

**lenovo**

Lenovo

Flex 2-14/Flex 2-14D

Flex 2-15/Flex 2-15D

User Guide



Read the safety notices and important tips in the included manuals before using your computer.

## Notes

- Before using the product, be sure to read *Lenovo Safety and General Information Guide* first.
- Some instructions in this guide may assume that you are using Windows® 8.1. If you are using other Windows operating systems, some operations may be slightly different. If you are using other operating systems, some operations may not apply to you.
- The features described in this guide are common to most models. Some features may not be available on your computer and/or your computer may include features that are not described in this user guide.
- The illustrations used in this manual are from Lenovo Flex 2-14 unless otherwise stated.
- The illustrations in this manual may differ from the actual product. Please refer to the actual product.

## Regulatory Notice

- For details, refer to **Guides & Manuals** at <http://support.lenovo.com>.

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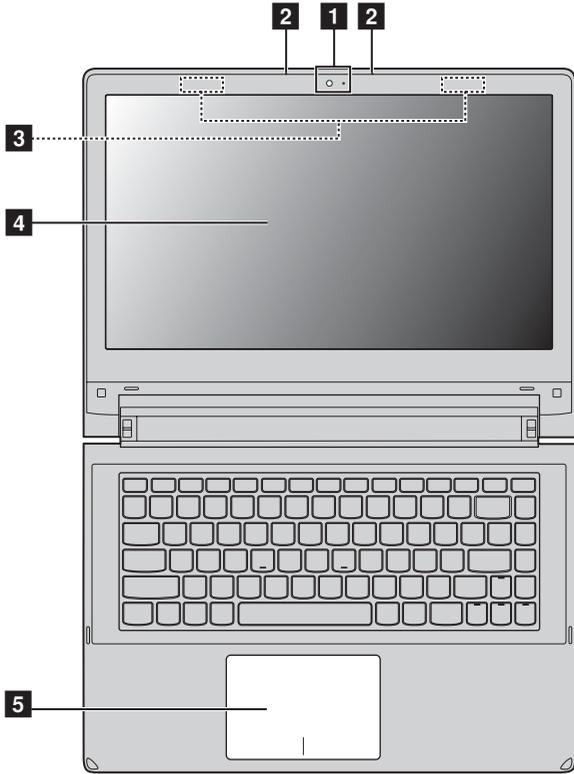


# Chapter 1. Getting to know your computer

## ■ ■ Top view

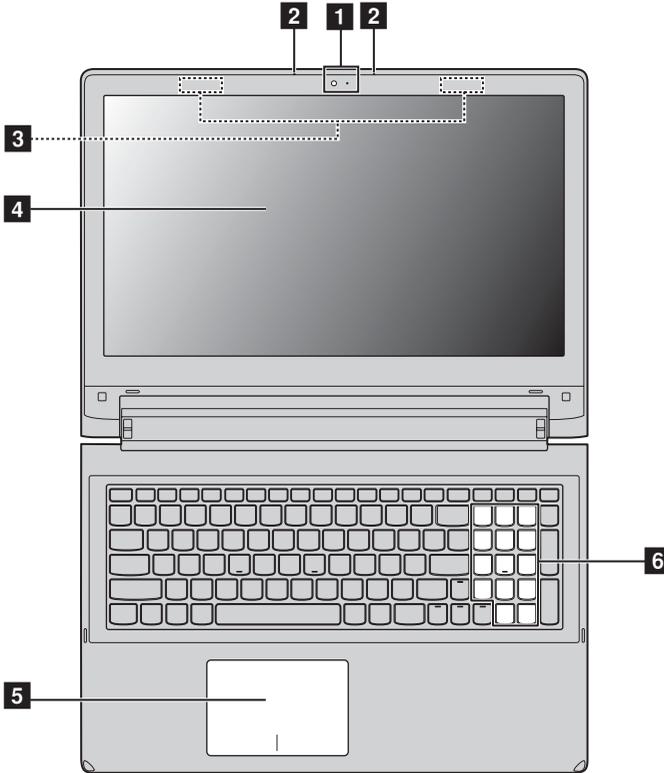
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### ■ Flex 2-14/Flex 2-14D



## Chapter 1. Getting to know your computer

### ■ Flex 2-15/Flex 2-15D



**Note:** The dashed areas indicate parts that are invisible from outside.

#### ⊙ **Attention:**

- Do *not* open the display panel beyond 300 degrees. When closing the display panel, be careful *not* to leave pens or any other objects in between the display panel and the keyboard. Otherwise, the display panel may be damaged.

## Chapter 1. Getting to know your computer

- 1 Integrated camera** Use the camera for video communication.
- 2 Built-in microphone** Captures sound which can be used for video conferencing, voice narration, or audio recording.  
**Note:** Some models only have one built-in microphone.
- 3 Wireless antennas** Connect to the wireless adapter to receive and send wireless radio.
- 4 Display** Provides brilliant visual output.
- 5 Touch pad** The touch pad functions as a conventional mouse.

**Touch pad:** To move the pointer on the screen, slide your fingertip over the pad in the direction in which you want the pointer to move.

**Touch pad buttons:** The functions of the left/right side correspond to those of the left/right mouse button on a conventional mouse.

**Note:** You can enable or disable the Touch pad and the Touch pad buttons by pressing



- 6 Numeric keypad (Flex 2-15/Flex 2-15D)** For details, see “Using the keyboard” on page 4.

## Chapter 1. Getting to know your computer

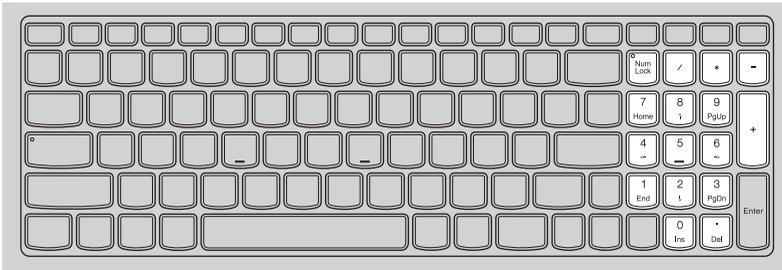
### ■ Using the keyboard

Your computer has number keys and function keys and may also have a numeric keypad (Flex 2-15/Flex 2-15D only) incorporated into its standard keyboard.

### Numeric keypad

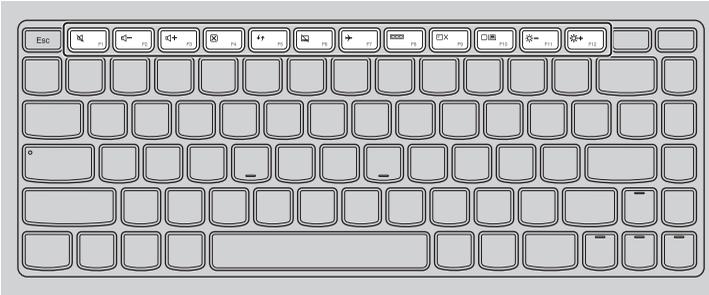
#### Flex 2-15/Flex 2-15D

The keyboard has a separate numeric keypad. To enable or disable the numeric keypad, press the **Num Lock** key.



### ■ Hotkeys

You can access certain system settings quickly by pressing the appropriate hotkeys.



 : Mutes/unmutes the sound.

 : Enables/disables airplane mode.

 : Decreases the volume level.

 : Switches the active program.

 : Increases the volume level.

 : Turns on/off the backlight of the display.

 : Closes the currently active window.

 : Projects to a connected display.

 : Refreshes the desktop or the currently active window.

 : Decreases display brightness.

 : Enables/disables the touch pad and the touch pad buttons.

 : Increases display brightness.

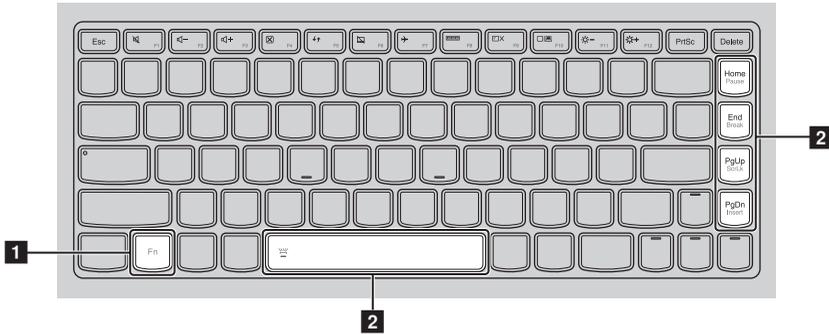
**Note:** If you changed the **Hotkey Mode** from **Enabled** to **Disabled** in the BIOS setup utility, you will need to press the Fn key in combination with the appropriate hotkey.

# Chapter 1. Getting to know your computer

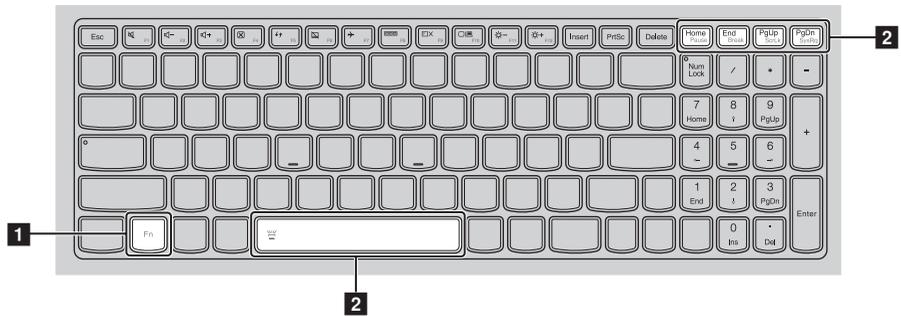
## Function key combinations

Through the use of the function keys, you can change operational features instantly. To use this function, press and hold **Fn** **1**; then press one of the function keys **2**.

### Flex 2-14/Flex 2-14D



### Flex 2-15/Flex 2-15D



## Chapter 1. Getting to know your computer

The following describes the features of each function key.

<b>Fn + Home:</b>	Activate the pause function.
<b>Fn + End:</b>	Activate the break function.
<b>Fn + PgUp:</b>	Enable/Disable the scroll lock.
<b>Fn + PgDn (Flex 2-14/ Flex 2-14D):</b>	Activate the insert function.
<b>Fn + PgDn (Flex 2-15/ Flex 2-15D):</b>	Activate the system request.
<b>Fn + Space (on select models):</b>	Turn on/off the keyboard backlight.

## Chapter 1. Getting to know your computer

### ■ Positioning the display panel

#### Notebook Mode



Suitable for tasks that require a keyboard and mouse (such as creating documents, writing e-mails, and so on).

#### Stand Mode (Theater Mode)



Suitable for tasks that require little or no touch (such as viewing photos or playing videos).

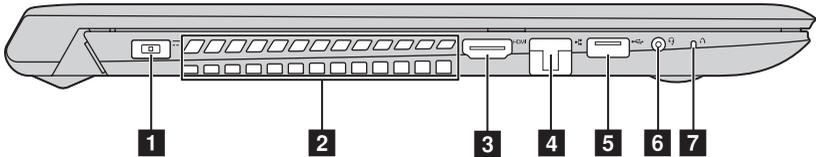
#### Ⓢ Attention:

- Do not open the display with too much force, otherwise the display panel or hinges may be damaged.

**Note:** The keyboard and touch pad are automatically locked if the keyboard panel faces down.

### ■ ■ Left-side view

#### ■ Flex 2-14/Flex 2-14D



**1 AC power adapter jack** Connects the AC power adapter.

**2 Ventilation slots** Dissipate internal heat.

ⓘ **Attention:**

- Make sure that none of the ventilation slots are blocked or else overheating of the computer may occur.

**3 HDMI port** Connects to devices with HDMI input such as a TV or a display.

**4 RJ-45 port** Connects the computer to an Ethernet network.

**5 USB 3.0 port** Connects to USB devices. For details, see “Connecting USB devices” on page 11.

**6 Combo audio jack** Connects to headsets.

**Notes:**

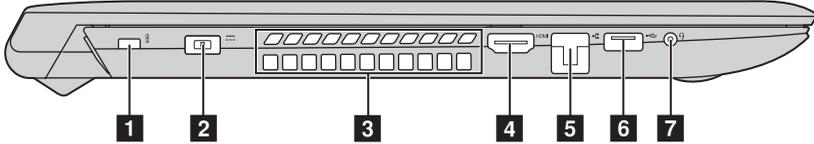
- The combo audio jack does not support conventional microphones.
- The recording function may not be supported if third-party headphones or headsets are connected, due to different industry standards.

**7 Novo button** When the computer is off, press this button to start the Lenovo OneKey Recovery system or the BIOS setup utility, or to enter the boot menu.

**Note:** For details, see “Chapter 3. Lenovo OneKey Recovery system” on page 30.

## Chapter 1. Getting to know your computer

### ■ Flex 2-15/Flex 2-15D



- 1 Kensington slot** Attach a security lock (not supplied) here to help protect your computer from theft and unauthorized use. You can attach a security lock to your computer to help prevent it from being removed without your permission. For details on installing the security lock, please refer to the instructions shipped with the security lock that you have purchased.
- 2 AC power adapter jack** Connects the AC power adapter.
- 3 Ventilation slots** Dissipate internal heat.

#### ⓘ Attention:

- Make sure that none of the ventilation slots are blocked or else overheating of the computer may occur.

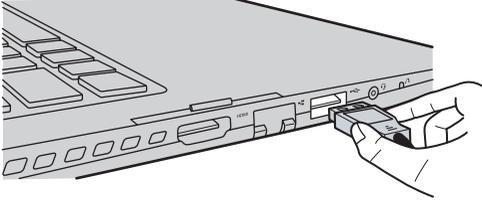
- 4 HDMI port** Connects to devices with HDMI input such as a TV or a display.
- 5 RJ-45 port** Connects the computer to an Ethernet network.
- 6 USB 3.0 port** Connects to USB devices. For details, see “Connecting USB devices” on page 11.
- 7 Combo audio jack** Connects to headsets.

#### Notes:

- The combo audio jack does not support conventional microphones.
- The recording function may not be supported if third-party headphones or headsets are connected, due to different industry standards.

### ■ Connecting USB devices

You can connect a USB device to your computer by inserting its USB plug (Type A) into the USB port on your computer.



The first time you plug a USB device into a particular USB port on your computer, Windows automatically installs a driver for that device. After the driver is installed, you can disconnect and reconnect the device without performing any additional steps.

**Note:** Typically, Windows detects a new device after connecting it, and then installs the driver automatically. However, some devices may require you to install the driver before connecting. Check the documentation provided by the device's manufacturer before connecting the device.

Before disconnecting a USB storage device, make sure your computer has finished transferring data by that device. Click the **Safely Remove Hardware and Eject Media** icon in the notification area of the Windows desktop screen to remove the device before disconnecting.

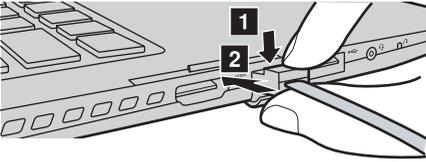
**Note:** If your USB device uses a power cord, connect the device to a power source before connecting it. Otherwise, the device may not be recognized.

## Chapter 1. Getting to know your computer

### ■ Connecting network cables

To insert a network cable, do the following:

- ❶ Hold one connector of the network cable to press the RJ-45 cover down gently **1**.
- ❷ Insert the connector into the RJ-45 port **2**.



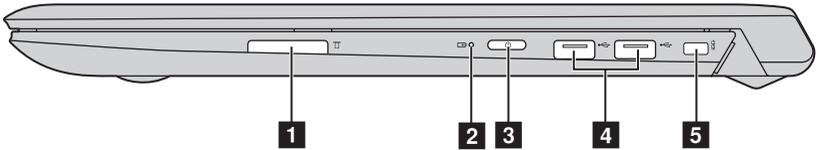
### ■ Software configuration

Consult your Internet Service Provider (ISP) for details on how to configure your computer.

●● Right-side view

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■ Flex 2-14/Flex 2-14D



- 1 Memory card slot** Insert memory cards (not supplied) here. For details, see “Using memory cards (not supplied)” on page 17.

## Chapter 1. Getting to know your computer

### 2 Battery status indicator

### 3 Power button

Press this button to turn on the computer.

Indicator	Indicator status	Charge Status	Meaning
<b>Battery status indicator</b>	On (solid white)	Discharging	The battery has more than 20% charge.
	Solid amber	Discharging	The battery has between 5% and 20% charge.
	Fast blinking amber	Charging/ Discharging	The battery has less than 5% charge.
	Slow blinking amber	Charging	The battery is being charged. When battery charge reaches 20%, the blinking color changes to white.
	Slow blinking white	Charging	The battery has between 20% and 80% charge and is still charging. When the battery reaches 80% charge the light will stop blinking, but charging will continue until the battery is fully charged.
<b>Power status indicator</b>	On (solid white)	—	The computer is powered on.
	Blinking	—	The computer is in sleep mode.
	Off	—	The computer is powered off.

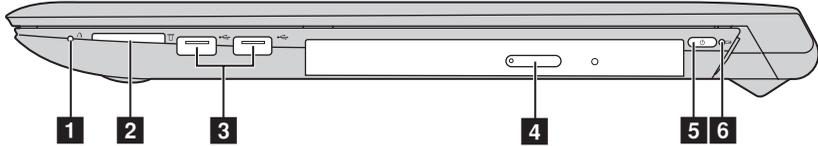
### 4 USB ports

Connect to USB devices. For details, see “Connecting USB devices” on page 11.

### 5 Kensington slot

Attach a security lock (not supplied) here to help protect your computer from theft and unauthorized use. You can attach a security lock to your computer to help prevent it from being removed without your permission. For details on installing the security lock, please refer to the instructions shipped with the security lock that you have purchased.

### ■ Flex 2-15/Flex 2-15D



- 1 Novo button** When the computer is off, press this button to start the Lenovo OneKey Recovery system or the BIOS setup utility, or to enter the boot menu.

**Note:** For details, see “Chapter 3. Lenovo OneKey Recovery system” on page 30.

- 2 Memory card slot** Insert memory cards (not supplied) here. For details, see “Using memory cards (not supplied)” on page 17.
- 3 USB ports** Connect to USB devices. For details, see “Connecting USB devices” on page 11.

- 4 Optical disc drive** Reads/Burns optical discs.

**Note:** Some models are supplied with a dummy optical disc drive.

## Chapter 1. Getting to know your computer

### 5 Power button

Press this button to turn on the computer.

### 6 Battery status indicator

Indicator	Indicator status	Charge Status	Meaning
<b>Power status indicator</b>	On (solid white)	—	The computer is powered on.
	Blinking	—	The computer is in sleep mode.
	Off	—	The computer is powered off.
<b>Battery status indicator</b>	On (solid white)	Discharging	The battery has more than 20% charge.
	Solid amber	Discharging	The battery has between 5% and 20% charge.
	Fast blinking amber	Charging/ Discharging	The battery has less than 5% charge.
	Slow blinking amber	Charging	The battery is being charged. When battery charge reaches 20%, the blinking color changes to white.
	Slow blinking white	Charging	The battery has between 20% and 80% charge and is still charging. When the battery reaches 80% charge the light will stop blinking, but charging will continue until the battery is fully charged.

### ■ Using memory cards (not supplied)

Your computer supports the following types of memory card:

- Secure Digital (SD) card
- MultiMediaCard (MMC)

⦿ **Attention:**

- Insert *only* one card in the slot at a time.
- This card reader does not support SDIO devices (e.g., SDIO Bluetooth, etc.).

### Inserting a memory card

Slide a memory card in until it clicks into place.

**Note:** If a dummy card is shipped with the computer, push the dummy card and then remove it before inserting a memory card.

### Removing a memory card

Gently pull the memory card out of the memory card slot.

⦿ **Attention:**

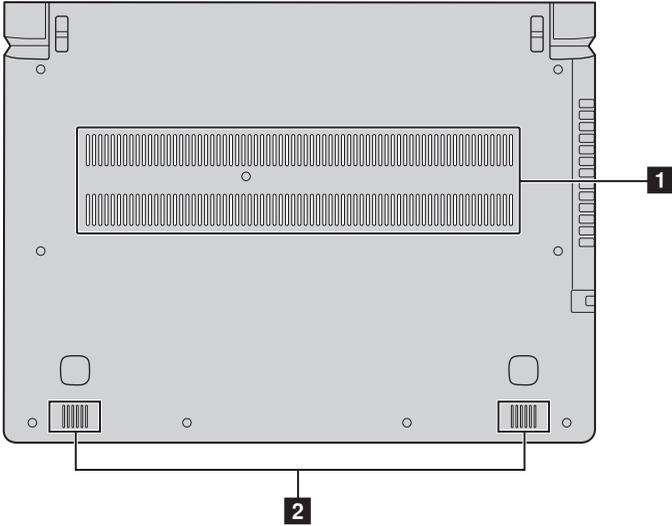
- Before removing a memory card, disable it through **Safely Remove Hardware and Eject Media** to avoid data corruption.

# Chapter 1. Getting to know your computer

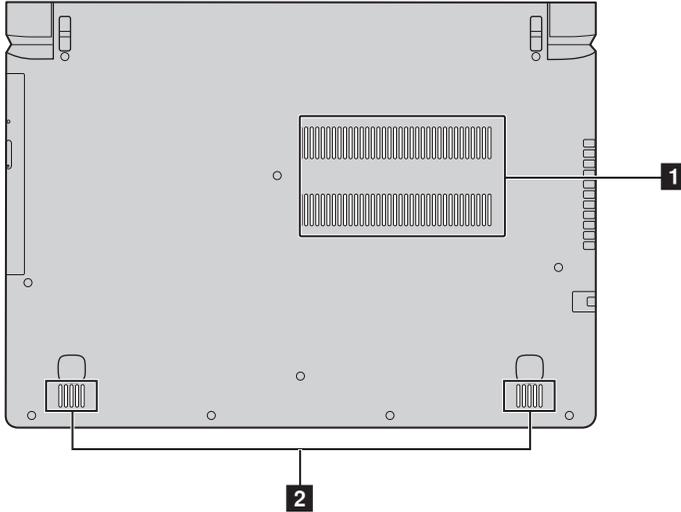
## ■ ■ Bottom view

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### ■ Flex 2-14/Flex 2-14D



### ■ Flex 2-15/Flex 2-15D



**1 Ventilation slots** Allow air to enter the computer for cooling.

**2 Speakers** Provide audio output.

## Chapter 2. Starting to use Windows 8.1

### ■ ■ Configuring the operating system for the first time

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

- Choosing a region and a language
- Accepting the license terms
- Personalizing your computer
- Configuring the Internet connection
- PC settings
- Creating a user account

### ■ ■ Switching screens

---

To switch from the Start screen to the Windows desktop, do one of the following:

- Tap or click the **Desktop** tile on the Start screen.
- Press the Windows key  + D.

To switch from the desktop to the Start screen, do one of the following:

- Tap or click **Start**  from the charms bar.
- Press the Windows key .
- Move the cursor to the lower-left corner, and then tap or click the **Start** button.

To switch different apps, do the following:

- ① Swipe right from the left-hand side of the screen, then – without lifting your finger – swipe back left.

**Note:** If you are using a mouse or the touch pad, move the cursor to upper-left corner and then slide it downwards.

- ② When the apps list appears, tap or click to switch apps.

### ■ Charms and the charms bar

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**Charms** are navigation buttons that let you access basic tasks quickly. Charms include: Search, Share, Start, Devices, and Settings. The **charms bar** is the menu that contains the charms.

To display the charms, do one of the following:

- Move the pointer to the upper-right or lower-right corner until the charms bar is displayed.
- Use one finger to swipe in from the right edge of the screen until the charms bar is displayed.
- Press Windows key  + C.



#### Search charm

The **Search** charm is a powerful new way to find what you are looking for, including settings, files, Web images, Web videos, etc.



## Chapter 2. Starting to use Windows 8.1

### Share charm

The **Share** charm lets you send links, photos, and more to your friends and social networks without leaving the app you are in.

### Start charm

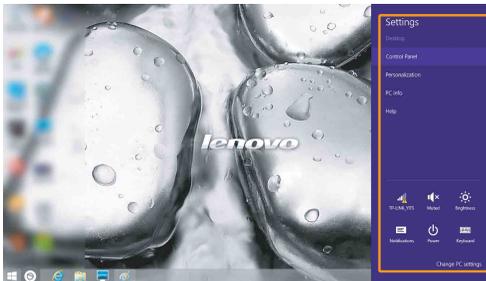
The **Start** charm is a fast way to go to the Start screen.

### Devices charm

The **Devices** charm allows you to connect or send files to any external devices, including the devices to play, print, and project.

### Settings charm

The **Settings** charm lets you perform basic tasks, such as setting the volume or shutting down the computer. Also, you can get to the Control Panel through the **Settings** charm when using the desktop screen.



### ■ ■ Putting the computer to sleep or shutting it down

---

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

#### ■ Putting your computer to sleep

If you will be away from your computer briefly, put the computer to sleep. When the computer is in sleep mode, you can quickly wake it to resume use, bypassing the startup process.

To put the computer to sleep, do one of the following:

- Close the display lid.
- Press the Power button.
- Press and hold or right-click the **Start** button in the lower-left corner and select **Shut down or sign out** → **Sleep**.
- Open the charms and then select **Settings**  → **Power**  → **Sleep**.

**Note:** Put your computer to sleep before you move it. Moving your computer while the hard disk drive is spinning can damage the hard disk, causing loss of data.

To wake the computer, do one of the following:

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

**Note:** Only available to the factory settings.

#### ■ Shutting down the computer

If you are not going to use your computer for a long time, shut it down.

To shut down the computer, do one of the following:

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

## Chapter 2. Starting to use Windows 8.1

### ■ Touch screen operation

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

### ■ Multi-touch gestures

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

Frequently used gestures	Tasks performed
<p><b>Tap</b> Tap once on an item.</p>  A screenshot of the Windows 8.1 Start screen with a hand icon pointing to a blue tile in the center.	<p>Performs an action, such as starting an app, opening a link, or performing a command. Similar to left-clicking with a mouse.</p>
<p><b>Press and hold</b> Press your finger down and leave it there for a moment.</p>  A photograph of a Lenovo tablet with water droplets on its surface, and a hand icon pointing to the screen.	<p>Allows you to see detailed information before selecting an action. Can also open a menu with more options. Similar to right-clicking with a mouse.</p>

(continued)

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

## Chapter 2. Starting to use Windows 8.1

(continued)

Frequently used gestures	Tasks performed
<p data-bbox="124 339 194 363"><b>Swipe</b></p> <p data-bbox="124 368 533 424">Start from any edge of the screen, then swipe inwards toward the center.</p> 	<p data-bbox="599 339 992 483">Swiping down from the top edge or up from the bottom edge displays a task bar on the bottom of the screen with app commands, including New, Refresh, and other commands.</p> <p data-bbox="599 515 967 571">If you have an app currently open, you can also:</p> <ul data-bbox="599 584 992 935" style="list-style-type: none"><li>• Swipe from the top edge to halfway down the screen without lifting your finger to dock that app on the left or right side of the screen. This allows you to keep two apps open simultaneously in a split-screen format.</li><li>• Swipe from the top edge straight down to the bottom edge of the screen continuously without lifting your finger to close the currently open app.</li></ul>

(continued)

Frequently used gestures	Tasks performed
 <p>The top screenshot shows the Windows 8.1 Start screen with a hand swiping from the left edge. An orange arrow points from the left towards the center of the screen. The bottom screenshot shows the same Start screen with a hand swiping from the right edge. An orange arrow points from the right towards the center of the screen.</p>	<p>Swiping in from the left edge can:</p> <ul style="list-style-type: none"><li>• Bring in and open an app currently running in the background.</li></ul> <p>If there is more than one currently open app, you can:</p> <ul style="list-style-type: none"><li>• Swipe in from the left to bring in an app and, without lifting your finger, push that app quickly back off the left edge of the screen. This displays a list of the apps currently running in the background.</li></ul> <p>Swiping in from the right edge of the screen displays the charms.</p>

## Chapter 2. Starting to use Windows 8.1

### ■ ■ Connecting to wireless LAN

#### Enabling wireless connection

To enable wireless functions, do one of the following:

- Press F7 (  ) to disable the Airplane mode if the mode is enabled.
- Open the charms, select **Settings**  →  to open the Network configuration page. Toggle the Airplane mode switch to **Off**.

#### Connecting to a wireless LAN

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

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



### ■ ■ Help and support

---

If you have any problems using the operating system, see the Windows Help and Support file. To open the Windows Help and Support file, do one of the following:

- Select the **Settings** charm, then select **Help**.
- Press **F1** or **Fn + F1** (depending on your keyboard layout).

You can read the Windows Help and Support file on your computer. You can also get online help and support by clicking the link listed under **More to explore**.

**Note:** A new app, **Help + Tips**, is also available on the Start screen for you to learn new features of Windows 8.1.

## Chapter 3. Lenovo OneKey Recovery system

The Lenovo OneKey Recovery system is software designed to back up and restore your computer. You can use it to restore the system partition to its original status in case of a system failure. You can also create user backups for easy restoration as required.

### Notes:

- If your computer is preinstalled with an operating system other than Windows, OneKey Recovery system is not available.
- To utilize the features of the OneKey Recovery system, your hard disk already includes a hidden partition by default to store the system image file and the OneKey Recovery system program files. This default partition is hidden for security reasons, which explains why the available disk space is less than the stated capacity.

### ■ Backing up the system partition

You can back up the system partition to an image file. To back up the system partition:

- ① Press the Novo button to start the Lenovo OneKey Recovery system.
- ② Click **System Backup**.
- ③ Select a back-up location and click **Next** to start the backup.

### Notes:

- You can choose a back-up location on the local hard disk drive or an external storage device.
- Remove the removable hard disk drive before starting the Lenovo OneKey Recovery system. Otherwise, data from the removable hard disk drive might be lost.
- The back-up process may take a while.
- The back-up process is only available when Windows can be started normally.

### ■ Restoring

You can choose to restore the system partition to its original status or to a previously created back-up point. To restore the system partition:

- ① Press the Novo button to start the Lenovo OneKey Recovery system.
- ② Click **System Recovery**. The computer will restart to the recovery environment.
- ③ Follow the on-screen instructions to restore the system partition to its original status or to a previously created back-up point.

### Notes:

- The recovery process is irreversible. Make sure to back up any data you wish to save on the system partition before starting the recovery process.
- The recovery process may take a while. So be sure to connect the AC power adapter to your computer during the recovery process.
- The above instructions should be followed when Windows can be started normally.

## Chapter 3. Lenovo OneKey Recovery system

If Windows cannot be started, follow the steps below to start the Lenovo OneKey Recovery system:

- ① Shut down the computer.
- ② Press the Novo button. From the **Novo button menu**, select **System recovery** and press Enter.

# Chapter 4. Troubleshooting

## ■ ■ Frequently asked questions

---

This section lists frequently asked questions by category.

### ■ Finding information

#### **What safety precautions should I follow when using my computer?**

The *Lenovo Safety and General Information Guide* which came with your computer contains safety precautions for using your computer. Read and follow all the precautions when using your computer.

#### **Where can I find the hardware specifications for my computer?**

You can find hardware specification for your computer from the printed flyers which came with your computer.

#### **Where can I find warranty information?**

For the warranty applicable to your computer, including the warranty period and type of warranty service, see the Lenovo limited warranty flyer that came with your computer.

### ■ Drivers and preinstalled software

#### **Where are the installation discs for Lenovo preinstalled software (desktop software)?**

Your computer did not come with installation discs for Lenovo preinstalled software. If you need to reinstall preinstalled software, you can find the installation program on the C or D partition of your hard disk. If you cannot find the installation program there, download it from the Lenovo consumer support Web site.

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

If your computer is preinstalled with a Windows operating system, Lenovo provides drivers for the hardware devices that you need on the C or D partition of your hard disk. You can also download the latest device drivers from the Lenovo consumer support Web site.

### ■ Lenovo OneKey Recovery system

#### Where are the recovery discs?

Your computer did not come with recovery discs. Use the Lenovo OneKey Recovery system if you need to restore the system to its factory status.

#### What can I do if the back-up process fails?

If you can start the backup but it fails during the back-up process, try the following steps:

- ❶ Close all open programs, and then restart the back-up process.
- ❷ Check to see if the destination media is damaged. Select another path and then try again.

#### When do I need to restore the system to its factory status?

Use this feature when the operating system fails to start up. If there is critical data on the system partition, back it up before starting recovery.

### ■ BIOS setup utility

#### What is the BIOS setup utility?

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

#### How can I start the BIOS setup utility?

To start the BIOS setup utility, do one of the following:

- Shut down the computer. Press the Novo button and then select **BIOS Setup**.
- Press **Fn + F2** at start-up.

#### How can I change the boot mode?

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

## Chapter 4. Troubleshooting

### When do I need to change the boot mode?

The default boot mode for your computer is **UEFI** mode. If you need to install a legacy Windows operating system (that is, any operating system before Windows 8) on your computer, you must change the boot mode to **Legacy Support**. The legacy Windows operating system cannot be installed if you don't change the boot mode.

### ■ Getting help

#### How can I contact the customer support center?

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

## ■ ■ Troubleshooting

### Display problems

When I turn on the computer, nothing appears on the screen.

- If the screen is blank, make sure that:
  - The AC power adapter is connected to the computer, and the power cord is plugged into a working electrical outlet.
  - The computer power is on. (Press the power button again for confirmation.)
  - If you are using the AC power adapter or the battery, and the battery status indicator is on, press **F12** () to make the screen brighter.
- If these items are properly set, and the screen remains blank, have the computer serviced.

When I turn on the computer, only a white cursor appears on a blank screen.

- Restore backed-up files to your Windows environment or the entire contents of your hard disk to its original factory contents using the Lenovo OneKey Recovery system. If you still see only the cursor on the screen, have the computer serviced.

My screen goes blank while the computer is on.

- Your screen saver or power management may be enabled. Do one of the following to exit from the screen saver or to resume from sleep mode:
  - Touch the touch pad.
  - Press any key on the keyboard.
  - Press the power button.
  - Press **F9** () to confirm whether the backlight for the LCD screen has been turned off.
  - If the problem persists, follow the solution in the next problem “The screen is unreadable or distorted.”

The screen is unreadable or distorted.

- Make sure that:
  - The display device driver is installed correctly.
  - The screen resolution and color quality are correctly set.
  - The monitor type is correct.

## Chapter 4. Troubleshooting

Incorrect characters appear on the screen.

- Are the operating system or programs installed correctly? If they are installed and configured correctly, have the computer serviced.

### BIOS password problems

I forgot my password.

- If you forget your user password, you must ask the system administrator to reset your user password.
- If you forget your HDD password, a Lenovo authorized servicer cannot reset your password or recover data from the hard disk. You must take your computer to a Lenovo authorized servicer or a marketing representative to have the hard disk drive replaced. Proof of purchase is required, and a fee will be charged for parts and service.
- If you forget your administrator password, a Lenovo authorized servicer cannot reset your password. You must take your computer to a Lenovo authorized servicer or a marketing representative to have the system board replaced. Proof of purchase is required, and a fee will be charged for parts and service.

### Sleep problems

The critical low-battery error message appears, and the computer immediately turns off.

- The battery power is getting low. Connect the AC power adapter to the computer, or replace the battery with a fully charged one.

The computer enters sleep mode immediately after Power-on self-test (POST).

- Make sure that:
  - The battery is charged.
  - The operating temperature is within the acceptable range. See “Chapter 2. Use and care Information” of *Lenovo Safety and General Information Guide*.

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

The computer does not return from sleep mode, and the computer does not work.

- If your computer is in sleep mode, connect the AC adapter to the computer and then press any key or the power button.
- If the system still does not return from sleep mode, stops responding, or cannot be turned off, reset the computer. Unsaved data may be lost. To reset the computer, press and hold the power button for 4 seconds or more.

### Sound problems

No sound can be heard from the speaker even when the volume is turned up.

- Make sure that:
  - The mute function is off.
  - The combo audio jack is not used.
  - The speaker is selected as the playback device.

### Battery problems

Your computer shuts down before the battery status indicator shows empty.

-or-

Your computer operates after the battery status indicator shows empty.

The computer does not operate with a fully charged battery.

- Reset the battery gauge using Lenovo Energy Management. If the problem persists, replace with a new battery pack.
- The surge protector in the battery might be active. Turn off the computer for one minute to reset the protector; then turn on the computer again.

### A hard disk drive problem

The hard disk drive does not work.

- In the **Boot** menu in the BIOS setup utility, make sure that the hard disk drive is included in the **EFI** list.

## Chapter 4. Troubleshooting

### Other problems

Your computer does not respond.

- To turn off your computer, press and hold the power button for 4 seconds or more. If the computer still does not respond, remove the battery pack and the AC power adapter.
- Your computer might lock when it enters sleep mode during a communication operation. Disable the sleep timer when you are working on the network.

I need to start the computer from a connected device, but the device does not appear on the boot device list.

- Check the boot mode setting in the BIOS setup utility. If **Boot Mode** is set to **UEFI**, make sure that the device or the medium in the device supports UEFI boot. If the device or the medium in the device does not support UEFI boot, set **Boot Mode** to **Legacy Support**. If the device still does not appear in the boot device list, replace with a new device or medium.

The connected external device does not work.

- Do not connect or disconnect any external device cables other than USB while the computer power is on; otherwise, you might damage your computer.
- When using a high power consumption external device such as an external USB optical disk drive, use an external device power adapter. Otherwise, the device may not be recognized, or system shut down may result.

# Appendix. CRU (Customer Replaceable Units) instructions

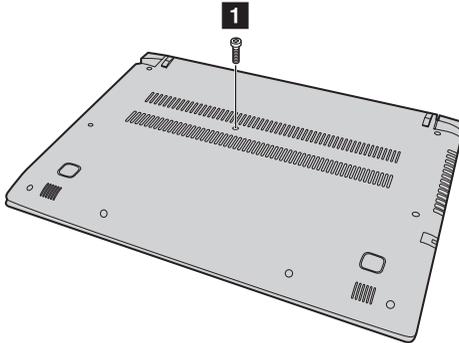
**Note:** The illustrations used in this appendix are from the Lenovo Fflex 2 -14, unless otherwise stated.

## ■ ■ Replacing the keyboard

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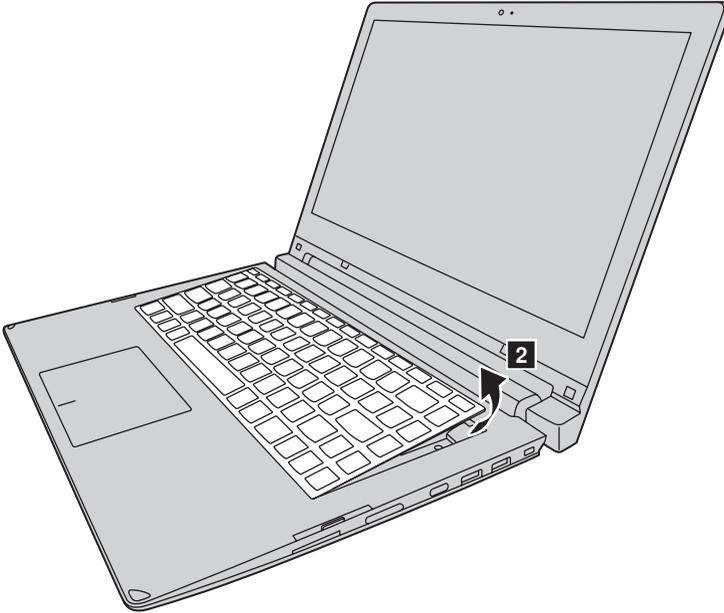
To replace the keyboard, do the following:

- 1 Turn off the computer, then disconnect the AC power adapter and all cables from the computer.
- 2 Close the computer display, and then turn the computer over.
- 3 Remove the screw **1**.



## Appendix. CRU (Customer Replaceable Units) instructions

- 4 Turn the computer over and open the display, lift the keyboard in the direction shown by arrow **2**.

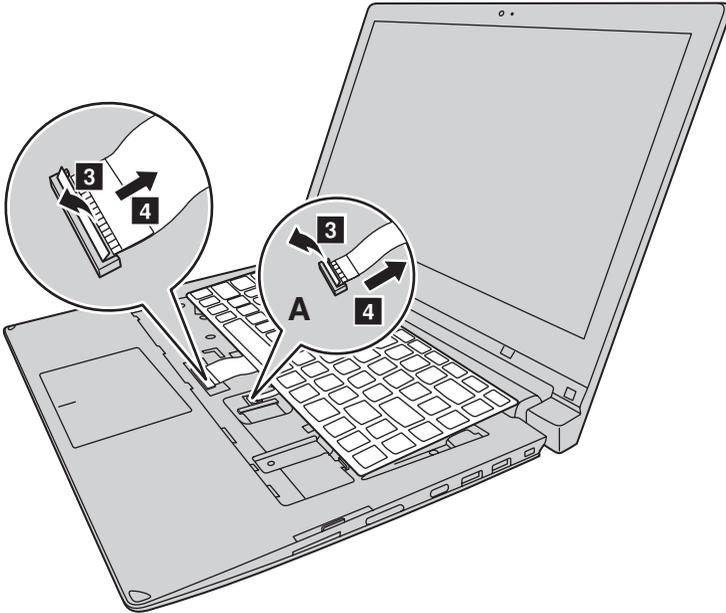


- 5 Remove the keyboard from the keyboard bezel and turn the keyboard over.

## Appendix. CRU (Customer Replaceable Units) instructions

- 6 Pull the keyboard connector slot cover upward as shown by arrow **3**, detach the keyboard cable from the keyboard connector in the direction shown by arrow **4**.

**Note:** A shown in the figure is only applicable to the models with keyboard backlight.



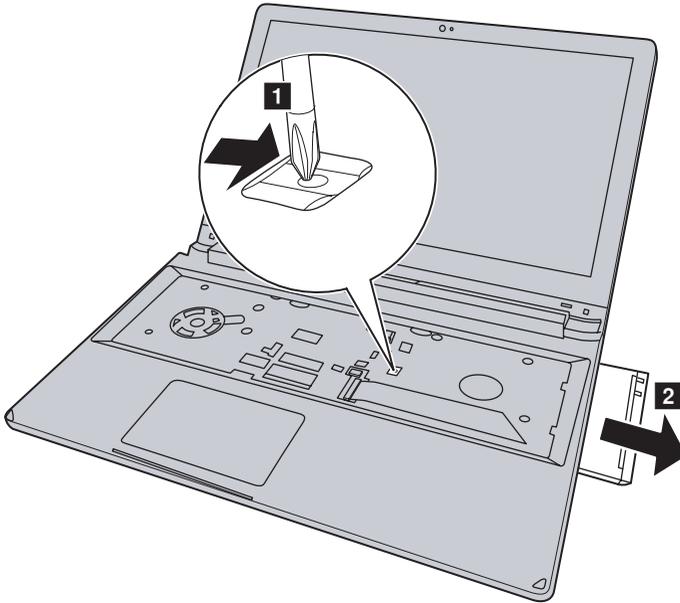
- 7 Install a new keyboard.
- 8 Connect the keyboard cable to the keyboard connector.
- 9 Press the keyboard connector slot cover downward.
- 10 Place the keyboard into the keyboard bezel, close the computer display.
- 11 Turn the computer over, reinsert and tighten the screw.
- 12 Turn the computer over again.
- 13 Connect the AC power adapter and the cables to the computer.

## Appendix. CRU (Customer Replaceable Units) instructions

### ■ ■ Removing the optical drive (Flex 2-15/2-15D only)

To remove the optical drive, do the following:

- 1 Remove the keyboard. For details, see “Replacing the keyboard” on page 39.
- 2 Remove the screw shown in the illustration 1.
- 3 Gently pull the optical drive out 2.



The following table provides a list of CRUs (Customer Replaceable Units) for your computer, and informs you of where to find replacement instructions.

	<b>Safety, Warranty, and Setup Guide</b>	<b>User Guide</b>
AC power adapter	○	
Power cord for AC power adapter	○	
keyborad		○
Optical drive		○

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