

Machine type: 10040

Lenovo C2 Series User Guide

Version 1.0 2010.03



31041970



lenovo

Important Safety Information

Before using this manual, it is important that you read and understand all of the related safety information for this product. Refer to the *Safety and Warranty Guide* that you received with this product for the latest safety information. Reading and understanding this safety information reduces the risk of personal injury or damage to your product.



Danger: Be aware of extremely hazardous or lethal situations.



Attention: Be aware of possible damage to programs, devices, or data.



Note: Pay attention to this important information.

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1

Chapter

Using the Computer Hardware

This chapter contains the following topics:

- Computer hardware introduction
- Information on computer connections

 **Note:** The descriptions in this chapter might vary from your computer, depending on computer models and configurations.

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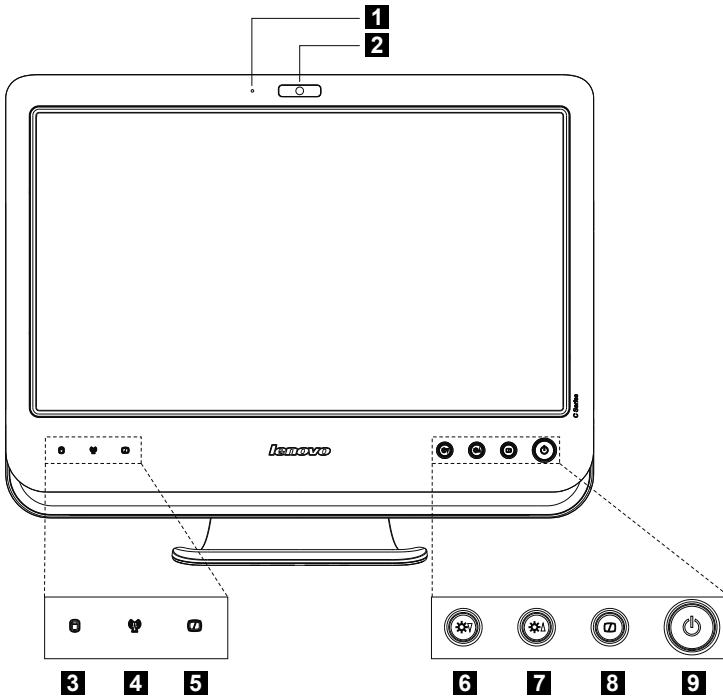
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1.1 Front view of the computer

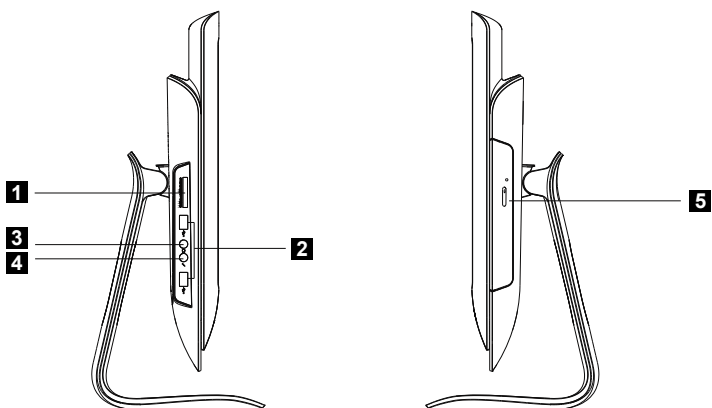


- 1** Built-in microphone
- 2** Camera
- 3** Hard disk drive indicator
- 4** Wireless LAN card indicator
- 5** LCD ON/OFF indicator (When turning on the LCD, the indicator light will be off; when turning off the LCD, the indicator light will be solid on.)
- 6** Brightness down
- 7** Brightness up
- 8** LCD ON/OFF
- 9** Power button

1.2 Left and right view of the computer

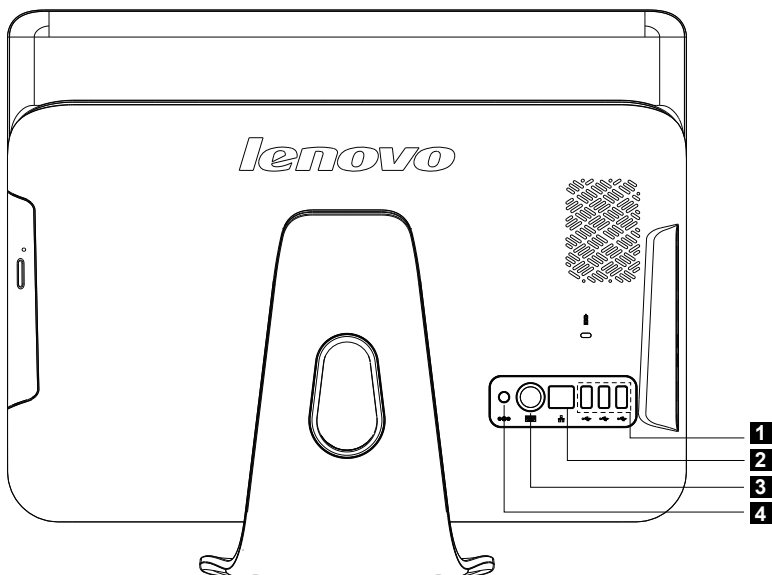


Attention: Be sure not to block any air vents on the computer. Blocked air vents may cause thermal problems.



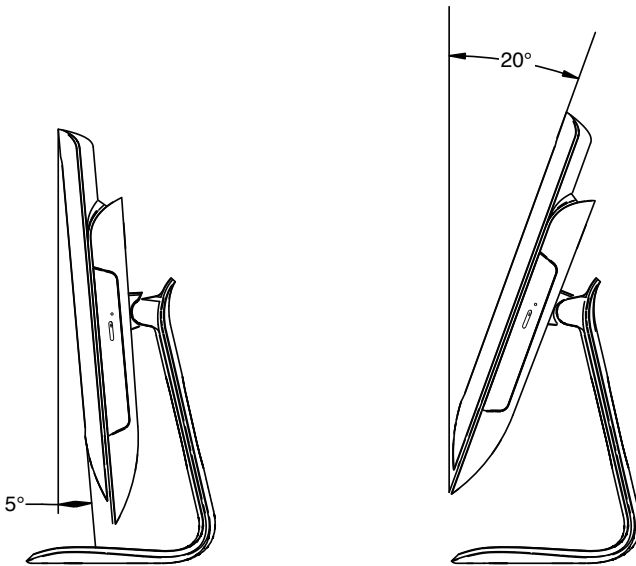
- | | |
|------------------------------|-------------------------------|
| 1 Memory card reader | 4 Microphone connector |
| 2 USB ports (2) | 5 Optical drive slot |
| 3 Headphone connector | |

1.3 Rear view of the computer



- | | |
|-----------------------------|----------------------------------|
| 1 USB ports (3) | 3 PS/2 keyboard connector |
| 2 Ethernet connector | 4 Power connector |

1.4 Computer stand



Use the stand to position the display to your preference. It can be adjusted from 5° forward to 20° backward.

The stand provides stability to the computer; it is not a removable part.




Attention: The computer stand must remain installed at all times to ensure maximum system stability.

1.5 Connecting your computer


Use the following information to connect your computer:

- Look for the small connector icons on the back of your computer. Match the connectors to the icons.

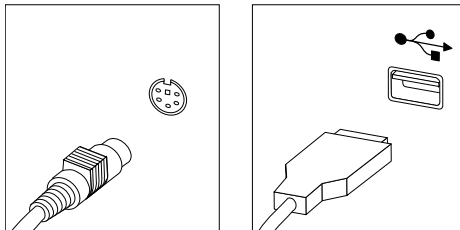
 **Note:** Your computer might not have all of the connectors that are described in this section.

1.5.1 Check the voltage rating before you connect the equipment to an electrical outlet to ensure that the required voltage and frequency match the available power source.

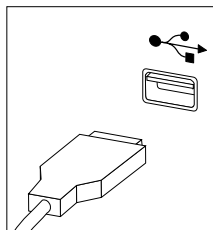
If your computer uses an AC adapter:

 **Note:** Use only the Lenovo provided AC adapter approved for use with this device. Use of another AC adapter may cause a fire or explosion.

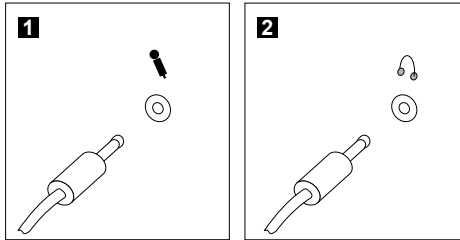
1.5.2 Connect the keyboard cable to the appropriate keyboard connector (PS2 connector or USB connector).



1.5.3 Connect the mouse cable to the appropriate mouse connector (USB connector).



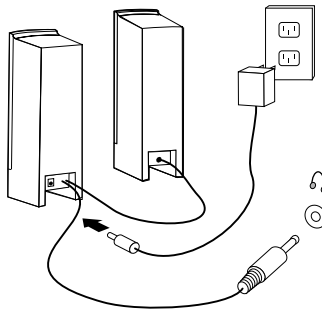
1.5.4 If you have audio devices, attach them using the following instructions:



1 Microphone Use this connector to attach a microphone (purchased separately) to your computer when you want to record sound or if you use speech-recognition software.

2 Headphone Use this connector to attach headphones (purchased separately) to your computer when you want to listen to music or other sounds without disturbing anyone.

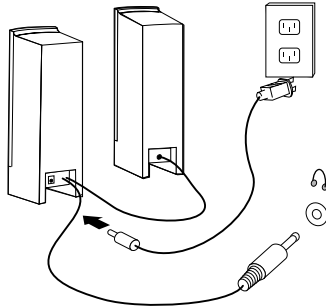
1.5.5 If you have powered speakers with an adapter:



(This picture is only a sketch print, it does not show the actual figure of the speaker)

- Connect the cable that runs between the speakers if necessary. On some speakers, this cable is permanently attached.
- Connect the adapter cable to the speaker if necessary. On some speakers, this cable is permanently attached.
- Connect the speakers to the Headphone port on the computer.
- Connect the adapter to the power source.

1.5.6 If you have powered speakers without an adapter:

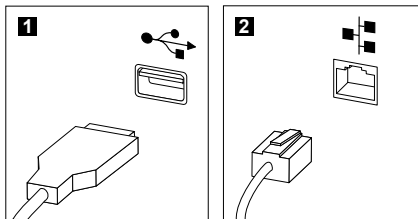


(This picture is only a sketch print, it does not show the actual figure of the speaker)

- Connect the cable that runs between the speakers if necessary. On some speakers, this cable is permanently attached.
- Connect the cable to the speaker if necessary. On some speakers, this cable is permanently attached.
- Connect the speakers to the Headphone port on the computer.
- Connect the plug to the power source.

! **Note:** Some models are not equipped with external speakers.

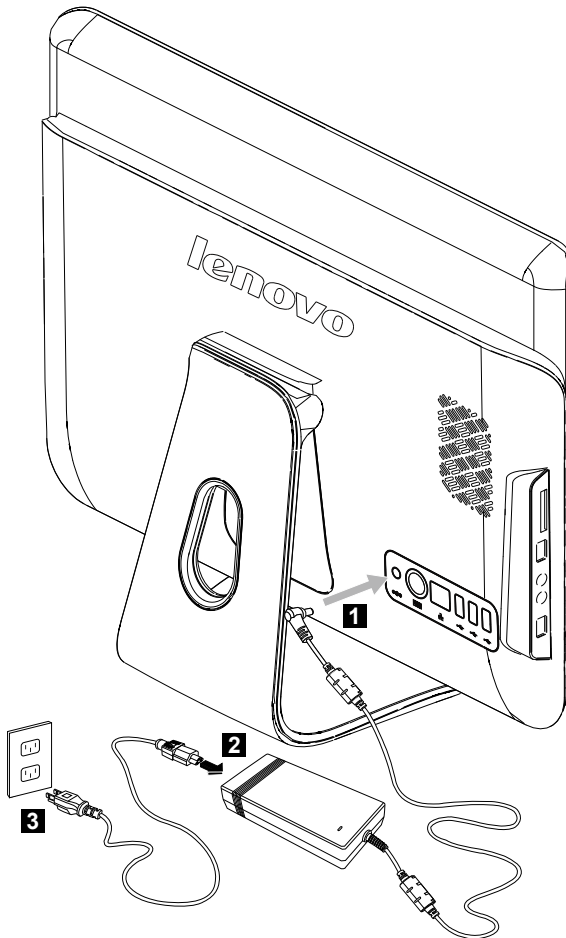
1.5.7 Connect any additional devices that you have. Your computer might not have all connectors shown.



- 1 USB connector** Use this connector to attach a device that requires a USB connection.
- 2 Network adapter connector** Use this connector to attach the computer to an ethernet-type local area network

1.5.8 Connect the power cords properly to grounded electrical outlets.

1. Plug the power adapter cord into the back of the computer.
2. Plug the power cord into the AC adapter.
3. Plug the power cord into an AC power source.

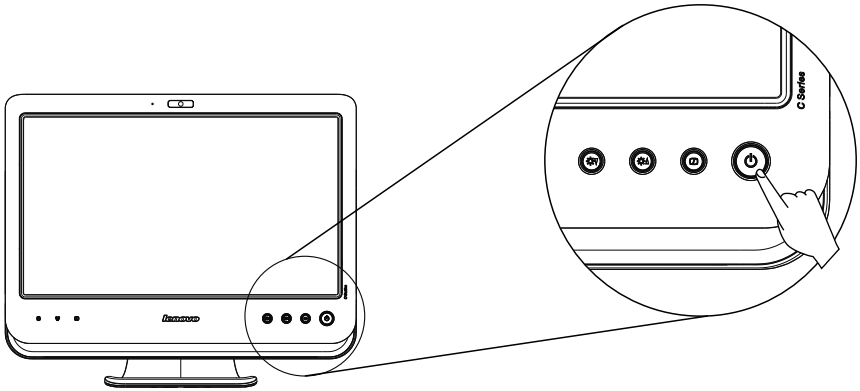


1.5.9 If your computer is equipped with a Memory Card Reader Connector, it is able to read/write data from:

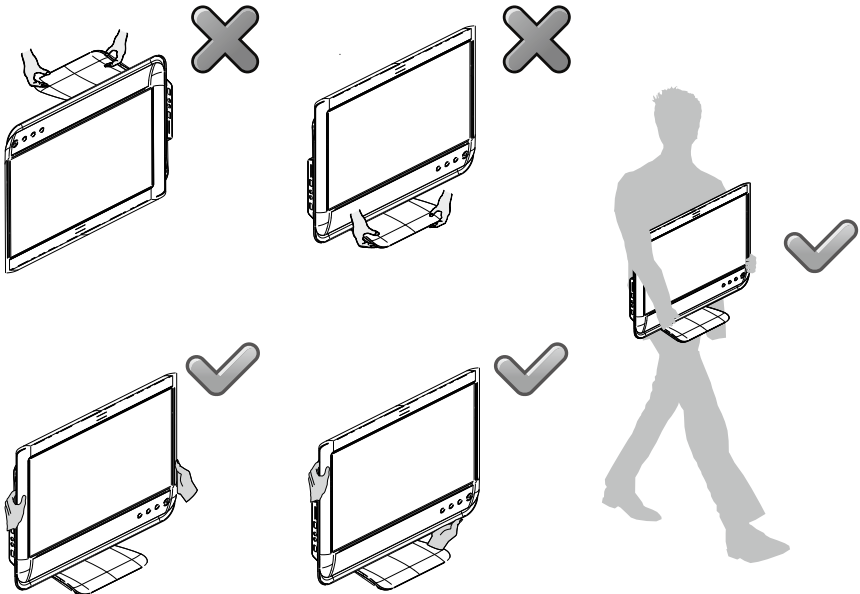
MS/MS Pro/MMC/SD/SDHC

1.6 Important information about using the computer

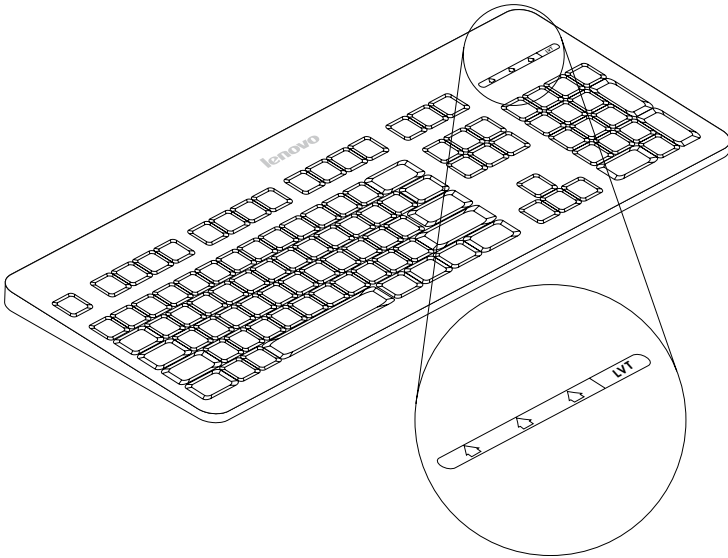
Press the power button on the bottom right of the screen to turn on the computer.



Hold the computer tightly when you carry it.



1.7 Keyboard and Mouse (wired)



LVT — After entering Windows, press this key to launch the LVT (Lenovo Vantage Technology) program, Lenovo’s pre-loaded Home PC software. In addition to its own functions, the LVT program will allow you to start other Windows compatible software, specially configured to run on this model of computer.

! **Notes:**

- Some models are not equipped with the LVT program.
- The LVT key on the keyboard is disabled in the models without the LVT program.

F2 — Your computer has the Lenovo Rescue System installed. To learn more about this program, turn on the computer, and when the **Lenovo** logo appears, press the F2 key and the Lenovo Rescue System will open.

2

Chapter

Using the Rescue System

This chapter contains the following topics:

- Rescue System
- Internet application instructions



Attention: Using this program will result in a loss of data.

- You can recover the C drive of the computer to the factory default settings or to the last system backup status using **OneKey Recovery**. With this operation, all of the existing data on drive C will be lost, whereas the content and format of the other partitions of the hard disk drive will remain unchanged.
- If you want to install an operating system with the Windows Recovery DVD and back it up with **OneKey Recovery**, you must format the C partition in NTFS format and install the operating system on the C partition. Otherwise, the **OneKey Recovery** system cannot run.

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Note about the service partition:

The files and relevant data used by the rescue system are saved in the service partition. Deleting this partition will render the rescue system unusable. For detailed operation information, see the following instructions:

By selecting **Control Panel** → **Management Tools** → **Computer Management** → **Disk Management**, you can see the service partition, which must not be deleted.

 **Note:** The recovery files and relevant data used by the rescue system are saved in the service partition. If the service partition is deleted or damaged by someone other than authorized Lenovo servicers, Lenovo shall not be liable for any losses arising there from in any way.

2.1 Installing Drivers and Software Shipped with Your Computer

The **Installing drivers and software function** in the rescue system provides a way for the user to conveniently install the drivers and software shipped with the computer. It can install all drivers and software shipped with the computer automatically, and it also can selectively install some of the drivers and software as required by the user.

Method 1: Automatic Installation

Turn on the computer. When the screen displays the *Lenovo* picture initially, press the **F2** key on the keyboard to start the **Rescue System**, select **Install drivers and software**.

Install them as prompted. Click **Install** to start installing the drivers and software. The system will restart. After the system is restarted, the installation process will continue until completion.

Method 2: Manual Installation

In the Windows system, Click **Start** → **All Programs** → **Lenovo** → **Drivers and Application Installation**.

After starting the procedure, install all the drivers and software manually according to the prompt.

Notes:


1. It is recommended not to install the software which is already on the computer.
2. Before accessing the operating system, make sure that the **Drivers and Application installation** has been installed automatically. After that, the manual installation function can be used. To start the manual installation, restart the operating system. A prompt dialog will pop up asking whether or not to continue automatically installing. Click **Cancel**.

2.2 OneKey Recovery

Main functions:


1. If a Windows operating system is preinstalled in your computer, the **OneKey Recovery** function works in the following way:

Recover Factory Backup: Recover the computer system partition (drive C) to the original factory default settings.

 **Note:** After this operation, all existing data in the system partition will be lost and other partitions on the disk will remain unchanged. In order to prevent loss of data, be sure to back up important data before this operation.

2. If a Windows operating system is not preinstalled in your computer, the **OneKey Recovery** function will instead contain the following two functions:


Create original backup: Without factory backup, the Lenovo **OneKey Recovery** enables you to back up all data of the current system partition manually after installing the operating system and common software. Upon completion of **original backup**, you can use the **Recover Original backup** function to recover the system partition to the original factory default settings.

 **Note:** **Create original backup** only can be used once. After the user has performed the operation of original backup, this operation cannot be used anymore. It is recommended to perform this operation after installing the Windows operating system and the drivers & software shipped together with the computer. Otherwise, the backup space is insufficient.

Recover original backup: This operation recovers the computer system partition (drive C) to the state of original backup.


 **Note:** After this operation, all existing data in the system partition will

be lost, and other partitions on the disk will remain unchanged. In order to prevent loss of data, be sure to back up important data before this operation.

-  **Note:** Do not change the size of partition drive C after the backup operation. This will ensure that the required space for every recovery option is available.

Detailed Operation Procedure (example: Recovering Factory Backup):

1. Turn on the computer. When the screen displays the Lenovo picture initially, press the **F2** key on the keyboard to start the **Rescue System**, then you can select **OneKey Recovery**.
2. Select **Recover Factory Backup** to start the system recovery function.

-  **Note:** System Recovery will overwrite all of the data in **drive C**. To prevent loss of data, be sure to back up relevant data before performing system recovery.

3. Follow the onscreen instructions, and press **E** on the keyboard to start recovery if you are sure you want to recover.
4. Please wait during the process of system recovery. Do not interrupt the operation during the recovery process.
5. After the system is recovered successfully, the software prompts to restart the computer. Restart the computer and enter the system.

2.3 File Management


With the **File Management** module, you may access the critical data in directories such as Desktop or My Documents in the system partition (usually drive C) when the system crashes and is irrecoverable. You may then back up such data into other partitions or external storage devices.

2.3.1 Launch

Turn on the computer. When the *Lenovo* picture appears on the screen initially, press the **F2** key to launch **Rescue System**. Then select **File Management**.


2.3.2 File Backup

Select the file and folder to be copied in the left dialog box, and select the target folder and drive letter in the right dialog box.

 **Note:** The drive letter of the source file must be different from the target drive letter.

Then click the copy icon.

Wait while copying.

 **Note:** Wait during the copying process. The time required for this operation depends on the quantity and size of files you need to copy. Do not power off the computer, otherwise it might cause system files to be corrupted.

2.3.3 Setting a Password

To ensure authentication of the user who is copying the files, the Lenovo file management function enables you to set a protection password. Users are unable to access the files in your hard disk drive partitions without passing the password authentication. Follow the instructions below:

Single click the key-shaped icon on the upper right side of the main interface to configure the password.

The default password is blank.

Set a password when you access the **File Backup** for the first time. If you don't want to set a password, access the system directly and operate accordingly.

2.3.4 Search

File management provides a search function, and backs up the searched files. Input the file or file type to search for, and click the search icon on the bottom to start searching files.

 **Note:**

1. During the process of copying files, do not power off the computer. Otherwise, it may damage the files in the hard disk drive.
2. The disk partition identifier in the file management interface may fail to correspond to that in the Windows system. Select it according to the directory content.
3. The file copying function cannot be performed in the same partition. If the source address and the target address share the same partition, the Copy button is disabled.

2.4 OneKey Antivirus

The **OneKey Antivirus** is independent of the operating system. It can process general virus scan and killing, and it can scan and kill viruses even when Windows cannot start and other antivirus software cannot work as a result of virus infection. Therefore, it can restore your computer system when the operating system is damaged by a virus.

2.4.1 Launch

Turn on the computer. When the *Lenovo* picture appears on the screen initially, press the **F2** key to launch **Rescue System**. Then select **OneKey Antivirus**.

2.4.2 Scan and Kill Viruses

There are two options to scan and kill viruses:

- 1) Scan all partitions of the disk consecutively and kill the detected viruses.
- 2) Only scan the operating system partition (usually drive C) and kill viruses on it.

To perform the scan and kill viruses, do the following:

1. Use Alt plus optional character or the Tab key to select the option to start scanning and killing viruses.
2. Wait while the software is scanning and killing viruses. Try to avoid interruption of the process.
3. If you need to stop scanning or killing viruses in the middle of the process, click the corresponding stop button to stop the virus killing process. Or click the corresponding cancel button to continue scanning.
4. The software will report the results of a scan upon the completion of virus scanning and killing, and it will list all viruses killed and quarantined.
5. Click the corresponding button to display the files which are infected with viruses and quarantined.

In the quarantined zone, you can clear, delete and recover the infected files.

2.4.3 Update

To ensure that the OneKey Antivirus functions normally and is able to detect the latest viruses, the virus definitions need to be updated continuously.

2.4.3.1 Launch

In the **OneKey Antivirus** main interface, select the corresponding button to start updating virus definitions.

Virus definitions can be updated by:

- **Downloading the latest virus package online.**
- **Obtaining the latest virus package from the flash disk.**

Select the relevant update option to start the update.

2.4.3.2 Online Update

Depending on the network access mode of the computer, select “ADSL” or “LAN Connection” in the network connection modes.

1. If you select “ADSL,” input the username and password of the ADSL connection.
2. If you select “LAN connection,” configure the IP address and proxy server of the LAN.
 - a. After the network is configured properly, the software will show that the network has been configured successfully. Click the OK icon to start updating.
 - b. Wait until the update process is complete. Try to avoid interruption of the process.
 - c. After the virus definitions are updated successfully, the software will show that the update has been completed successfully.

2.4.3.3 Obtaining the Latest Virus Package from a Flash Disk

1. First, make a flash disk of OneKey Antivirus in the Windows system. Connect a flash disk to the USB connector, and click **Start** → **All Programs** → **Lenovo** → **Download USB update package**.
2. Save the latest virus definitions to the flash disk. Making an upgrade flash disk will not destroy the source file in it.
3. After making the flash disk, restart the computer and access the **OneKey Antivirus** interface.
4. Select **Obtaining the latest virus package from the flash disk**, and click the update icon.

The virus definitions will be updated automatically.



Note:

1. OneKey Antivirus does not guarantee to solve all problems caused by computer viruses. If the problems cannot be solved after you apply the OneKey Antivirus, use other methods to recover the system or solve the system problems.

2. This software only scans and kills the viruses in the hard disk drive partitions, not in floppy disks, flash disks or CDs. You can install and use anti-virus software under the Windows system to scan such media.
3. In the process of cleaning viruses, do not power off the computer. Otherwise, it may damage the files in the hard disk drive.


3

Chapter

Using the Computer Software

This chapter contains the following topics:

- Computer software instructions

 **Note:** The interface and function of each of these features are subject to the actual software that was shipped with the computer model that you purchased.

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3.1 Power2Go — Burning Discs

(This software can only be used on models with a rewritable optical drive)

Power2Go is the software for disc burning. It provides various burning tools that enable you to easily store your files into CDs or DVDs.

Power2Go can make common data discs, music discs, video/photo discs and mixed discs. It also supports disc duplication.

 **Note:** This software does not support the burning of VCD audio or Blu-ray disk DVDs.

3.1.1 Launch

1. Choose **All Programs** → **Lenovo** → **Power2Go** → **Power2GoExpress** from the **Start** menu to launch the burner program.
2. The shortcut to launch the burner software is the block icon on the desktop. To use the burner program, just drag and drop the files to be recorded onto their appropriate data, music, or video icon.

3.1.2 Starting the Burner Software

1. Choose **All Programs** → **Lenovo** → **Power2Go** → **Power2Go** from the **Start** menu to launch the burner program.
2. Choose a task for the burner from the task list. Then start the burner to record files.
3. You can choose the medium to burn from the disc type, and then click the **OK** icon to access the burner interface.
4. Select the file to be burned from the select source box, and then click the add files icon to add your files into the disc compilation column. Click the burn icon to start burning process.

3.1.3 Disc Utility

The burner also provides utility tools for preparing and processing various CDs and DVDs, such as the recording of mirror files, erasing of discs, and conversion of audio.

3.1.4 Help

For more information about the use of **Power2Go**, click the **Help** icon.

3.2 WinDVD












With WinDVD, you can play DVDs and VCDs.

To launch the player:

Choose **All Programs** → **InterVideo WinDVD** from the **Start** menu to launch the player.


Click the “?” icon to obtain more information about **WinDVD**.

The WinDVD player includes the following basic buttons:

-  — Play
-  — Move backward within the current track
-  — Pause
-  — Move forward within the current track
-  — Track list
-  — Stop
-  — Go to the previous track
-  — Eject
-  — Go to the next track
-  — Mute
-  — Volume

3.3 McAfee Security Center

McAfee VirusScan Center offers proactive PC security to prevent malicious attacks. It also provides security against multi-pronged attacks by combining anti-virus, anti-spyware and firewall technologies.

 **Note:** Connect to the Internet before activation.

3.3.1 Using McAfee Security Center

Choose **All Programs** → **McAfee** → **McAfee Security Center** from the **Start** menu to launch the antivirus software.


Or, Double click the **McAfee Security Center** on the desktop to launch the antivirus software.

3.3.2 Scanning for Viruses

Click **Scan** on the Security Center home page. Select a task on the Scan Options pane. Click **Start** to launch the scan program. Upon completion, the software will pop up a system scanning report, which lists all virus files detected, and you can then quarantine or delete them as required.

3.3.3 Check for updates

Click **Update** on the Security Center home page to check for updates.

 **Note:** Connect to the Internet before upgrading.

3.3.4 Help and Support

For more information on the operation of Security Center, see product help Information in the **Help** option. In the help document, you can learn more about McAfee Security Center operation and settings.

4

Chapter

System Maintenance and Recovery

This chapter contains the following topics:

- Daily Maintenance and Tools Instructions

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4.1 Restoring the System

The system can develop problems due to erroneous operation or the installation of additional software. If software problems develop in the originally installed software, you can restore the system by using system backup and restoration features.

 **Note:** The existing system settings will change after restoration. Check the settings of the restored system to ensure they match settings that may be critical to your needs.

Use the following procedure to restore the software to a known functional level:

1. Click **Start** → **All Programs** → **Accessories** → **System Tools** → **System Restore**.
2. Choose either the recommended restore point, or select a different recovery time from the pop-up box. Choose the latest date when the system was running properly.
Click **Next** to continue.
3. The system will start restoration. When all processes run to completion, the system displays a message informing you that the restore operation has completed successfully.

4.2 Backup status and configuration

For security purposes, you can back up the system status before you install additional software, or otherwise modify system settings. To back up the system status, do the following:

1. Click **Start** → **All Programs** → **Accessories** → **System Tools** → **Backup status and configuration**.
2. Select the location for your backup. Click **Next** and follow the instructions to continue.

4.3 Cleaning Up the Disk

Do the following periodically to clean up the disks and possibly enhance your computer's performance:

1. Click **Start** → **All Programs** → **Accessories** → **System Tools** → **Disk Cleanup**.
2. Choose the disk you want to clean up.
3. Click the **OK** button to start the cleanup process.

4.4 Checking For, and Correcting Disk Errors

To properly maintain your system, you should periodically check for and fix hard disk errors by doing the following:

1. Right-click the icon for the hard disk drive (HDD) that you want to reorganize, then select Properties from the pop-up menu.
2. Select the **Tools** tab, and then click **Check Now**.
3. Check your inspection items for the disk and click **Start**.



Note: You cannot start error checking until the computer is restarted and initialized.

4.5 Defragmenting the Disk(s)

Disk fragments are tiny unused storage areas scattered on the disk. The system cannot directly reutilize these “blank” spaces and system performance can decrease as system operations usually cause the number of unused storage gaps to increase. To defragment your disk storage, do the following:

1. Right-click the icon for the hard disk drive (HDD) that you want to reorganize, then select **Properties** from the pop-up menu.
2. Go to the Tools tab from disk Properties and select **Defragment Now**.
3. Select the time and scheme to be used by the defragging program, then start the defragmenting program. Depending on the amount of defragmentation on the hard disk drive, this procedure can take a long time (sometimes more than one hour).

4.6 Performing Daily Maintenance Tasks

Cleaning the computer components

Because many of the computer components consist of sophisticated integrated circuit boards, it is very important to periodically clean around the computer to prevent dust buildup. The cleaning supplies you need in order to clean the components include: a vacuum cleaner, a soft cotton cloth, clear water (pure water preferred) and cotton swabs.



Attention: Before you clean your computer, disconnect the computer from the electrical outlet. Clean your computer with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.



Note: To avoid damaging the LCD monitor, do not spray cleaning solution directly onto the monitor. Only use products specifically designed for cleaning monitors, and follow the instructions that are included with the product.

The following are general methods for cleaning the components:

- You can use a soft cloth to remove dust on the surface of the computer, the monitor, the printer, the speakers and the mouse.
- You can use a vacuum cleaner to clean in otherwise inaccessible corners.
- To clean the keyboard thoroughly, shut down the computer and scrub it gently with a wet cloth.
- Do *not* use the keyboard until it is dry.

Do not do any of the following:

- Allow water to enter the computer
- Use a heavily dampened cloth
- Spray water directly onto the surface of the monitor or inside of computer.

Daily attention should be given to LCD monitors. Use a dry cloth daily to brush dust from the monitor and keyboard. Keep all surfaces clean and free of grease stains.


5

Chapter

Troubleshooting and Confirming Setup

This chapter contains the following topics:

- Troubleshooting and Problem Resolution

 **Note:** The description of the TV-Tuner card in this manual is only used for the machines which have the TV-Tuner card. It does not apply to those machines that do not have a TV-Tuner card.

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Solving Problems

Follow these tips when you troubleshoot your computer:

- If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.
- If a peripheral device does not work, ensure that the device is properly connected.
- If an error message appears on the screen, write down the exact message. This message may help support personnel diagnose and fix the problem(s).
- If an error message occurs in a program, see the program's documentation.

 **Note:** The procedures in this document were written for the Windows default view, so they may not apply if you set your Lenovo® computer to the Windows Classic view.

5.1 Troubleshooting Display Problems

Problem: Blank screen or no image is displayed on the monitor

Troubleshooting and problem resolution:

Check that the LCD screen has been turned on; if not, press the LCD On/Off button to turn on the LCD.

If still cannot solve the problem, contact to Lenovo Customer Service.

Problem: You need to change display property settings.

Setting display background and icon properties:

1. Right-click the desktop anywhere except over an icon, then select Personalize from the pop-up menu.
2. From here, select the appropriate options to:
 - Change the desktop background
 - Select a screen saver
 - Select colors and appearance options for icons and characters
 - Set resolution and colors by using **Display Settings** options.

Problem: Ripple on screen

Troubleshooting and problem resolution:

1. Check for devices located less than one meter from the computer such as refrigerators, electric fans, electric dryers, UPSs, regulators, fluorescent lamps

or other computers that may be generating magnetic interference.

2. Move any interfering devices away from the computer.
3. If the problem persists, consult with Lenovo Service.

5.2 Troubleshooting Audio Problems

Problem: No sound from integrated speakers

Troubleshooting and problem resolution:

- Adjust the windows volume control — Double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted. Adjust the volume, bass, or treble controls to eliminate distortion.
- Reinstall the audio driver
- Disconnect headphones from the headphone connector — Sound from the speakers is automatically disabled when headphones are connected to the computer's side-panel headphone connector.

Problem: No sound from headphones

Troubleshooting and problem resolution:

- Check the headphone cable connection — Ensure that the headphone cable is securely inserted into the headphone connector.
- Adjust the windows volume control — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

5.3 Troubleshooting Software Problems

Problem: You are unable exit a running program normally.

Troubleshooting and problem resolution:

1. Open the Task Manager window by pressing Ctrl, Alt and Delete at the same time.
2. Select the Application tab, select the problem program, and then click the End Task button.

Problem: You need to install or uninstall a program.

Problem resolution:

During installation never abort the install process by powering the system off or

through other drastic means. This can cause system program disorder or even failure during system initialization.

During the uninstall process, never directly delete the files or folders. This is harmful to the system, and might cause a system-wide malfunction.

Use the following procedure to properly uninstall programs:

1. Back up all documents and system settings related to the program before removing it.
2. If the program has its own uninstaller, run it directly to uninstall the program.
3. If the program does not have its own uninstaller, then select Control Panel from **Start** menu.
4. From the **Control Panel**, choose **Programs and Functions**.
5. Find the applicable program from the **Programs and Functions** dialog box and then select **Uninstall/Modify**.
6. Perform the instructions displayed to uninstall the software.

5.4 Troubleshooting Problems with Optical Drives and Hard Disks

Problem: The Optical drive is unable to read a CD/DVD.

Troubleshooting and problem resolution:

1. Check to determine if there is an optical drive icon in the resource manager of the operating system. If not, restart your computer. If there is still no icon, contact Lenovo Service. Otherwise, continue with the next step of this procedure.
2. Confirm that the CD/DVD has been properly placed in the drive. If not, reload the CD or DVD. Otherwise, continue with the next step of this procedure.
3. Check the specifications that came with your computer to confirm that this optical drive is supposed to be able to read this type of CD or DVD.
4. If the CD/DVD cannot be read, replace it with a known good CD/DVD such as one that was shipped with the computer.
5. If the known good CD cannot be read, visually check the operating side of the CD/DVD for defects.

Problem: The capacity of the hard disk, as indicated by the system, is less than the nominal capacity.

Troubleshooting and problem resolution: For computers equipped with the OneKey Recovery feature, the system recovery feature needs to occupy some

hard disk space. This may account for the apparent hard disk capacity deficit.

Further Technical Explanation: The nominal capacity of the hard disk is expressed in the decimal system, 1000 bytes. But the actual hard disk capacity is expressed in the binary system as 1024 bytes (For example, the nominal capacity 1G is 1000M, while the actual capacity 1G is 1024M).

The capacity of the hard disk shown in Windows can be calculated according to the calculations in the following example:

The nominal capacity of the hard disk is 40G, while its actual capacity should be: $40 \times 1000 \times 1000 \times 1000 / (1024 \times 1024 \times 1024) = 37G$.

If the Service partition of 3G - $3 \times 1000 \times 1000 \times 1000 / (1024 \times 1024 \times 1024) = 2.79G$ is subtracted, the capacity of the hard disk shown in the system can be obtained.

The capacity of the hard disk as calculated using this method may be slightly different from the actual capacity due to the rounding of totals.

5.5 Special considerations for troubleshooting Windows

Record the following information that may later be useful in troubleshooting system problems:

1. The serial number of the software. The serial number was shipped with the computer and was provided separately by the manufacturer. The Help Center is unable to retrieve this number.
2. The drivers for this computer model only support the Windows XP and Windows Vista system.
3. When you use the Windows Media Center to watch TV, be particularly attentive to the following:
 - In the following two situations, you must re-save a channel list:
 - a. When you change your TV signal from digital to analog, your saved channel list for digital TV is deleted. When you want to watch digital TV again, you must create and save a new channel list.
 - b. When you change your TV signal from analog to digital, your saved channel list for analog TV is deleted. When you want to watch analog TV again, you must create and save a new channel list.
 - Before you can watch teletext programming, you must set the TV tuner input signal to analog.

