

Lenovo 100e Chromebook 2nd Gen MTK 2 User Guide



Read this first

Before using this documentation and the product it supports, ensure that you read and understand the following:

- *Safety and Warranty Guide*
- *Setup Guide*
- [Generic Safety and Compliance Notices](#)

First Edition (July 2021)

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Discover your Chromebook

Thank you for choosing a Lenovo® Chromebook™! We are dedicated to delivering the best solution to you.

Before starting your tour, please read the following information:

- Illustrations in this documentation might look different from your product.
- Depending on the model, some optional accessories, features, software programs, and user interface instructions might not be applicable to your Chromebook.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://pcsupport.lenovo.com>.

Chapter 1. Meet your Chromebook

Front view



Camera



Microphone



Power button

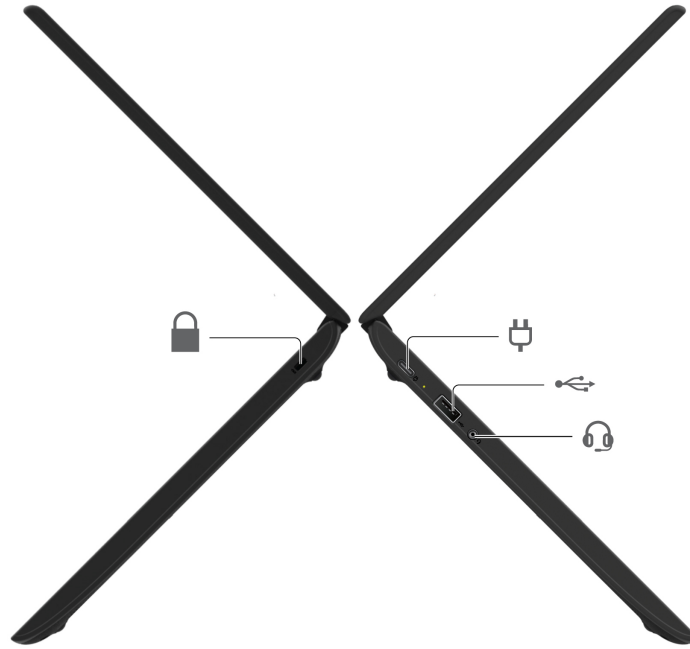


Touchpad

Related topic

“Use the touchpad” on page 7

Side view



USB-C® power connector



USB 2.0 connector



Audio connector

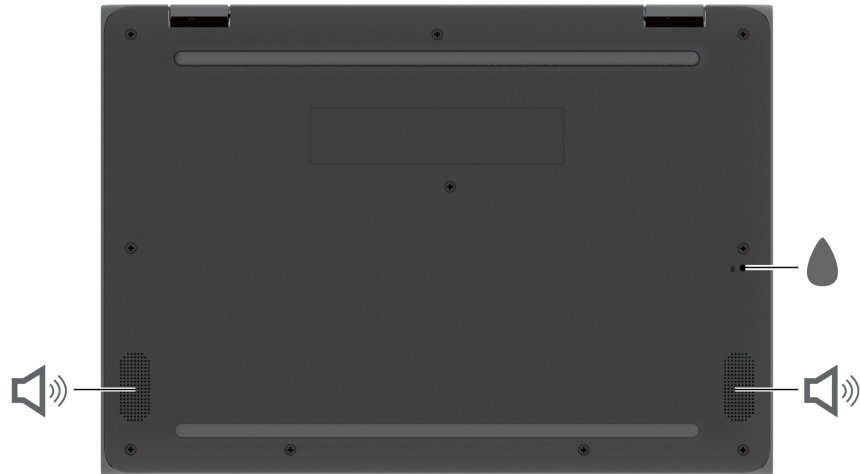


Security-lock slot

Related topics

- “Charge your Chromebook” on page 5
- “USB specifications” on page 3
- “Lock your Chromebook” on page 5

Bottom view



Keyboard drainage hole



Speaker



Keyboard drainage hole

Drain out liquid from your Chromebook if you accidentally spill liquid on the keyboard.

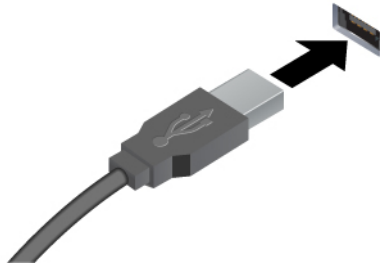
Specifications

For detailed specifications of your Chromebook, go to <https://psref.lenovo.com>.

USB specifications

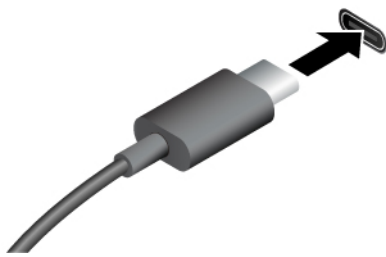
Note: Depending on the model, some USB connectors might not be available on your Chromebook.

Connector name	Description
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Connect USB-compatible devices, such as a USB keyboard, USB mouse, USB storage device, or USB printer.

USB 2.0 connector



- Charge USB-C compatible devices with the output voltage and current of 5 V and 3 A.
- Connect to an external display:
 - USB-C to VGA: up to 1920 x 1080 pixels, 30 Hz
 - USB-C to DP: up to 1920 x 1080 pixels, 30 Hz
- Connect to USB-C accessories to help expand your Chromebook functionality. To purchase USB-C accessories, go to <https://www.lenovo.com/accessories>.

USB-C connector

Statement on USB transfer rate

Depending on many factors such as the processing capability of the host and peripheral devices, file attributes, and other factors related to system configuration and operating environments, the actual transfer rate using the various USB connectors on this device will vary and will be slower than the data rate listed below for each corresponding device.

USB device	Data rate (Mbps)
2.0	480

Chapter 2. Explore your Chromebook

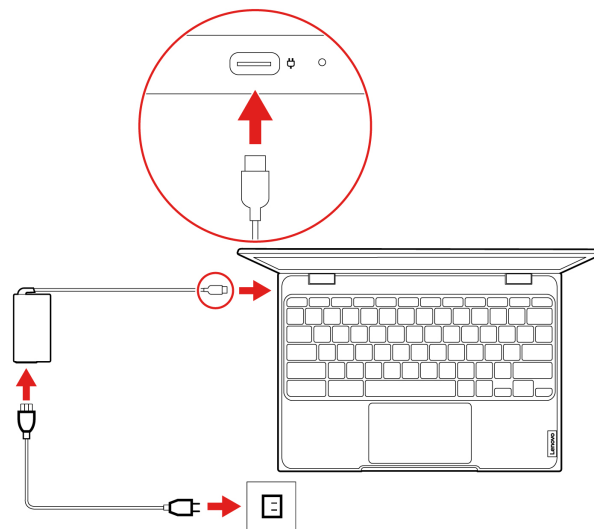
Charge your Chromebook

Power source of the ac power adapter:

- Power: 45 W
- Sine-wave input at 50 Hz to 60 Hz
- Input rating of the ac power adapter: 100 V to 240 V ac, 50 Hz to 60 Hz

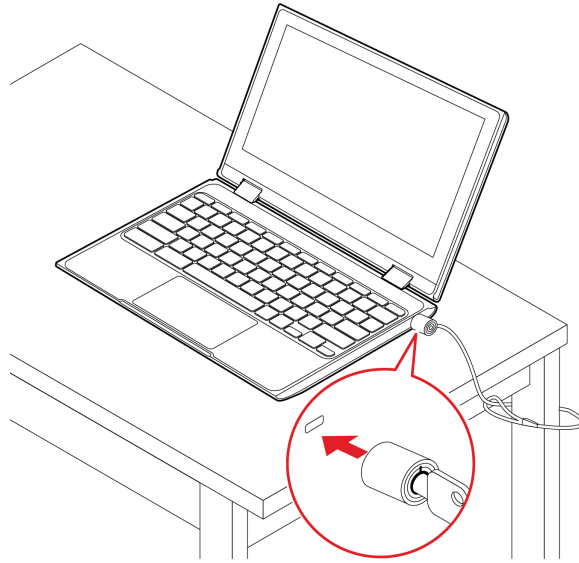
CAUTION:

All plugs must be firmly and securely inserted into receptacles.



Lock your Chromebook

Lock your Chromebook to a desk, table, or other fixtures through a compatible security cable lock.












Note: The slot supports cable locks that conform to the Kensington NanoSaver® lock standards using Cleat™ locking technology. You are responsible for evaluating, selecting, and implementing the locking device and security feature. Lenovo is not responsible for the locking device and security feature. You can purchase the cable locks at <https://smartfind.lenovo.com>.

Interact with your Chromebook




This section introduces various ways to interact with your Chromebook.


Use the keyboard shortcuts

The function keys on the keyboard help you work more easily and effectively.

	Refresh your current page.
	Make the current window full screen.
	Open the task view to see all your open windows.
	Darken the display.
	Brighten the display.
	Mute the speakers.
	Decrease the speaker volume.
	Increase the speaker volume.
	Turn on the Chromebook, put it to sleep mode, or wake it up.

Your Chromebook also supports some key combinations.

alt + 	Go to the previous page.
alt + 	Go to the next page.
ctrl + 	Take a screenshot.

alt + 	Switch the letter case between the upper case and lower case.
ctrl + alt + ?	View all keyboard shortcuts.

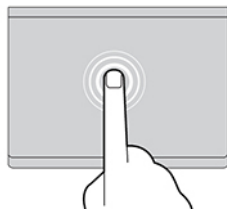
To change the keyboard settings:

1. Click the setting icon in the system tray, and then click **Device → Keyboard**.
2. Follow the on-screen instructions to change the settings as you prefer.

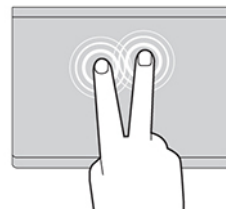
Use the touchpad

The entire touchpad surface is sensitive to finger touch and movement. You can use the touchpad to perform all the pointing, clicking, and scrolling functions of a traditional mouse.

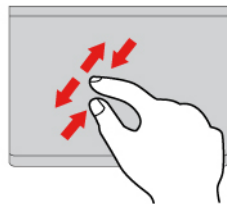
Use the touch gestures



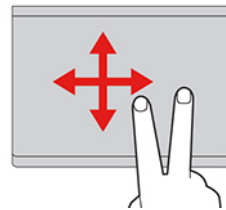
Tap once to select or open an item.



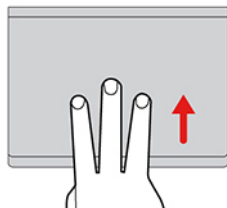
Tap twice quickly to display a shortcut menu.



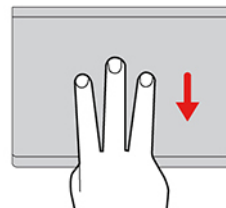
Two-finger zoom in or zoom out.



Scroll through items.



Open the task view.



Show the current window.

Notes:

- When using two or more fingers, ensure that you position your fingers slightly apart.
- Some gestures are only available when you are using certain apps.
- If the touchpad surface is stained with oil, turn off the Chromebook first. Then, gently wipe the touchpad surface with a soft and lint-free cloth moistened with lukewarm water or computer cleaner.

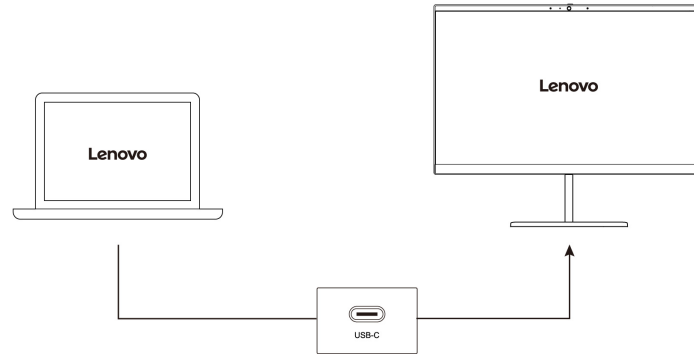
To change the settings:

1. Click the setting icon in the system tray, and then click **Device → Touchpad**.
2. Follow the on-screen instructions to change the settings as you prefer.

If **Enable tap-to-click** is turned on, you can tap or press the touchpad. Otherwise, you can only press the touchpad to achieve the clicking function of a traditional mouse.

Connect to an external display

Connect your Chromebook to a projector or a monitor to give presentations or expand your workspace.



Supported resolution

The following table lists the supported maximum resolution of the external display.

Connect the external display to	Supported resolution
USB-C connector	Up to 1920 x 1080 pixels, 30 Hz

To change display settings:

1. Click the setting icon in the system tray, and then click **Device → Displays**.
2. Follow the on-screen instructions to change the display settings as you prefer.

Set the power plan

For ENERGY STAR® compliant Chromebooks, the following power plan takes effect when your Chromebooks have been idle for a specified duration:

Table 1. Default power plan (when plugged into ac power)


- Turn off the display: After seven minutes and 30 seconds
- Put the Chromebook into sleep: After eight minutes and 30 seconds

To reset the power plan to achieve the best balance between performance and power saving:

1. Click the setting icon in the system tray, and then click **Device → Power**.
2. Follow the on-screen instructions to change the settings as you prefer.

Shut down your Chromebook

When you finish working with your Chromebook, shut it down to save power.

- Click  in the system tray.

- Press the power button.

Chapter 3. Help and support

Frequently asked questions

What do I do if my Chromebook stops responding?	<ol style="list-style-type: none">1. Press and hold the power button until the Chromebook turns off. Then, restart the Chromebook.2. If step 1 does not work:<ul style="list-style-type: none">• For models with an emergency reset hole: Insert a straightened paper clip into the emergency reset hole to cut off power supply temporarily. Then, restart the Chromebook with ac power connected.• For models without an emergency reset hole:<ul style="list-style-type: none">– For models with the removable battery, remove the removable battery and disconnect all power sources. Then, reconnect to ac power and restart the Chromebook.– For models with the built-in battery, disconnect all power sources. Press and hold the power button for about seven seconds. Then, reconnect to ac power and restart the Chromebook.
What do I do if I spill liquid on the Chromebook?	<ol style="list-style-type: none">1. Carefully unplug the ac power adapter and turn off the Chromebook immediately. The more quickly you stop the current from passing through the Chromebook the more likely you will reduce damage from short circuits. Attention: Although you might lose some data or work by turning off the Chromebook immediately, leaving the Chromebook on might make your Chromebook unusable.2. Do not try to drain out the liquid by turning over the Chromebook. If your Chromebook has keyboard drainage holes on the bottom, the liquid will be drained out through the holes.3. Wait until you are certain that all the liquid is dry before turning on your Chromebook.
How do I disinfect my Chromebook?	<ol style="list-style-type: none">1. Squeeze out excess liquid from wipe or disinfecting cloth before using. Recommended wipes are hydrogen peroxide wipes and alcohol based wipes. Do not use wipes containing sodium hypochlorite (bleach).2. Gently wipe the Chromebook thoroughly, being careful to ensure no liquid drips into the Chromebook. Do not wipe on connector pins.3. After disinfecting, follow the cleaning procedure from the wipe supplier to minimize chemical buildup of disinfectant residue.4. Always allow the Chromebook to completely dry prior to any use. <p>For more information about cleaning and disinfecting, go to https://support.lenovo.com/in/en/solutions/ht035676.</p>
How do I find accessibility information?	<p>https://www.lenovo.com/accessibility</p>

What are CRUs

Customer Replaceable Units (CRUs) are parts that can be upgraded or replaced by the customer. The computers contain the following types of CRUs:

- **Self-service CRUs:** Refer to parts that can be installed or replaced easily by customer themselves or by trained service technicians at an additional cost.

- **Optional-service CRUs:** Refer to parts that can be installed or replaced by customers with a greater skill level. Trained service technicians can also provide service to install or replace the parts under the type of warranty designated for the customer's machine.

If you intend on installing a CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You might be required to return the defective part that is replaced by the CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective CRU within thirty (30) days of your receipt of the replacement CRU. For full details, see the Lenovo Limited Warranty documentation at https://www.lenovo.com/warranty/llw_02.

Refer to the following CRU list for your Chromebook.

Self-service CRUs

- ac power adapter
- Power cord

Note: Replacement of any parts not listed above, including the built-in rechargeable battery, must be done by a Lenovo-authorized repair facility or technician. Go to <https://support.lenovo.com/partnerlocation> for more information.

Call Lenovo

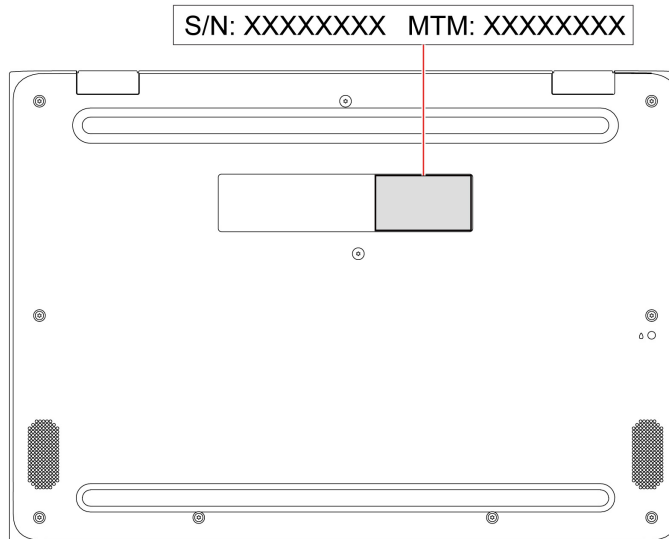
If you have tried to correct the problem yourself and still need help, you can call Lenovo Customer Support Center.

Before you contact Lenovo

Prepare the following before you contact Lenovo:

1. Record the problem symptoms and details:
 - What is the problem? Is it continuous or intermittent?
 - Any error message or error code?
 - What operating system are you using? Which version?
 - Which software applications were running at the time of the problem?
 - Can the problem be reproduced? If so, how?
2. Record the system information:
 - Product name
 - Machine type and serial number

The following illustration shows where to find the machine type and serial number of your Chromebook.



Lenovo Customer Support Center

During the warranty period, you can call Lenovo Customer Support Center for help.

Telephone numbers

For a list of the Lenovo Support phone numbers for your country or region, go to <https://pcsupport.lenovo.com/supportphonenumber> for the latest phone numbers.

Note: Phone numbers are subject to change without notice. If the number for your country or region is not provided, contact your Lenovo reseller or Lenovo marketing representative.

Services available during the warranty period

- Problem determination - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- Lenovo hardware repair - If the problem is determined to be caused by Lenovo hardware under warranty, trained service personnel are available to provide the applicable level of service.
- Engineering change management - Occasionally, there might be changes that are required after a product has been sold. Lenovo or your reseller, if authorized by Lenovo, will make selected Engineering Changes (ECs) that apply to your hardware available.

Services not covered

- Replacement or use of parts not manufactured for or by Lenovo or nonwarranted parts
- Identification of software problem sources
- Configuration of UEFI BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of programs

For the terms and conditions of the Lenovo Limited Warranty that apply to your Lenovo hardware product, go to:

- https://www.lenovo.com/warranty/llw_02
- <https://pcsupport.lenovo.com/warrantylookup>

Get help from Google

After signing in to your Chromebook, start Get Help from the app Launcher. The Get Help app provides comprehensive instructions on using your Chromebook.

In addition, if you are interested in visiting the Chromebook Help Center and Community, go to <http://google.com/support/chromebook>.

Appendix A. Compliance information

For more compliance information, refer to *Regulatory Notice* at <https://pcsupport.lenovo.com> and *Generic Safety and Compliance Notices* at https://pcsupport.lenovo.com/docs/generic_notices.

Locate the wireless antennas

Your computer has a wireless antenna system. You can enable wireless communication wherever you are. The following illustrations show the antenna locations on your computer.



- ❶ Wireless-LAN antenna (auxiliary)
- ❷ Wireless-LAN antenna (main)

Certification-related information

Product name	Machine type
Lenovo 100e Chromebook 2nd Gen MTK 2	82Q3

Further compliance information related to your product is available at <https://www.lenovo.com/compliance>.

Safety instructions for teachers, parents and adult supervisors

This Chromebook is intended for use as a child development tool primarily by children, 6 years of age or above. There must be supervision by an adult. It is a must to have a thorough explanation to children on safe and proper handling of the computer, battery pack, and ac power adapter.

- For ITE with power supplies not intended to be handled by children: As with all electrical products, precautions should be observed handling and use to prevent electric shock. The ac power adapter should not be handled by children.
- The computer should not be placed on the bare skin (lap) of the child for long periods. The computer should be placed on a flat surface, like desktop, if your child intends to use it for more than a few minutes.

- The computer (including the ac power adapter and the battery pack, as applicable) should not be left in the rain or subjected to exposure to water. If cleaning is necessary do not immerse it in water; wipe clean with damp cloth.
- The computer (including the ac power adapter and the battery pack, as applicable) should not be dropped, crushed (stepped on) or otherwise abused.
- An adult should caution his or her child about the potential trip hazard as posed by the cable between a power source and the computer. An adult should inspect the computer (including the ac power adapter and the battery pack, as applicable) periodically for damage. Similarly, if a child notices damaged/broken parts, this should be reported to the teacher/parents/adult supervisors immediately. Damaged parts may be replaced through service provided by Lenovo.



ELECTRICALLY OPERATED PRODUCT. Not recommended for children under 3 years of age (or other intended age range). As with all electrical products, precautions should be observed during handling and use of electrical products to reduce the risk of electric shock.

Operating environment

Maximum altitude (without pressurization)

3048 m (10 000 ft)

Temperature

- Operating: 5°C to 35°C (41°F to 95°F)
- Storage: 5°C to 43°C (41°F to 109°F)

Note: When you charge the battery, its temperature must be no lower than 10°C (50°F).

Relative humidity

- Operating: 8% to 95% at wet-bulb temperature 23°C (73°F)
- Storage: 5% to 95% at wet-bulb temperature 27°C (81°F)

Appendix B. Open source information

Your Chromebook may include software made publicly available by Google and other third parties, including software licensed under the General Public License and/or the Lesser General Public License (the “open source software”).

You may obtain a copy of the corresponding source code for any such open source software licensed under the General Public License and/or the Lesser General Public License (or any other license requiring us to make a written offer to provide corresponding source code to you) from Lenovo for a period of three years without charge except for the cost of media, shipping, and handling, upon written request to Lenovo. This offer is valid to anyone in receipt of this device. You may send your request in writing to the address below accompanied by a check or money order for \$5 to:

*Lenovo Legal Department
Attn: Open Source Team / Source Code Requests
8001 Development Dr.
Morrisville, NC 27560*

As part of your request, please include a “UNAME” and a “CHROME VERSION” of this device available by typing: “Chrome://system” in a Chrome Browser’s address bar. Be sure to provide a return address.

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To view additional information regarding licenses, acknowledgments and required copyright notices for the open source software used in your device, type: “Chrome://credits” in the Chrome Browser’s address bar.

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Morrisville, NC 27560
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<https://pcsupport.lenovo.com>

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