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## Lenovo X1 Carbon Gen 11

# Lenovo ThinkPad X1 Carbon Gen 11 Laptop User Manual

Model: 21HM002DUS

## 1. INTRODUCTION

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This manual provides essential information for the safe and efficient use of your Lenovo ThinkPad X1 Carbon Gen 11 laptop. Please read this manual thoroughly before operating your device to ensure optimal performance and longevity.



Figure 1: Lenovo ThinkPad X1 Carbon Gen 11 Laptop. This image shows the laptop open, displaying the Windows 11 operating system interface on its screen.

## 2. PACKAGE CONTENTS

Verify that all items are present in your package:

- Lenovo ThinkPad X1 Carbon Gen 11 Laptop
- Power Adapter
- Battery (integrated)
- Quick Start Guide (if included)
- Warranty Information (if included)

Note: Specific contents may vary by region or configuration.

## 3. PRODUCT OVERVIEW

### 3.1 Key Features

- 13th Generation Intel Core i7-1355U Processor
- 16GB LPDDR5-6400MHz Memory
- 512GB PCIe Gen4 Performance TLC Opal SSD Storage
- 14" Touchscreen WUXGA (1920 x 1200) IPS Display

- Integrated Intel Iris Xe Graphics
- 1080P FHD RGB Camera with Privacy Shutter
- Intel WiFi 6E AX211 and Bluetooth 5.1 Connectivity
- Backlit, spill-resistant keyboard with glass trackpad
- Windows 11 Professional Operating System

### 3.2 Ports and Connectors

Familiarize yourself with the ports and connectors on your laptop:

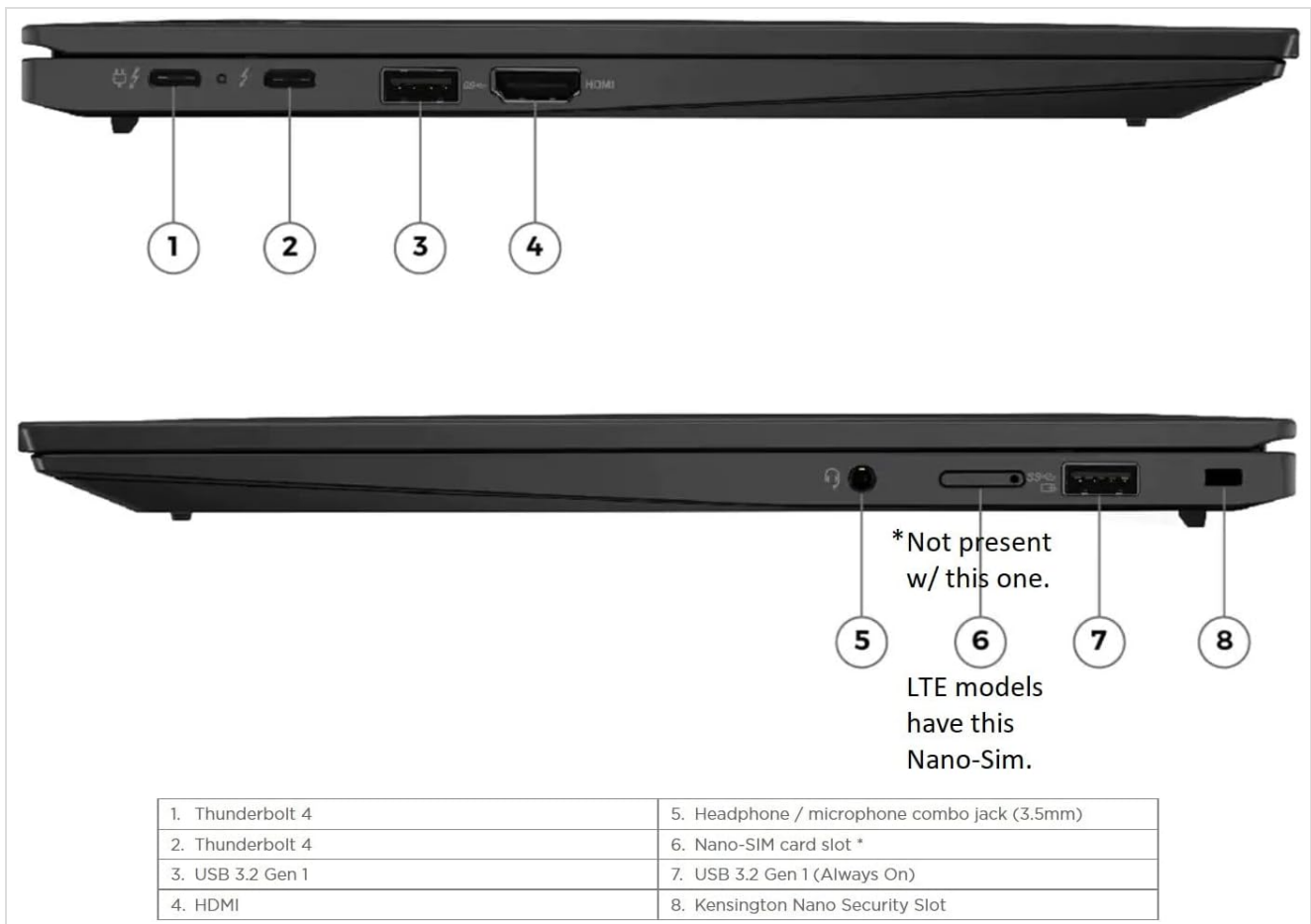


Figure 2: Left Side Ports. This image illustrates the left side of the laptop, highlighting the Thunderbolt 4 ports, USB 3.2 Gen 1 port, and HDMI 2.0 port.



Figure 3: Right Side Ports. This image displays the right side of the laptop, showing the headphone/microphone combo jack, USB 3.2 Gen 1 (Always On) port, and Kensington Nano Security Slot. Note that the Nano-SIM card slot is not present in this specific configuration.

**Table 1: Port Descriptions**

Port/Connector	Description
Thunderbolt 4 (x2)	Connects to external displays, storage devices, and other high-speed peripherals. Supports power delivery.
USB-A 3.2 Gen 1 (x2)	Connects to USB devices such as mice, keyboards, and external drives. One port supports Always On charging.
HDMI 2.0	Connects to external displays or projectors.
Headphone / mic combo jack	Connects to headphones, headsets, or external microphones.
Kensington Nano Security Slot	Allows attachment of a security cable lock to prevent theft.
Nano-SIM card slot	<i>Not present in this configuration. Available on WWAN-enabled models for mobile broadband connectivity.</i>

## 4. SETUP

## 4.1 Initial Power On

1. Unpack the laptop and all accessories.
2. Connect the power adapter to the laptop's Thunderbolt 4 port and then to a power outlet.
3. Open the laptop lid. The system may power on automatically, or you may need to press the power button.
4. Follow the on-screen instructions to complete the Windows 11 Pro setup, including language, region, network connection, and user account creation.

## 4.2 Connecting Peripherals

Connect external devices such as a mouse, keyboard, or external monitor to the appropriate ports as described in Section 3.2.

# 5. OPERATING YOUR LAPTOP

## 5.1 Keyboard and Touchpad

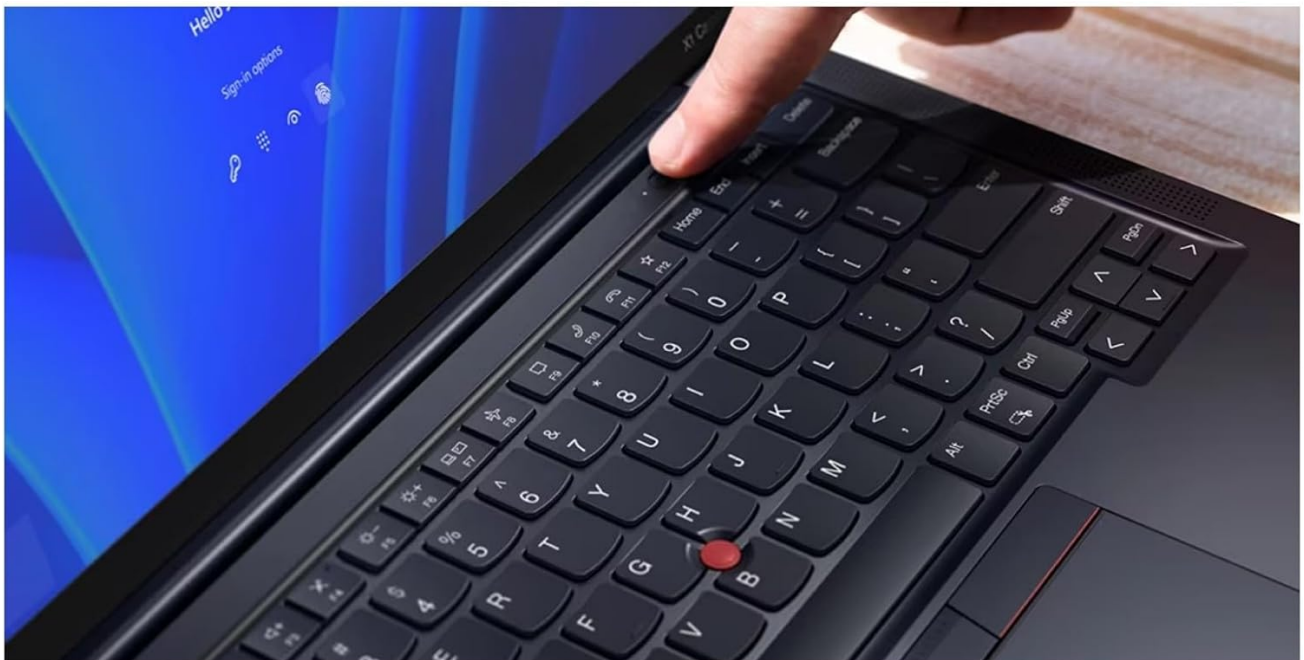
The ThinkPad X1 Carbon Gen 11 features a backlit, spill-resistant keyboard and a glass trackpad. The trackpad supports multi-touch gestures for navigation.

## 5.2 Display and Touchscreen

The 14-inch WUXGA (1920x1200) IPS touchscreen display supports touch input. You can interact with the operating system and applications directly on the screen.

## 5.3 Security Features

Your laptop includes advanced security features:



### Security that works 24/7

Biometrics provide extra protection on the ThinkPad X1 Carbon Gen 11 system—from the fingerprint reader integrated with the power button to the facial recognition software that works with the IR camera. ThinkShield, our comprehensive suite of security solutions, is integral to all our business laptops. Features like discrete Trusted Platform Module (dTPM) safeguard your critical data with encryption. Presence detection automatically locks your device when you move away, while the optional PrivacyGuard display prevents wandering eyes from seeing what's on your screen.

Figure 4: Fingerprint Reader. This image shows a close-up of the power button, which integrates a fingerprint reader for secure login.

- **Fingerprint Reader:** Integrated into the power button for secure biometric login.

- **Webcam Privacy Shutter:** A physical shutter on the 1080P FHD RGB camera to ensure privacy.
- **Discrete Trusted Platform Module (dTPM):** Enhances data security through hardware-based encryption.
- **Presence Detection:** Automatically locks your device when you move away (if configured).

## 5.4 Collaboration and Communication

The laptop is equipped for effective remote collaboration:



Collaborating remotely never looked or sounded so good

The ThinkPad X1 Carbon Gen 11 laptop includes a highly functional and stylish Communications Bar, which houses an FHD camera or a hybrid FHD and infrared (IR) camera. Or go big with the FHD / IR mobile industry processor interface (MIPI) webcam with Computer Vision's added security. And, of course, all cameras include the webcam privacy shutter. What's more, 4 x 360-degree mics with integrated AI-based noise cancellation and Dolby Voice<sup>®</sup> deliver superb audio. With the quality of video calls this amazing, you may never want to commute to an office again.

Figure 5: Video Conferencing. This image shows the laptop screen displaying a video conference with multiple participants, highlighting its communication capabilities.

- **Full HD Webcam:** For clear video calls.
- **Quad-mic 360-degree Far-field Array:** Captures audio clearly from various directions.
- **Four Speakers:** Provides enhanced audio output.
- **Dolby Voice Certified:** Ensures high-quality audio for communication.

## 6. MAINTENANCE

### 6.1 Cleaning Your Laptop

- Use a soft, lint-free cloth slightly dampened with water or a screen cleaner to clean the display.
- For the keyboard and chassis, use a soft cloth. Avoid harsh chemicals.
- Ensure the laptop is powered off and unplugged before cleaning.

### 6.2 Battery Care

To maximize battery life and performance:

- Avoid extreme temperatures.
- Do not fully discharge the battery frequently.

- For long-term storage, charge the battery to about 50-60%.

## 6.3 System Updates

Regularly update your operating system and drivers to ensure optimal performance and security. Use Windows Update and Lenovo Commercial Vantage for driver updates.

# 7. TROUBLESHOOTING

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## 7.1 Power Issues

- **Laptop does not turn on:** Ensure the power adapter is securely connected and the outlet is functional. Try pressing and holding the power button for 10-15 seconds.
- **Battery not charging:** Verify the power adapter connection. Check for any error messages in Windows.

## 7.2 Display Issues

- **No display:** Connect an external monitor to check if the issue is with the laptop's internal display. Try adjusting brightness settings.
- **Flickering screen:** Update graphics drivers.

## 7.3 Connectivity Issues

- **Wi-Fi not connecting:** Ensure Wi-Fi is enabled in Windows settings. Restart your router and laptop. Update Wi-Fi drivers.
- **Bluetooth device not pairing:** Ensure Bluetooth is enabled on both devices. Check device compatibility and drivers.

## 7.4 General Performance

- **Slow performance:** Close unnecessary applications. Check for background processes. Ensure sufficient free storage space.
- **Overheating:** Ensure ventilation vents are clear. Avoid using the laptop on soft surfaces that block airflow.



### Bumps up the coolness factor

The legendary ThinkPad keyboard is designed for ergonomics and comfort—and part of that comfort means improved airflow. The underside of the keys facilitates air intake when in use. Combined with the dual fan and rear venting, the ThinkPad X1 Carbon Gen 11 notebook delivers improved thermals. So whether you're powering through your day, or your night, or both, the X1 will stay as cool as you are.

Figure 6: Cooling System. This image highlights the laptop's design, which includes an air intake system under the keys and dual fans for efficient thermal management.



### Trusted ThinkPad quality

We use the US Department of Defense's MIL-STD 810H standards to create a balance of reliability and durability for our ThinkPad laptops. We test against [12 standards and more than 200 quality checks](#) to ensure they run in extreme conditions. These tests cover harsh variables like Arctic wilderness and desert dust storms, including temperature, pressure, humidity, vibration, and more.

Figure 7: Durability Testing. This image represents the laptop's robust construction, tested against MIL-STD 810H standards for reliability in various environmental conditions.

## 8. SPECIFICATIONS

**Table 2: Technical Specifications**

Feature	Detail
Processor	13th Generation Intel Core i7-1355U (up to 5.00 GHz)
Memory	16GB LPDDR5-6400MHz (Soldered)
Storage	512GB SSD M.2 2280 PCIe Gen4 Performance TLC Opal
Display	14" Touchscreen WUXGA (1920 x 1200), IPS, Anti-Glare, 100% sRGB, 400 nits
Graphics	Integrated Intel Iris Xe Graphics
Operating System	Windows 11 Professional
Camera	1080P FHD RGB with webcam Privacy Shutter
Connectivity	Intel WiFi 6E AX211 802.11AX (2x2), Bluetooth 5.1
Ports	2x Thunderbolt 4, 2x USB-A 3.2 Gen 1, 1x HDMI 2.0, 1x Headphone/mic combo
Keyboard	Backlit, US English QWERTY, spill-resistant
Trackpad	Glass 4.33 inch trackpad
Dimensions (HxWxD)	0.59" x 12.43" x 8.76" (1.5 cm x 31.57 cm x 22.25 cm)
Weight	Approximately 2.48 lbs (1.12 kg)
Battery Life (Average)	Up to 12.5 Hours
Certifications	EPEAT Gold, Energy Star 8.0, TCO 9, RoHS compliant, Evo Certified, TCG Certified, Dolby Voice Certified

## 9. WARRANTY AND SUPPORT

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### 9.1 Warranty Information

Your Lenovo ThinkPad X1 Carbon Gen 11 comes with a One Year Onsite Lenovo Limited Warranty. You can register your computer with Lenovo to potentially add up to 5 years of premium coverage.

For detailed warranty terms and conditions, please refer to the warranty documentation included with your product or visit the official Lenovo support website.

### 9.2 Customer Support

For technical assistance, driver downloads, or further information, please visit the official Lenovo Support website or contact their customer service. Have your product's serial number ready when contacting support.

**Lenovo Support Website:** [support.lenovo.com](https://support.lenovo.com)

