

lenovo[®]

Lenovo S21e

S21e-20

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 another Windows operating system, 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 or your computer may include features that are not described in this user guide.
- 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>.

First Edition (January 2015)

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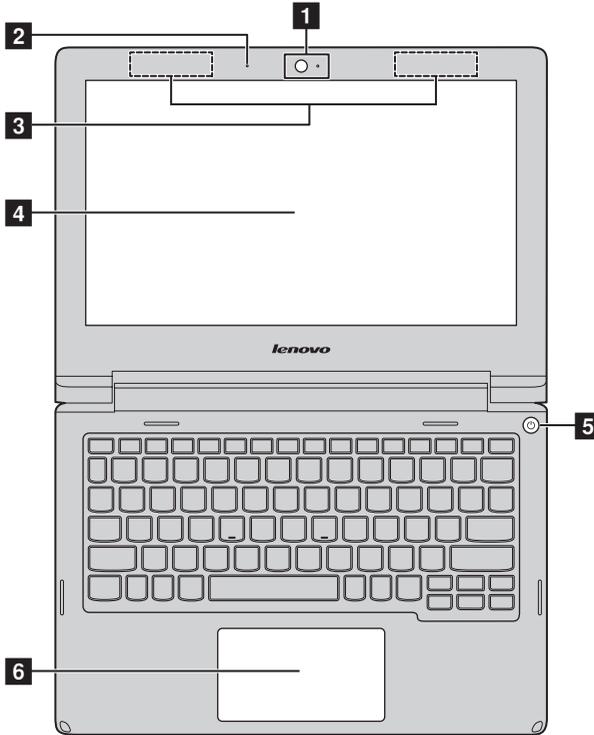
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Chapter 1. Getting to know your computer

■ ■ Top view



Note: The dashed areas indicate parts that are not visible externally.

⦿ Attention:

- Do *not* open the display panel beyond 130 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 microphones** Capture sound which can be used for video conferencing, voice narration, or audio recording.
- 3 Wireless LAN antennas** Connect to a wireless LAN adapter to send and receive wireless radio signals.
- 4 Computer display** The LCD display with LED backlight provides brilliant visual output.
- 5 Power button** Press this button to turn on the computer.
- 6 Touch pad** The touch pad functions as a conventional mouse.

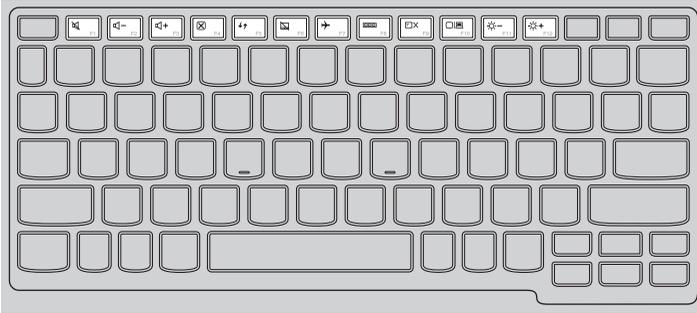
Touch pad: To move the pointer on the screen, slide your fingertip over the pad in the direction in which you want the pointer to move.
Touch pad buttons: The functions of the left/right side correspond to those of the left/right mouse button on a conventional mouse.

Note: You can enable/disable the touch pad by pressing **F6** ()

■ Using the keyboard

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.	 : Displays all currently active apps.
 : Increases the volume level.	 : Turns on/off the backlight of the LCD screen.
 : Closes the currently active window.	 : Toggles the display between the computer and an external device.
 : Refreshes the desktop or the currently active window.	 : Decreases display brightness.
 : Enables/disables the touch pad.	 : 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**.

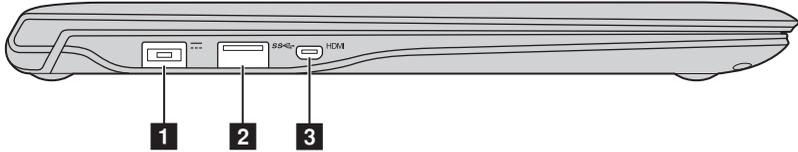


The following describes the features of each function key.

Fn + PgUp: Activate the Home function.

Fn + PgDn: Activate the End function.

■ ■ Left-side view

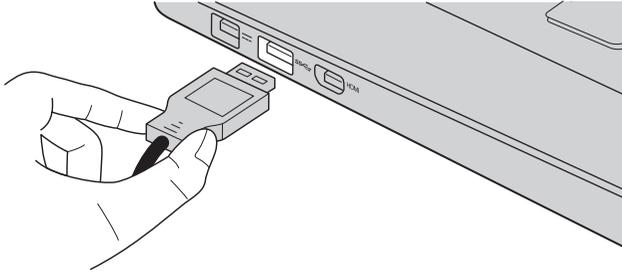


- 1 AC power adapter jack** Connects to the AC power adapter.
- 2 USB 3.0 port** Connects to USB devices.
- 3 Micro HDMI port** Connects to devices with micro HDMI input such as a TV or an external display.

Chapter 1. Getting to know your computer

■ 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.



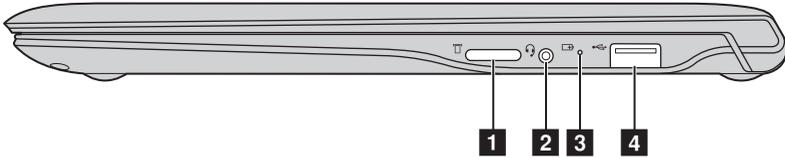
The first time you plug a USB device into a particular USB port on your computer, Windows automatically installs a driver for that device. After the driver has been installed, you can disconnect and reconnect the device without performing any additional steps.

Note: Typically, Windows detects a new device after it has been connected, 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 to that device. Click the **Safely Remove Hardware and Eject Media** icon in the Windows notification area 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.

Right-side view



- 1 Memory card slot** Insert memory cards (not supplied) here.

Note: For details, see “Using memory cards (not supplied)” on page 8.

- 2 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.

- 3 Battery and power status indicator**

Indicator	Indicator status	Meaning
Battery status indicator	On (solid white)	The battery has more than 20% charge.
	Solid amber	The battery has between 5% and 20% charge.
	Fast blinking amber	The battery has less than 5% charge.
	Slow blinking amber	The battery is being charged. When battery charge reaches 20%, the color changes to white.
	Solid white	The battery has between 20% and 100% charge and is still charging.
Power status indicator	On (solid white)	The computer is powered on.
	Blinking	The computer is in sleep mode.
	Off	The computer is powered off.

- 4 USB 2.0 port** Connects to USB devices.

Note: For details, see “Connecting USB devices” on page 6.

Chapter 1. Getting to know your computer

■ Using memory cards (not supplied)

Your computer supports the following types of memory cards:

- Micro Secure Digital (microSD/TF) card

Notes:

- 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

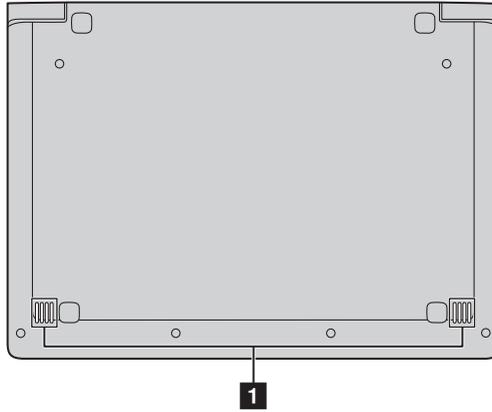
Slide the memory card into the memory card slot until it clicks into place.

Removing a memory card

- ① Push the memory card until you hear a click.
- ② Gently pull the memory card out of the memory card slot.

Note: Before removing the memory card, disable it by using the Windows safely remove hardware and eject media utility to avoid data corruption.

■ ■ Bottom view



1 Speakers

Provide audio output.

Chapter 2. Starting to use Windows 8.1

■ ■ Configuring the operating system for the first time

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

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

■ ■ Operating system interfaces

Windows 8.1 comes with two main user interfaces: the Start screen and the Windows desktop.

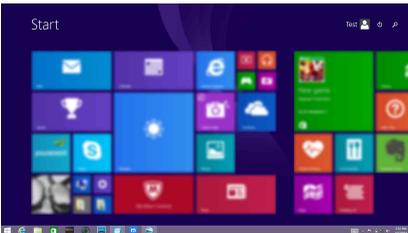
To switch from the Start screen to the Windows desktop, do one of the following:

- Select the Windows 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:

- Select **Start**  from the charms bar.
- Press the Windows key .
- Move the cursor to the lower-left corner, and then select the Start button.

Start screen



Desktop

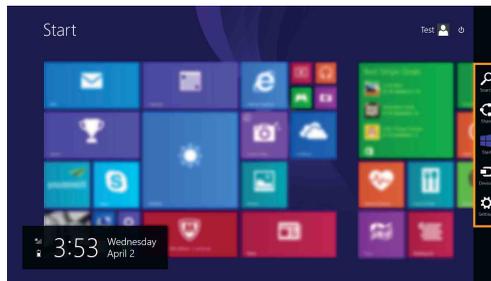


■ ■ The charms

Charms are navigation buttons that let you control your Windows® 8.1 experience. Charms include: Search, Share, Start, Devices, and Settings. The **charms bar** is the menu that contains the charms.

The five charms provide new and faster ways to perform many basic tasks, and are always available regardless of whichever app you are currently in. To display the charms, do one of the following:

- Move the cursor to the upper-right or lower-right corner until the charms bar is displayed.
- Press the Windows key  + C.



Chapter 2. Starting to use Windows 8.1

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.



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

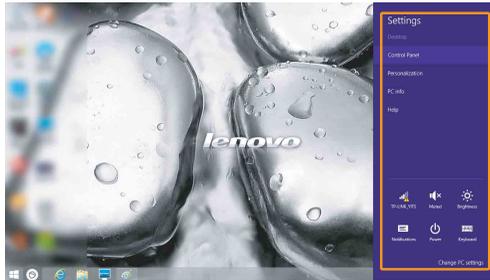
The **Start** charm is a fast way to go to the Start screen.

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 on 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 for only a short time, put the computer to sleep.

When the computer is in sleep mode, you can quickly wake it to resume use, bypassing the startup process.

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

- Close the display lid.
- Press the power button.
- Open the charms bar and then select **Settings**  → **Power**  → **Sleep**.

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

To wake the computer, do the following:

- Press the power button.

■ Shutting down the computer

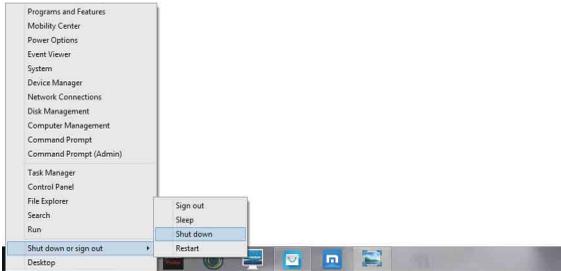
If you are not going to use your computer for a long time, shut it down. To shut down your computer, do one of the following:

- Open the charms bar and then select **Settings**  → **Power**  → **Shut down**.

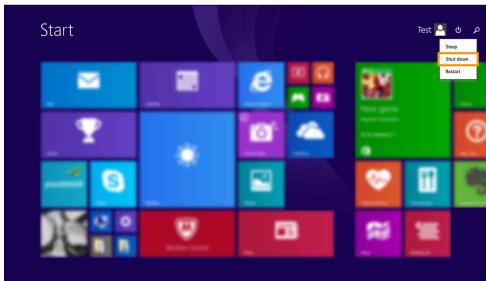


Chapter 2. Starting to use Windows 8.1

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



- On the Start screen, click  and select **Shut down**.



Note: This operation depends on your BIOS settings. Please refer to the actual product.

■ ■ Connecting to a wireless network

Enabling wireless connection

To enable wireless functions, do one of the following:

- Press  to disable airplane mode.
- Open the charms bar and select **Settings**  →  to open the network configuration page. Then toggle the airplane mode switch to **Off**.

Connecting to a wireless network

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

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



Chapter 2. Starting to use Windows 8.1

■ ■ Help and support

If you have a problem with the operating system, see the Windows Help and Support file. To open the Windows Help and Support file, do one of the following:

- Select **Settings** charm, then select **Help**.
- Press **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 on one of the two links listed under **More to explore**.

Note: Windows 8.1 also provides an app, **Help+Tips**. You can find it on the Start screen, to learn more information on new features of Windows 8.1.

Chapter 3. Recovery system

■ Introduction

Push-button reset is a built-in recovery tool that enables users to restore their operating system to its original state. This preserves their data and important customizations, without the need to back up their data in advance.

The following **Push-button reset** features are available to users from multiple locations within Windows:

Refreshing the computer

Fixes software problems by reinstalling the factory default configuration. This preserves the user's data, important settings, and any Windows Store apps previously purchased from the Windows Store.

Resetting the computer

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

■ Using Push-button reset

Push-button reset can be launched using one of the following methods:

- Power button + Fn key + Esc key:
 - Shut down the computer and wait at least five seconds.
 - Press and hold the Fn key and the Esc key, then press the power button, until the Novo Menu appears on the screen.
 - Select **System Recovery** to start refresh or reset the system.

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

Chapter 3. Recovery system

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

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

What is the Recovery Partition?

If your computer is preinstalled with any version of Windows 8 (8.1), the storage device of your computer contains a Recovery Partition. This partition contains the image file of the preinstalled Windows operating system. In cases of system failure, you can use the Lenovo OneKey Recovery system or the Windows Reset feature to restore the operating system to its factory status.

Note: The Recovery Partition is not assigned a drive letter and cannot be accessed through Windows File Explorer.

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

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

What happens if I attempt to delete or modify the Recovery Partition?

● **Attention:**

- Do *not* delete or modify the Recovery Partition on a WIMBoot-enabled computer.

If the Recovery Partition is deleted or modified, you may not be able to restore Windows to the factory status. For computer models on which WIMBoot is enabled, deleting the Recovery Partition may cause Windows to fail to start.

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

WIMBoot technology is normally enabled on copies of Windows 8.1 Update running on SSD (or eMMC) -only computer models. To check your computer,

- 1 On the charms bar, click the **Search** charm.
- 2 Make sure **Settings** or **Everywhere** is selected as the search scope and type **Disk Management** in the search box.
- 3 Click the search result and the Disk Management program starts.

If **Wim Boot** is labeled on the Windows partition (as illustrated), WIMBoot is enabled on your copy of Windows.



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 on 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 any preinstalled software, you can find the installation program on the C partition of your storage. If you cannot find the installation program there, you can also download it from the Lenovo consumer support website.

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 all the hardware devices that you need on the C partition of your storage. You can also download the latest device drivers from the Lenovo consumer support website.

■ BIOS setup utility

What is the BIOS setup utility?

The BIOS setup utility is ROM-based software. It displays 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:

- ❶ Shut down the computer.
- ❷ Press the Novo button and then select **BIOS Setup**.

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.

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 operating system, such as Windows, Linux or Dos, etc (that is, any operating system before Windows 8) on your computer, you must change the boot mode to **Legacy Support**. The legacy operating system, such as Windows, Linux or Dos, etc 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” in the *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 these items are set correctly, 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 storage to its original factory contents using the recovery system. If you still see only the cursor on the screen, have the computer serviced.

The screen goes blank while the computer is on.

- Your power management is enabled. Do one of the following to resume from sleep mode:
 - Press the power button.
 - Press **F9** () to confirm whether the backlight of the LCD screen has been turned off.

Sleep problems

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

- The battery power is getting low. Connect the AC power adapter to the computer.

The computer enters sleep mode immediately after Power-on.

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

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

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

- If your computer is in sleep mode, connect the AC power adapter to the computer, then press the power button.
- If the system still does not return from sleep mode, your system has stopped responding, and you cannot turn off the computer; reset the computer. Unsaved data may be lost. To reset the computer, press and hold the power button for eight seconds or more. If the computer still does not reset, remove the AC power adapter.

Display panel problems

The screen is blank.

- Do the following:
 - If you are using the AC power adapter or the battery, and the battery status indicator is on, press **F12** () to make the screen brighter.
 - If the power indicator is blinking, press the power button to resume from sleep mode.
 - Press **F9** () to confirm whether the backlight of 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 screen resolution and color quality are correctly set.
 - The monitor type is correct.

Incorrect characters appear on the screen.

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

Sound problems

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

- Make sure that:
 - The Mute function is off.
 - The combo audio jack is not being used.
 - Speakers are selected as the playback device.

Chapter 4. Troubleshooting

Battery problems

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

-or-

Your computer operates after the battery status indicator shows empty.

- Recharge the battery.

A storage problem

The storage does not work.

- In the **Boot** menu in BIOS setup utility, make sure that the storage is included in the **UEFI** correctly.

Other problems

Your computer does not respond.

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

The computer does not start from a device you want.

- See the **Boot** menu of the BIOS setup utility. Make sure that the **UEFI** in the BIOS setup utility is set so that the computer starts from the device you want.
- Also make sure that the device from which the computer starts is enabled. In the **Boot** menu in the BIOS setup utility, make sure that the device is included in the **UEFI** list.

The connected external device does not work.

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

Appendix A. CRU instructions

Customer Replaceable Units (CRUs) are parts that can be upgraded or replaced by the customer. If a CRU is determined to be defective during the warranty period, a replacement CRU will be provided to the customer. Customers are responsible for installing the self-service CRUs for this product. Customers also can install optional-service CRUs, which might require some technical skills or tools, or request that a technician install the optional-service CRU under the terms of the applicable warranty service type for your country or region.

Note: The illustrations in this manual might differ from the actual product. Please refer to the actual product.

Appendix A. CRU instructions

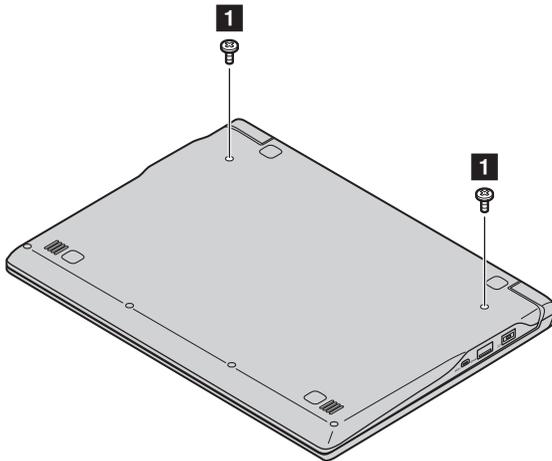
■ ■ Replacing the keyboard

To replace the keyboard, do the following:

Notes:

- Make sure the computer is turned off and all the cables disconnected from the computer before you replace the keyboard.
- Make sure the computer display is closed to avoid being damaged.

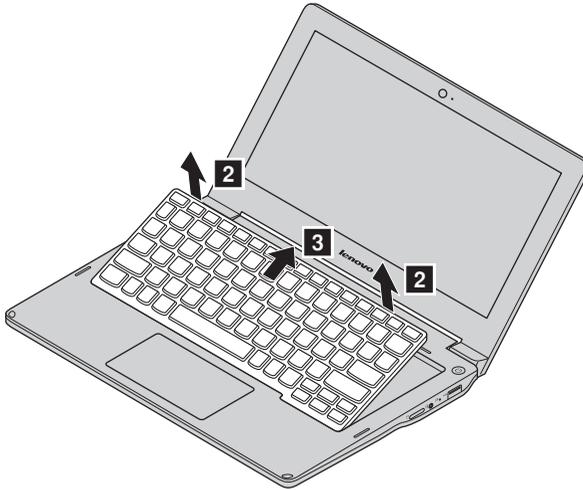
❶ Remove the screws **1**.



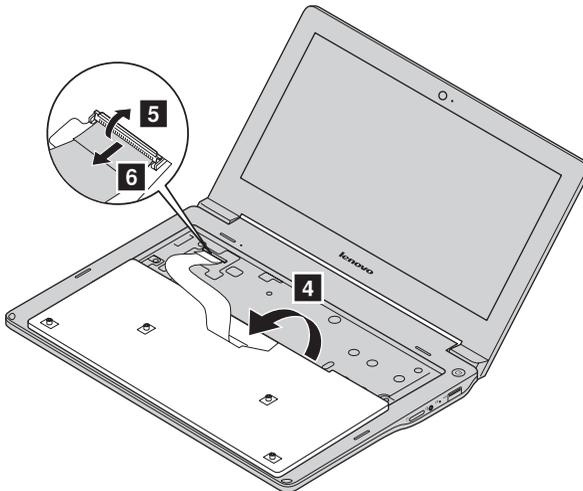
❷ Turn the computer over and open the display panel.

Appendix A. CRU instructions

- 3 Pull to unsnap the keyboard in the direction as shown by the arrows **2** **3**.



- 4 Turn over the keyboard **4** and detach the connector in the direction shown by the arrows **5** **6**.



- 5 Reinstall the new keyboard and tighten the screws.

Appendix A. CRU instructions

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

Self-service CRUs

	Safety, Warranty, and Setup Guide	User Guide
AC power adapter	○	
Power cord	○	
Battery pack		
Memory		

Optional-service CRUs

	Safety, Warranty, and Setup Guide	User Guide
Storage		
Keyboard		○

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Rev. AA00