Reset storage drives to non-RAID in UEFI mode

To reset your storage drives to non-RAID:

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select **Devices → Storage Setup** and press Enter.
3. Select **Intel (R) Rapid Storage Technology** and press Enter.
4. Select the RAID volumes and press Enter to view the detailed information. Select the storage drives you want to reset to non-RAID and then press Enter.
5. Select **Reset to Non-RAID** and press Enter.
6. Select **Yes** to reset the storage drives to non-RAID.

Chapter 6. CRU replacement

Before CRU replacement

Before replacing the hardware of your computer, read this section first. You will get to know what CRU is, the CRU list, system board connectors, and prerequisites for CRU replacement.

What is CRU

Customer Replaceable Units (CRUs) are parts that can be replaced by customers. Lenovo computers contain the following types of CRUs:

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

If you intend on installing the CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You might be required to return the defective part that is replaced by the CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective CRU within thirty (30) days of your receipt of the replacement CRU. For full details, see the Lenovo Limited Warranty documentation at:

https://www.lenovo.com/warranty/llw_02

CRU list

The following is the CRU list of your computer.

Self-service CRUs

- ac power adapter
- Chassis
- Dust filter*
- Keyboard*
- Mouse*
- PCIe card bracket
- Power cord

Optional-service CRUs

- LED cable
- LED cable holder
- Memory
- M.2 solid-state drive*
- M.2 solid-state drive thermal kit with thermal pad*
- M.2 SSD heat sink kit (for PCIe Gen 3 x4 M.2 NVMe adapter)*
- COM cable kit

- PCIe card*
- PCIe card converter*
- Graphics card*
- Fiber modules of Ethernet PCIe adapter card*
- 3.5-inch HDD*
- HDD bracket kit*
- HDD cable*
- HDD Fan*

* for selected models

System board illustration

Note: The system board might look slightly different from the illustration.

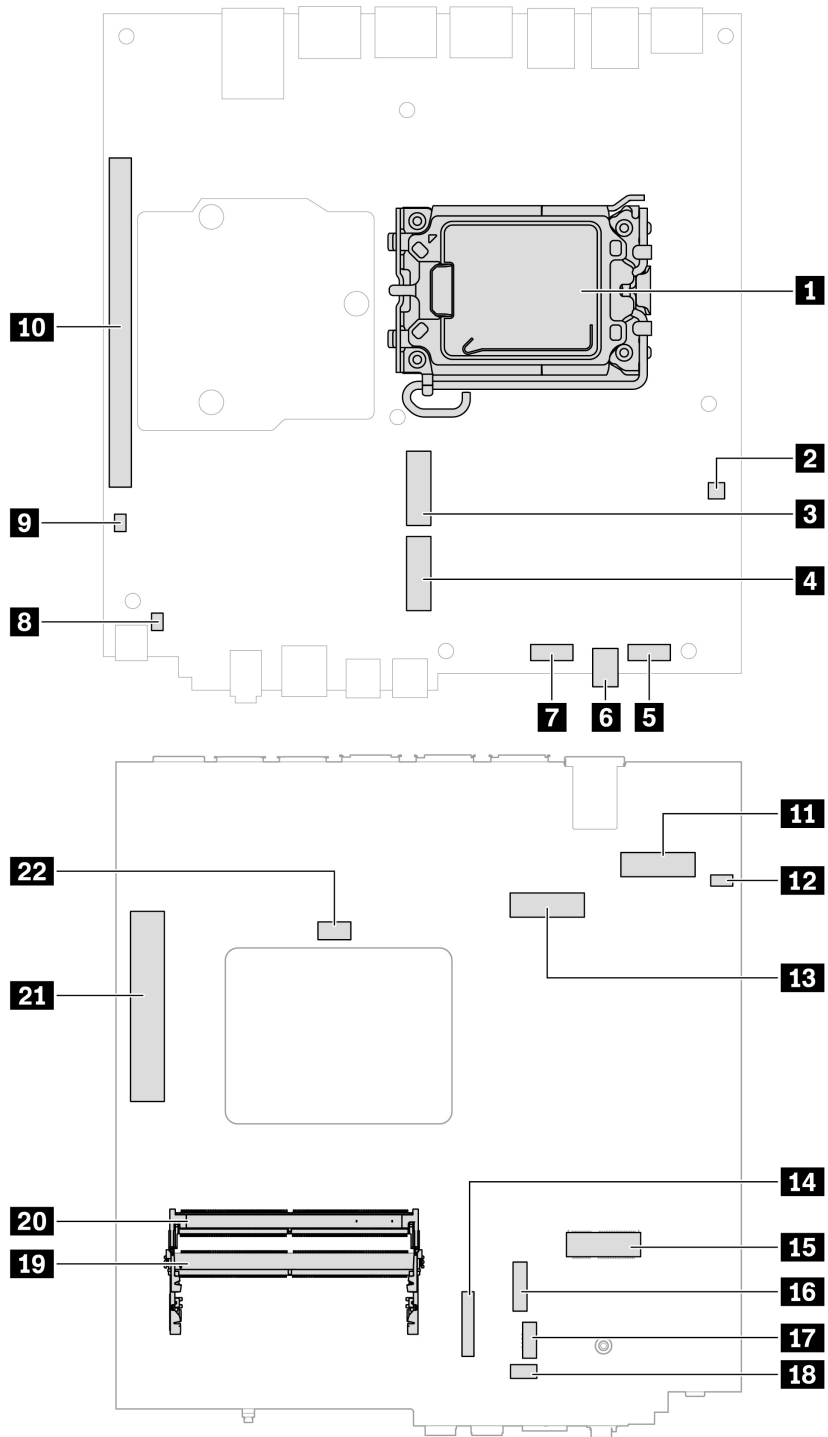


Figure 1. System board part locations

Item	Item
1 Microprocessor	2 Clear CMOS/Recovery jumper
3 Gen 4 M.2 solid-state drive slot 2	4 Gen 5 M.2 solid-state drive slot 1

Item	Item
5 System fan connector 1	6 Cover presence switch
7 System fan connector 2	8 Internal speaker connector
9 Power button connector	10 Gen 4 PCIe x16 card slot
11 Thunderbolt 4 board to board connector	12 Coin-cell battery connector
13 Gen 4 M.2 solid-state drive slot 3	14 BMC connector
15 M.2 Wi-Fi card slot	16 SATA connector
17 Auxiliary fan connector	18 ThinkStation LED connector
19 DIMM slot 1	20 DIMM slot 2
21 Gen 4 PCIe x4 slot (physical link width x8; negotiable link width x4)	22 COM port connector

Prerequisites for hardware replacement

General prerequisites

Read *Generic Safety and Compliance Notices*.

Prerequisites for opening computer chassis



During operation, some components become hot enough to burn the skin. Before you open the computer cover, do the following :

- Turn off the computer and remove all connected devices and cables.
- Disconnect the computer from ac power and all connected cables.
- Unlock any locking device that secures the chassis.
- Wait approximately 10 minutes until the computer is cool.

Prerequisites for storage drive replacement

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

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

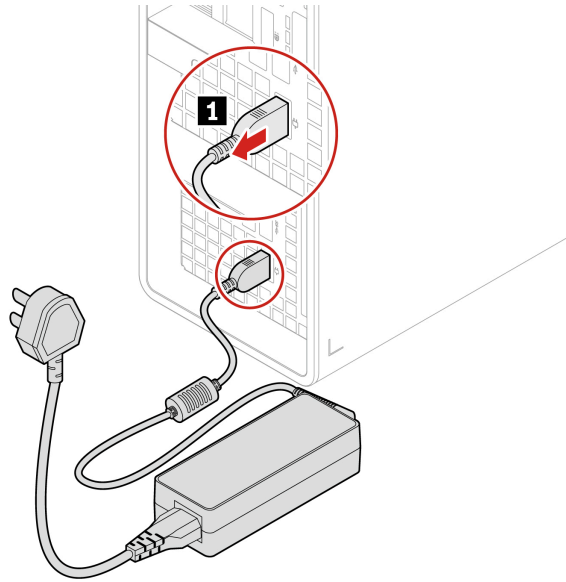
Power adapter and power cord

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

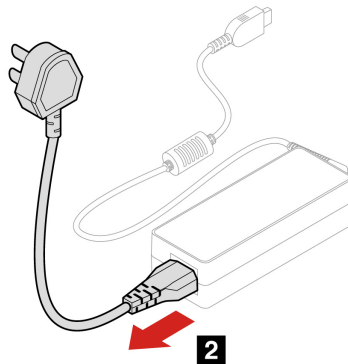
For access, turn off the computer and remove all connected devices and cables.

Removal steps

1. Remove the power adapter.



2. Remove the power cord.

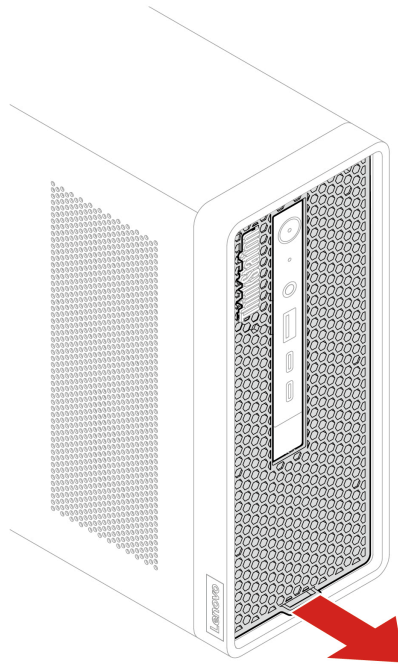


Dust filter

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

Removal steps

Pull the dust filter to remove it from the chassis.

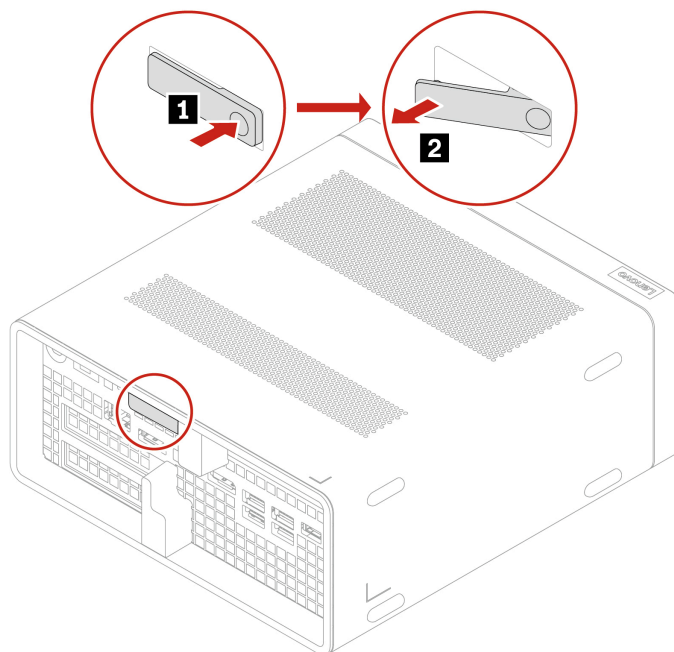


Chassis

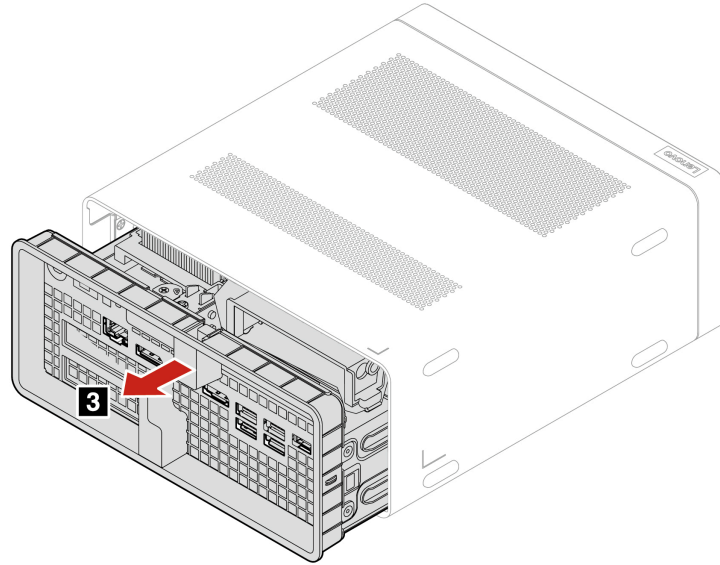
Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

Removal steps

1. Push and open the chassis latch.



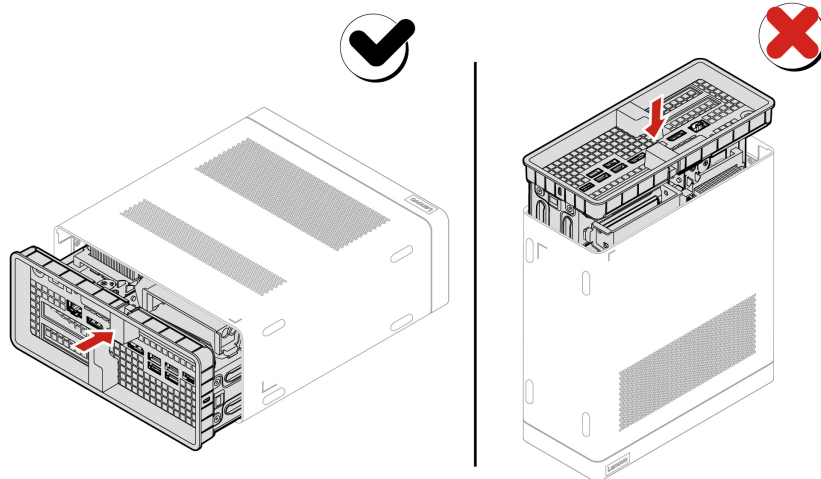
2. Pull the latch to remove the chassis.



Installation steps

Install the chassis.

Note: Push the parts into place until you hear a clicking sound.



M.2 solid-state drive thermal kit

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

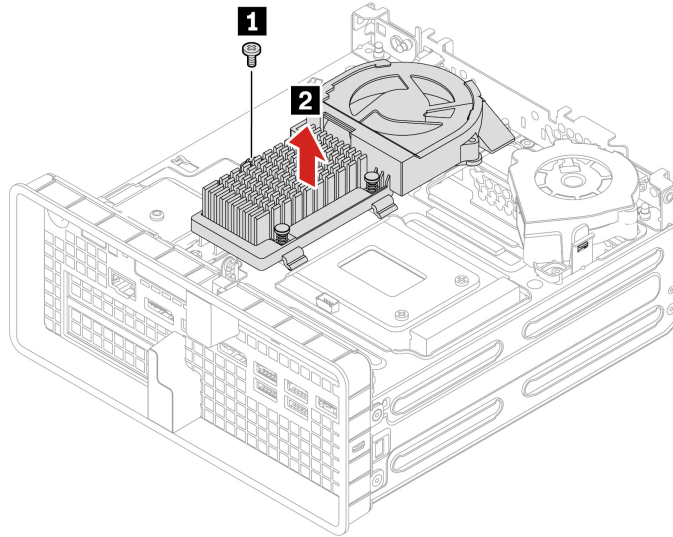
1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the 3.5-inch hard disk drive bracket kit. See “3.5-inch hard disk drive bracket kit” on page 36
4. Disconnect the power cable from the thermal kit.

Removal steps

1. Remove the screw which secures the M.2 solid-state drive thermal kit to the chassis. Find screw specification in the following screw table.

Screw	Quantity	Torque
M3 x L5, hex screw	1	3 ± 0.5 in-lb

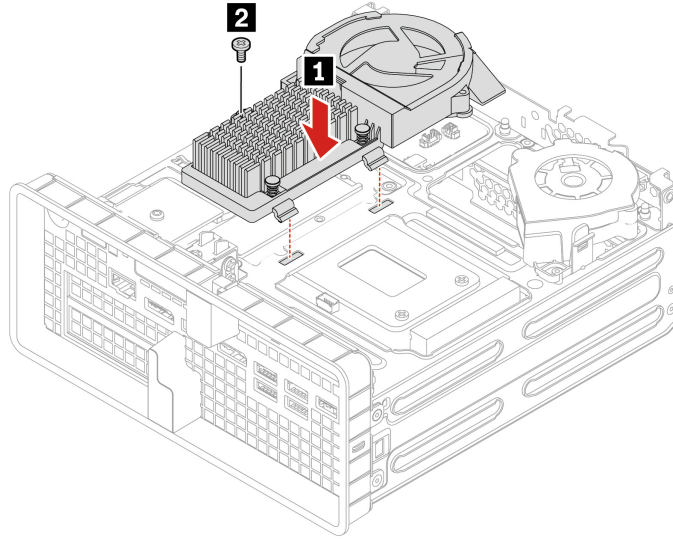
2. Remove the M.2 solid-state drive thermal kit.



Installation steps

1. Align the two hooks on the M.2 solid-state drive thermal kit with the holes on the chassis.
2. Secure the M.2 solid-state drive thermal kit with a screw. Find screw specification in the following screw table.

Screw	Quantity	Torque
M3 x L5, hex screw	1	3 ± 0.5 in-lb



Attention: Use the screws provided by Lenovo to avoid any unpredictable damage to your computer.

M.2 solid-state drive

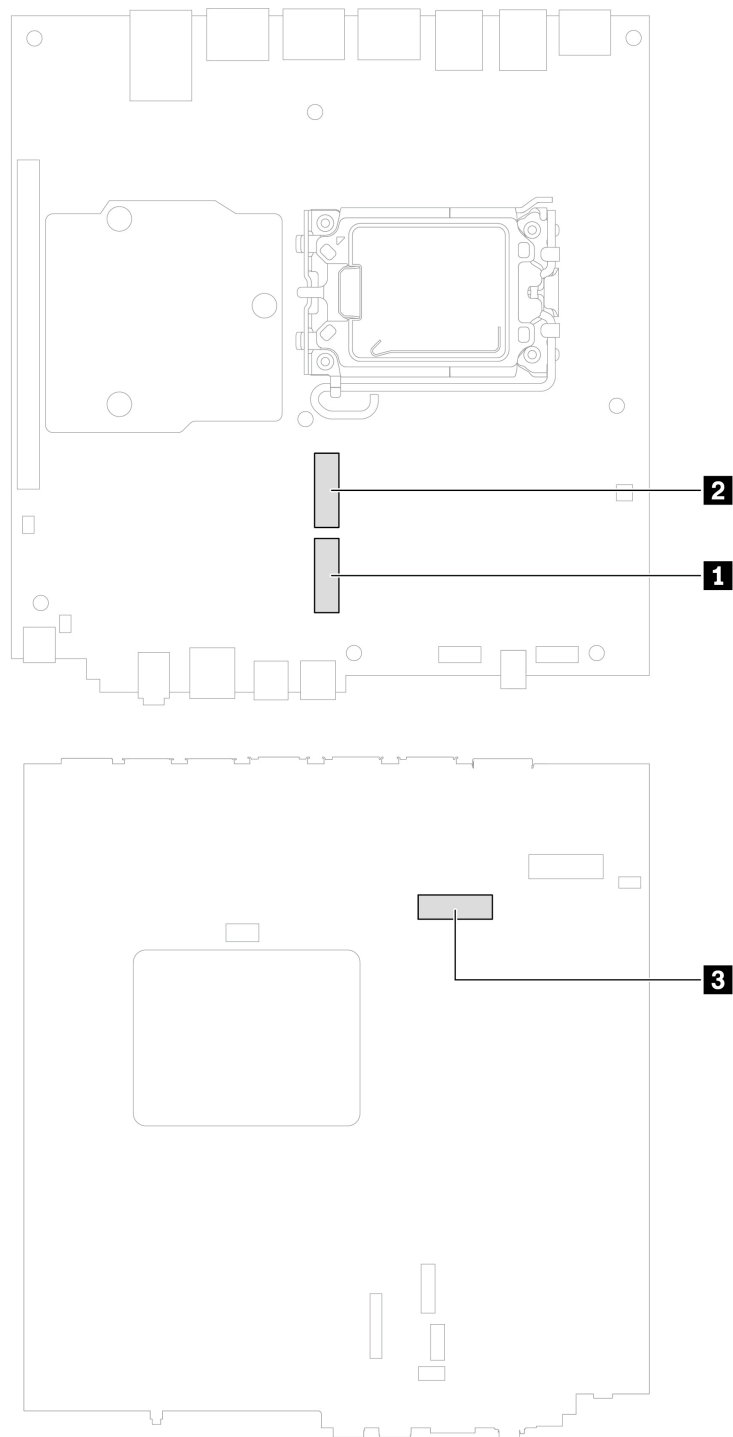
Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the 3.5-inch hard disk drive bracket kit. See “3.5-inch hard disk drive bracket kit” on page 36.
4. Remove the M.2 solid-state drive thermal kit. See “M.2 solid-state drive thermal kit” on page 27.

Notes:

- Ensure that you follow the installation order for M.2 solid-state drives shown in the following illustration.
- Install Gen 5 M.2 solid-state drive only in slot 1.

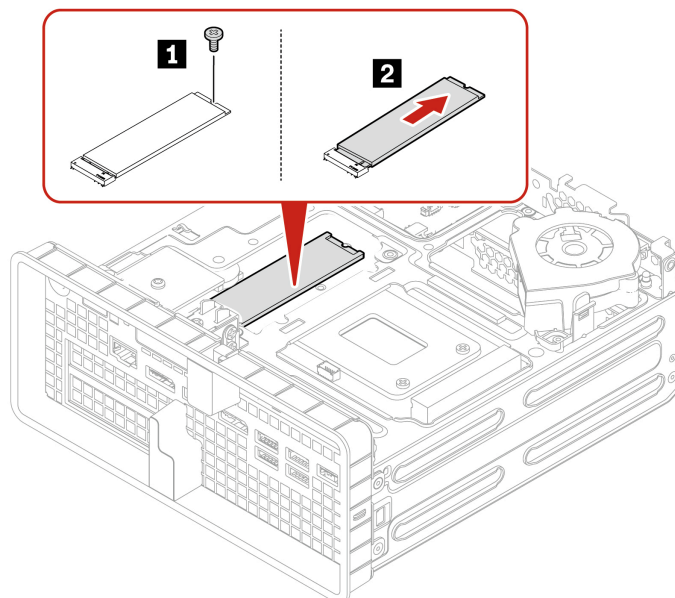


Removal steps for M.2 solid-state drive in slot 3

1. Remove the screw which secures the M.2 solid-state drive to the system board. Find screw specification in the following screw table.

Screw	Quantity	Torque
M2 x L3, flat head	1	1.5 ± 0.2 in-lb

2. Remove the M.2 solid-state drive.

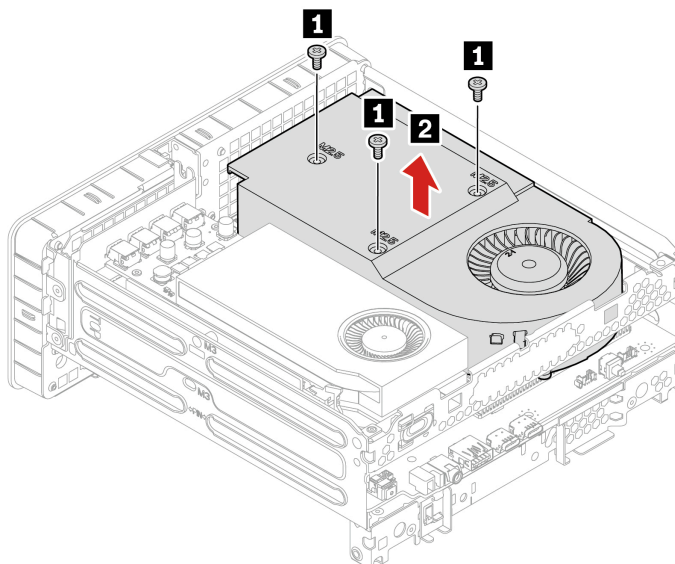


Removal steps for M.2 solid-state drive in slot 1 and slot 2

1. Remove the system fan.
 - Remove the 65-watt system fan.
 - a. Remove the three screws which secure the 65-watt system fan. Find screw specification in the following screw table.

Screw	Quantity	Torque
M2.5 x L4.5, flat head	3	1.5 ± 0.2 in-lb

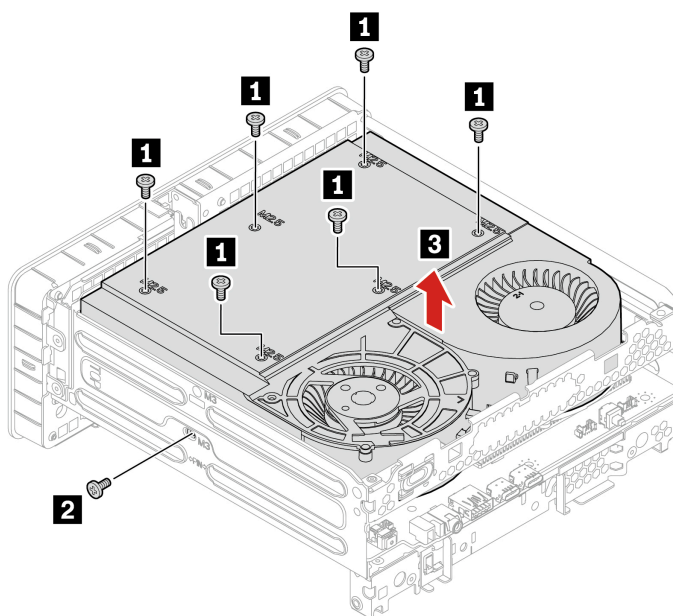
- b. Lift the system fan.



- Remove the 125-watt system fan.
 - a. Remove the seven screws which secure the 125-watt system fan. Find screw specification in the following screw table.

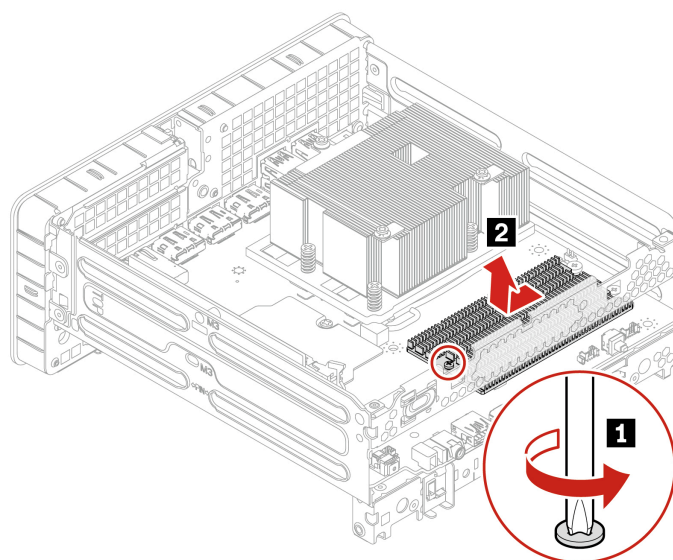
Screw	Quantity	Torque
M2.5 x L4.5, flat head	6	1.5 ± 0.2 in-lb
M3 x L5, countersunk	1	5.0 ± 0.5 in-lb

- b. Lift the system fan.



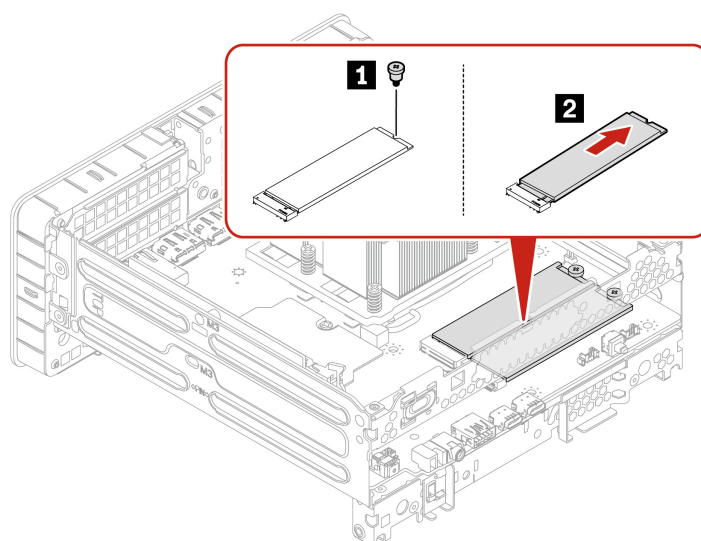
2. Remove the M.2 solid-state drive heatsink. Find screw specification in the following screw table.

Screw	Quantity	Torque
M2 x L3, flat head	1	1.5 ± 0.2 in-lb



3. Remove the M.2 solid-state drive. Find screw specification in the following screw table.

Screw	Quantity	Torque
M2 x L3, flat head	1	1.5 ± 0.2 in-lb



M.2 SSD and heat sink in the PCIe Gen 3 x4 M.2 NVMe adapter

Before you start, ensure that you have read “Prerequisites for hardware replacement” on page 24.

For access, do the following:

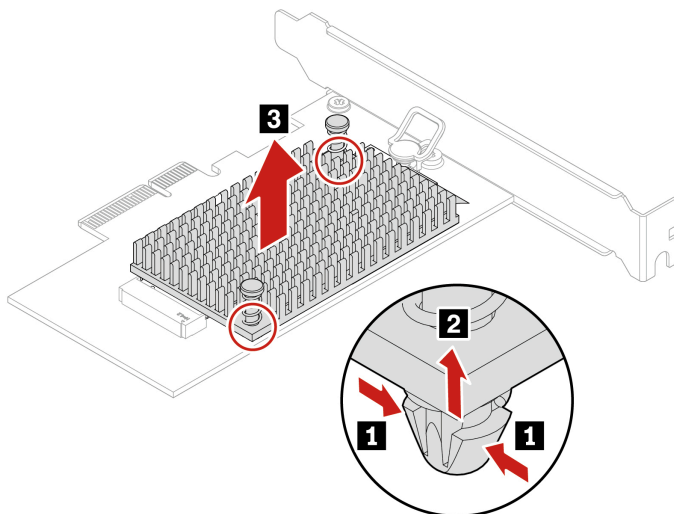
1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the PCIe Gen 3 x4 M.2 NVMe adapter. See “PCIe card (including graphics card)” on page 42.

Notes:

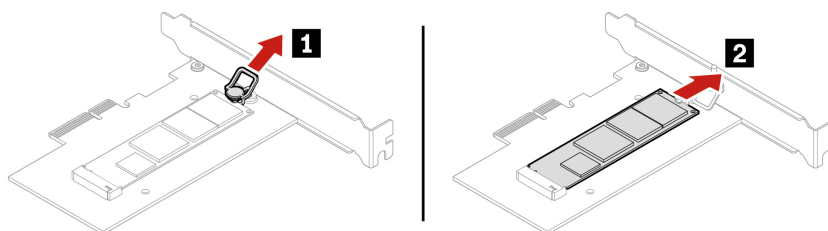
- Install SSDs in the onboard SSD slots before using the M.2 NVMe adapter slot.
- Illustrations are provided as a reference for replacement steps. Parts may vary in appearance from those in your system.

Removal steps

1. Remove the heat sink.

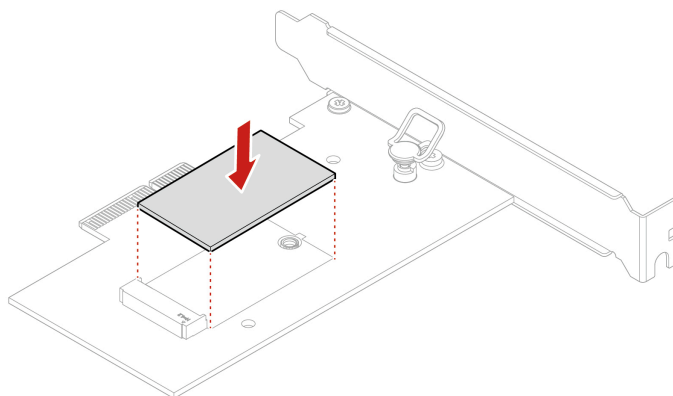


2. Remove the M.2 SSD.

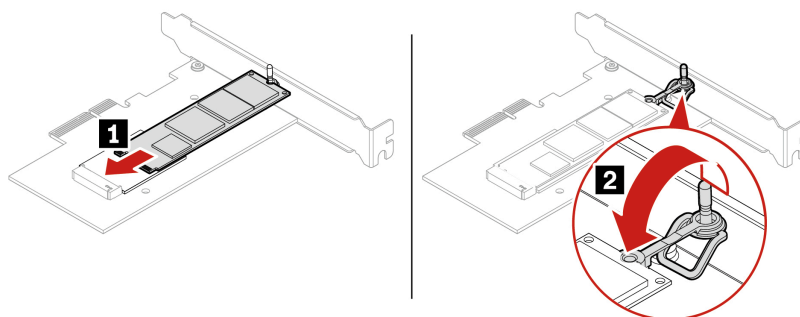


Installation steps

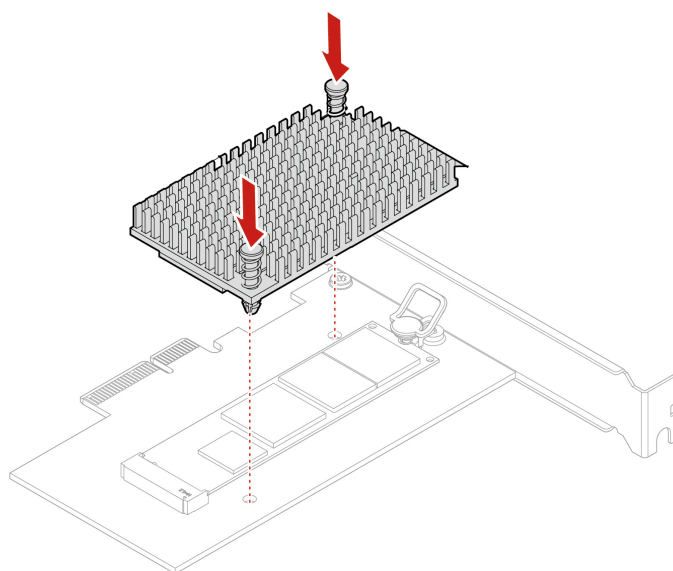
1. Install the thermal pad.



2. Install the M.2 SSD.



3. Install the heat sink.



Hard disk drive fan

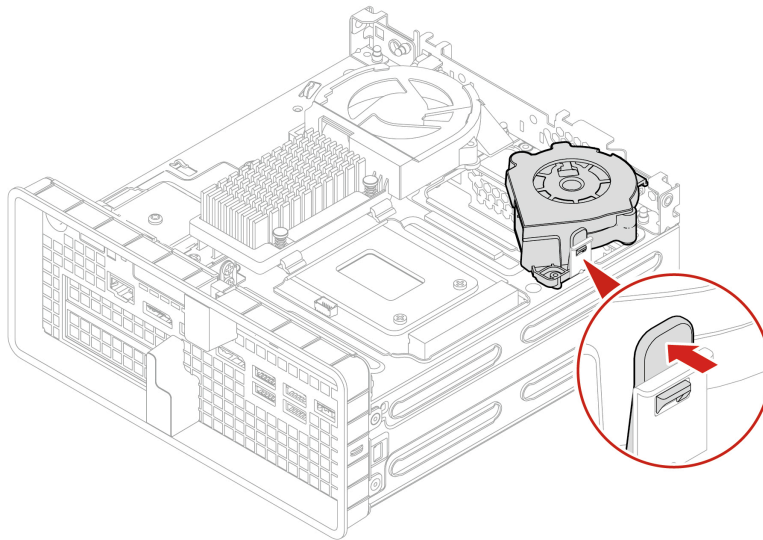
Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Disconnect the cable from the hard disk drive fan.

Removal steps

Press the tab to release the hard disk drive fan from the chassis.



3.5-inch hard disk drive bracket kit

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

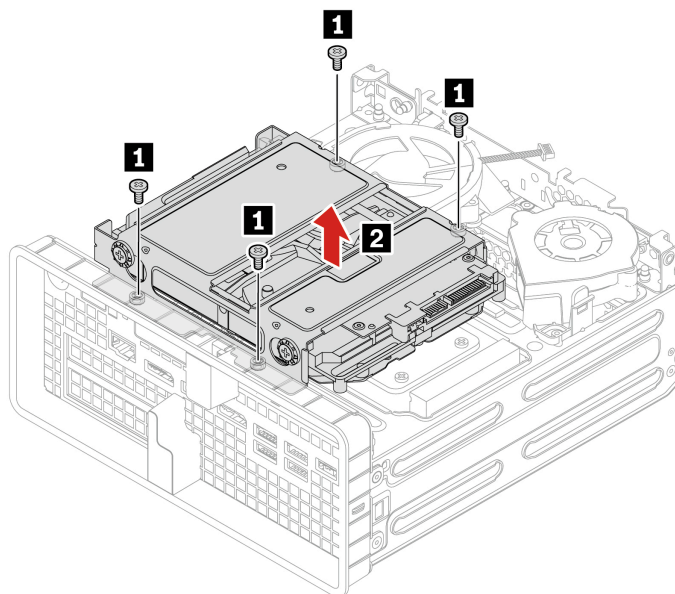
1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Disconnect the signal cable and the power cable from the storage drive.

Removal steps

1. Remove the four screws which secure the 3.5-inch hard disk drive bracket kit to the chassis. Find screw specification in the following screw table.

Screw	Quantity	Torque
M3 x L5, hex screw	4	5 ± 0.5 in-lb

2. Lift the 3.5-inch hard disk drive bracket kit.



3.5-inch hard disk drive

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

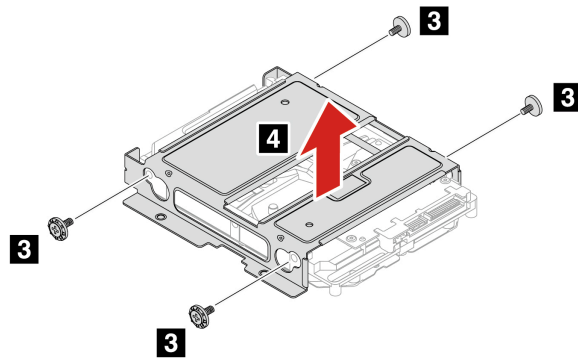
1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the 3.5-inch hard disk drive bracket kit. See “3.5-inch hard disk drive bracket kit” on page 36.
4. Disconnect the signal cable and the power cable from the storage drive.

Removal steps

1. Remove the four screws which secure the 3.5-inch hard disk drive to the bracket kit. Find screw specification in the following screw table.

Screw	Quantity	Torque
#6-32 x L11, flat head	4	5 ± 0.5 in-lb

2. Remove the 3.5-inch hard disk drive from the bracket kit.



LED cable and holder

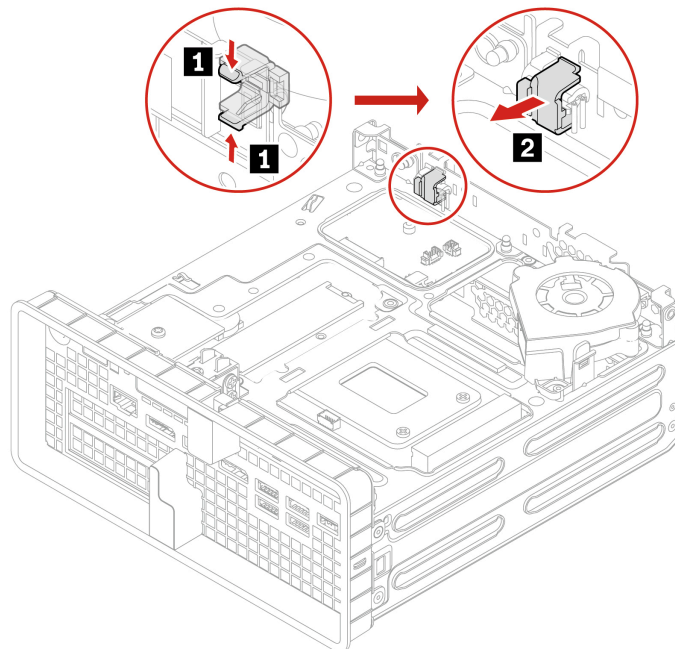
Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.

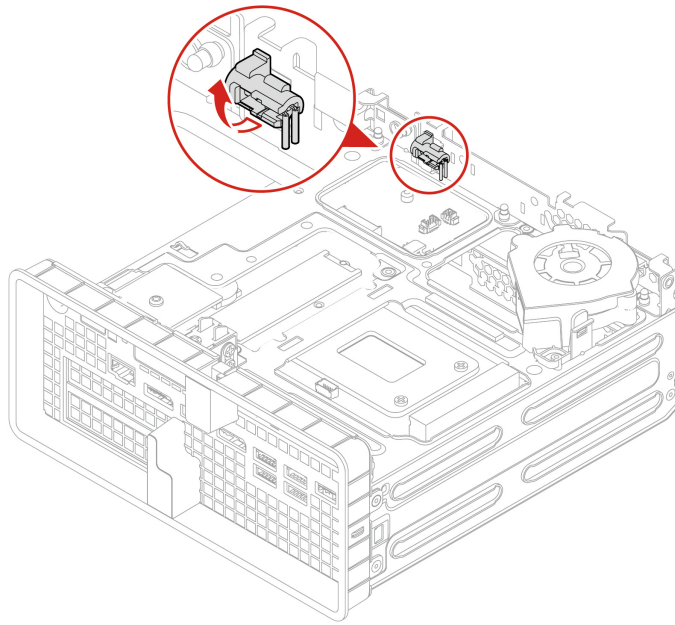
Removal steps for LED holder

Pinch the two tabs of the LED holder and pull to remove it from the chassis.



Removal steps for LED cable

Twirl to remove the LED cable.

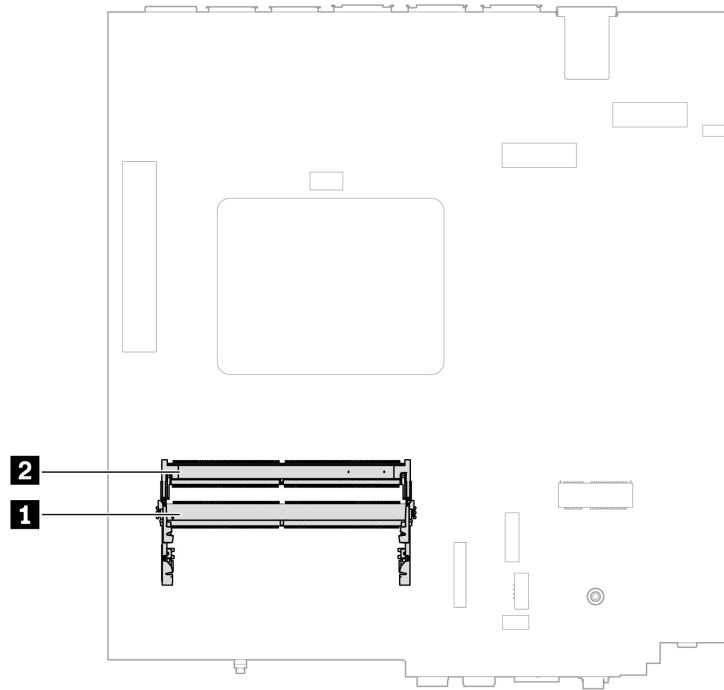


Memory module

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

Notes:

- To remove or install the memory module, wait at least 20 seconds after disconnecting power cords from the system. It allows the system to be completely discharged of electricity.
- Install memory modules of the same type, the same capacity, and the same DRAM densities.
- The M.2 solid-state drive thermal kit is required when installing 32, 48, or 64 GB memory modules.
- Ensure that you follow the installation order for memory modules shown in the following illustration.

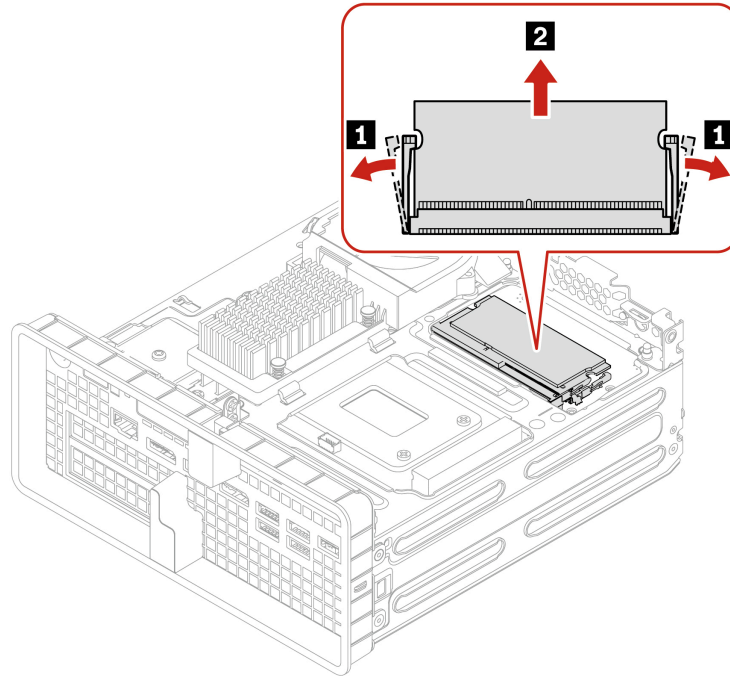


For access, do the following:

1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the hard disk drive fan. See “Hard disk drive fan” on page 35.

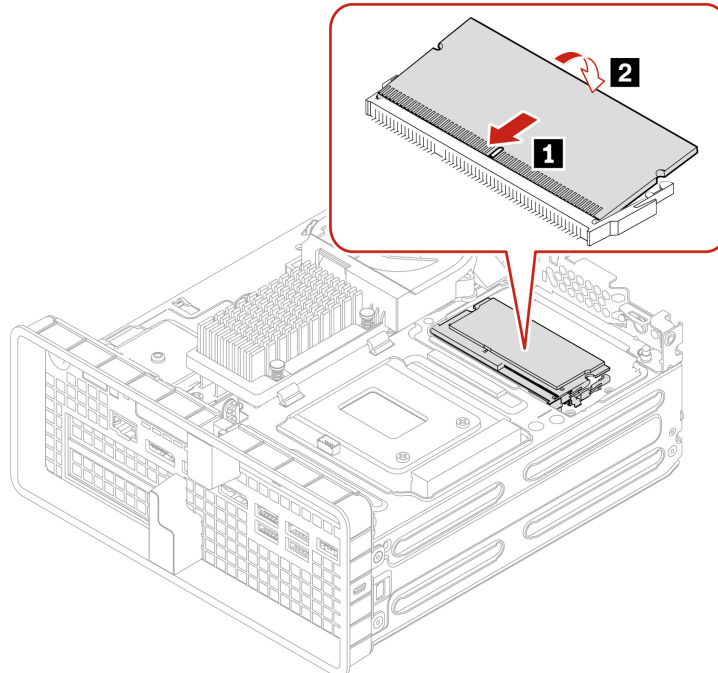
Removal steps

1. Open the two retaining tabs.
2. Lift the memory module out of the slot.



Installation steps

Align the memory module to the slot and push until the latches are fully engaged with a click.



PCIe bracket

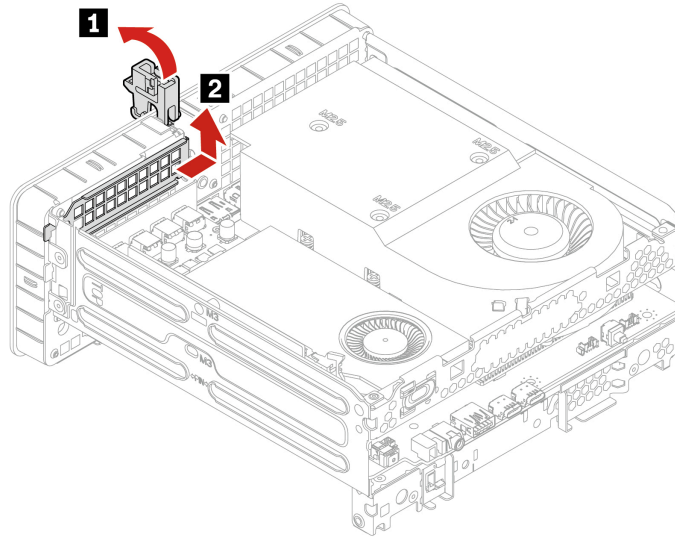
Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.

Removal steps

Open the latch and remove the PCIe bracket.



PCIe card (including graphics card)

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

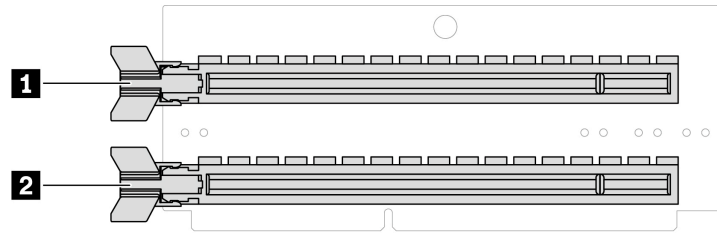
For access, do the following:

1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the PCIe bracket. See “PCIe bracket” on page 41.

Note: Before installing a new PCIe card, remove any PCIe connector cables that impede the installation.

PCIe card installation rule

- For graphics cards installation, the PCIe x16 slot is the primary slot, and the PCIe x4 slot is the secondary slot.
- For other PCIe cards installation, the PCIe x4 slot is the primary slot, and the PCIe x16 slot is the secondary slot.
- The PCIe x16 slot requires a compatible card converter to install any PCIe card. Due to power limitations, the card converter is supported only on systems with a 230-watt or higher power supply.
- Ensure that you follow the installation order for dual-slot PCIe card converter:
 - For single-width graphics cards installation, use the slot 1 only.
 - For other PCIe cards installation, slot 2 is the primary slot and slot 1 is the secondary slot.



- Install the following PCIe cards (if present) only in their designated slots.

PCIe card	Slot
Double-width graphics card	PCIe x16 slot (via single-slot PCIe card converter)
– Intel I350-T4 Gigabit Ethernet adapter – Intel X710-T2L 10GbE Ethernet converged network adapter – Intel E810-DA2 10/25GbE SFP28 Ethernet adapter – NVIDIA ConnectX-6 25GbE Ethernet adapter – Dedicated BMC card – Serial expansion card (4-port) – PCIe Gen 3 x4 M.2 NVMe adapter	PCIe x4 slot
– Single-width graphics card – Intel I350-T2 Gigabit Ethernet adapter – Broadcom 5720 Gigabit Ethernet adapter – Broadcom 5719 Gigabit Ethernet adapter – Realtek RTL8125BGS 2.5GbE Ethernet adapter – USB-C connector (USB 20Gbps) expansion card (1-port) – USB-A connector (USB 5Gbps) expansion card (2-port)	PCIe x16 slot (via dual-slot PCIe card converter) or PCIe x4 slot

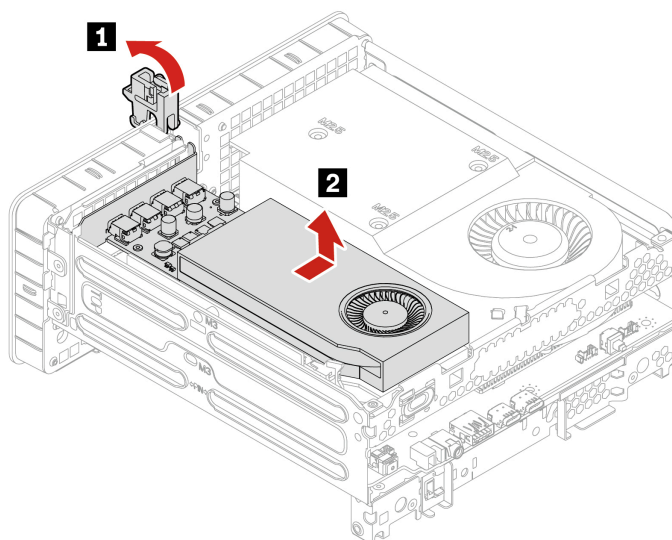
- Before installing a new PCIe card, ensure your power supply has adequate capacity and verify the microprocessor's power requirements to maintain system stability. You can refer to the table below for detailed power requirement.

Power supply	Microprocessor	PCIe card
230 watt / 245 watt	35 watt	You can install a graphics card and a PCIe card with power consumption below 30 watt. Note: You are recommended to install one graphics card only.
230 watt / 245 watt	65 watt	You can install a graphics card with power consumption below 50 watt only.

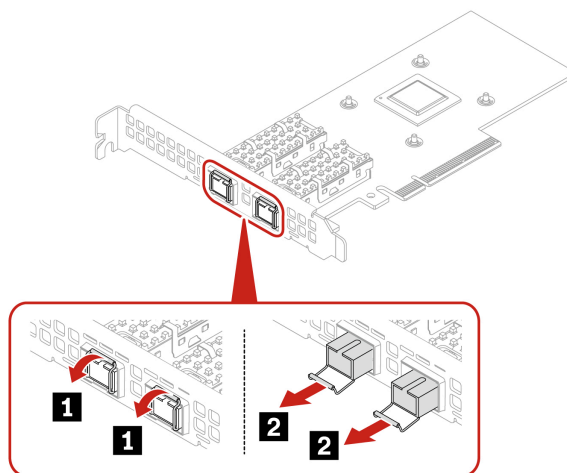
Power supply	Microprocessor	PCIe card
330 watt	35 watt / 65 watt	330-watt power supply can support higher-consumption PCIe cards and graphics cards.
330 watt	125 watt	Only one single-width PCIe card is supported, and it must be installed in the PCIe x4 slot.

Removal steps

1. Open the latch and pull to remove the PCIe card.



2. For some Ethernet PCIe adapter cards, the following fiber modules can be removed.



PCIe card converter

Before you start, ensure that you have read “Prerequisite for CRU replacement” on page 24.

For access, do the following:

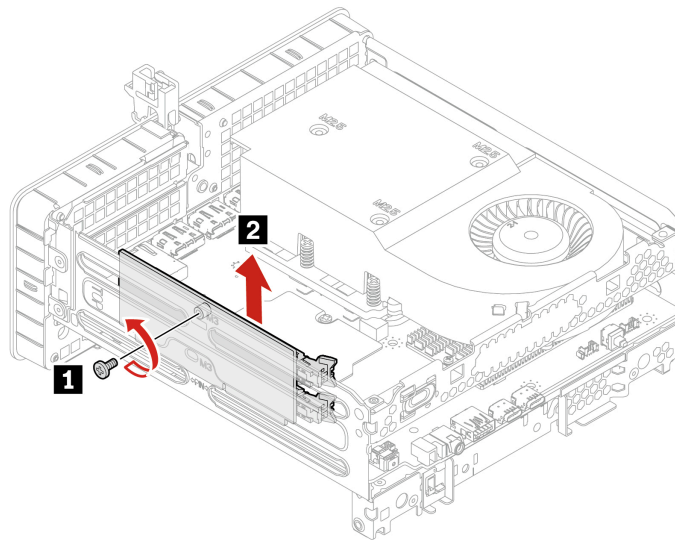
1. Remove the power adapter and cord. See “Power adapter and power cord” on page 24.
2. Remove the chassis. See “Chassis” on page 26.
3. Remove the PCIe bracket. See “PCIe bracket” on page 41.
4. Remove the PCIe card. See “PCIe card (including graphics card)” on page 42

Removal steps for dual-slot PCIe card converter

1. Remove the screw that secure the converter to the chassis. Find screw specification in the following screw table.

Screw	Quantity	Torque
M3 x L5, countersunk	1	3 ± 0.5 in-lb

2. Pull the PCIe card converter out of the PCIe slot.

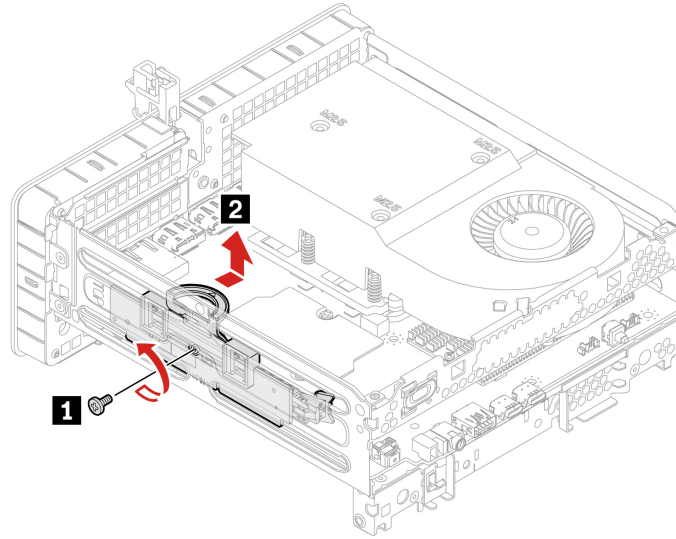


Removal steps for single-slot PCIe card converter

1. Remove the screw that secure the converter to the chassis. Find screw specification in the following screw table.

Screw	Quantity	Torque
M3 x L5, countersunk	1	3 ± 0.5 in-lb

2. Pull the PCIe card converter out of the PCIe slot.



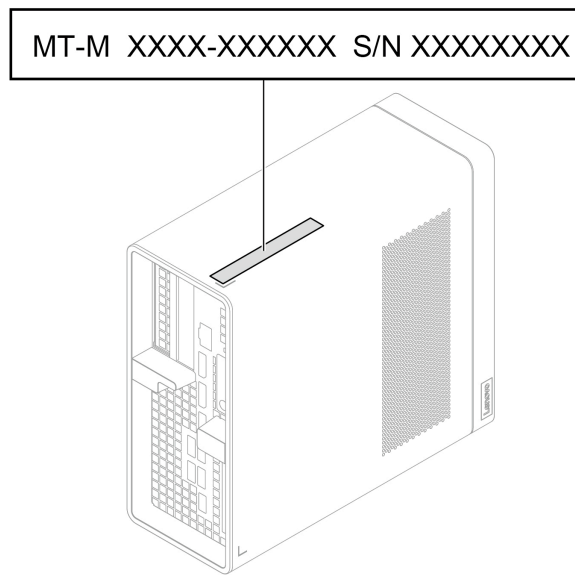
Chapter 7. Help and support

Find your serial number

This topic helps you find computer serial number.

You can find your serial number via:

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



Diagnose and troubleshoot your computer

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

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

Diagnostics tool	Recommended scenario
Troubleshoot and diagnose at Lenovo Support Web site	You want to have an online troubleshooting or scan of hardware and drivers on your computer.
Hardware scan	• Your computer is installed with the Vantage app. • You want to perform basic examinations of the hardware components.
Use ThinkStation diagnostic tool	You want to use diagnostic solutions to test hardware components and report operating-system-controlled settings that interfere with the correct operation of your computer.

Troubleshoot and diagnose at Lenovo Support Web site

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

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

Step 2. Click **Troubleshoot & Diagnose** and select the option that fits your need.

Notes:

- Before launching any automatic diagnosing process, a pop-up window will be prompted to install Lenovo Service Bridge. Lenovo Service Bridge helps to connect your computer with Lenovo diagnosing tools.
- Lenovo Support Web site makes periodic updates of the sections to keep improving your experience with your computer. The Web site interface and descriptions of sections might be different from that on your actual interface.
- If you are unaware of what problem your computer goes with, it is recommended that you select **Easy** and follow on-screen instructions to get your firmware updated and obtain the hardware status.
- If you have identified the problem on your computer, you can select **Custom** and follow on-screen instructions to resolve the problem.

If solutions can not resolve problems on your computer, you can follow on-screen instructions to submit an e-ticket or contact Lenovo for professional assistance.

Hardware scan

Hardware scan is an effective hardware testing tool to help you identify existing hardware issues.

To run the Hardware scan:

Step 1. Type **Vantage** in the Windows search box and then press Enter.

Step 2. Click **Hardware scan** or **Support → Hardware scan**.

Step 3. Select **QUICK SCAN** or **CUSTOMIZE** and then follow the on-screen instructions to run the hardware scan.

Notes:

- The Quick Scan tool contains a pre-selected suite of tests that performs basic examinations of the hardware components found in the system. The Customize tool enables you to select one or several hardware components to perform the examinations.
 - Before selecting **QUICK SCAN**, click **Refresh Modules** to ensure that the list of hardware components is the components currently available for the computer.
- Step 4. If any hardware failure is detected, the result varies depending on the warranty status and varies by country or region. Follow the on-screen instructions to resolve the issue.

Recover your Windows operating system

When you encounter some unexpected issues with your operating system, you can choose to recover your operating system by yourself or call Lenovo Customer Support Center.

Note: Microsoft constantly makes updates to the Windows operating system. Before installing a particular Windows version, check the compatibility list for the Windows version. For details, go to <https://support.lenovo.com/us/en/solutions/ht512575>.

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

Call Lenovo

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

Before you contact Lenovo

Prepare the needed information before you contact Lenovo.

- 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?
- Record the system information:
 - Product name.
 - Machine type and “serial number” on page 47.

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/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.

Self-help resources

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

Resources	How to access?
Lenovo Support Web Site	https://pcsupport.lenovo.com
Tips	https://www.lenovo.com/tips
Lenovo Community	https://forums.lenovo.com

Resources	How to access?
Accessibility information	https://www.lenovo.com/accessibility
Windows help information	• Open the Start menu and click Get Help or Tips. • Use Windows Search. • Microsoft support Web site: https://support.microsoft.com

Purchase accessories or additional services

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

Accessories

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

To shop at Lenovo, go to <https://www.lenovo.com/accessories>.

Additional services

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

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

Accessibility features

Lenovo is committed to making information technology accessible to everyone, including individuals with hearing, vision, mobility, cognitive, or speech disabilities. To get the most up-to-date and detailed accessibility features information for the product, go to https://support.lenovo.com/docs/product_accessibility_features.

Appendix A. Notice for USB connector name update

The USB Implementers Forum published a revision of the guideline for USB connector names in September, 2022. Lenovo follows the revised guideline and updates USB connector names accordingly. You can refer to the table below for naming update details.

Current name	Previous name
USB-A connector (Hi-Speed USB)	USB-A 2.0 connector
USB-A connector (USB 5Gbps)	USB-A 3.2 Gen 1 connector
USB-A connector (USB 10Gbps)	USB-A 3.2 Gen 2 connector
USB-A connector (USB 5Gbps, Always On USB)	Always on USB-A 3.2 Gen 1 connector
USB-A connector (USB 10Gbps, Always On USB)	Always on USB-A 3.2 Gen 2 connector
USB-C connector (USB 5Gbps)	USB-C (3.2 Gen 1) connector
USB-C connector (USB 10Gbps)	USB-C (3.2 Gen 2) connector
USB-C connector (USB 20Gbps)	USB 3.2 Gen 2x2
USB-C connector (USB4 20Gbps)	USB 4 Gen 2x2
USB-C connector (USB4 40Gbps)	USB-C (USB 4) connector
USB-C connector (Thunderbolt 3)	USB-C (Thunderbolt 3) connector
USB-C connector (Thunderbolt 4)	USB-C (Thunderbolt 4) connector

Appendix B. Important notice for Quebec consumers

In regard to section 79.18 of Quebec's Regulation respecting the application of the Consumer Protection Act, Lenovo in no way guarantees the availability of (a) replacement parts; (b) repair services; and (c) information necessary to maintain or repair the goods. For up-to-date information on the technical support and parts available for your purchase, please consult <https://support.lenovo.com/ca/en>

En ce qui concerne l'article 79.18 du Règlement d'application de la Loi sur la protection du consommateur du Québec, Lenovo ne garantit en aucune façon la disponibilité des éléments suivants : (a) les pièces de rechange; (b) les services de réparation; et (c) les renseignements nécessaires à l'entretien à la réparation du bien. Pour obtenir des renseignements à jour sur le soutien technique et les pièces disponibles pour votre achat, veuillez consulter <https://support.lenovo.com/ca/fr>.

Appendix C. Notices and trademarks

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<https://pcsupport.lenovo.com>

HEVC Standard

This product may support digital video coding under certain versions of HEVC (High Efficiency Video Coding) standard and, if so, may be covered by patents at <https://accessadvance.com/advance-patent-lists/>.



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