

ThinkCentre neo 50a 24 Gen 5  
ThinkCentre neo 50a 27 Gen 5  
User Guide

Lenovo  
**ThinkCentre**

**Lenovo**

## **Read this first**

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

- *Safety and Warranty Guide*
- *Generic Safety and Compliance Notices*
- *Setup Guide*

**First Edition (January 2024)**

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## Discover your Lenovo computer

**Thank you for choosing a Lenovo computer! We are dedicated to delivering the best solution to you.**

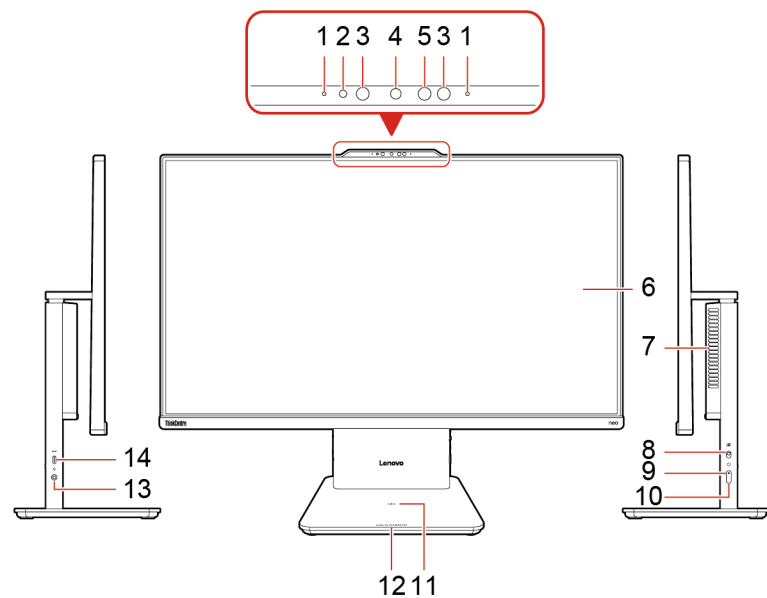
Before starting your tour, please read the following information:

- 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 computer.
- Documentation content is subject to change without notice. To get the latest documentation, go to <https://pcsupport.lenovo.com>.



# Chapter 1. Meet your computer

## Overview



| Item | Description            | Item | Description                          |
|------|------------------------|------|--------------------------------------|
| 1    | Microphones            | 2    | Integrated camera activity indicator |
| 3    | Infrared LED*          | 4    | Integrated camera                    |
| 5    | Infrared camera*       | 6    | Multi-touch screen*                  |
| 7    | Air vent               | 8    | Camera switch                        |
| 9    | Power button indicator | 10   | Power button                         |
| 11   | Wireless charging pad* | 12   | Wireless charging indicator*         |
| 13   | Combo audio jack       | 14   | USB-C® (3.2 Gen 2) connector         |

\* for selected models

**Note:** Place the phone horizontally on the center of the wireless charging pad to activate wireless charging.

### 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 (Gbit/s) |
|---------------|--------------------|
| 3.2 Gen 1     | 5                  |
| 3.2 Gen 2     | 10                 |
| 3.2 Gen 2 × 2 | 20                 |

| USB device    | Data rate (Gbit/s) |
|---------------|--------------------|
| Thunderbolt 3 | 40                 |
| Thunderbolt 4 | 40                 |

**Power indicator**

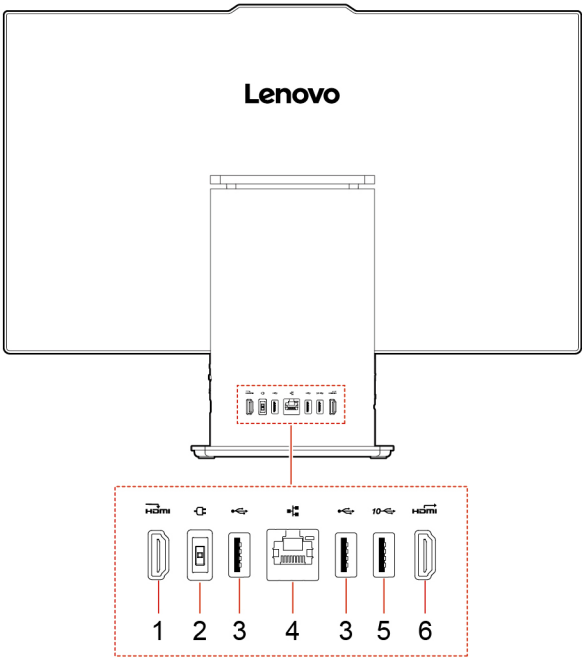
Show the system status of your computer.

- **On:** The computer is on.
- **Off:** The computer is off or in hibernation mode.
- **Blinking slowly:** The computer is in sleep mode.

**Related topics**

- “Use the touch screen (for selected models)” on page 7.
- “USB specifications” on page 4.

**Rear**



| Item | Description               | Item | Description                 |
|------|---------------------------|------|-----------------------------|
| 1    | HDMI™ in connector        | 2    | Power connector             |
| 3    | USB-A 2.0 connectors      | 4    | Ethernet connector          |
| 5    | USB-A 3.2 Gen 2 connector | 6    | HDMI 2.1 TMDS out connector |

**Related topics**

- “USB specifications” on page 4.

## Features and specifications

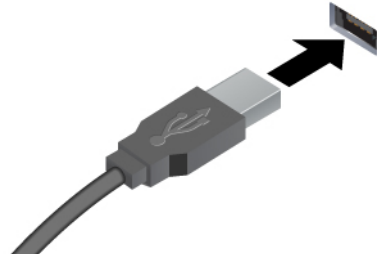
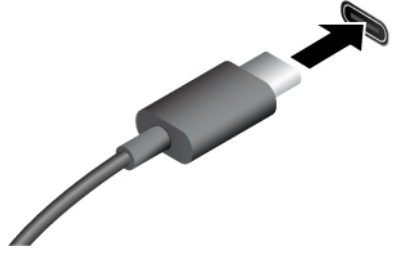
| Specifications                    | Description                                                                                                                                                                                                                             |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dimensions</b>                 | ThinkCentre neo 50a 24 Gen 5 <ul style="list-style-type: none"> <li>Width: 539.5 mm (21.2 inches)</li> <li>Height: 431.2 mm (17.0 inches)</li> <li>Depth: 192.1 mm (7.6 inches)</li> </ul>                                              |
|                                   | ThinkCentre neo 50a 27 Gen 5 <ul style="list-style-type: none"> <li>Width: 611.7 mm (24.1 inches)</li> <li>Height: 471.7 mm (18.6 inches)</li> <li>Depth: 192.1 mm (7.6 inches)</li> </ul>                                              |
| <b>Weight (without packaging)</b> | Maximum configuration as shipped: <ul style="list-style-type: none"> <li>ThinkCentre neo 50a 24 Gen 5 : 6 kg (13.2 lb)</li> <li>ThinkCentre neo 50a 27 Gen 5 : 7.1 kg (15.7 lb)</li> </ul>                                              |
| <b>Hardware configuration</b>     | <ol style="list-style-type: none"> <li>Open the system menu from the top-right corner and click <b>Settings</b>.</li> <li>Click <b>About</b>.</li> </ol>                                                                                |
| <b>Power supply</b>               | <ul style="list-style-type: none"> <li>180-watt automatic voltage-sensing power supply*</li> <li>210-watt automatic voltage-sensing power supply*</li> </ul>                                                                            |
| <b>Electrical input</b>           | <ul style="list-style-type: none"> <li>Input voltage: From 100 V ac to 240 V ac</li> <li>Input frequency: 50/60 Hz</li> </ul>                                                                                                           |
| <b>Microprocessor</b>             | To view the microprocessor information of your computer, enter <b>Settings</b> and click <b>About</b> .                                                                                                                                 |
| <b>Memory</b>                     | Double data rate 5 (DDR5) small outline dual in-line memory module (SODIMM)                                                                                                                                                             |
| <b>Storage device</b>             | <ul style="list-style-type: none"> <li>M.2 solid-state drive (SSD)</li> </ul>                                                                                                                                                           |
|                                   | <p>Type Disks in the search box and use the <b>Disks</b> application to view the storage drive capacity of your computer.</p> <p><b>Note:</b> The storage drive capacity indicated by the system is less than the nominal capacity.</p> |
| <b>Video features</b>             | <p>Maximum resolution:</p> <ul style="list-style-type: none"> <li>HDMI out connector: 4096 × 2160 pixels, 60Hz</li> <li>HDMI in connector: 1920 x 1080 pixels, 100 Hz</li> </ul>                                                        |
| <b>Expansion</b>                  | M.2 slot × 2 (1 for Wireless LAN card, 1 for SSD)                                                                                                                                                                                       |
| <b>Network features</b>           | <ul style="list-style-type: none"> <li>Bluetooth*</li> <li>Ethernet LAN</li> <li>Wireless LAN*</li> </ul>                                                                                                                               |

\* for selected models

---

## USB specifications

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

| Connector name                                                                                                                                                                                                                                                                                                                                                  | Description                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <ul style="list-style-type: none"><li>•  USB-A 2.0 connector</li><li>•  USB-A 3.2 Gen 2 connector</li></ul> | <p>Connect USB-A compatible devices, such as a USB-A keyboard, USB-A mouse, USB-A storage device, or USB-A printer.</p>                                                                                                                                                                                                                            |
|  <ul style="list-style-type: none"><li>•  USB-C (3.2 Gen 2) connector</li></ul>                                                                                                            | <ul style="list-style-type: none"><li>• Charge USB-C compatible devices with the output voltage and current of 5 V and 3 A.</li><li>• Connect to USB-C accessories to help expand your computer functionality. To purchase USB-C accessories, go to <a href="https://www.lenovo.com/accessories">https://www.lenovo.com/accessories</a>.</li></ul> |

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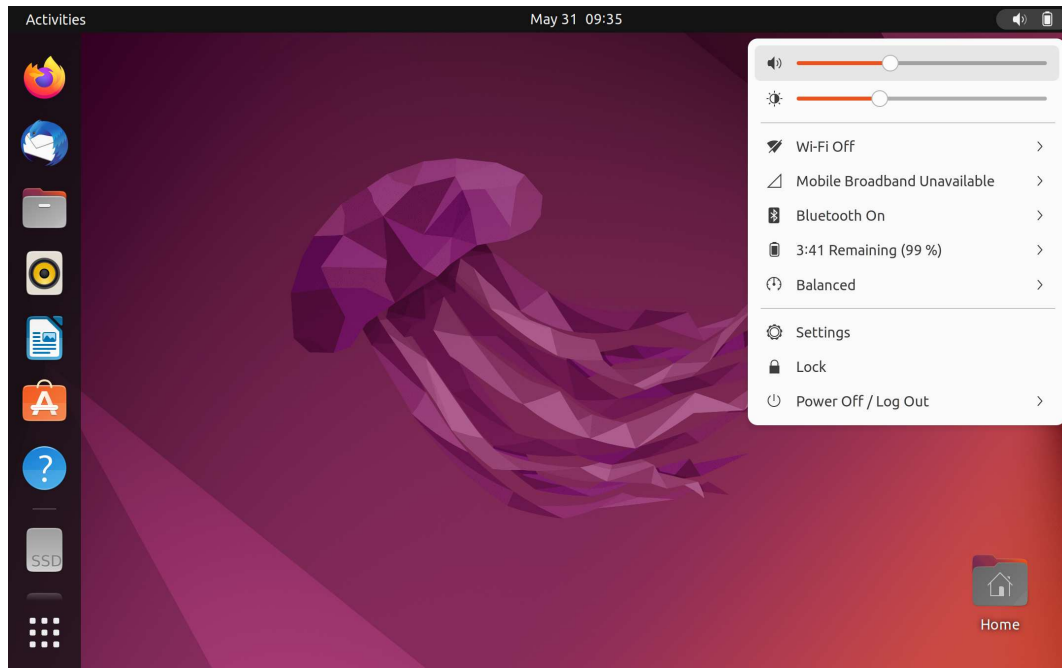
## Chapter 2. Get started with your computer

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### Get started with Ubuntu Desktop

Learn the basics of Ubuntu and start working with it right away. For more information about Ubuntu, see the Ubuntu documentation site at: <https://help.ubuntu.com/its/ubuntu-help/index.html>.

The Gnome desktop is installed by default and is designed to be simple and easy to use. Details on using Gnome are available by launching the Help application or online at <https://help.gnome.org/users/>.



#### Launch an app

- Press the Super key (with the Windows logo) or open the Activities menu on the top left and type in the name of the application you want to launch.
- Click the **Show Applications** button on the lower left, and select the application you want to launch.

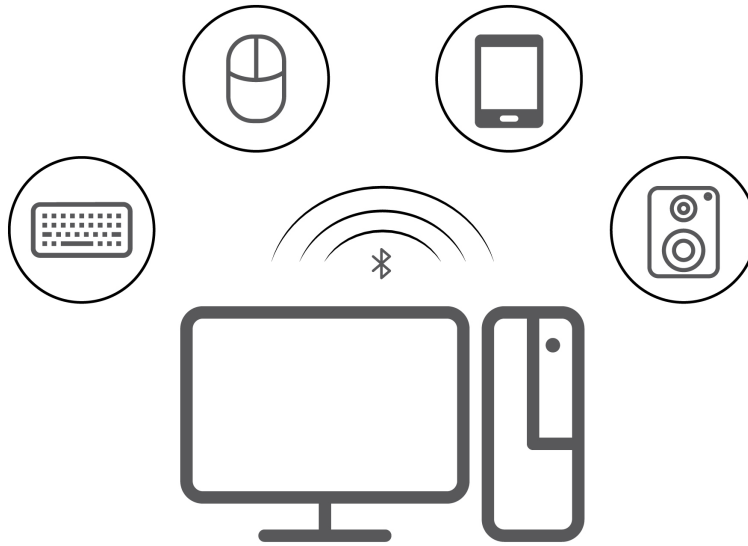
#### Launch settings

Open the system menu from the top-right corner and click **Settings**.

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### Connect to a Bluetooth-enabled device (for selected models)

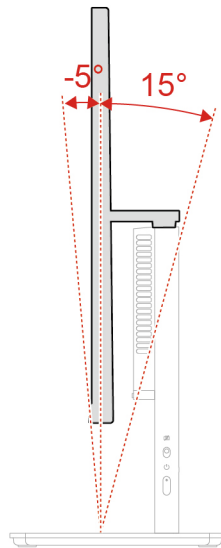
You can connect all types of Bluetooth-enabled devices to your computer, such as a keyboard, a mouse, a smartphone, or speakers. Place the device that you are attempting to connect to less than 10 meters (33 feet) from the computer.



1. Turn on Bluetooth on the computer.
  - a. Open the system menu from the top-right corner and then click **Settings** → **Bluetooth**.
  - b. In the Bluetooth section enable Bluetooth with the toggle button at the top.
2. Any discoverable devices will be shown in the **Devices** list.
3. Select a Bluetooth device, and then follow the on-screen instructions.

---

## Adjust the computer stand



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## Access networks

This section helps you access networks through connecting to a wired or wireless network.

## Connect to the wired Ethernet

Connect your computer to a local network through the Ethernet connector on your computer with an Ethernet cable.

## Connect to Wi-Fi networks (for selected models)

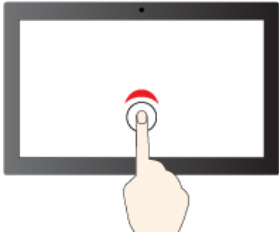
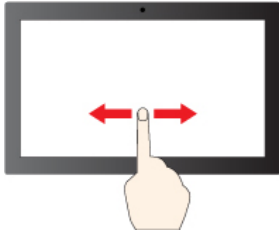
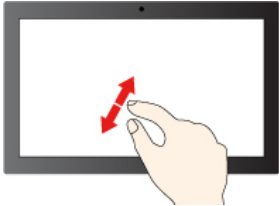
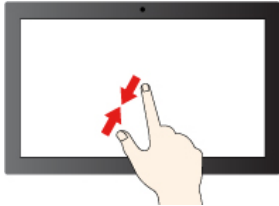
If your computer includes a wireless LAN module, you can connect your computer to Wi-Fi® networks.

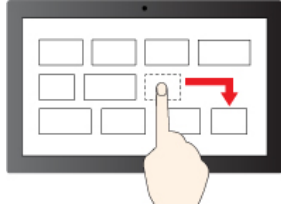
1. Open the system menu from the top-right corner and expand the Wi-Fi section of the menu.
2. Click **Select Network**. A list of available wireless networks is displayed.
3. Select a network available for connection. Provide required information, if needed.

---

## Use the touch screen (for selected models)

**Note:** Some gestures might not be applicable when you use certain apps.

| Item and description                                                                                                   | Item and description                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|  <p>Tap once to single click</p>     |  <p>Tap twice quickly to double-click</p> |
|  <p>Tap and hold to right-click</p> |  <p>Slide to scroll through items</p>    |
|  <p>Zoom in</p>                     |  <p>Zoom out</p>                         |



Drag

---

### Maintenance tips

- Turn off the computer before cleaning the touch screen.
- Use a dry, soft, and lint-free cloth or a piece of absorbent cotton to remove fingerprints or dust from the touch screen. Do not apply solvents to the cloth.
- The touch screen is a glass panel covered with a plastic film. Do not apply pressure or place any metallic object on the screen, which might damage the touch panel or cause it to malfunction.
- Do not use fingernails, gloved fingers, or inanimate objects for input on the screen.
- Regularly calibrate the accuracy of the finger input to avoid a discrepancy.

---

## Connect an external display

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

### Change display settings

Right-click a blank area on the desktop and select **Display settings**. Then, you can change display settings as you prefer.

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## Chapter 3. Explore your computer

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### Night light

Blue light is the high-energy visible light in the light spectrum. Excessive exposure to blue light might damage your vision. Night light is a feature that reduces the blue light emitted by computer displays. When the night light is on, your computer display shows warmer colors that help you reduce eye strain.

To turn on or turn off the night light:

- Type **Night light** in the search box. Click **Night light**. Then, follow the on-screen instructions.
- Open the system menu from the top-right corner and then click **Settings → Displays → Night Light**. Then, turn on or turn off the **Night light** switch.

**Note:** Selected Lenovo computers are low blue-light certified. These computers are tested with night light turned on and color temperature set to the default value of 48.

---

### Set the power plan

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

- Turn off the display: After 5 minutes
- Put the computer to sleep: After 20 minutes

To awaken the computer from Sleep mode, press any key on your keyboard.

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

1. Open the system menu from the top-right corner and click **Settings**.
2. Click **Power**.
3. Choose or customize a power plan of your preference.

---

### ICE performance mode

The ICE performance mode helps you adjust the acoustic and thermal performance of your computer. Three options are available:

- **Balance mode:** The computer works at the balance mode with balanced noise and better performance.
- **Performance mode** (default setting): The computer works at the best performance with normal acoustic level.

**Note:** The term “best” only refers to the best effect among different settings of the product itself.

- **Full Speed:** All fans in the computer will run at full speed.

#### Change the ICE performance mode

To change the ICE performance mode:

- Step 1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
- Step 2. Select **Power → Intelligent Cooling** and press Enter.

- Step 3. Select **Performance Mode** and press Enter.
- Step 4. Set the performance mode as desired.
- Step 5. Press F10 or Fn+F10 to save the changes and exit.

---

## Purchase accessories

Lenovo has a number of hardware accessories and upgrades to help expand the capabilities of your computer. Options include memory modules, storage devices, network cards, power adapters, keyboards, mice, and more.

To shop at Lenovo, go to <https://www.lenovo.com/accessories>.

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## Chapter 4. UEFI BIOS

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### Enter the UEFI BIOS menu

Turn on or restart the computer. When the logo screen is displayed, press F1 or Fn+F1 to enter the UEFI BIOS menu.

**Note:** If you have set UEFI BIOS passwords, enter the correct passwords when prompted. You also can select **No** or press Esc to skip the password prompt and enter the UEFI BIOS menu. However, you cannot change the system configurations that are protected by passwords.

---

### Navigate the UEFI BIOS menu

Follow the on-screen instructions to navigate in the UEFI BIOS menu.

The table below introduces the available settings of the UEFI BIOS menu. You can follow the on-screen instruction to navigate in the UEFI BIOS menu.

**Note:** The UEFI BIOS menu might vary depending on system configurations.

| Menu     | Introduction                                                                                                                                                 |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main     | This category provides the general product-related and firmware information including system summary, machine type, product serial number, UUID number, etc. |
| Devices  | This category introduces how to configure various devices such as USB ports and audio controllers.                                                           |
| Advanced | This category provides advanced information about the computer such as the CPU features.                                                                     |
| Power    | This category introduces power and thermal management solutions.                                                                                             |
| Security | This category introduces various passwords, locks, and software to protect your computer.                                                                    |
| Startup  | This category introduces how to set the boot priority order.                                                                                                 |
| Exit     | This category introduces how to exit as you prefer.                                                                                                          |

You can go to Lenovo BIOS Simulator Center <https://download.lenovo.com/bSCO/index.html> to explore the detailed settings by your product name.

**Note:** The Lenovo BIOS Simulator Center makes periodic updates of the settings. The UEFI BIOS simulator interface and description of settings might be different from that on your actual user interface.

---

### Enable or disable the ErP LPS compliance mode

Lenovo computers meet the eco-design requirements of the ErP Lot 3 regulation. Follow the instruction to enable or disable the ErP LPS compliance mode.

For more information about the eco-design requirements, go to: <https://www.lenovo.com/us/en/compliance/eco-declaration>.

You can enable the ErP LPS compliance mode to reduce the consumption of electricity when the computer is off. To enable or disable the ErP LPS compliance mode:

Step 1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.

Step 2. Select **Power → Enhanced Power Saving Mode** and press Enter.

Step 3. Enable or disable the feature as desired.

**Note:** Please note that when the Enhanced Power Saving Mode is disabled, the power consumption might be increased when the computer is off.

Step 4. Press F10 or Fn+F10 to save the changes and exit.

When the ErP LPS compliance mode is enabled, you can wake up the computer by doing one of the following:

- Press the power button.
- Enable the Wake Up on Alarm feature to make the computer wake up at a set time.

To meet the requirement of ErP/KES off mode compliance, you need to disable the Fast Startup function.

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **Power Options → Choose what the power buttons do → Change settings that are currently unavailable**.
3. Clear the **Turn on fast startup (recommended)** option from the **Shutdown settings** list.

---

## Update UEFI BIOS

When you install a new program, device driver, or hardware component, you might need to update UEFI BIOS. You can update the BIOS from your operating system or a flash update disc (supported only on selected models).

Download and install the latest UEFI BIOS update package by one of the following methods:

- Using the built-in software update service:  
Ubuntu software update will check the LVFS site for any firmware updates and notify you when updates are available.
- From the Lenovo Support Web site:
  1. Go to <https://pcsupport.lenovo.com>.
  2. Download the flash BIOS update driver for the operating system version or the ISO image version (used to create a flash update disc). Then, download the installation instructions for the flash BIOS update driver you have downloaded.
  3. Print the installation instructions and follow the instructions to update the BIOS.

---

## Chapter 5. CRU replacement

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

- **Self-service CRUs:** Refer to parts that can be replaced easily by customer themselves or by trained service technicians at an additional cost.
- **Optional-service CRUs:** Refer to parts that can be replaced by customers with a greater skill level. Trained service technicians can also provide service to replace the parts under the type of warranty designated for the customer's machine.

If you intend on installing the 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](https://www.lenovo.com/warranty/llw_02)

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### CRU list

The following is the CRU list of your computer.

#### Self-service CRUs

- ac power adapter
- Keyboard\*
- Mouse\*
- Power cord

\* for selected models



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## Chapter 6. Help and support

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### Self-help resources

Use the following self-help resources to learn more about the computer and troubleshoot problems.

| Resources                                                                                                                                                                                                                                                                                                              | How to access?                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product documentation: <ul style="list-style-type: none"><li>• <i>Safety and Warranty Guide</i></li><li>• <i>Generic Safety and Compliance Notices</i></li><li>• <i>Setup Guide</i></li><li>• <i>This User Guide</i></li><li>• <i>Regulatory Notice</i></li></ul>                                                      | Go to <a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a> . Then, follow the on-screen instructions to filter out the documentation you want. |
| Lenovo Support Web site with the latest support information of the following: <ul style="list-style-type: none"><li>• Drivers and software</li><li>• Diagnostic solutions</li><li>• Product and service warranty</li><li>• Product and parts details</li><li>• Knowledge base and frequently asked questions</li></ul> | <a href="https://pcsupport.lenovo.com">https://pcsupport.lenovo.com</a>                                                                                           |
| Ubuntu help information                                                                                                                                                                                                                                                                                                | <a href="https://help.ubuntu.com/its/ubuntu-help/index.html">https://help.ubuntu.com/its/ubuntu-help/index.html</a>                                               |

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### Lenovo diagnostic tools

For information about Lenovo diagnostic tools, go to:  
<https://pcsupport.lenovo.com/lenovodiagnosicsolutions>

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## Call Lenovo

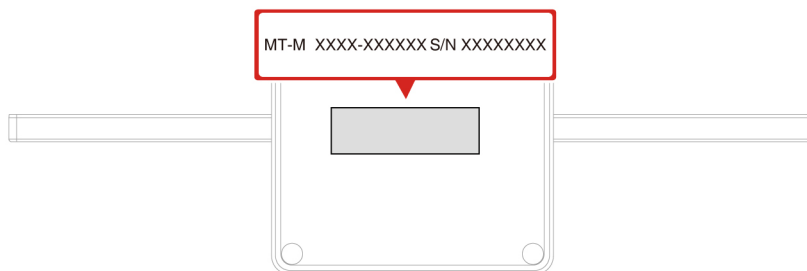
If you have tried to correct the problem yourself and still need help, you can call Lenovo Customer Support Center.

## 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 computer.



## 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/supportphonenumberlist>

**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, see *Safety and Warranty Guide* that comes with your computer.

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**Purchase additional services**

During and after the warranty period, you can purchase additional services from Lenovo at:

<https://pcsupport.lenovo.com/warrantyupgrade>

Service availability and service name might vary by country or region.



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## Appendix A. Supplemental information about the Ubuntu operating system

In limited countries or regions, Lenovo offers customers an option to order computers with the preinstalled Ubuntu® operating system.

If the Ubuntu operating system is available on your computer, read the following information before you use the computer. Ignore any information related to Windows-based programs, utilities, and Lenovo preinstalled applications in this documentation.

### Access the Lenovo Limited Warranty

This product is covered by the terms of the Lenovo Limited Warranty (LLW), version L505-0010-02 08/2011. You can view the LLW in a number of languages from the following Web site. Read the Lenovo Limited Warranty at:

[https://www.lenovo.com/warranty/llw\\_02](https://www.lenovo.com/warranty/llw_02)

The LLW also is preinstalled on the computer. To access the LLW, go to the following directory:

`/opt/Lenovo`

If you cannot view the LLW either from the Web site or from your computer, contact your local Lenovo office or reseller to obtain a printed version of the LLW.

### Access the Ubuntu help system

The Ubuntu help system provides information about how to use the Ubuntu operating system. To access the help system from Home Screen, move your pointer to the Launch bar, and then click the **Help** icon. If you cannot find the **Help** icon from the Launch bar, click the **Search** icon on the bottom left, and type Help to search it.

To learn more about the Ubuntu operating system, go to:

<https://www.ubuntu.com>

### Get support information

If you need help, service, technical assistance, or more information about the Ubuntu operating system or other applications, contact the provider of the Ubuntu operating system or the provider of the application. If you need the service and support for hardware components shipped with your computer, contact Lenovo. For more information about how to contact Lenovo, refer to the *User Guide* and *Safety and Warranty Guide*.

To access the latest *User Guide* and *Safety and Warranty Guide*, go to:

<https://pcsupport.lenovo.com>

### Access open-source information

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You may send your request in writing to the address below accompanied by a check or money order for \$15 to:

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

Please include the version of the OS and the version of the Linux Kernel pre-shipped on this Device as part of your request. Be sure to provide a return address.

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## Appendix B. Compliance information

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

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### Certification-related information

| Product name                 | Machine Types |
|------------------------------|---------------|
| ThinkCentre neo 50a 24 Gen 5 | 12SC, 12SD    |
| ThinkCentre neo 50a 27 Gen 5 | 12SA, 12SB    |

The latest compliance information is available at:  
<https://www.lenovo.com/us/en/compliance>

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### Operating environment

#### Maximum altitude (without pressurization)

- Operating: From 0 m (0 ft) to 3048 m (10 000 ft)
- Storage: From 0 m (0 ft) to 12192 m (40 000 ft)

#### Temperature

- Operating: From 5°C (41°F) to 35°C (95°F)
- Storage:
  - For common desktop computers: From -40°C (-40°F) to 60°C (140°F)
  - For all-in-one desktop computers: From -20°C (-4°F) to 60°C (140°F)

#### Relative humidity

- Operating: 20%-80% (non-condensing)
- Storage: 10%–90% (non-condensing)



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## Appendix C. Notices and trademarks

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