Lenovo Y720

Y720-15IKB

User Guide

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

Lenovo™

Notes

- Before using the product, be sure to read Lenovo *Safety and General Information Guide* first.
- The latest electronic compliance and environmental information are available from the Lenovo compliance information Web sites.
  - To view compliance information go to: http://www.lenovo.com/compliance
  - To download environmental information go to: http://www.lenovo.com/ecodeclaration
- Some instructions in this guide may assume that you are using Windows® 10. 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.

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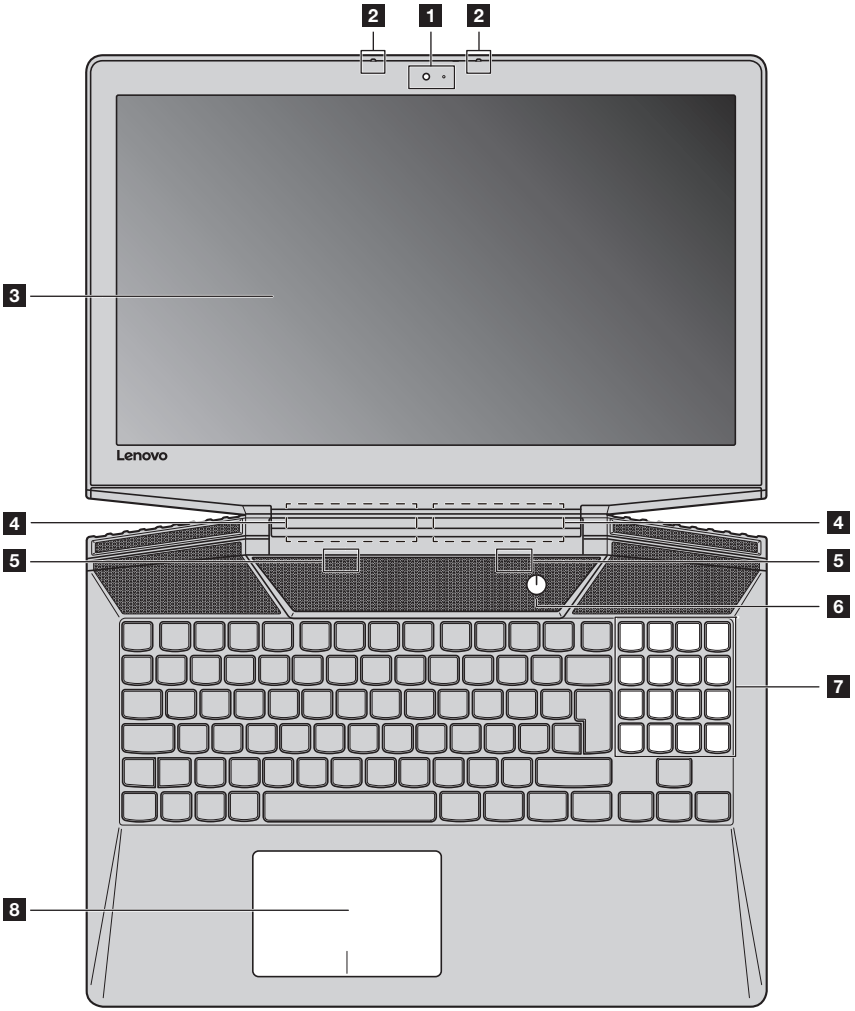
Contents

Chapter 1. Getting to know your computer **1**
Top view 1
Left-side view 5
Right-side view 8
Bottom view 9
Chapter 2. Starting to use Windows 10 ..... **10**
Configuring the operating system for the first time 10
Operating system interface 10
Putting the computer to sleep or shutting it down 12
Task and desktop management 14
Connecting to a wireless network 15
Get Started app 15
Chapter 3. Recovery system **16**
Reset this PC 16
Chapter 4. Troubleshooting **17**
Frequently asked questions 17
Troubleshooting 19
Trademarks **23**

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 135 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.

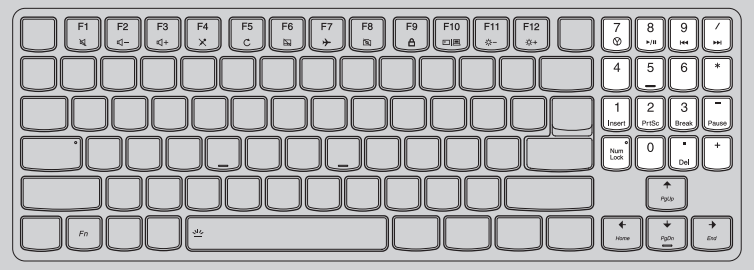
1	**Integrated camera**	Use the camera for video communication or taking photos.
2	**Built-in microphone**	Captures sound which can be used for video conferencing, voice narration, or audio recording.
3	**Computer display**	Provides brilliant visual output.
4	**Wireless LAN antennas**	Connect to a wireless LAN adapter to send and receive wireless radio signals.
5	**Speakers**	Provide audio output.
6	**Power button**	Press this button to turn on the computer.
7	**Numeric keypad**	For details, see “Using the keyboard” on page 3.
8	**Touchpad**	The touchpad functions as a conventional mouse. **Touchpad:** To move the pointer on the screen, slide your fingertip over the pad in the direction in which you want the pointer to move. **Touchpad buttons:** The functions of the left/right side correspond to that of the left/right mouse button on a conventional mouse.

Note: You can enable/disable the touchpad by pressing **Fn + F6**.

Using the keyboard

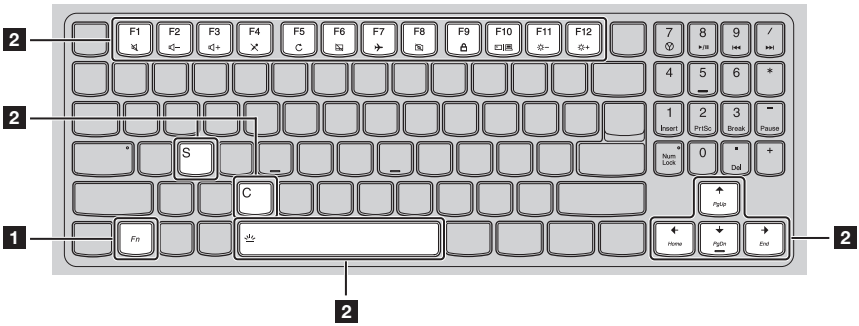
Numeric keypad

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



Function key combinations

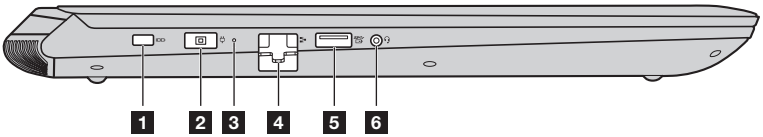
Through the use of the function keys, you can change operational features instantly. To use this function, press and hold **Fn** **1**; then press one of the function keys **2**.



The following describes the features of each function key.

Fn + F1:	Mutes/unmutes the sound.
Fn + F2:	Decreases the volume level.
Fn + F3:	Increases the volume level.
Fn + F4:	Enables/disables the microphone.
Fn + F5:	Refreshes the desktop or the currently active window.
Fn + F6:	Enables/disables the touchpad.
Fn + F7:	Enables/disables Airplane mode.
Fn + F8:	Enables/disables the integrated camera.
Fn + F9:	Locks the screen.
Fn + F10:	Toggles the display between the computer and an external device.
Fn + F11:	Decreases the display brightness.
Fn + F12:	Increases the display brightness.
Fn + C:	Enables/disables the scroll lock.
Fn + S:	Activates the system request.
Fn + ↑:	Activates the Pgup key function.
Fn + ↓:	Activates the Pgdn key function.
Fn + ←:	Activates the home key function.
Fn + →:	Activates the end key function.
Fn + Space (on select models):	Adjusts the keyboard backlight (off → dim→ bright → off).

Left-side view



1 Kensington mini security slot For attaching a Kensington MiniSaver™ Mobile (or compatible) lock.

Note: Lock is not supplied. When purchasing a lock, choose one that utilizes the Cleat™ locking mechanism and verify its compatibility with the slot before purchase. A lock utilizing the T-Bar™ locking mechanism is not compatible with the Kensington mini security slot.

2 AC power adapter jack Connects to the AC power adapter.

3 Battery status indicator

Indicator	Indicator status	Charge status	Meaning
Battery	On (solid white)	Charging	The battery has more than 80% charge.
	On (solid amber)	Discharging	The battery has between 5% and 20% charge.
	Blinking slowly (white)	Charging	The battery has between 20% and 80% charge. When the battery reaches 80% charge, the light will stop blinking. However, charging will continue until the battery is fully charged.
	Blinking slowly (amber)	Charging	The battery has between 5% and 20% charge. When the battery charge reaches 20%, the blinking color will change to white.
	Blinking quickly (amber)	Charging/ Discharging	The battery has less than 5% charge.
	Off	Discharging	The battery has more than 20% charge.

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

Note: For details, see “Connecting network cables” on page 6.

5 USB port Connects to USB devices.

Note: For details, see “Connecting USB device” on page 7.

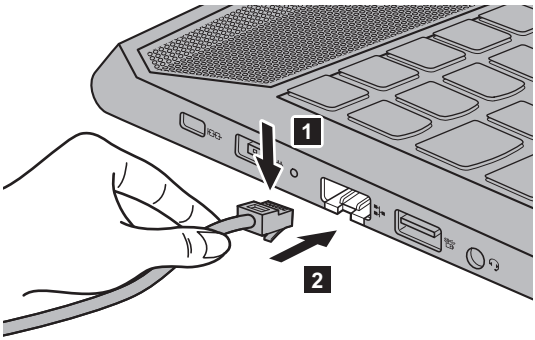
6 Combo audio jack Connects to headsets.

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

Connecting network cables

To insert a network cable, do the following:

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

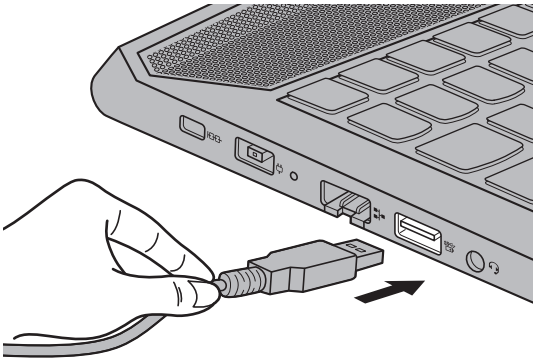


Software configuration

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

Connecting USB device

Your computer comes with three USB ports compatible with USB devices.



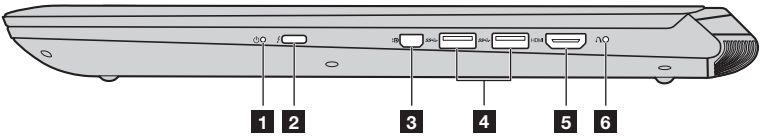
The first time you plug a USB device into a particular USB port on your computer, Windows automatically installs a driver for that device. After the driver has been installed, you can disconnect and reconnect the device without performing any additional steps.

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 Power status indicator

Indicator	Indicator status	Meaning
Power	On (solid white)	The computer is powered on.
	Blinking	The computer is in sleep mode.
	Off	The computer is powered off.

2 Type-C port Connects to Type-C devices.

3 DisplayPort connector Connects to external display devices.

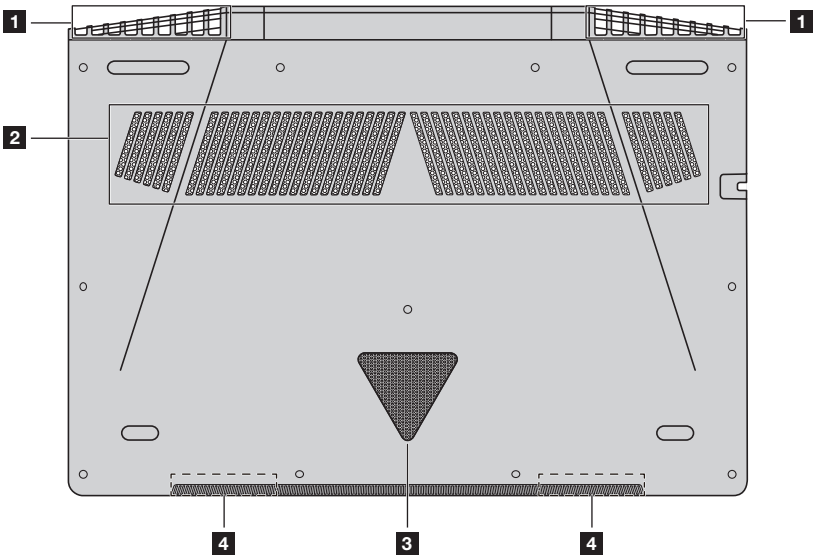
4 USB ports Connect to USB devices.

5 HDMI port Connects to devices with HDMI input such as a TV or an external display.

6 Novo button When the computer is off, press this button to start the recovery system (Reset this PC) or the BIOS setup utility, or to enter the boot menu.

Notes:
- You can use the tip of an unfolded paper clip (or similar object without a sharp tip) to gently press the Novo button.
- For details, see “Recovery system” on page 16.

Bottom view



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

1	**Ventilation slots**	Dissipate internal heat.
	Note: Make sure that the ventilation slots are not blocked or else the computer may overheat.	
2	**Louvers**	Allow air to enter the computer for cooling.
3	**Speaker**	Provides subwoofer audio output.
4	**X-Box antennas (on select models)**	

Chapter 2. Starting to use Windows 10

Note: Windows® 10 has an updated version. If you are using the updated version, some operations may be different. Please refer to the actual product.

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 interface

Windows 10 comes with a powerful and useful start menu.
To open the start menu, do one of the following:

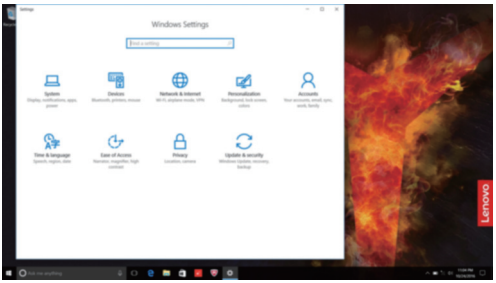
- Press the Windows key on the keyboard.
- Select **Start** on the lower-left corner of the desktop.

1 **Get Started app**
2 **Settings button**
3 **Power button**
4 **Start button**
5 **Search box**
6 **Task view button**

Settings

Settings lets you perform basic tasks. You can also search for more settings with the settings search box in the upper-right corner.
To open the settings, do the following:

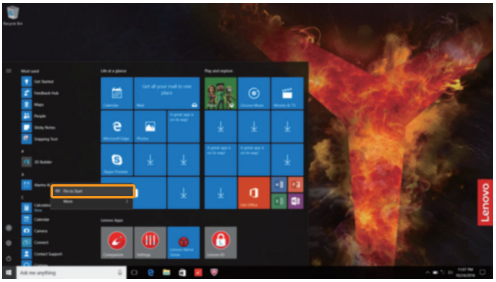
- Open the start menu, and then select **Settings** .



Personalize the start menu

You can personalize the start menu with your favorite apps.
To personalize the start menu, do the following:

1. Open the start menu and find the apps list on the left.
2. Right click the app you want to add to the start menu, and then select **Pin to Start**.



Note: You can also drag apps from the apps list to add them to the start menu.

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 start menu, and then select **Power** ⏻ → **Sleep**.

Note: Wait until the power indicator light starts blinking (indicating that the computer is in sleep mode) before you move your computer. Moving your computer while the hard disk 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.
- 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 the computer, do one of the following:

- Open the start menu, and then select **Power** ⏻ → **Shut down**.

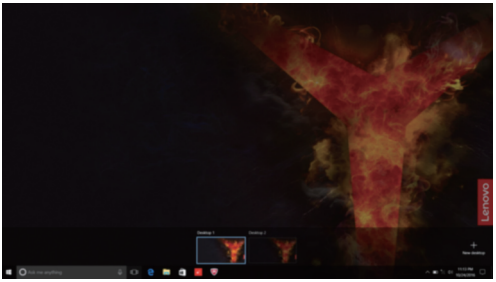
- Right-click the **Start** button in the lower-left corner and select **Shut down or sign out** → **Shut down**.

Task and desktop management

Task view

To open the task view, do one of the following:

- Select the Task view button on the task bar.
- Press the Windows key + Tab.



Virtual desktop management

Windows 10 supports the ability to create, manage and switch between virtual desktops.
To create a new virtual desktop, do one of the following:

- Open the task view, and then select **New desktop**.
- Press the Windows key + Ctrl + D.

To switch between different desktops, do one of the following:

- Open the task view and select the desktop you want active.
- Press the Windows key + Ctrl + ← / → to scroll through the desktops you've created.

Connecting to a wireless network

Enabling wireless connection

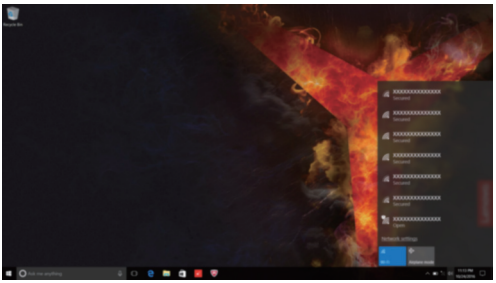
To enable wireless functions, do the following:

1. Press **Fn + F7** to disable airplane mode.
2. Click on the lower-right corner of the task bar to open the network configuration page.

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.



Get Started app

Windows 10 also provides the **Get Started** app to explain the new features of Windows 10. You can find it on the start menu.
To open the Get Started app, do one of the following:

- Open the start menu and select **Get Started** .
- Press **F1** (depending on your keyboard layout).

Chapter 3. Recovery system

Reset this PC

Introduction

Reset this PC 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 **Reset this PC** features are available to users from multiple locations within Windows:

Keep my files

Fixes software problems by reinstalling the factory default configuration. This preserves personal files, and deletes apps and settings.

Remove everything

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 Reset this PC

Reset this PC can be launched using one of the following methods:

- Novo Menu:
  - Press the Novo button to open the Novo Menu, then select **System Recovery** → **Troubleshoot** → **Reset this PC**.
- Windows PC settings:
  - Windows PC settings → **Update & security** → **Recovery** → **Reset this PC** → select **Start**.

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

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?

Read and follow all safety precautions included in Lenovo *Safety and General Information Guide*.

> **Note:** To view Lenovo *Safety and General Information Guide*, select the **Companion** (or **Lenovo PC Manager**) icon on the taskbar. You can also download it from the Lenovo Support Web site.

What is the address of the Lenovo support Web site?

http://support.lenovo.com

Where can I find warranty information?

Visit the Lenovo Support Web site and type the serial number for your computer to look up warranty information.

Lenovo preinstalled operating system and software

What is the Lenovo preinstalled operating system?

Some Lenovo computers come with copies of the operating system installed at factory. Lenovo provides computers with preinstalled operating system for your convenience. If you purchased such a computer, you can use your computer out of the box and do not need to install a separate operating system.

What is Lenovo preinstalled software?

This is software (developed by Lenovo or other software vendors) installed and licensed at factory for your convenience. The license for some preinstalled software may be for trial versions. When the trial period expires, you may need to purchase a license if you want to continue to use the software.

> **Note:** If a license agreement is displayed when you first start the software, read the agreement carefully. If you don't accept the terms of the agreement, do not use the software.

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.

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 Compact-enabled. For computers with Compact-enabled Windows, the majority of files needed for preinstalled software are installed on the Recovery Partition and won't be deleted through normal uninstallation.

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

Compact technology is normally enabled on copies of Windows 10 Update running on SSD (or eMMC) -only computer models. To check your computer,

1. Right-click the Start button in the lower-left corner and select **Disk Management**.
2. The Disk Management program starts.

If **Compact** is labeled on the Windows partition, Compact is enabled on your copy of Windows.

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

If your computer is preinstalled with a Windows operating system, first check the installation program on the C partition of your hard disk. If you cannot find the drivers for all the hardware devices that you need there, download the drivers from the Lenovo consumer support website.

Note: The Lenovo support Web site contains the latest drivers.

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:

1. Shut down the computer.
2. Press the Novo button and then select **BIOS Setup**.

How can I change the boot mode? (on select models)

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

When do I need to change the boot mode? (on select models)

The default boot mode for your computer is **UEFI First** mode. If you need to install a legacy Windows operating system 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 plugged into a working electrical outlet. - The computer power is on. (Press the Power button again for confirmation.) • 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 Reset this PC. If you still see only the cursor on the screen, have the computer serviced.
The 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 touchpad. - Press any key on the keyboard. - Press the Power button.

BIOS password problems

I forgot my password.	• If you forget your user password, ask the system administrator to clear your user password. • If you forget your hard disk drive 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.
The computer enters sleep mode immediately after Power-on self-test (POST).	• Make sure that: - The battery pack 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 pack 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 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 four seconds or more. If the computer is still 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 pack, and the battery status indicator is on, press **Fn + F12** to make the screen brighter. - If the power indicator is blinking, press the Power button to resume from sleep mode. - 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.
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 speaker 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.

Battery pack problems

Your computer shuts down before the battery status indicator shows empty. *-or-* Your computer operates after the battery status indicator shows empty.	• Discharge and recharge the battery pack.
The computer does not operate with a fully charged battery pack.	• The surge protector in the battery pack 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.	• Make sure that the hard disk drive is included in the **Boot** menu in the BIOS setup utility correctly.

Other problems

Your computer does not respond.	• To turn off your computer, press and hold the Power button for four 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 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. Make sure that the device is included in the **Boot** menu in the BIOS setup utility correctly. • While turned off, press the Novo button to select the device you want the computer to start from.
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.

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