



# CTL® Chromebook VX11/VX11T

## User's Manual



1303-03415

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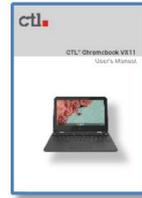
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# PRODUCT OVERVIEW

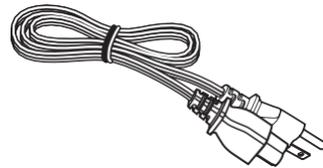
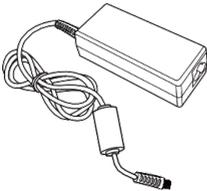
## Package contents

Please take a moment to check if all the necessary items are included in the package. If anything is missing or damaged, please contact your dealer immediately.



• CTL VX11/VX11T Chromebook

• Manuals



• AC Power adapter

• Power cord

# Front view

VX11/VX11T model

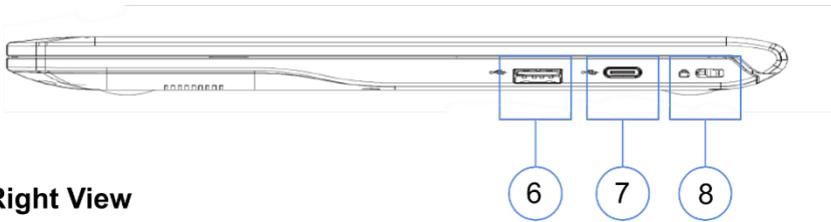
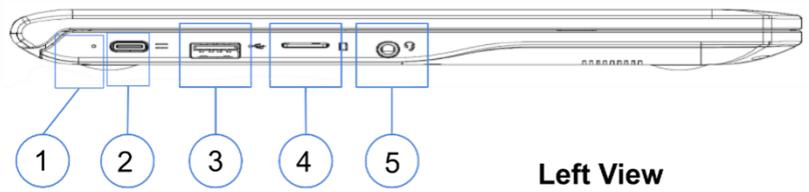


Front View

No.	Description	No.	Description
1	Camera and LCD light		

# Side Views

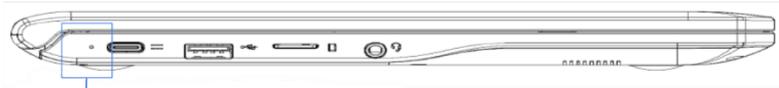
## VX11/VX11T model



**Right View**

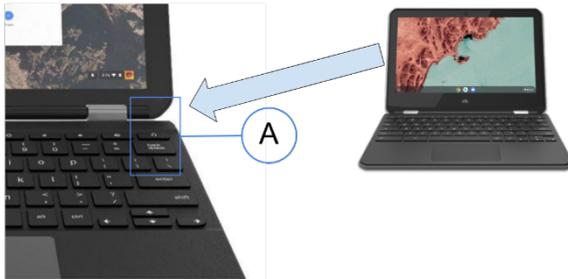
No.	Description	No.	Description
1	LCD Power light	5	Audio jack (3.5mm)
2	DC-in jack /USB type-C port	6	(1) USB3.0 ports
3	(1) USB3.0 ports	7	DC-in jack /USB type-C port
4	SD slot	8	Kensington lock port

# Status indicators



1

Left View



Front View

No.	Indicator	Color	Status	Description
A	Power button			
1	Power LED	See status	Blue	CTL VX11/VX11T Chromebook is switched on.
			Orange	CTL VX11/VX11T Chromebook is charging

# Specifications

Item	Description	
Processor	<ul style="list-style-type: none"> <li>• Intel® Gemini Lake R</li> <li>• N4020 Processor (4M Cache, up to 2.80 GHz)</li> </ul>	
Operating system	Google Chrome OS	
Memory	4G DDR4 1600 RAM	
Memory type	2133 DDR4 SODIMM (DDR4-2133)	
Display	11.6" 1366x768 HD LED anti-glare screen	VX11
	11.6" 1366 X 768 HD IPS Corning® Gorilla® Glass 10-point multi-touch IPS panel	VX11T
Graphics	Intel® UHD Graphics 600	
Storage	SSD	
Storage capacity	32G	
Storage type	2242 type	
Camera	HD 720P camera with LED indicator	
WLAN and Bluetooth	WL/BT 802.11ABGN/AC 9560.NGWW.NV Intel® 9560 Wireless	
	Bluetooth 4.2	

Item	Description
Connectors	Right: <ul style="list-style-type: none"> <li>• Lock</li> <li>• USB type-C port</li> <li>• (1) USB3.0 ports</li> </ul> Left: <ul style="list-style-type: none"> <li>• Audio jack (3.5mm)</li> <li>• SD Slot</li> <li>• 1 USB3.0 ports</li> <li>• DC-in jack USB type-C port</li> </ul>
Temperature	32°F to 95°F (0°C to 35°C)
Humidity	30-80%
Dimensions	Unit model: <ul style="list-style-type: none"> <li>• 11.5'' (w) x 8.0'' (d) x .81'' (h)</li> <li>• 198 x 123 x 29 mm</li> </ul>
Weight	Unit model: <ul style="list-style-type: none"> <li>• 2.5 lb.</li> <li>• 645g</li> </ul>
Voltage	20V
AC Adapter	30W
Output	20V DC, 1.5A *
Input	AC 100-240V , 50-60Hz universal
Power cord	US / EU / UK / ANZ /JA type, length 1m
Security solution	Kensington lock

**Notes:** \* Charge USB-C compatible devices with the output voltage 5V and current 1.5A for Type C, 0.9A for USB. When the battery power is below 10%, the connected USB-C accessories might not work correctly.

## Connecting the AC power adapter to your system

To connect your CTL VX11/VX11T Chromebook to the power outlet, do the following:

1. Connect one end of the power cord to the AC adapter and the other end to the power outlet.
2. Connect the AC adapter to the DC-in jack /USB type-C port of your CTL VX11/VX11T Chromebook.
3. Plug the AC power adapter into a 100V-240V power source.

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**NOTE:** The power adapter may vary in appearance, depending on models and your region.

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### **IMPORTANT!**

- We strongly recommend that you use only the AC power adapter and cable that came with your system.
  - We strongly recommend that you use a grounded wall socket while using your system.
  - The socket outlet must be easily accessible and near your system.
  - To disconnect your system from its main power supply, unplug your system from the power
-

# Connecting a display device

You can connect a display panel or projector to your system that has the following connectors:

- DisplayPort (USB Type-C™)

# Connecting a mouse and keyboard

Connect the USB mouse and USB keyboard to the USB ports of your CTL VX11/VX11T Chromebook on the right or left side of your system.

- » **NOTE:** *After you power on the CTL VX11/VX11T Chromebook, the wireless mouse and keyboard are usually paired automatically. If any additional steps are required, please refer to the manual that came with your accessories.*

# Performing additional connections

## Connecting audio components

Connect the audio component into the audio jack of your CTL VX11/VX11T Chromebook.

## Connecting USB devices

» **NOTE:** Your CTL VX11/VX11T Chromebook supports USB2.0, USB3.0, and USB type-C.

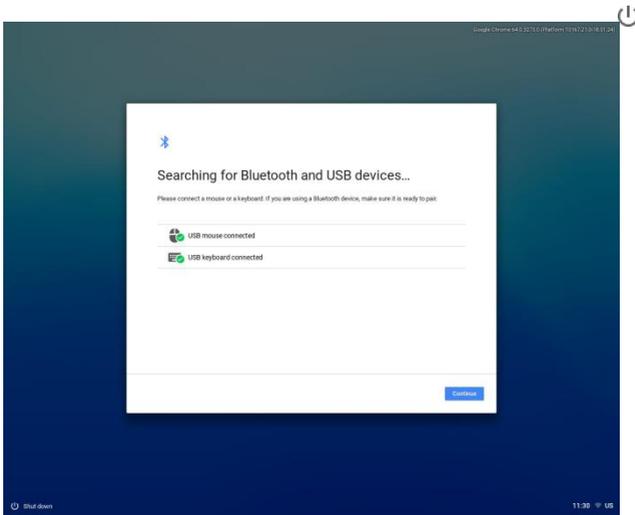
Depending on the supported USB type, connect the USB device to the respectful USB port or USB type-C port of your CTL VX11/VX11T Chromebook.

- USB2.0 and USB3.0 compatible device connect to one of the two USB ports
- USB type-C compatible device connect to one of the USB type-C ports

# Powering on your CTL VX11/VX11T Chromebook

To power on your CTL VX11/VX11T Chromebook, press the **Power** button on the front panel. The **Power** button LED lights solid blue.

After you power on the CTL VX11/VX11T Chromebook for the first time, you are asked to configure some device’s basic settings, such as set the language, configure accessibility options, connect to the network, and finally sign in to your CTL VX11/VX11T Chromebook. Follow the on-screen instructions to complete the initial setup.



» **NOTE:** To shut down CTL VX11/VX11T Chromebook, click on PowerKey > **Shut down** .

## Resetting the CTL VX11/VX11T Chromebook

1. To reset the CTL VX11/VX11T Chromebook to factory settings (Powerwash) Sign out of your Chromebook.
2. Press and hold Ctrl + Alt + Shift + r.
3. Select Restart.
4. In the box that appears, select Powerwash > Continue.
5. Follow the steps that appear and sign in with your Google Account.  
Note: The account you sign in with after you reset your Chromebook will be the [owner account](#).
6. Once you've reset your Chromebook:
7. Follow the onscreen instructions to set up your Chromebook
8. Check if the problem is fixed

## Navigating the desktop

After the initial setup is configured, you will see the desktop.



Click on any of the following items:

- **1 Launcher:** Manage installed apps and perform search.
- **2 App launcher:** Access most frequently used apps quickly.
- **3 Notifications:** View notifications.
- **4 Status tray:** Manage connections, updates, and settings.
- **5 System date and time:** View current time directly on the Status tray or hover the cursor over the time field to view current date.
- **6 Desktop:** Right click to manage shelf visibility, position, and set wallpaper.

## Managing apps

To search, access, and manage apps in your CTL VX11/VX11T Chromebook, do the following:

1. Click on the **Launcher** .



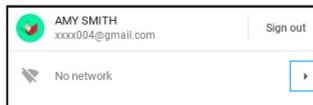
2. Do any of the following:
  - Search for installed apps by typing the app name in the search bar (**Search your device, apps, web...**).
  - Review recently accessed apps (appear below search bar).
  - Click on ^ to review and access all apps installed on your CTL VX11/VX11T Chromebook. Then right click on the app icon and select to open the app in a new tab, pin to shelf, open as window, configure options, remove from Chrome, or review app info.

» **NOTE:** You can download new apps to your CTL VX11/VX11T Chromebook from the Chrome Web Store 🌈 or Google Play Store 🇵🇸.

## Wireless connections

### Connecting to a wireless access point

1. Click anywhere on the Status tray to open the tray.
2. Click on ▶ next to the network icon.



3. Click on ⚙️. The Settings page opens.
4. In **Settings > Network > Wi-Fi** menu, enable Wi-Fi and click on ▶ to select a desired access point.

» **NOTE:** If the wireless access point requires a password then enter the password at the prompt.

# Connecting to Bluetooth devices

1. Click anywhere on the Status tray to open the tray.
2. Click on ▶ next to the Bluetooth icon.



3. Enable Bluetooth function.  
Your CTL VX11/VX11T Chromebook starts to look for available Bluetooth devices automatically.
4. Click on the Bluetooth device you want to connect to and follow the on-screen instructions to complete pairing.

# Adjusting volume

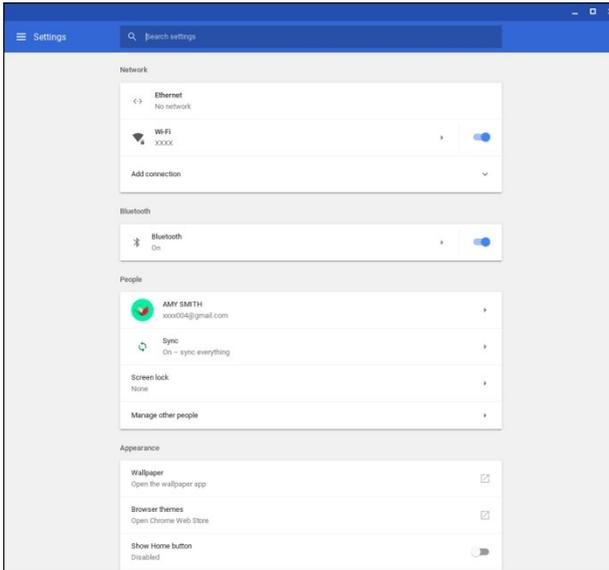
1. Click anywhere on the Status tray to open the tray.
2. Click on the slider bar to adjust volume or click on 🔊 to mute audio.



» **NOTE:** For additional audio settings, click on 🔊.

# Configuring CTL VX11/VX11T Chromebook settings

1. Click anywhere on the Status tray to open the tray.
2. Click on . The Settings page opens.



3. Configure any of the following:
  - **Network > Wi-Fi:** Connect to a wireless access point.
  - **Bluetooth > Bluetooth:** Enable or disable Bluetooth function and pair with compatible devices.
  - **People > Your account:** Set your account picture.
  - **People > Sync:** Manage sync settings.
  - **People > Screen lock:** Set screen lock.
  - **People > Manage other people:** Manage other CTL VX11/VX11T Chromebook user accounts.
  - **Appearance > Wallpaper:** Open the wallpaper app and set your desired wallpaper.
  - **Appearance > Browser themes:** Open Chrome Web Store and select the themes.

- **Appearance > Show Home button:** Configure displaying Home button settings.
- **Appearance > Show bookmarks bar:** Enable or disable displaying bookmarks bar on web browser.
- **Appearance > Font size:** Set the font size.
- **Appearance > Customize fonts:** Click to customize fonts.
- **Appearance > Page zoom:** Set the page zoom.
- **Device > Mouse:** Configure mouse settings.
- **Device > Keyboard:** Configure keyboard settings.
- **Device > Displays:** Configure display settings.
- **Device > Storage management:** Manage CTL VX11/VX11T Chromebook's storage.
- **Device > Power:** Set CTL VX11/VX11T Chromebook activity when the system is idle.
- **Search engine > Search engine used in the address bar:** Set the default search engine that is used in the address bar.
- **Search engine > Manage search engines:** Click to manage search engines.
- **Google Play Store > Google Play Store:** Enable or disable Google Play Store on your CTL VX11/VX11T Chromebook.
- **On start-up:** Set the start-up activity among **Open the New Tab page, continue where you left off, Open a specific page or set of pages**, and manage the new or current page.
- **Advanced:** Configure system advanced settings, such as date and time, privacy and security, passwords and forms, language and input, downloads, printing, accessibility settings, and perform system reset.

## Finding help

1. Click anywhere on the Status tray to open the tray.
2. Click on .



# TROUBLESHOOTING

If you experience a problem with your CTL VX11/VX11T Chromebook, refer to the following troubleshooting guide. If a problem persists, contact the service center.

## **The power is switched on, but CTL VX11/VX11T Chromebook does not start:**

- Make sure that the AC adapter is properly plugged into the DC-in jack of the CTL VX11/VX11T Chromebook and to the power outlet. Refer to page 13.

## **Cannot connect to the Bluetooth device:**

- Make sure the Bluetooth device you want to connect to is near- by your CTL VX11/VX11T Chromebook and is visible to other devices.

## **No audio is heard from the CTL VX11/VX11T Chromebook:**

- Make sure audio is not muted. Refer to page 23.

# *Safety, Compliance & Environmental Information*

Read this guide before you set up and use your product.



# Safety information

Your CTL VX11/VX11T Chromebook is designed and tested to meet the latest standards of safety for information technology equipment. However, to ensure your safety, it is important that you read the following safety instructions.

## Plastic bag notice

DANGER - Plastic bags can be dangerous. Keep plastic bags away from babies and children to avoid danger of suffocation.

## Setting up your system

- Read and follow all instructions in the documentation before you operate your system.
- Do not use this product near water or a heated source.
- Set up the system on a stable surface.
- Openings on the chassis are for ventilation. Do not block or cover these openings. Make sure you leave plenty of space around the system for ventilation. Never insert objects of any kind into the ventilation openings.
- Use this product in environments with ambient temperatures between 0°C to 35°C.
- If you use an extension cord, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed its ampere rating.

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### NO DISASSEMBLY

The warranty does not apply to the products that have been

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disassembled by users

## Care during use

When using this CTL VX11/VX11T Chromebook, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not place the device on an uneven or unstable surface.
- Do not use this device near water.
- Do not spill water or other liquids into or on the device.
- The device may produce some heat during normal operation or charging. If you feel the device is too warm, avoid sustained contact with exposed skin otherwise this might cause discomfort, or eventually a burn
- Clean only with a soft cloth. If needed, dampen the cloth slightly before cleaning. Never use abrasives or cleaning solutions.
- Always disconnect the device from an electrical outlet and power off before cleaning the device.
- Do not handle the device with wet hands while it is being charged. This may cause an electric shock.
- Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way such as:
  - Power-supply cord or plug is damaged.
  - Liquid has been spilled into the device.
  - The device has been exposed to rain or moisture.
  - The device does not operate normally.
  - The device was dropped or the chassis is damaged.
  - The system does not function properly even if you follow the operating instructions.
  - The system performance changes.

## General battery notice

DANGER - Batteries supplied by CTL for use with your product have been tested for compatibility and should only be replaced with approved parts. A battery other than the one specified by CTL, or a disassembled or modified battery is not covered by the warranty.

Battery abuse or mishandling can cause overheating, liquid leakage, or an explosion. To avoid possible injury, do the following:

- Do not open, disassemble, or service any battery.
- Do not crush or puncture the battery.
- Do not short-circuit the battery, or expose it to water or other liquids.
- Keep the battery away from children.
- Keep the battery away from fire.

Stop using the battery if it is damaged, or if you notice any discharge or the buildup of foreign materials on the battery leads.

Store the rechargeable batteries or products containing the rechargeable batteries at room temperature, charged to approximately 30% to 50% of capacity. We recommend that the batteries be charged about once per year to prevent over-discharge.

Do not put the battery in trash that is disposed of in landfills. When disposing of the battery, comply with local ordinances or regulations.

Do not attempt to remove or replace the built-in rechargeable battery. Replacement of the battery must be done by a Lenovo- authorized repair facility or technician.

Only recharge the battery strictly according to instructions included in the product documentation.

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### Lithium-Ion Battery Warning

CAUTION: Danger of explosion if battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used

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batteries according to the manufacturer's instructions.



**DO NOT** throw the CTL VX11/VX11T Chromebook in municipal waste. This product has been designed to enable proper reuse of parts and recycling. This symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment, and mercury-containing button cell battery) should not be placed in municipal waste. Check local technical support services for product recycling.

# REGULATORY STATEMENT

## Federal Communication Commission (FCC) Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference that may cause undesired operation. (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Responsible party:

**CTL Corporation**

9700 SW Harvest Ct, Bldg 100, Beaverton, OR 97005

U.S.A.

Telephone: 800.642.3087 x 212

# FCC RF Radiation Exposure Statement



FCC RF exposure compliance, The radiated output power of your tablet is below the FCC radio frequency exposure limits. Nevertheless, it should be used in such a manner that the potential for human contact is minimized during normal operation of your tablet.

## CAUTION:

The total radiated energy from the antennas connected to the installed wireless modules conforms to the FCC limit of the SAR (Specific Absorption Rate) requirement, regarding 47 CFR Part 2 Section 1093, when the computer was tested in either conventional notebook or tablet computer orientations. To know the location of transmission antennas for the Wireless LAN/Bluetooth combo module and the wireless WAN module, see “Locate the UltraConnect™ wireless antennas” in the user Guide.

Simultaneous use of RF transmitters. Your tablet is approved for simultaneous use of the integrated wireless LAN/Bluetooth combo module.

Make sure of the following conditions when you use any other external wireless option device:

- When you use any other RF option device, you are requested to confirm that the device conforms to the RF Safety requirement and is approved to use for your tablet.
- You must follow the RF Safety instructions of wireless option devices that are included in the user manual of the RF option device.
- If wireless options are prohibited to use in conjunction with another transmitters, you must turn off all other wireless features in your tablet. Radio Frequency interference requirements.

When you use a wireless LAN module in the 802.11 a/n/ac transmission mode, note that high power radars are allocated as primary users of the 5250 to 5350 MHz and 5650 to 5850 MHz bands. These radar stations can cause interference with and/or damage this device.

# Manufacturer's Declaration of European Conformity (CE)



CTL Declares that this product is in conformity with all the requirements and essential norms that apply to the EU Council Radio Equipment Directive 2014/53 on the approximate laws of the member state relating to radio equipment.

The full text of the EU Declaration of conformity is available at the following internet address: [CTL VX11 VX11T Chromebook EU DOC.pdf](#)

**EMC Directive Statement:** This product is in conformity with the protection requirements of EU Council EMC Directive 2014/30/EU on the approximation of the laws of the Member States relating to electromagnetic compatibility.

This product has been tested and found to comply with the limits for Class B equipment according to European Standards harmonized in the Directives in compliance. The Class B requirements for equipment are intended to offer adequate protection to broadcast services within residential environments

**Radio Equipment Directive Statement:** This product is in conformity with all the requirements and essential norms that apply to EU Council Radio Equipment Directive 2014/53/EU on the approximation of the laws of the Member States relating to radio equipment.

EU Frequency band restriction for wireless LAN Usage of this device is limited to indoor in the band 5150 MHz to 5350 MHz (channels 36, 40, 44, 48, 52, 56, 60, 64). RF Exposure information. This device meets the EU requirements and the International Commission on Non-Ionizing Radiation Protection (ICNIRP) guidelines for general public's exposure to electromagnetic fields. To comply with the RF exposure requirements, refer to the Setup Guide for your product for the minimum safe-operating separation distance and SAR values.



**EU Frequency band restriction**

	AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES
	FI	FR	HR	HU	IE	IS	IT	LI	LT	LU	LV
	MT	NL	NO	PL	PT	RO	SE	SI	SK	TR	UK

CTL cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the installation of option cards from other manufacturers. This product has been tested and found to comply with the limits for Class B equipment according to European Standards harmonized in the Directives in compliance. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

## Restriction of Hazardous Substances (RoHS) Directive

This CTL product, with included parts (cables, cords, and so on) meets the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

## Regional notice for California




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**WARNING!** This product may contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. Wash hands after handling. Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

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# ENERGY STAR® compliance



As an ENERGY STAR Partner, CTL has followed the EPA's enhanced product qualification and certification process to ensure that the products marked with the ENERGY STAR logo are ENERGY STAR qualified per the applicable ENERGY STAR guidelines for energy efficiency. The logo on the left appears on all ENERGY STAR-qualified computers.

The ENERGY STAR program for computers was created by the EPA to promote energy efficiency and reduce air pollution through more energy-efficient equipment in homes, offices, and factories. One way that products achieve this goal is by using a power management feature to reduce power consumption when the product is not in use.

By using ENERGY STAR® compliant products and taking advantage of the power-management features of your computer, you reduce the consumption of electricity. Reduced electrical consumption contributes to potential financial savings, a cleaner environment, and the reduction of greenhouse gas emissions.

All CTL products with the ENERGY STAR logo comply with the ENERGY STAR standard, and the power management feature is enabled by default. The monitor and computer are automatically set to sleep after 10 and 30 minutes of user inactivity. To wake your computer, click the mouse or press any key on the keyboard.

Additional information on the potential energy and financial savings of the power management feature can be found on the EPA ENERGY STAR Power Management website at <http://www.energystar.gov/powermanagement>. Additional information on the ENERGY STAR program and its environmental benefits are available on the EPA ENERGY STAR website at <http://www.energystar.gov>.

# Environmental Regulation

## WEEE information



The WEEE marking on CTL products applies to countries with WEEE and e-waste regulations. Appliances are labeled in accordance with local regulations concerning waste electrical and electronic equipment (WEEE).

## Battery recycling information for the United States and Canada



US & Canada Only

## Battery recycling information for the European Union



Notice: This mark applies only to countries within the European Union (EU).

Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances.

# Environmental Regulation

## REACH

Complying with the REACH(Registration, Evaluation, Authorization, and Restriction of Chemical) regulatory framework, we publish the chemical substances in our products at CTL REACH website, <http://www.ctl.net/corporateresponsibility/reach>

## CTL Recycling and Takeback Services

### Take Back Services

CTL's electronics disposition and disposal services include removal/recycling of qualified CTL electronics equipment, including rechargeable batteries and packing. CTL allows customers to optionally keep the hard drives associated with the system that is de-installed. Equipment and packing are cleansed and recycled/disposed of according to EPA standards. Visit <http://ctl.info/electronics-take-back/>

### Rechargeable Battery Recycling

CTL offers stand-alone rechargeable no-cost rechargeable battery recycling services for customers in the US and Canada for all CTL products. CTL offers this service through a partnership with Call2Recycle. Call2Recycle has drop off locations within 10 miles of more than 87% of the US population. To find a location near you, visit <https://www.call2recycle.org/locator>

## COATING NOTICE

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IMPORTANT! To provide electrical insulation and maintain electrical safety, a coating is applied to insulate the device except on the areas where the I/O ports are located.

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# CTL Contact Information

## CTL Corporation

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## CTL Europe / Spain Headquarters:

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