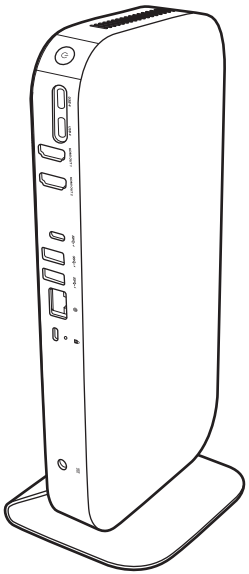
CTL® Meet Compute System

User's Manual
GQE20C Series



Meet | ctl.

Download the electronic manual at ctl.re/GQE20C

TABLE OF CONTENTS

SAFETY INFORMATION 3

COPYRIGHT 5

PRODUCT OVERVIEW 6

Package contents 6

Front view 7

Rear view 7

Status indicators 8

Specifications 9

GETTING STARTED 11

Using the stand 11

Using the wall mount 13

Connecting the AC power 15

Connecting a display device 16

Connecting the mouse and keyboard 18

Connecting the wired mouse and keyboard 18

Connecting the wireless mouse and keyboard 18

Performing additional connections 19

Connecting to local area network (LAN) 19

Connecting USB devices 20

USING MEET COMPUTE SYSTEM 21

Powering on your device 21

Enrolling your device 21

Exiting Kiosk mode 23

Navigating in Desktop mode 24

Quick Settings panel 25

Powering off your device 26

Rebooting your device 26

TROUBLESHOOTING 27

CTL CONTACT INFORMATION 28

SAFETY INFORMATION

Your CTL Meet Compute System 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.

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.

Care during use

When using this CTL Meet Compute System, 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.

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 batteries according to the manufacturer's instructions.

NO DISASSEMBLY

The warranty does not apply to the products that have been disassembled by users



DO NOT throw the CTL Meet Compute System 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.

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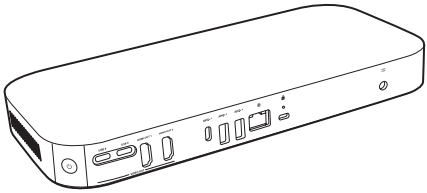
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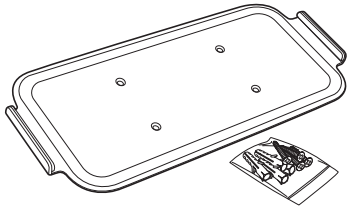
PRODUCT OVERVIEW

Package contents

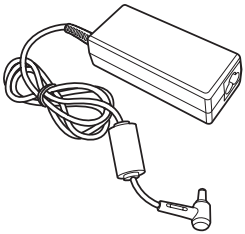
Please take a moment to check if all the necessary items are included in the package. If anything is missing or damaged, please contact your dealer immediately.



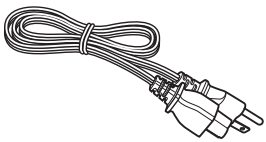
- **Meet Compute System**



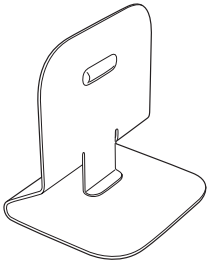
- **VESA mount kit (mounting plate & screws)**



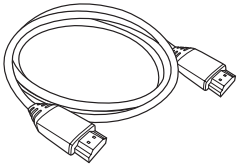
- **Power adapter**



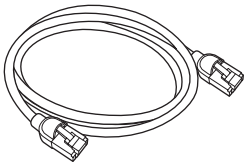
- **Power cord**



- **Stand**

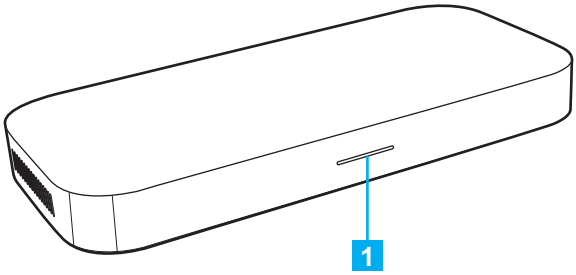


- **HDMI cable**



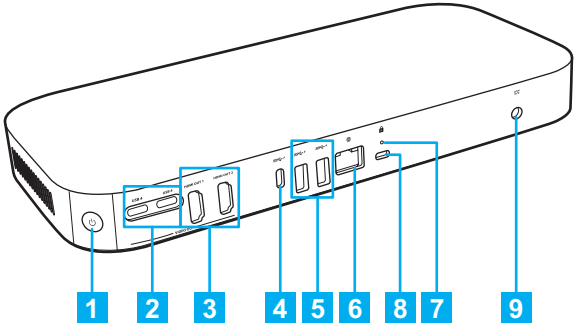
- **RJ45 cable**

Front view



No.	Description
1	Power LED

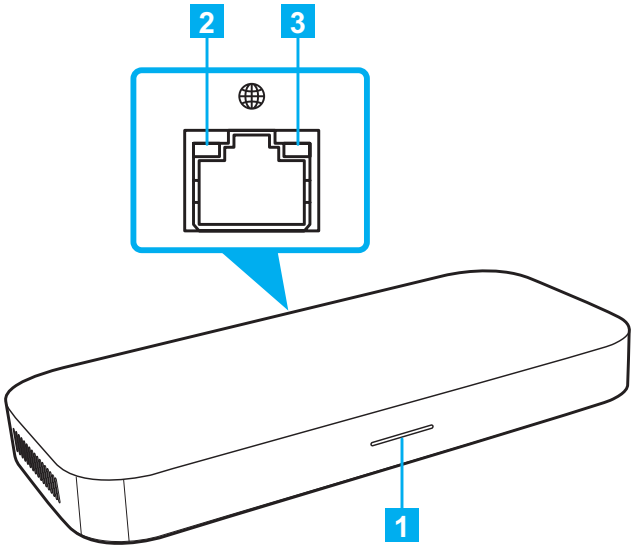
Rear view



No.	Description	No.	Description
1	Power button	6	LAN port
2	(2) USB4 Type-C ports*	7	Reset hole
3	(2) HDMI OUT ports	8	Kensington lock port
4	USB3.1 Type-C port*	9	DC IN jack
5	(2) USB3.0 Type-A ports*		

» ***NOTE:*** **Supports battery charging.*

Status indicators



No.	Indicator	Color	Status	Description
1	Power LED	White	On	Compute system is switched on.
			Off	Compute system is switched off.
			Flashing	Compute system is suspended.
		Red	On	Insufficient power to boot the system.
			Flashing	A critical firmware error has occurred.
2	LAN port LEDs	Orange	Flashing	Activity on the link.
			Off	No activity on the link.
3		Green	On	Active link connection.
			Off	No link connection.

Specifications

Item	Description
Operating system	Google Meet OS
CPU	Intel® Core™ i5-1335U processor • Max. Turbo Frequency: 4.60 GHz • Cache: 12 MB Intel® Smart Cache
Memory	16 GB LPDDR4X 4266
Graphics	Intel® Iris® Xe Graphics eligible • Graphics Max. Dynamic Frequency: 1.25 GHz • Max Resolution (HDMI): 4096 x 2304 @ 60Hz
Storage	M.2 SSD 256GB(SATA/PCIe)
LAN support	• Gigabit Ethernet • 1GB Upstream Port
WLAN and Bluetooth support	Intel® Wi-Fi 6E AX211 (Gig+) module • TX/RX Streams: 2x2 • Bands: 2.4, 5, 6 GHz (160MHz) • Wi-Fi CERTIFIED: Wi-Fi 6E (802.11ax) • Bluetooth Version: 5.3 • Form Factor: M.2 2230
Connectors	• (2) USB4 Type-C ports (Displayport/USB) • (2) HDMI OUT ports (with CEC) • USB3.1 Type-C port (Displayport/USB) • (2) USB3.0 Type-A ports (up to 10GB) • LAN port • DC IN jack
VESA mounting	Magnetic wall mount
Dimensions	284 x 135 x 29.5 mm
Weight	970g
AC Adapter	• Output: 19.5V DC, 4.62A 90W • Input: 100~240V AC, 50/60Hz Universal

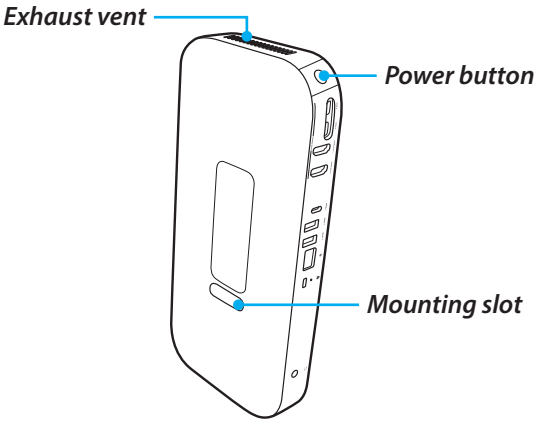
Item	Description
Power cord	• Type: US / EU / UK / ANZ /JA region • Length: 1m
Security solution	Kensington lock
Operating Environment	• Temperature: 0°C to 35°C • Humidity: 30% to 80%

GETTING STARTED

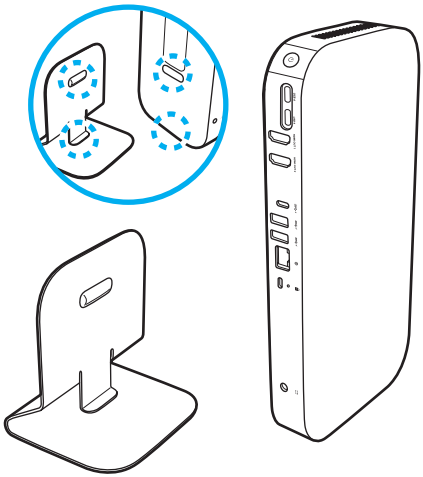
Using the stand

Ensure that your Meet Compute System is properly turned off before mounting the device to the stand. Failure to do so may result in personal injury from electric shock.

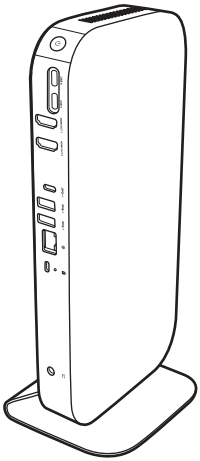
1. Hold your device with its exhaust vent facing up and the **Power** button is on the top side as shown in the illustration.



2. With the mounting slots ("*concave shape*" on your device and "*convex shape*" on the stand) properly aligned, bring your device close to the stand. Your device will magnetically attach to the stand.



3. Adjust until your device is securely attached to the stand.



CAUTION: When connecting/disconnecting the cable(s), hold your device firmly to avoid damage from falls.

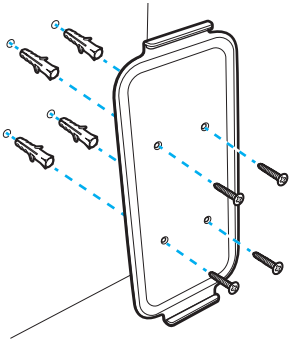
Using the wall mount

Ensure that your Meet Compute System is properly turned off before mounting the device to the wall mounting plate. Failure to do so may result in personal injury from electric shock.

Attention!

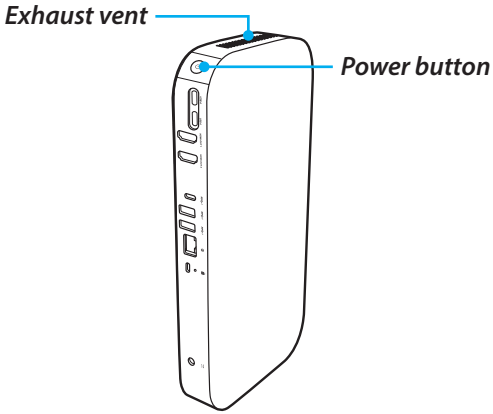
The mounting height must not exceed 2m above the floor or 75cm above a flat surface.

1. Install the mounting plate to the wall using the four screws and washers.

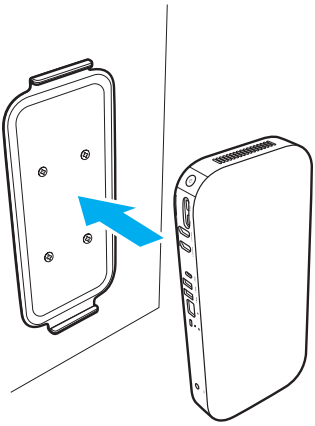


» ***NOTE:*** *Screw size: M3.5 x 24 mm.*

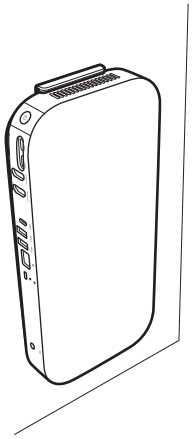
2. Hold your device with its exhaust vent facing up and the **Power** button is on the top side as shown in the illustration.



3. With the device and mounting plate properly aligned, bring your device close to the mounting plate.
   Your device will magnetically attach to the mounting plate.



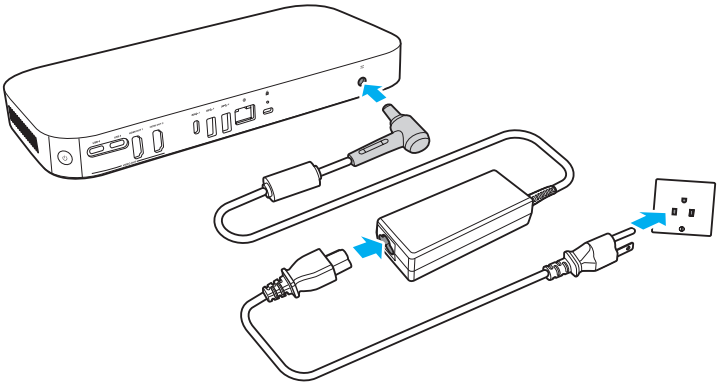
4. Adjust until your device is securely attached to the mounting plate.



Connecting the AC power

To connect your Meet Compute System 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 of your device.



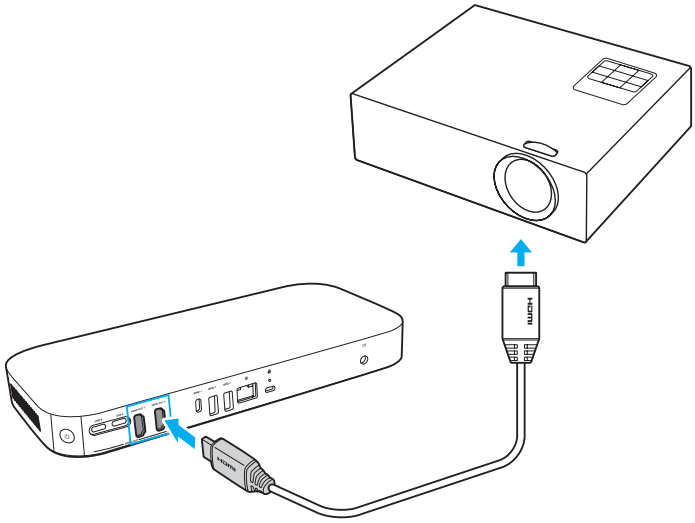
Connecting a display device

You can connect a display panel or projector to your Meet Compute System that has one of the following connectors:

- HDMI connector
- DisplayPort (USB Type-C)

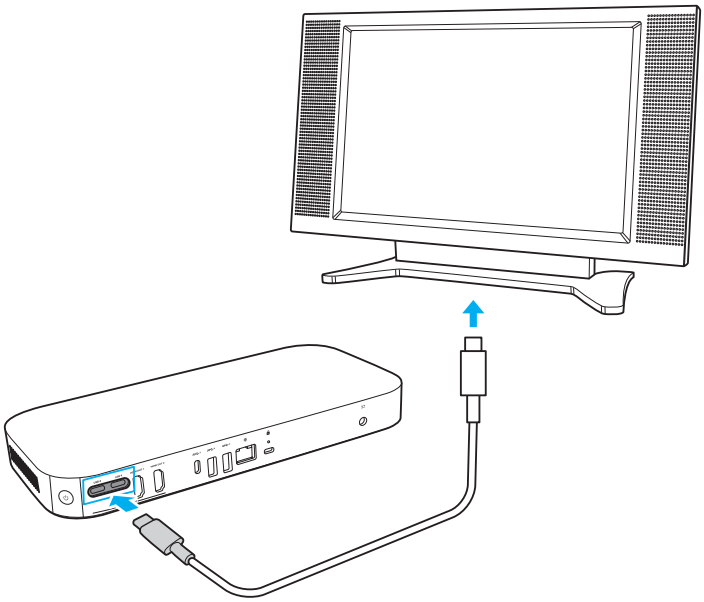
To establish the connection using an HDMI cable:

1. Connect one end of the HDMI cable to either of the two HDMI ports on your device.
2. Connect the other end of the HDMI cable to the HDMI port of a display device (a projector, for example).



To establish the connection using a USB Type-C cable:

1. Connect one end of the USB Type-C cable to either of the two USB4 Type-C ports on your device.
2. Connect the other end of the USB Type-C cable to the DisplayPort (USB Type-C) port of a display device (a monitor, for example).

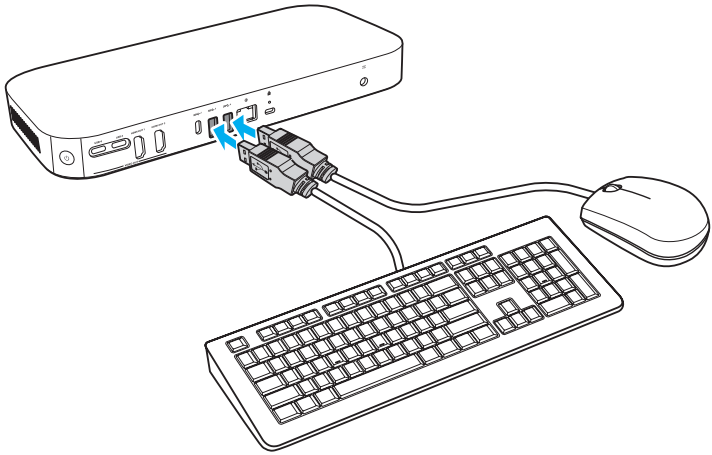


Connecting the mouse and keyboard

Your Meet Compute System supports both wired and wireless mouse and keyboard.

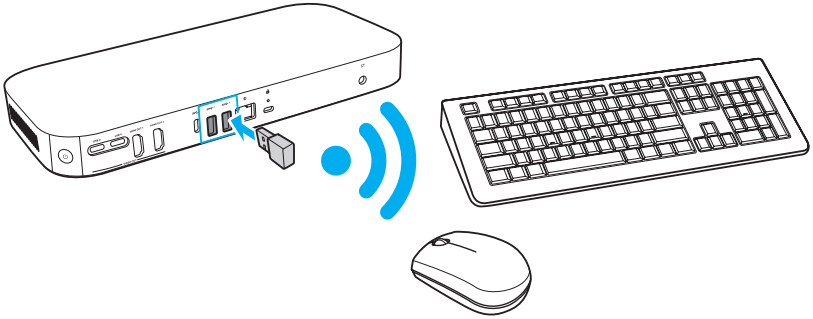
Connecting the wired mouse and keyboard

Connect the USB mouse and USB keyboard to the USB ports on your device.



Connecting the wireless mouse and keyboard

Connect the USB receiver that is supplied with your wireless mouse and keyboard to the USB port of your device.

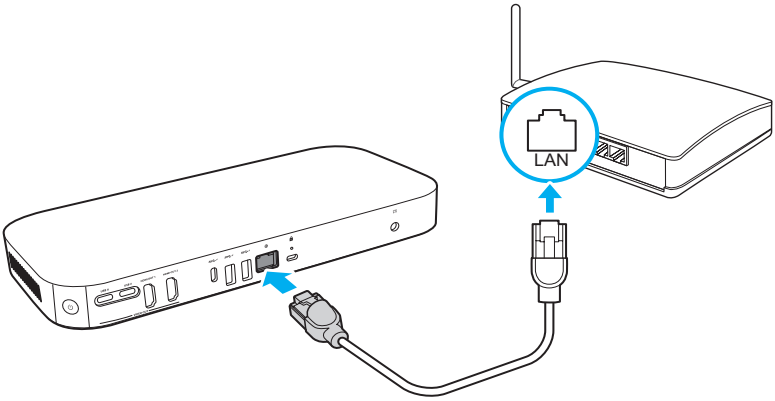


» ***NOTE:*** *After you power on your Meet Compute System, the wireless mouse and keyboard are usually paired automatically. If any additional steps are required, please refer to the manual that came with your accessories.*

Performing additional connections

Connecting to local area network (LAN)

1. Connect one end of the RJ45 cable to the LAN port of your Meet Compute System.
2. Connect the other end of the RJ45 cable to a network connection device or a network wall connector.



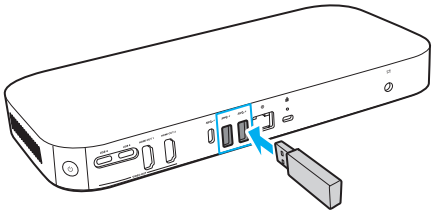
» ***NOTE:*** *To configure the LAN connection parameters, open the* **Settings** *menu and select* **Network** > **Ethernet**.

Connecting USB devices

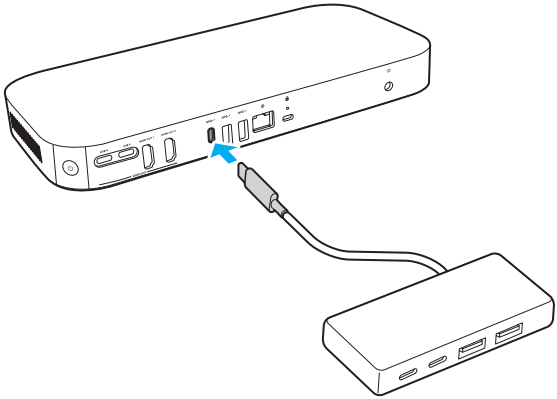
» ***NOTE:*** *Your Meet Compute System supports USB3.0 Type-A and USB3.1 Type-C.*

Depending on the supported USB type, connect the USB device to the respective USB port of your Meet Compute System.

- USB3.0 Type-A compatible device connect to one of the following USB ports:



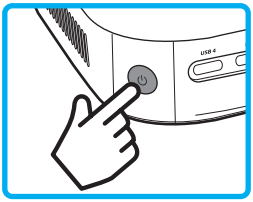
- USB3.1 Type-C compatible device connect to the following USB port:



USING MEET COMPUTE SYSTEM

Powering on your device

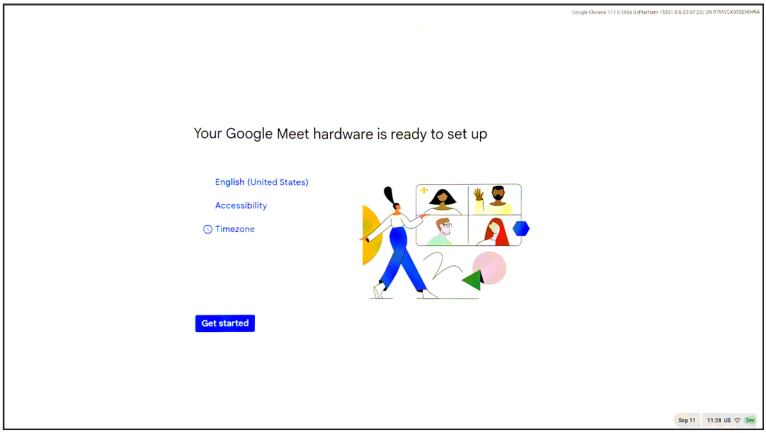
To power on your Meet Compute System, press the **Power** button. The **Power** LED lights solid white.



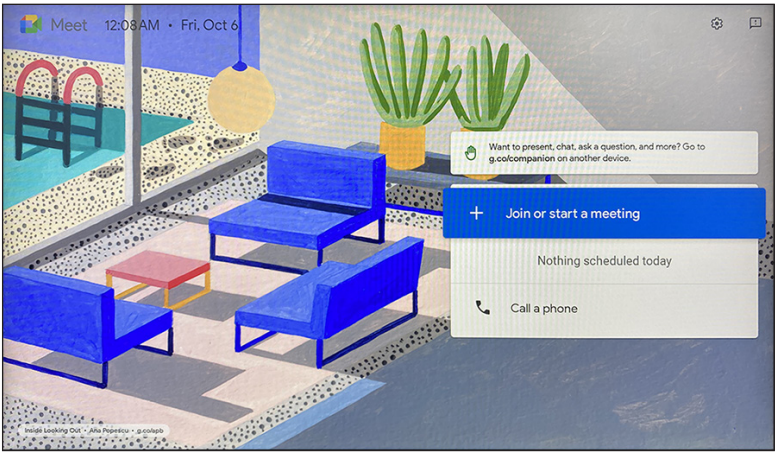
Enrolling your device

When you turn on the device for the first time, you need to enroll your Meet Compute System.

1. Connect the USB keyboard and mouse to your Meet Compute System. Then turn on your device and the connected external display.
2. Set the language, configure the accessibility options, and set the time zone. Then click **Get started**.



3. Configure the network connection.
4. Read and accept the Chrome OS Terms of Service.
5. Sign in with your Google Workspace account and password. After the enrollment process is complete, click **Next**.
6. When the Google Meet hardware screen appears, follow the on-screen instructions to test your peripherals such as camera, microphone, display, and touch controller.
7. After all tests are complete, click **Done**. Then the Meet (kiosk application) main screen will appear on the screen.



» ***NOTE:*** *For more information on using the application, visit Google Meet Help Center website.*

Exiting Kiosk mode

To exit the Kiosk mode and enter the Desktop mode, do the following:

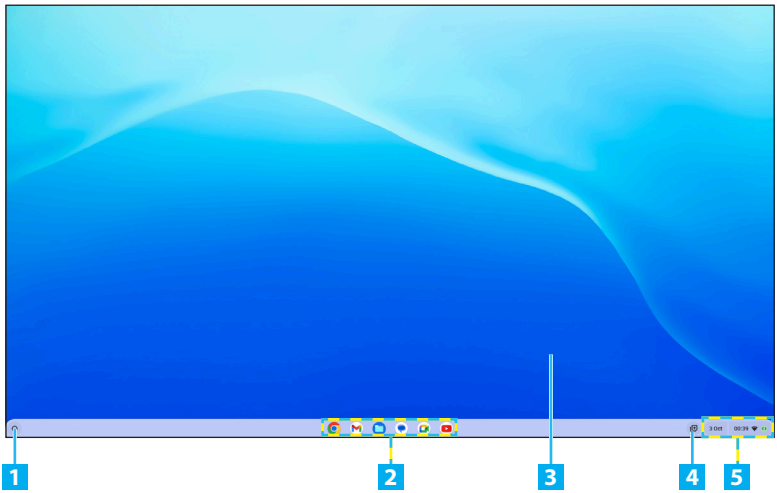
1. Press the **Power** button. Then click **Sign out**.



2. When your device starts loading the Meet application window, press the **Ctrl**+**Shift**+**S** buttons on the keyboard.
3. Sign in with your Google account and password. Then follow the on-screen instructions to complete the setup.
4. Click **Get started** to start using your device.

Navigating in Desktop mode

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

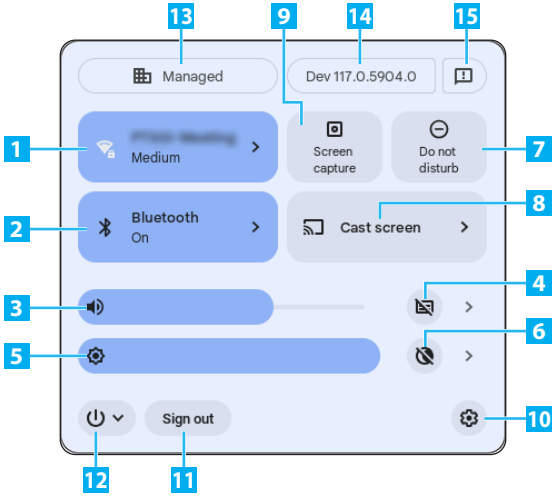


Click on any of the following items:

- 1 **Launcher**: Manage installed apps, perform search, and access Google Assistant.
- 2 **App launcher**: Pin frequently used apps and access them quickly.
- 3 **Desktop**: Right click to manage shelf visibility, position, and set wallpaper and its style.
- 4 **Quick files**: Open and pin files for quick access.
- 5 **Status Tray**: View and manage date & time settings, notifications, and access the Quick Settings panel.

Quick Settings panel

Click on the time widget in the Status Tray to open the Quick Settings panel.



Click any of the following:

- 1 **Wi-Fi**: Toggle **Wi-Fi** on or off. If the function is enabled, you can connect to an available Wi-Fi network.
- 2 **Bluetooth**: Toggle **Bluetooth** on or off. If the function is enabled, you can pair to an available Bluetooth device.
- 3 **Volume**: Drag the slider to adjust the volume. Click to mute audio or click to unmute.
- 4 **Live Caption**: Toggle **Live Caption** on or off.
  Click > to open the **Audio** settings.
- 5 **Brightness**: Drag the slider to adjust the screen brightness.
- 6 **Night Light**: Toggle **Night Light** on or off. If the function is enabled, the calls, the screen will be tinted with a yellowish hue to reduce eyestrain late at night.
  Click > to open the **Display** settings.
- 7 **Do not disturb**: Toggle **Do not disturb** on or off. If the function is enabled, the calls, alerts, and notifications that you do not want to receive will be silenced.

- 8 **Cast screen**: Cast your desktop to another device.
  Click > to show the cast devices.
- 9 **Screen capture**: Take a snapshot of the screen image.
- 10 **Settings**: Open the **Settings** menu.
  You can also access the **Settings** menu by clicking **Launcher** and select **Settings**.
- 11 **Sign out**: Exit the desktop mode.
- 12 **Power**: Power off the device, restart the system, exit the desktop mode, or sign out from your account.
- 12 **Managed**: View your administrator information.
- 14 **About Chrome OS**: Open the **Settings** menu and click to view Google Chrome OS information.
- 15 **Sent feedback**: Send a feedback or report an issue you have encountered when using your device.

» ***NOTE:*** *For more information, visit Chromebook Help Center website.*

Powering off your device

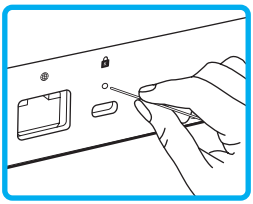
To shut down your Meet Compute System, do either of the following:

- Press the **Power** button, and then click **Shut down**.
- Open the **Quick Settings** panel. Then click ⏻ > **Power Off**.

Rebooting your device

To reboot your Meet Compute System, do either of the following:

- Press the **Power** button, and then click **Sign out**.
- Open the **Quick Settings** panel. Then click ⏻ > **Restart**.
- Insert a pointed tool into the reset hole on the rear of your device.



TROUBLESHOOTING

If you experience a problem with your Meet Compute System, refer to the following troubleshooting guide. If a problem persists, contact the service center.

The power is switched on, but your device does not start:

- Make sure that the AC adapter is properly plugged into the DC IN jack of your Meet Compute System and to the power outlet. Refer to page 15.

Cannot access the LAN:

- Make sure you have connected one end of an RJ45 cable to the LAN port of your Meet Compute System and the other end to the network connection device or a network wall connector. Refer to page 19.
- Make sure you have configured the LAN settings correctly. Open the **Settings** menu and select **Network** > **Ethernet** to configure the LAN connection parameters.

Cannot connect to the Bluetooth device:

- Make sure the Bluetooth device you want to connect to is nearby your Meet Compute System and is visible to other devices.

No audio is heard from your device:

- Make sure the audio is not muted. Refer to page 25.

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