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Lenovo Laptops

IdeaPad, ThinkPad & Yoga — setup, Lenovo Vantage, updates, battery care and recovery, explained in plain English

A plain-English guide for new and longtime Lenovo owners

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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For Lenovo IdeaPad, ThinkPad & Yoga laptops on Windows 11 · facts current November 2026

What's Inside

This is your Lenovo laptop guide. It explains the three Lenovo families, walks you through the first day with a new laptop, and shows you the Lenovo tools that keep it healthy: Lenovo Vantage, updates and the battery settings that help the battery last for years. It also covers the keys and the little red TrackPoint that puzzle new owners, the Novo button and Windows reset for when things go wrong, how to check your warranty, and how to spot the fake "Lenovo support" scams. Read it in any order. Windows itself has its own guide; this one is about what's special to Lenovo.

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PART 1

Getting to Know Your Lenovo

Who Lenovo is, how the IdeaPad, ThinkPad and Yoga families differ, and how to find out exactly which model is sitting on your table.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you just unboxed a shiny new Lenovo. Maybe a son or daughter handed down a ThinkPad from work, or you've had your IdeaPad for a few years and want it to behave better. Wherever you're starting, this guide is for you.

I'm Bill. I have more than 30 years of professional experience with computers, and these days I help folks here in Portage County, Ohio, get comfortable with theirs. Lenovo laptops are some of the most common machines I see, and I wrote this guide the way I'd explain things sitting beside you at the kitchen table: slowly, in plain English, one step at a time.

What this guide covers

Your Lenovo runs **Windows 11**, the same as laptops from Dell, HP and others. Most of what you do every day (email, the web, photos) is plain Windows, and that's covered in our separate Windows 11 guide. This guide focuses on what's *special* about a Lenovo: its own helper app, its update tools, its battery settings, its keyboard quirks, the little recovery button, the warranty, and the scams that use Lenovo's name.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll know which Lenovo you own, set it up with confidence, keep it updated, help the battery last for years, make the F keys behave, recover it when it misbehaves, check your warranty, and hang up on fake "Lenovo support" callers without a second thought.

The big promise: you can't break it

Clicking around in Windows or in the Lenovo apps won't hurt your laptop. If you change a setting you didn't mean to, you can change it back. There are only a few places where I'll ask you to slow down: updates to the **BIOS** (the laptop's built-in startup software), resetting Windows, and anything that asks for money or remote control of your computer. I'll flag each one clearly.

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll sort it out together. There's no such thing as a silly question.

— Bill

CHAPTER 2

IdeaPad, ThinkPad & Yoga: The Three Families

Lenovo makes a lot of laptops, but for home users they mostly fall into three families. Knowing which family yours belongs to tells you which Lenovo app it uses, where some settings live, and what kind of help to look for online.

IdeaPad: the everyday home laptop

IdeaPad is Lenovo's main family for home and school. These are the laptops you see at big-box stores: sensible, affordable machines for email, web browsing, video calls and photos. You'll see names like **IdeaPad Slim 3**, **IdeaPad Slim 5** and **IdeaPad Flex** (a version whose screen folds back).

ThinkPad: the business workhorse

ThinkPad is Lenovo's business family, famous for its black case, its excellent keyboard and the little red pointing stick in the middle of the keys, called the **TrackPoint** (Chapter 20). Many people get a ThinkPad from work or buy a used one because they're built to last. Lenovo announced several 2026 ThinkPads, including the **ThinkPad T14 Gen 7**, **T16 Gen 5**, **X13 Gen 7** and **L14 Gen 7**.

Yoga: the premium, flexible one

Yoga laptops are Lenovo's slimmer, more premium models for home use. Many are **2-in-1s**: the screen flips all the way around so the laptop can stand like a tent or fold flat into a tablet you can tap with your finger. Current names include **Yoga 7i 2-in-1**, **Yoga Slim 7** and **Yoga 9i 2-in-1**; some newer ones also carry the words **Aura Edition** in their name.

At a glance

Family	Made for	Lenovo app it usually uses	Signature feature
IdeaPad	Home, school, everyday use	Lenovo Vantage	Good value; Novo button on many models
Yoga	Home use, premium	Lenovo Vantage	Slim designs; many fold into a tablet
ThinkPad	Business, built to last	Lenovo Commercial Vantage	Red TrackPoint; sturdy keyboard

GOOD TO KNOW

Other Lenovo names you might see

ThinkBook is a small-business family that sits between IdeaPad and ThinkPad. **Legion** and **LOQ** are gaming laptops. **Lenovo Slim** and **IdeaPad Pro** are newer home models. Most of this guide still applies to them, because they all run Windows 11 and use the same Lenovo tools.

WHAT THIS DOES FOR YOU

Why the family matters

When you search Lenovo's support site, call a helper, or read a chapter in this guide, knowing "it's an IdeaPad" or "it's a ThinkPad" points you to the right app and the right instructions straight away.

CHAPTER 3

Which Lenovo Do I Have?

Lenovo model names can look like a jumble of letters and numbers. Here's how to find yours and what the pieces mean. You'll need this information for warranty checks, support calls and finding the right drivers.

Reading a Lenovo model name

A modern Lenovo name usually has three parts: the family and series, the screen size, and the generation. For example, **IdeaPad Slim 5 (14-inch, 10)** means an IdeaPad Slim 5 with a 14-inch screen, 10th generation. A small **i** after the number (Slim 5**i**) usually means an Intel processor; an **a** means AMD. ThinkPads use a different style: **ThinkPad T14 Gen 7** means the T series, 14-inch screen, 7th generation.

The three numbers that matter

What	What it's for
Model name	The friendly name, like "Yoga 7i 2-in-1" or "ThinkPad X13 Gen 7".
Serial number (S/N)	A short code unique to your laptop. Lenovo uses it to look up your exact machine and warranty.
Machine type / model (MT or MTM)	A longer code describing the exact configuration. Support may ask for it.

Where to find them

1. **On the bottom of the laptop.** Close the lid, turn the laptop over on a soft towel, and look for a small sticker or printed text with **S/N** and **MT** or **MTM**. The print is tiny; a phone camera zoomed in works wonders.
2. **In the Lenovo app.** Lenovo Vantage (or Commercial Vantage on a ThinkPad) shows your model and serial number on its device or system information page. See Chapter 10.
3. **On the box or receipt.** If you kept the box, the label on the side lists both numbers.

TIP

Write it down once

Copy your model name and serial number into the cheat-sheet in Chapter 29. It saves turning the laptop over every time someone asks, and if the laptop is ever lost or stolen, you'll have the serial number for the police report.

STAY SAFE

Keep the serial number to yourself

Your serial number isn't a secret like a password, but don't read it out to someone who called *you*. Scammers who pretend to be Lenovo sometimes ask for it to sound official. Give it only to support you contacted yourself. Chapter 27 has more.

CHAPTER 4

A Quick Tour of Your Lenovo

Every model is a little different, so take this as a general tour. Your laptop's own user guide (Chapter 26 shows where to find it) has a labeled picture of your exact model.

The power button

On most IdeaPads and ThinkPads the power button sits above the keyboard, often in the top-right corner. On some Yoga 2-in-1s it's on the **side edge**, so it can be reached when the laptop is folded into a tablet. On some models the power button also doubles as a fingerprint reader for signing in.

The Novo button (on many IdeaPads and Yogas)

Many IdeaPad and Yoga laptops have a tiny **Novo button**. On some it's a small button; on others it's a pinhole next to a little backward-curving arrow symbol, which you press with the end of a straightened paper clip. Pressed while the laptop is off, it opens a recovery menu. You'll rarely need it, but it's a lifesaver when Windows won't start. Chapter 22 explains it.

The ports

- **USB-C**: small oval ports. On most newer Lenovos, one or more of these also charges the laptop.
- **USB-A**: the older rectangular USB port, for flash drives, mice and printers.
- **HDMI**: for connecting to a TV or a bigger monitor.
- **Headphone jack**: a small round hole for wired headphones.
- **Card reader**: some models have a slot for camera memory cards.

HEADS UP

Use the charger that came with it

Lenovo laptops are designed for their own charger's power level. A small phone charger may charge very slowly or not at all. Use the Lenovo charger, or one with the same wattage printed on it.

The keyboard

Lenovo keyboards look like any other, with two things that confuse people: the **Fn** key in the bottom-left corner and the top row of **F1 to F12** keys, which double as volume, brightness and other shortcuts. Chapter 19 sorts them out. On a ThinkPad, you'll also see the red TrackPoint between the G, H and B keys.

PART 2

Your First Day

Getting ready, setting up Windows 11 on a new Lenovo, and the handful of jobs worth doing in the first hour so the laptop starts life healthy.

CHAPTER 5

Before You Turn It On

A few minutes of preparation makes setup go smoothly. Gather these things before you press the power button.

What to have ready

- **Your Wi-Fi network name and password.** They're often printed on a sticker on your internet router.
- **Your Microsoft account email and password**, if you already have one (for example, an Outlook.com or Hotmail address, or the account from your old PC). If you don't have one, setup can make one for you.
- **Your phone**, since Microsoft may text or email a code to confirm it's you.
- **The Lenovo charger**, plugged in. Setup and the first round of updates can take a while.
- **About an hour** of unhurried time, plus a cup of coffee.

GOOD TO KNOW

Why Windows wants a Microsoft account

Windows 11 setup expects an internet connection and a Microsoft account. That account is what lets Windows back up your files to OneDrive, restore your settings on a new PC, and help you get back in if you forget your password. Microsoft has been removing the old tricks for skipping it, so this guide doesn't give any.

Coming from an old computer?

If you're moving from an old PC, back it up before you start and keep it in a drawer for a few weeks. Our "Moving to a New Windows PC" guide covers copying your files and photos across in detail.

WHAT THIS DOES FOR YOU

What this does for you

With everything at hand, setup becomes a calm, step-by-step job instead of a scramble to find a password halfway through.

CHAPTER 6

First-Day Setup: Windows 11 Step by Step

The first time you turn on a new Lenovo, Windows walks you through a series of setup screens. Microsoft changes the exact wording from time to time, but the order is roughly the same. Read each screen, take your time, and remember you can change almost every choice later in **Settings**.

The setup screens, in order

1. **Open the lid and press the power button.** Some Lenovos turn on by themselves the first time you open the lid or plug in the charger. Wait for the Lenovo logo and then a blue setup screen.
2. **Choose your country or region** (United States) and select **Yes**.
3. **Choose your keyboard layout** (US) and select **Yes**. Skip the second keyboard.
4. **Connect to Wi-Fi.** Pick your network, select **Connect**, type the password carefully, and select **Next**.
5. **Wait for updates.** Windows may check for and download updates. The laptop may restart. That's normal.
6. **Name your device** if asked. Something simple like "Mary-Lenovo" helps if you ever have to pick it from a list.
7. **Sign in with your Microsoft account**, or follow the prompts to create one. Enter the code Microsoft sends to your phone or email if asked.
8. **Create a PIN.** This is a short number you'll type to unlock the laptop. Choose something you'll remember but others won't guess, and write it down somewhere safe at home.
9. **Fingerprint or face sign-in** may be offered if your model has it. It's optional, handy and safe.
10. **Privacy settings.** Windows shows a page of switches for location, diagnostics and ads. Read each one and turn off any you're not comfortable with. None of them are needed for the laptop to work.
11. **Restore from your old PC or set up as new.** If you backed up an old Windows PC, you may be offered a restore; otherwise choose to set up as a new PC.
12. **Offers.** You may be offered OneDrive backup, Microsoft 365, Xbox Game Pass and similar. You can say **No thanks** or **Skip** to any paid trial; it won't hurt anything.

13. **Lenovo screens.** Lenovo may add a screen or two of its own, such as registering your product or signing up for a Lenovo ID. These are optional.
14. **Finish.** After a minute or two of "Getting things ready" messages, you'll land on the Windows desktop.

HEADS UP

Don't power off during setup

If the screen sits on "Just a moment" or "Updating" for a while, be patient and keep the charger plugged in. Turning the laptop off in the middle of an update is one of the few ways to cause real trouble.

TIP

Free trials that turn into charges

Paid trials (Microsoft 365, antivirus, games) ask for a card and then charge automatically when the trial ends. If you don't plan to keep one, skip it now, or put a reminder on your calendar to cancel.

FROM BILL

Setup is a great time for a hand

If you'd rather not do this alone, setting up a new laptop and moving your files across is one of the most common jobs I do. Chapter 28 has the details.

CHAPTER 7

Your First Hour After Setup

Once you reach the desktop, a few small jobs set your laptop up for a long, healthy life. Do them in this order; each one takes only a few minutes of your attention.

1. Run Windows Update until it's quiet

Open **Start**, select **Settings**, then select **Windows Update** and **Check for updates**. Install what it finds and restart when asked. Then check again: a new laptop often needs two or three rounds. Chapter 13 explains Windows Update in more detail.

2. Open your Lenovo app

Select the search box on the taskbar, type **Lenovo Vantage** (on a ThinkPad, **Lenovo Commercial Vantage**) and open it. If it isn't installed, get it free from the Microsoft Store. Let it check for Lenovo updates. Part 3 of this guide covers Vantage in full.

3. Decide on battery care

If your laptop will sit plugged in on a desk most of the time, turn on **conservation mode** or a **charge threshold** in Vantage. It keeps the battery from sitting at 100% all day, which helps it last for years. Chapter 16 shows how.

4. Make sure your files are backed up

Open **Settings** > **Accounts** > **Windows backup** and check what's being backed up to OneDrive. Our OneDrive guide explains the free storage and what happens when it fills up.

5. Check your warranty

Look up your warranty by serial number (Chapter 25) so you know how long you're covered and what kind of service you have. Jot the end date in the cheat-sheet in Chapter 29.

WHAT THIS DOES FOR YOU

What this does for you

In about an hour, your laptop is fully up to date, protecting its battery, backing up your files, and you know exactly how long the warranty lasts. That's a better start than most laptops ever get.

CHAPTER 8

Trial Software, Offers and Clutter

Like most laptop makers, Lenovo may ship a new laptop with a few extra apps and offers: trial antivirus, games, or invitations to buy extended warranties and other services. Some are useful; many aren't.

You already have antivirus

Windows 11 includes **Microsoft Defender** antivirus, built into the **Windows Security** app, at no extra cost. For most home users it's all the protection they need. If a trial antivirus came with your laptop, you can either pay to keep it or uninstall it and let Defender take over automatically. Don't run two antivirus programs at once. Our "Antivirus and Windows Security" guide explains this in detail.

Removing an app you don't want

1. Open **Start** > **Settings** > **Apps** > **Installed apps**.
2. Find the app in the list (you can type its name in the search box at the top).
3. Select the **three dots** next to it, then **Uninstall**, and confirm.

HEADS UP

Keep the Lenovo essentials

Don't uninstall **Lenovo Vantage** (or **Lenovo Commercial Vantage**), or anything with "driver," "hotkey," "audio" or "Intel"/"AMD" in its name. Those keep your keys, sound, battery settings and updates working. If you're not sure what something is, leave it alone.

Pop-up offers inside Vantage

Lenovo Vantage may show offers for paid extras, such as warranty upgrades or optional services. These are genuine Lenovo offers, but none are required. Your laptop works perfectly well without them. If you're tempted by a warranty upgrade, Chapter 25 explains what to weigh.

TIP

When in doubt, wait a week

There's no rush to buy any add-on on day one. Use the laptop for a while first. If you find you really want something, it will still be available.

PART 3

Lenovo Vantage

Lenovo's free helper app: what it is, which version your laptop uses, and the handful of screens worth knowing.

CHAPTER 9

Lenovo Vantage: What It Is

Lenovo Vantage is Lenovo's own app for looking after your laptop. Think of it as the laptop's control panel and maintenance shed rolled into one. It's free, and it comes from the Microsoft Store.

What Vantage does

- **Keeps your laptop up to date** with Lenovo's drivers and fixes (the small programs that make the keyboard, sound, camera and battery work properly).
- **Battery and power settings**, including conservation mode and charging modes that help the battery last longer.
- **Hardware settings** such as how the F keys behave, the camera, microphone and display.
- **Your device's details**: model, serial number and warranty.
- **Support**: links to Lenovo's help, manuals and contact options for your exact model.

Lenovo says plainly that the features you see depend on your model, so don't worry if a friend's Vantage has a setting yours doesn't.

Two versions: Vantage and Commercial Vantage

Here's the part that confuses people. There are two different Lenovo apps with almost the same name:

App	Who it's for
Lenovo Vantage	The home version. Comes on IdeaPad, Yoga and other consumer Lenovos. This is the one most home users should have.
Lenovo Commercial Vantage	The business version. Comes on ThinkPads. Lenovo describes it as made for businesses and their IT staff, and points home users to the regular Lenovo Vantage instead.

Both do much the same jobs for you: updates, battery settings, hardware settings and device details. The screens just look a little different. If your ThinkPad came with Commercial Vantage, it's fine to keep using it. Throughout this guide, "Vantage" means whichever one your laptop has.

GOOD TO KNOW

And Lenovo PC Manager?

Some Lenovo laptops, especially ones sold in certain countries, come with an app called **Lenovo PC Manager** instead of, or as well as, Vantage. Lenovo's own user guides say battery charging modes can be changed in either one. If that's what your laptop has, the settings in this guide are in there too, under similar names.

WHAT THIS DOES FOR YOU

What Vantage does for you

One app, from the company that built your laptop, that knows exactly which model you have. It finds the right updates, shows your warranty, and holds the battery setting that does the most to make your laptop last.

CHAPTER 10

Getting Around Vantage

Vantage is redesigned every so often, so menu names drift a little between versions and models. Here's how to find your way around, and what the main areas are usually called.

Opening Vantage

1. Select the **search box** or magnifying glass on the taskbar at the bottom of the screen.
2. Type **Lenovo Vantage** (on a ThinkPad, type **Lenovo Commercial Vantage**).
3. Select the app when it appears. The first time, it may ask a few setup questions or offer to sign you in with a Lenovo ID. Signing in is optional.

> **TIP**
>
> **Pin it to the taskbar**
>
> Once Vantage is open, right-click its icon on the taskbar and choose **Pin to taskbar**. Next time it's one click away.

The main areas

Most versions have a menu down the left side or across the top. You'll usually see areas along these lines:

Area	What's in it
Device / Device Settings	Power and battery, display and camera, audio, input (keyboard and touchpad).
Power (inside Device)	Battery details, charging modes such as conservation mode, and charge thresholds.
System Update / Update	Check for and install Lenovo driver and BIOS updates (Chapter 14).
Support / Warranty	Your model, serial number, warranty status, user guide and contact options.

Finding your serial number and warranty

Look in the device information or support area. Vantage usually shows your model, serial number and warranty status together. That's the quickest way to get them without turning the laptop over.

HEADS UP

If Vantage looks different from this guide

That's normal. Lenovo updates the app through the Microsoft Store and moves things around now and then. If you can't find a setting, look for a search box inside Vantage, or check the menu for words like "Power," "Battery" or "Update."

CHAPTER 11

Getting or Fixing Vantage

Vantage normally comes installed on a new Lenovo. If it's missing, or it won't open properly, here's what to do.

Installing Vantage from the Microsoft Store

1. Open the **Microsoft Store** from the Start menu.
2. Type **Lenovo Vantage** in the search box at the top.
3. Check the publisher is **Lenovo** (it's listed under the app name), then select **Get** or **Install**. It's free.
4. When it finishes, select **Open**.

SCAM ALERT

Never download "Lenovo" software from an ad

Search ads and pop-ups sometimes offer "Lenovo driver updaters" or "Lenovo support tools" that aren't from Lenovo at all. Get Vantage only from the Microsoft Store (publisher: Lenovo) or from Lenovo's own website, and never from a link someone sent you.

If Vantage won't open or behaves oddly

1. **Restart the laptop** (Start > Power > Restart). This fixes a surprising number of hiccups.
2. **Update it**: open the Microsoft Store, select **Downloads** (or **Library**), and install any updates waiting for Lenovo Vantage.
3. **Repair or reset it**: open **Settings** > **Apps** > **Installed apps**, find Lenovo Vantage, select the three dots > **Advanced options**, then try **Repair**. If that doesn't help, try **Reset**, which clears its settings.
4. **Reinstall it**: uninstall it from the same screen, restart, then install it fresh from the Store.

GOOD TO KNOW

Do I have to have Vantage?

No. Your laptop works without it, and Windows Update delivers many Lenovo drivers on its own. But Vantage is the easiest place to find the battery settings and Lenovo-specific updates, so I recommend keeping it.

PART 4

Keeping It Updated

Why updates matter, the two places they come from (Microsoft and Lenovo), and the one kind of update where you should slow down.

CHAPTER 12

Why Updates Matter

Updates are the fixes and improvements that companies send out after you buy a product. Skipping them is like never changing the oil in a car: things run for a while, then problems start piling up.

Two kinds of updates on a Lenovo

Where it comes from	What it fixes
From Microsoft (Windows Update)	Security fixes for Windows, new Windows features, Microsoft Defender updates, and many common drivers.
From Lenovo (Vantage or System Update)	Lenovo-specific drivers for the keyboard shortcuts, battery, audio and camera, plus BIOS updates and Lenovo app updates.

WHAT THIS DOES FOR YOU

What updates do for you

Updates close the security holes scammers and viruses use, fix bugs that make the laptop slow or glitchy, and sometimes improve battery life. Keeping both kinds current is the simplest way to keep a Lenovo trouble-free.

How often to check

Windows Update checks by itself, so mostly you just need to restart when it asks. I suggest opening Vantage and checking Lenovo's updates about once a month, and any time something stops working right.

SCAM ALERT

Real updates never come from a phone call

Microsoft and Lenovo deliver updates through Windows Update and Vantage. Neither one calls you to say your computer needs an update, and neither asks you to pay for one. Anyone who does is a scammer. Hang up.

CHAPTER 13

Windows Update

Windows Update is Microsoft's side of the job. It's the same on every Windows 11 laptop, whatever the brand.

Checking for updates

1. Select **Start**, then **Settings** (the gear).
2. Select **Windows Update** at the bottom of the left-hand list.
3. Select **Check for updates**.
4. If updates appear, let them download and install. Select **Restart now** when asked, or pick a time that suits you.

Optional updates

Inside Windows Update, under **Advanced options**, there's a section called **Optional updates**. It sometimes lists driver updates for your Lenovo. You don't need to install these unless something isn't working; Vantage is the better place for Lenovo drivers.

TIP

Restart once a week

Many updates finish only after a restart. Closing the lid puts the laptop to sleep but doesn't restart it. Choose **Start** > **Power** > **Restart** about once a week and you'll stay current.

HEADS UP

Big updates take time

Once or twice a year Windows installs a larger feature update. It can take 20 minutes or more and restart several times. Plug in the charger and don't close the lid or hold the power button while it works.

CHAPTER 14

Lenovo Updates: Vantage and System Update

Lenovo's side of the job is handled by Vantage. On older ThinkPads you may also find a separate tool called **Lenovo System Update**.

Updating through Vantage

1. Open **Lenovo Vantage** (or **Lenovo Commercial Vantage** on a ThinkPad).
2. Find the update area. It's usually called **System Update** or simply **Update**, and may sit under a **Device** menu.
3. Select **Check for updates**.
4. Vantage lists what it found, usually split into **critical** and **recommended** updates. Install the critical and recommended ones.
5. Restart when asked.

GOOD TO KNOW

Automatic Lenovo updates

Vantage can usually be set to install critical updates automatically. Look for an **auto-update** switch in the update area. It's a good choice for most people.

Lenovo System Update (mostly ThinkPads)

Lenovo System Update is an older, plainer Lenovo tool for installing drivers and BIOS updates. Lenovo still offers it for Windows 11 ThinkPads and other business machines, and its download page lists all ThinkPad models. Lenovo's own tools for IT departments name System Update and Commercial Vantage side by side as ways to install updates. For a home user, Vantage does the same job with a friendlier screen, so you only need System Update if it's already on your ThinkPad and you're used to it.

HEADS UP

Get Lenovo tools only from Lenovo

If you do want System Update, download it only from Lenovo's own support site, **support.lenovo.com**. Never install a "driver updater" from an ad or pop-up; many of those are junk or worse.

Downloading a driver yourself

Lenovo's support site also lists every driver for your model. Go to **support.lenovo.com**, enter your serial number or let the site detect your product, and look under **Drivers & Software**. You'll rarely need this, but it's handy if Vantage won't run.

CHAPTER 15

BIOS Updates: Slow Down Here

Every so often, Vantage or Windows Update will offer a **BIOS** or **UEFI firmware** update. This is the one kind of update where I ask you to take a little extra care.

What the BIOS is

The **BIOS** (newer laptops call it **UEFI**) is the small built-in program that wakes the laptop up before Windows starts. It checks the hardware and hands over to Windows. Lenovo releases BIOS updates to fix bugs, improve battery and security, and sometimes to make features like FnLock remember their setting.

Installing a BIOS update safely

1. **Plug in the charger** and make sure the battery has a good charge.
2. **Save your work** and close your programs.
3. Start the update from Vantage or Windows Update and follow the prompts.
4. The laptop will restart and may show a progress bar on a black or blue screen. It may restart more than once. This can take several minutes.
5. **Do not** unplug the charger, close the lid, or press the power button until you're back at the Windows sign-in screen.

HEADS UP

The one rule

Losing power in the middle of a BIOS update is one of the few ways to seriously damage a laptop. Keep it plugged in, leave it alone, and let it finish. If a storm is rolling in, wait until tomorrow.

GOOD TO KNOW

BitLocker may ask for a recovery key

Many Lenovos protect the drive with **device encryption** (BitLocker). Occasionally, after a BIOS update, the laptop asks for a long **recovery key** before Windows starts. It's stored in your Microsoft account. On another device, go to **aka.ms/myrecoverykey**, sign in with the same Microsoft account, and type in the key it shows. Never give this key to anyone who calls you.

FROM BILL

Not comfortable doing this?

That's perfectly sensible. BIOS updates are a routine part of my visits. I'll check the battery, run the update and wait it out with you.

PART 5

Battery & Power

The Lenovo setting that does the most to make a battery last for years, the charging modes, and what to do when the battery seems to stop charging.

CHAPTER 16

Conservation Mode & Charge Thresholds

Laptop batteries wear out faster when they sit at a full 100% charge for hours on end. If your laptop lives plugged in on a desk or kitchen table, Lenovo gives you a simple way to stop it from charging all the way. For a laptop that rarely leaves the house, it's one of the most useful Lenovo settings there is.

WHAT THIS DOES FOR YOU

What this does for you

Keeping the battery below full while the laptop sits plugged in helps it hold its capacity for longer, so it still gives you a good few hours away from the outlet years from now, and you put off the cost of a replacement battery.

IdeaPad and Yoga: conservation mode

On IdeaPad, Yoga and most other home Lenovos, the setting is called **conservation mode**. When it's on, the battery won't fully charge; Lenovo keeps it between about **75% and 80%**. Lenovo suggests it if your computer is constantly plugged into an outlet.

Turning conservation mode on

1. Type **Lenovo Vantage** in the search box on the taskbar and open it.
2. Select **Device Settings** (on some versions just **Device**), then **Power**.
3. Look for the **Charging** section (on some models it's under **Smart Battery** or **Battery Settings**).
4. Choose **Conservation mode**, or turn its switch on.

Turning it off before a trip

If you want a full battery to take the laptop away from home, go back to the same place and switch the charging mode to **Normal** (or **Rapid charge**). The battery will then charge to 100%. Switch conservation mode back on when you return.

ThinkPad: Battery Charge Threshold

ThinkPads do the same job a slightly different way, with a **Battery Charge Threshold**. You choose the percentage at which charging stops, below 100%, and Lenovo says this extends battery lifespan and health.

1. Type **Lenovo Commercial Vantage** in the search box on the taskbar and open it.
2. Go to the **Power** settings (often **Device** > **Power**, then the battery settings).
3. Turn on **Battery Charge Threshold**.
4. Select **Adjust threshold** and choose the stop level. Around 80% is a sensible choice for a laptop that stays plugged in.

GOOD TO KNOW

ThinkPads already rest a little at the top

Even without a threshold, Lenovo says that once a ThinkPad battery is fully charged, it has to drop to 94% or lower before it will charge again. So seeing 95% or so on a plugged-in ThinkPad is normal, not a fault.

HEADS UP

The setting you forgot about

A laptop that stops charging at 80% or even 60% usually isn't broken; it's often this setting doing its job. Chapter 18 explains how to check.

CHAPTER 17

Charging Modes, Power Modes and Battery Life

Besides conservation mode, Vantage offers a few other charging and power choices. Here's what they mean in plain words.

Charging modes

Mode	What it does
Normal	The everyday mode. Lenovo says it typically takes about 2 to 4 hours to charge from empty to full.
Rapid charge	Charges faster than normal, handy before you head out. Good for short-term use.
Conservation mode	Holds the battery around 75%–80% for a laptop that's usually plugged in (Chapter 16).
Overnight charge optimization	On some models: learns when you usually unplug, and finishes charging just before then. If you unplug much earlier than usual, the battery may not be full.

TIP

Which one should I use?

If the laptop mostly stays plugged in: conservation mode. If you carry it around every day: normal. Rapid charge is for when you're in a hurry; you don't need it on all the time.

Power modes (performance vs. battery)

Separate from charging, Windows and Lenovo let you choose how hard the laptop works. In Windows, open **Settings** > **System** > **Power & battery** and look at **Power mode**. Choosing a more efficient mode stretches the battery; best performance makes the fan run more. Some Lenovos also have their own performance modes in Vantage, and on some models **Fn + Q** switches between them.

Easy ways to get more hours from a charge

- Turn the screen brightness down a notch or two (the sun-shaped keys on the top row, or the Quick Settings panel at the bottom-right of the screen).
- Turn on **Energy saver** in Quick Settings when you're running low.
- Close programs you're not using, especially video and games.
- Keep Windows and Lenovo updates current (Part 4).

WHAT THIS DOES FOR YOU

What this does for you

A few small choices can mean the difference between a battery that runs out partway through the afternoon and one that lasts the whole visit to the grandkids.

CHAPTER 18

Battery Troubleshooting

Battery worries are among the most common Lenovo questions. Work through these in order before assuming the battery has failed.

"It stops charging at 80%" (or 60%, or 95%)

This is almost always deliberate. Lenovo's own support notes that if a laptop will only charge to about 55–60%, conservation mode or a custom charge threshold may be turned on. Check the charging settings in Vantage (Chapter 16). If conservation mode is on, or a threshold is set, that's your answer. Turn it off only if you need a full battery for a trip.

"It says plugged in, not charging"

1. Check the charging mode first, as above. With conservation mode on, Windows often says "plugged in, not charging" once the battery reaches its limit. That's normal.
2. Make sure the charger is firmly in the wall and in the laptop. Try a different outlet.
3. If your laptop has more than one USB-C port, try another one. On many models only certain ports charge.
4. Use the Lenovo charger, not a small phone charger.
5. Restart the laptop.
6. Check Vantage and Windows Update for battery or BIOS updates.

"It won't turn on at all"

1. Plug in the Lenovo charger and leave it for at least 30 minutes. A completely flat battery may show no signs of life at first.
2. Look for a small charging light near the charging port or on the front edge.
3. Hold the power button for about 10 seconds, let go, then press it once normally.
4. Still nothing? Try a different outlet and, if you have one, a different Lenovo charger.
5. If it still won't start, it's time to check your warranty (Chapter 25) and call for help.

STAY SAFE

A swollen battery is an emergency

If the bottom of the laptop bulges, the touchpad pushes up, the case won't close properly, or you smell something sweet or chemical, stop using it. Unplug it, move it away from anything that can burn, and don't charge it again. Swollen lithium batteries can catch fire. Call Lenovo or a repair shop about a replacement.

GOOD TO KNOW

Batteries do wear out

Every laptop battery slowly holds less charge over the years. Vantage usually shows the battery's health or condition in its power area. If it's well below new and the laptop is otherwise fine, a replacement battery can give it a new lease on life.

PART 6

Keyboard, TrackPoint & Touch

Making the top row of keys behave, using the little red dot on a ThinkPad, and the touchpad and tablet modes.

CHAPTER 19

The Fn Key and FnLock

The top row of a Lenovo keyboard does double duty. Each key is both an **F key** (F1, F2 and so on, used by some programs) and a **hotkey** with a little picture on it: speaker volume, screen brightness, microphone mute and so on. The **Fn** key, in the bottom-left corner, decides which one you get.

Hotkey mode, in plain words

If FnLock is...	Press the key alone to...	Hold Fn and press the key to...
Off (hotkeys first)	Change volume, brightness, etc.	Use F1 to F12
On (F keys first)	Use F1 to F12	Change volume, brightness, etc.

Lenovo describes this as a **hotkey mode** setting, and the exact labels vary a little by model. If your volume keys suddenly started typing F1, F2 and F3 in a program instead, it's this setting that changed.

Switching it: FnLock (Fn + Esc)

1. Hold down **Fn** and press **Esc**.
2. Look at the Esc key: on most models a small light on it shows whether FnLock is on.
3. Try a top-row key to see which behavior you now have. Press **Fn + Esc** again to switch back.

> **TIP**
>
> **What most people prefer**
>
> For everyday use (email, the web, video calls), most people are happiest with the hotkeys working directly, so the volume and brightness keys just work. If you use a program that relies on F keys, switch FnLock on.

If FnLock forgets its setting after a restart

Lenovo says that if Fn + Esc works but doesn't stay set after a restart, you should update the BIOS or the hotkey software (Part 4). On ThinkPads and IdeaPads there's also a **Hotkey Mode** setting in the BIOS, and on some newer models Lenovo has moved this setting into Lenovo Vantage instead, usually under the keyboard or input settings.

Handy Lenovo hotkeys

The pictures on your top row tell you what each key does. Common ones on Lenovos include speaker mute and volume, microphone mute, screen brightness, airplane mode, and a key to switch to an external screen. On some models a key with a camera picture turns the webcam off. Look closely; the icons are small.

WHAT THIS DOES FOR YOU

What this does for you

Once the top row works the way you expect, turning the sound up for a video call or dimming the screen at night becomes a single tap instead of a hunt through menus.

CHAPTER 20

TrackPoint: The Little Red Dot

If you have a ThinkPad, you'll see a small red rubber nub between the G, H and B keys. That's the **TrackPoint**, a pointing stick that moves the pointer without your hands leaving the keyboard. Some people love it; others never touch it and use the touchpad. Both are fine.

How to use it

1. Rest your index finger lightly on the red cap.
2. Press gently in the direction you want the pointer to go, as if nudging it sideways, parallel to the keyboard. You don't move the stick itself; it senses the pressure.
3. Press harder to move faster, lighter to move slower.
4. Use the three buttons just below the space bar with your thumbs: **left** button to click, **right** button for the right-click menu.

Scrolling with the middle button

The **middle button** (the one with dots on it) turns the TrackPoint into a scroll wheel. Press and hold the dotted middle button, then press the red cap up or down to scroll through a web page or document, or sideways to scroll left and right. On some ThinkPads, holding **Ctrl** as well zooms in and out.

> **TIP**
>
> **Give it a week**
>
> The TrackPoint feels odd for the first few days. Try it for a week of light use. If it still isn't for you, simply use the touchpad below it. You can't hurt anything either way.

Adjusting or turning it off

If the pointer drifts or moves too fast, look in Lenovo Commercial Vantage or in Windows mouse settings for TrackPoint options such as speed. The exact place varies by model; your ThinkPad's user guide (Chapter 26) shows it for your machine.

CHAPTER 21

Touchpad, Touchscreen and Yoga Tablet Modes

Most Lenovos have a large touchpad, and many have touchscreens. Here's how to get comfortable with both.

Touchpad basics

To do this	On the touchpad
Move the pointer	Slide one finger.
Click	Tap once, or press down on the lower part of the touchpad.
Right-click	Tap with two fingers, or press the lower-right corner.
Scroll	Slide two fingers up or down.
Zoom	Pinch two fingers together or apart.

To change speed or gestures, open **Settings** > **Bluetooth & devices** > **Touchpad**.

TIP

Touchpad stopped working?

Many Lenovos have a hotkey that turns the touchpad off; look for a touchpad picture on the top row and try it. Also check **Settings** > **Bluetooth & devices** > **Touchpad** to make sure the **Touchpad** switch is on.

Yoga 2-in-1 positions

A Yoga 2-in-1's screen folds all the way back. You'll typically use four positions:

- **Laptop**: the usual way, for typing.
- **Stand**: keyboard face-down on the table, screen facing you. Great for video calls and recipes.
- **Tent**: standing like an upside-down V. Takes little table space; good for watching a show.
- **Tablet**: folded flat, for reading, photos and tapping with a finger or pen.

When you fold the screen back past the usual laptop angle, the keyboard and touchpad switch off automatically so they don't pick up stray presses, and Windows becomes more touch-friendly.

HEADS UP

Fold it the right way

Only the 2-in-1 Yogas and Flex models are designed to fold all the way back. A regular IdeaPad, Yoga Slim or ThinkPad hinge stops at its limit; never force it.

WHAT THIS DOES FOR YOU

What this does for you

Tent and stand modes turn a Yoga into a little screen for video calls with family, without anyone needing to balance a laptop on their lap.

PART 7

Recovery & Repair

The Novo button, resetting Windows, and what to do when your Lenovo won't start properly. Read the warnings in this part carefully.

CHAPTER 22

The Novo Button

The **Novo button** is Lenovo's little emergency door. It's found on many IdeaPad and Yoga laptops, and it opens a special menu *before* Windows starts. That's useful when Windows won't start at all, or when someone needs to get into the laptop's BIOS.

Finding it

Lenovo says the Novo button is in different places on different models. On some it's a small button on the side; on others it's a tiny pinhole next to a backward-curving arrow symbol. ThinkPads generally don't have one. Your user guide (Chapter 26) shows the spot on your model.

Opening the Novo menu

1. **Shut the laptop down completely.** (Start > Power > Shut down. If Windows is frozen, hold the power button for about 10 seconds until the screen goes dark.)
2. Press the Novo button. If it's a pinhole, gently press inside with the end of a straightened paper clip.
3. The laptop turns on and shows a small menu called the **Novo Button Menu**.
4. Use the **arrow keys** to choose an option and press **Enter**.

What's on the menu

Option	What it's for
BIOS Setup	The laptop's built-in settings. Best left to a technician.
Boot Menu	Start from a USB drive, for example a Windows recovery drive.
System Recovery	Opens the Windows recovery tools, including reset, when Windows won't start.

Lenovo notes that the menu varies with the software version, so yours may look slightly different or have an extra item. Opened it by accident? Hold the power button to turn the laptop off, then turn it on normally.

HEADS UP

Look, don't change

Inside **BIOS Setup**, changing the wrong setting can stop the laptop from starting. If you open it by mistake, press **Esc** or choose **Exit** without saving changes. Leave BIOS changes to a technician.

No Novo button? (ThinkPads and others)

On ThinkPads and on models without a Novo button, pressing **F12** repeatedly just after turning the laptop on usually opens a boot menu. To reach the Windows recovery tools, you can use the Windows method in Chapter 24 instead.

CHAPTER 23

Resetting Windows (Reset this PC)

Resetting reinstalls Windows on your laptop. It's the big hammer: it fixes deep problems that nothing else will, and it's also how you wipe a laptop before selling or giving it away. Use it as a last resort for everyday problems.

HEADS UP

Back up first

Microsoft says to back up important files before you begin. Depending on the option you choose, apps, settings and personal files may be removed. Make sure your photos and documents are in OneDrive or copied to a USB drive before you start.

The two choices

Option	What it does
Keep my files	Reinstalls Windows and removes your apps and settings, but keeps your documents, photos and other personal files. Try this one first for a misbehaving laptop.
Remove everything	Removes your personal files, apps and settings. For a completely fresh start, or before you sell, donate or give the laptop away. A **clean data** option also wipes the drive thoroughly; it takes longer but makes your old files much harder to recover.

Then: cloud download or local reinstall

Option	When to choose it
Cloud download	Downloads a fresh copy of Windows from Microsoft, with the latest updates. Best if Windows is badly damaged.
Local reinstall	Uses the Windows files already on the laptop. Faster on a slow internet connection, but may not include the latest updates.

Resetting from Settings

1. Plug in the charger.
2. Select **Start** > **Settings** > **System** > **Recovery**.
3. Next to **Reset this PC**, select **Reset PC**.
4. Choose **Keep my files** or **Remove everything**.

5. Choose **Cloud download** or **Local reinstall**.
6. Read the summary carefully, then select **Reset**. The laptop restarts several times. It can take an hour or more. Leave it plugged in and let it finish.

GOOD TO KNOW

After a reset

You'll go through the Windows setup screens again (Chapter 6). Afterward, reinstall Lenovo Vantage if it's missing (Chapter 11) and run updates (Part 4). Your apps from outside the Microsoft Store will need reinstalling too.

STAY SAFE

Selling or giving it away?

Choose **Remove everything** with the clean data option, and sign out of your accounts first. That way the next owner can't recover your photos, email or saved passwords.

CHAPTER 24

When Windows Won't Start

A laptop that won't get past the Lenovo logo, keeps restarting, or shows a blue "Automatic Repair" screen is alarming, but it's often fixable. Work through these steps calmly.

First, the simple things

1. Plug in the charger and wait a few minutes.
2. Unplug everything else: USB drives, phones, printers, external screens. A forgotten USB drive can confuse startup.
3. Hold the power button for about 10 seconds to turn the laptop fully off, then turn it on again.

The Windows recovery screens

If Windows fails to start a few times in a row, it usually opens its own blue recovery screens, called the **Windows Recovery Environment**, by itself. On an IdeaPad or Yoga you can also get there with the Novo button: shut down, press Novo, and choose **System Recovery** (Chapter 22). Lenovo recommends this when Windows doesn't start.

From the blue screens, choose **Troubleshoot**. You'll usually find options such as **Reset this PC** and, under **Advanced options**, **Startup Repair** and **System Restore**. Try **Startup Repair** first; it fixes many startup problems without touching your files.

If a reset doesn't fix it: cloud rebuild

Newer versions of Windows 11 add a stronger option Microsoft calls **cloud rebuild**. If Reset this PC doesn't fix the problem, cloud rebuild reinstalls a fresh copy of Windows and drivers from Windows Update. It removes all your personal files, apps and settings, so it's truly a last resort, and your files need to be safely backed up first.

HEADS UP

Don't keep forcing it

If the laptop makes clicking or grinding noises, smells hot, or shows the same error every time no matter what you try, stop. Repeated forced restarts won't help, and a hardware fault may be covered by your warranty (Chapter 25).

FROM BILL

This is a good time to call

A laptop that won't start is stressful, especially when your photos are on it. I can often get files off a laptop that won't start before anything is reset. Call before you choose Remove everything.

PART 8

Warranty, Support & Scams

Checking your warranty by serial number, reaching the real Lenovo, and recognizing the fake "Lenovo support" callers and pop-ups.

CHAPTER 25

Warranty Lookup by Serial Number

Your Lenovo came with a manufacturer's warranty, and you may have bought extra coverage. Knowing exactly when it ends, and what it covers, can save you real money if something goes wrong.

Two easy ways to check

In Lenovo Vantage

Open Vantage and look in the device information or support area. It usually shows your warranty status and end date alongside your serial number.

On Lenovo's website

1. Find your serial number (S/N) on the bottom of the laptop or in Vantage (Chapter 3).
2. On any device, open a web browser and type **support.lenovo.com** into the address bar yourself.
3. Look for a **Warranty** link; Lenovo calls the page **Warranty Lookup**.
4. Type in your serial number and submit it.
5. The page shows your model, the warranty type and the end date. Write the end date in Chapter 29.

> TIP
>
> **Typing the address yourself matters**
>
> Search results sometimes show ads for look-alike "Lenovo warranty" or "Lenovo support" sites. Typing **support.lenovo.com** directly into the address bar takes you to the real one.

Reading the result

The warranty page lists the kind of coverage you have, its start and end dates, and any extra coverage you bought. If you're not sure what a coverage name means, such as whether it includes accidents like drops and spills, ask Lenovo before you need it.

Should I buy an extended warranty?

Vantage and Lenovo's website may offer to extend or upgrade your warranty. That's a genuine Lenovo offer, but it's your choice. Some questions to weigh:

- How much did the laptop cost, and how much is the extension? On an inexpensive laptop, the extension can be a big share of the price.
- Does it cover accidents (drops, spills) or only manufacturing faults?
- Did your credit card already add extra warranty time? Some do; call the number on the back of the card to ask.
- Did you already buy a protection plan from the store?

HEADS UP

Only buy from Lenovo or the store you bought it from

Phone calls and emails offering to "renew your Lenovo warranty" are a common trick. Buy coverage only through Vantage, lenovo.com, or the store where you bought the laptop, and only when you started the contact.

WHAT THIS DOES FOR YOU

What this does for you

Knowing your warranty end date means that if the screen, keyboard or battery fails while you're covered, you get it fixed by Lenovo instead of paying for a repair or a new laptop.

CHAPTER 26

Getting Real Lenovo Support

When you need Lenovo itself, use only the contacts you find yourself on Lenovo's own website. Here's where to look.

Lenovo's support website

Go to **support.lenovo.com**. Enter your serial number or let the site detect your laptop, and you'll get a page just for your model with drivers, the warranty, how-to articles, and your laptop's **user guide**. The user guide has labeled pictures of your exact model's ports, buttons and keys.

Through Vantage

The support area of Vantage links straight to help for your model, your user guide and Lenovo's contact options.

By phone

Lenovo's own U.S. contact pages list **1-855-253-6686**, with menu options for sales, orders and support. Options and hours change, so check the number on **lenovo.com** yourself before you call, and never use a "Lenovo" number from a pop-up, an email or a search ad.

What to have ready when you contact Lenovo

- Your serial number and model name (Chapter 3).
- A short description of the problem and when it started.
- Anything you've already tried.
- Your proof of purchase, if the warranty dates look wrong.

STAY SAFE

Real support is something you start

Genuine Lenovo support happens because *you* contacted Lenovo, through its website, Vantage or a number you looked up yourself. If anyone contacts you first claiming to be Lenovo, treat it as a scam until proven otherwise.

CHAPTER 27

Fake Lenovo Support Scams

Scammers love to borrow big brand names, and Lenovo is one of them. Their goal is always the same: to get remote control of your computer, your money, or both. Here's what the scams look like and exactly what to do.

The scary pop-up

You're browsing and suddenly the screen fills with a warning: your Lenovo is infected, your data is at risk, call "Lenovo" or "Microsoft" support now. It may sound an alarm and seem impossible to close.

SCAM ALERT

Real warnings never include a phone number

Microsoft says its real error and warning messages never include a phone number to call. A screen that tells you to call a number is a scam, whatever logo it shows. Don't call, don't click anything on it.

How to get rid of it

1. Don't call the number and don't click inside the warning.
2. Press **Ctrl + Shift + Esc** to open **Task Manager**, select your web browser in the list, and select **End task**.
3. If that doesn't work, hold the power button for about 10 seconds to turn the laptop off, then turn it on again.
4. When you reopen the browser, don't restore the previous pages if it offers to.

The phone call

Someone calls saying they're from Lenovo, Microsoft or "Windows," that your laptop is sending errors or your warranty needs renewing, and that they can fix it if you let them connect to your computer.

SCAM ALERT

Hang up on unexpected tech-support calls

Microsoft says it doesn't make unsolicited calls to provide technical support for your computer. Treat any unexpected call claiming to be Lenovo the same way: hang up. If you're worried, look up Lenovo's real contact details yourself (Chapter 26).

Warning signs, all in one place

- They contacted you first, by phone, pop-up, text or email.
- They want you to install a program so they can "connect" to your computer.
- They ask for payment by **gift card**, wire transfer, cryptocurrency or a payment app.
- They say you've been "overcharged" or "refunded too much" and need to send money back.
- They ask for passwords, bank details, your PIN or a BitLocker recovery key.
- They rush you, scare you, or tell you not to hang up or tell your family.

SCAM ALERT

The fake "Lenovo laptop order" call

A common robocall claims a Lenovo laptop was just ordered on your Amazon account and asks you to press 1 to dispute it. It's a scam to get you talking to a fake support agent. Don't press anything; hang up and check your Amazon orders yourself in the Amazon app or at amazon.com.

If you already let them in

1. Turn off Wi-Fi or unplug the internet right away to cut their connection.
2. Call your bank and card company using the number on the back of your card. Tell them what happened.
3. From a different, trusted device, change your email and banking passwords.
4. Run a full scan in **Windows Security** (Start > Windows Security > Virus & threat protection > Scan options > Full scan).
5. Report it at **reportfraud.ftc.gov**.
6. Call someone you trust to look the laptop over. Our "I Think I've Been Scammed" guide walks you through the rest.

FROM BILL

No shame, just call

These scammers are professionals, and they fool smart, careful people every day. If you're unsure about a call or pop-up, or you already let someone in, call me at (330) 200-8042. The sooner, the better.

PART 9

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and one page that sums up the whole guide.

CHAPTER 28

When to Call Bill

I wrote this guide so you can handle most of your Lenovo yourself. But some jobs are simply easier, and less worrying, with someone patient beside you. Here's my honest advice on when a call is worth it.

Times it's well worth a call

- **Setting up a new Lenovo** and moving your files, photos, email and printer over from the old computer.
- **A BIOS update** you're nervous about, or a laptop asking for a BitLocker recovery key.
- **A laptop that won't start**, especially before you reset anything, so we can try to save your files first.
- **Resetting or wiping** a laptop before you sell it, donate it or hand it down.
- **Battery or charging puzzles** you can't solve with Chapter 18.
- **After a scam call or pop-up**, especially if someone got into your computer. Call right away.
- **Choosing your next laptop.** Our "Buying a New Computer" guide is a good start, and I'm glad to talk it through.

What working with me is like

This kind of work is what my **Computer Help** service is for. I work at your pace, in your home here in Portage County or over a secure remote session that you start, and I explain what I'm doing in plain words as I go. I bring more than 30 years of professional experience, and I'll tell you honestly when something is better handled under your Lenovo warranty than by me.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is $49 remote · $99 in your home. This guide is yours to keep and share, and no question is too small.

GOOD TO KNOW

You may meet Sophie

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. The actual help always comes from me.

STAY SAFE

How to know it's really me

I never call out of the blue about problems with your computer, and I never ask for gift cards. You reach me by calling (330) 200-8042 or booking at billshometech.com/book yourself.

— Bill

CHAPTER 29

Your Lenovo Cheat-Sheet

The whole guide on one page. Print it and keep it near your laptop.

The essentials

Task	How
Which Lenovo app?	IdeaPad, Yoga: **Lenovo Vantage**. ThinkPad: **Lenovo Commercial Vantage**. Free from the Microsoft Store.
Windows updates	**Settings** > **Windows Update** > **Check for updates**. Restart weekly.
Lenovo updates	Vantage > **System Update** (or Update) > **Check for updates**. Monthly.
Battery care (IdeaPad, Yoga)	Vantage > **Device Settings** > **Power** > Charging: **Conservation mode** (75%–80%).
Battery care (ThinkPad)	Commercial Vantage > Power > **Battery Charge Threshold** > Adjust threshold.
F keys vs. volume keys	**Fn + Esc** switches FnLock. The light on Esc shows it's on.
TrackPoint scroll	Hold the dotted middle button and press the red cap up or down.
Novo button	Laptop off, press Novo: System Recovery, BIOS Setup, Boot Menu.
Reset Windows	**Settings** > **System** > **Recovery** > **Reset PC**. Back up first.
Warranty	**support.lenovo.com**, warranty lookup, enter your serial number.

Write it down once

Keep handy	
My Lenovo model	_____
Serial number (S/N)	_____
Machine type (MT/MTM)	_____
Warranty ends	_____
Microsoft account email	_____
Where my PIN / passwords are kept	_____
Where my backup is (OneDrive / USB drive)	_____

When something's wrong, in order

1. Restart the laptop (Start > Power > Restart).
2. Plug in the Lenovo charger and check the outlet.
3. Run Windows Update, then Lenovo updates in Vantage.
4. Battery stuck at 80% or 60%? Check conservation mode or the charge threshold.
5. Keys acting strangely? Press Fn + Esc.
6. Won't start? Unplug extras, hold power 10 seconds, then try the Novo button > System Recovery.
7. Still stuck? Check your warranty at support.lenovo.com.
8. Unsure about anything? Call Bill at (330) 200-8042.

SCAM ALERT

The golden rule

Microsoft doesn't make unexpected tech-support calls, and its real warnings never show a phone number. Treat any surprise "Lenovo" call the same way. Never give remote access, gift cards or a recovery key to anyone who contacted you first. Hang up, close the pop-up, and call a number you looked up yourself.