Education
Solutions Guide
& Warranty

ctl

Chromebook Specific Solutions

Chrome Device Management Licenses from $30

- Configure and manage user access
- Control network access
- Create user groups
- Customize user features
- Preinstall and block applications
- Provide layers of security
- Track assets

CTL White Glove Configuration Service: from $10

Includes:

- Enrolling Chromebooks to school's Google Apps domain
- Validating device policies
- Applying Chrome OS update
- Applying Customer Asset Tags on request.
- Providing school with data capture of serial numbers and asset tag numbers
- Capture MAC address so they can be tracked if lost or stolen.

Hapara
MAKING LEARNING VISIBLE

Chromebook Specific Solutions

Hapara Licenses - Call for Pricing

CTL is proud to partner with Hapara in order to offer our education customers the full line of Hapara solutions to enhance your Google Apps for Education and CTL Education Chromebook.

Hapara Teacher Dashboard

Organize your Google environment the way teachers do — around classes and students. Hapara Teacher Dashboard easily offers teachers the ability to view student efforts in Google Apps, enabling individual student activity feeds organized by class and shown in dashboards. This results in effortless, formative assessment and increased online student safety.
Features:

• Ability to control student Chrome browsers
• Centralized administration that saves teachers from IT management and provided oversight to IT directors
• Enhanced and ongoing formative assessment
• Full access to all student work
• Oversight of student communications

Hapara Remote Control

(add-on to Teacher Dashboard)
View and guide student activity in your class with remote, real-time classroom device management for Chromebooks.
Features:

• Open and close URLs on student devices
• Send priority messages to students
• View student browser tabs and screens

Intel® Education Windows Solutions

Intel® Education Software Stack Included with CTL's Intel Education Windows Products

The Intel® Education Software Stack helps students develop their skills of collaboration, creativity, problem solving, critical thinking and digital literacy. These rich, interactive applications empower educators with tools to manage the classroom and keep students on task. In addition, IT departments can keep students and technology safe and secure from malware and loss.

Classroom Management

Classroom Management has features to support inter-activity and collaborative student work, provides teacher tools to organize lessons, administer assessments, control student activity while eliminating distractions, and enhances overall classroom productivity.

MyScript Notes/MyScript Stylus

Summarizing and synthesizing information is a key 21st century skill supported by MyScript Notes. Students can use the tablet as a real notepad, drawing, inserting pictures, and taking notes with their own handwriting using a stylus or finger

MyScript Stylus Mobile is an interactive handwriting recognition application that enables students to write notes, draw symbols, and perform basic math with real-time text input on touch-screen devices.

Intel® Education Theft Deterrent

Helps protect capital and operational investments. Tools include a Management Server that supports complex deployments, a Management Dashboard that monitors clients and implements policies, and Hard-ware Hardened client rendering stolen systems value-less. Easy for students to use with no student interactions and no login passwords required.

Intel® Education Windows Solutions

Intel® Education Software Stack Included with CTL's Intel Education Windows Products

McAfee AntiVirus Plus/Mobile Security

Provides five years complete virus protection and Internet Security so students have a safe and secure digital classroom. Comprehensive PC security, trusted security vendor, web and e-mail protection, and a clear user interface with optimized performance for a better user experience.

Intel® Education Lab Camera

Intel® Education Lab Camera application by Intellisence helps to promote scientific inquiry, helps make abstract concepts tangible for students and is an excellent complement to your STEM curriculum. Teachers can ignite imaginations and reveal the natural sciences using the Lab Camera application and the device's built-in camera. This hands-on set of tools for investigating the natural world helps make abstract concepts tangible, because students see them with their own eyes and experience them with their own hands.

SPARKvue

SPARKvue is a data analysis application used to study science and math concepts. It is applicable across subject areas and grade ranges. It teaches inquiry skills – students conduct pre-configured experiments or create their own lines of exploration. Data can be visually inspected and analyzed with statistical tools. Sensors, internal or external, collect data and display it in real-time in a graph, or table.

ArtRage

ArtRage, part of Intel® Education, enables students to easily create digital artwork on their computer. Students can simulate a range of artistic effects: watercolor, ink pen, flood fill, gloop pen, sticker spray, text tool, and more. Students can use the program to provide illustrations to stories and reports. Because it's so intuitive to use, they can spend more time nurturing their inner Picasso than laboring to learn a complex program. Sophisticated functionality simulates real-world art tools

Intel® Education Access Management

The Intel Education Access Management application provides a safer and more secure Internet and application environment for students. It allows IT staff to set appropriate policies for students in a school and at home. Key features include: policy management, web filtering, provisioning. Access management will allow IT staff to ensure student devices meet the requirements of the Child Internet Protection Act (CIPA), therefore meeting eRate compliance.

Intel® Education Media Camera

Multimedia creation and editing for project-based learning. The media camera helps students express themselves visually and communicate information with tools to record, edit, and present. The Media Camera application is an interactive multimedia tool for video and photo editing. It enables students to capture and edit pictures and video and to make annotations to create their own multimedia outcomes for project-based learning.

Solutions for All Devices

Configured to Meet Standardized Testing Requirements

TEST-READY SMARTER BALANCED

CTL's Chromebooks and 2goPC Windows devices meet the technical specifications required by Smarter Balanced testing, which has become the standardized test adopted by many U.S. States.

Pearson Education Software
Call for Pricing

PEARSON Education

CTL offers a wide range of digital learning solutions from Pearson to our K-12 customers, including **Pearson iLit, Pearson System of Courses, enVisionMATH 2.0, Interactive Science, Interactive Music powered by Silver Burdett** and many other solutions that span the K-12 curriculum.

Web Filtering and Reporting Service to Assist with CIPA Compliance **From $5/user**

securly://

CTL is offering one free year of web filtering and reporting from 'Securly' as a Chrome extension for Chromebooks to assist with CIPA compliance.

Bulk Pack **from $2/unit**

CTL offers customers the ability to have multiple units shipped in special bulk pack shipping cartons, which reduces packaging waste associated with shipping each unit in an individual box and saves time in unpacking and deployment.

Solutions for All Devices

Demo Devices

BUY and Try
Qualified education customers can purchase a single unit of certain products for evaluation at a discounted price. Contact CTL for more information.

TRY and Buy
Qualified education customers can purchase a single unit of certain products for evaluation at a discounted price and return it for a full refund within 30 days if they decide they don't want to keep it. Contact CTL for more information.

Demo Loaners
CTL's education devices are availble to try on loan for a limited time. Contact CTL for more information.

Discounted Devices for Staff, Student and Family Purchases
CTL can work with customers to offer staff, students and family a special discount off of CTL's educational devices in the form of a coupon for purchasing off of ctl.net.

Capture MAC Address
CTL can capture your the MAC address for each of your school's devices so that they can be tracked if they're lost or stolen. **Included with Chromebook White Glove Service. Call for pricing on Windows Devices.**

CTL University: Professional Development and Student / Parent Training Call for Pricing

CTL recognizes that the keystone of any 1:1 or large deployment program is the integration of technology into teaching and learning processes. CTL offers online and in-person training, including training from Google certified Google Educators to cover topics including:

- Introduction to Chromebooks
- Using the Chrome Browser
- Google Docs, Sheets and Slides
- Google Drive
- Gmail
- And more!

Online Training Course

Online Training Courses are available through "CTL University."

In-Person Workshops

Ask about our in-person workshops available to give educators more personalized attention and training.

Facilitated Online Webinars

Through "CTL University," educators can sign up for infomative webinars on the latest education solutions.

Full Color Painting from $15

Customize your school's mobile devices with your full color logo! A minimum order of 25 units is required for this service.

Asset Tagging
From $2.50/unit

CTL asset tagging solutions are designed to flexibly conform to a customer's specific asset tagging and tracking needs. Systems can be labeled with an asset number and tag assigned and created by CTL; with an asset number provided by the customer and a tag created by CTL; or with an asset number and tag provided by the customer.

Asset Reports
From $2.50/unit

For Asset Reports, CTL collects Serial Number and MAC Address information for each device and provides this information to the customer in an electronic report.

Premium Customer Disk Imaging Service: $199/image set up + $8/system

50 System Minimum Requirement - see more at: http://ctl.helpserve.com/Knowledgebase/Article/View/223/0/ctl-disk-imaging-services

Solutions for All Devices
Store and Charge Carts

We've partnered with industry leaders in store and charge carts such as **Anthro** and **Bretford Furniture**. Easily and securely store your classroom's mobile devices while allowing their batteries to recharge. Increase your classroom's efficiency by having charged devices ready to go. Ask us about what store and charge carts are right for you!

The Bretford Core™ 36M Cart

The Anthro YES Cart for mini-laptops

Pre-Wire Services From $200
Save the time and hassle and let CTL® pre-wire your store and charge carts so they're ready to go upon arrival.

The CTL® Warranty

About Us

CTL® has been quietly manufacturing high quality Laptops, Desktop PC's, Monitors and Servers for over 25 years for select authorized accounts, with a strong focus in the education, local and federal government sectors. We have been recognized as one of the Oregon's fastest growing companies and were listed in CRN Magazine's annual list of leading system builders as the 5th largest system builder in the United States.

CTL® is one of a handful of system builders in the country that have been named both Microsoft Silver OEM's and Intel Technology Providers at the Platinum level. CTL is headquartered in Portland, Oregon. CTL's PC manufacturing, sales and support are all located in the United States not in another country.

CTL®'s vision is to provide high quality computing products at competitive prices to government, education and corporate customers while providing industry leading service and support that is responsive, flexible and comprehensive.

Service and Support

At CTL® we pride ourselves on providing quality products with industry leading service and support and we feel that this is one of our competitive advantages. CTL® provides service and support for our products via toll-free telephone, email, web ticket and web chat support and for depot warranty repair and RMA from our Portland, Oregon service center. When on-site service is required, CTL can provide nation-wide on-site service.

One of the key components to our superior service and support is flexibility. We work hard to provide our customers with support choices that best fit their unique and immediate needs.

A second key component of our service and support is that when a customer has an issue and contacts our technical support, they deal directly with and are helped by a highly trained US based CTL® employee, not a contracted employee in a call center in another country. Hiring our own technicians to provide support here in the US, making sure that they are highly trained and paying them living wages costs us more than if we hired a call center off-shore, but we feel that this is crucial to providing our customers an exceptional experience.

A third key component of our superior service and support are our partnerships. CTL® is a Microsoft Silver Certified Partner and an Intel Technology Provider Partner at the Platinum level. These relationships provide additional technical and engineering resources, ongoing training opportunities and synergies that help CTL® consistently exceed customer expectations.

Service and Support

A description of CTL® services follows:

■ Warranty – Break Fix – Non-Warranty

CTL® offers robust product support in a variety of ways to best meet the needs of the user and to best resolve warranty, non-warranty and break fix or service issues:

■ Web based support

CTL® provides comprehensive web based support tools to allow our customers to find the information that they need as quickly as possible. These web based support tools include: libraries of drivers and software; FAQs and customer specific Asset reports.

■ Help Desk Support via Email and Instant Online Web Chat

Support related emails and online web chats are personally answered by our USA based in-house call center technicians

■ Help Desk Support via Phone

CTL® provides a dedicated toll-free 1-800 24x 7 tech support phone number to our USA based in-house call center.

■ Onsite Support

Available as an option nationwide.

The CTL Complete Care Plus Accidental Damage Warranty

Are your mobile devices exposed to harsh environments or multiple-users?
The CTL Complete Care Plus Warranty is an optional repair and replacement service that covers most accidental damage (spills, drops, surges, breakages) to mobile devices that are not covered under the standard limited warranty. This warranty covers one major replacement per year for three years.

- Investment protection
- Saves IT department time and resources
- Helps reduce end-user down-time
- Helps save your organization time, money, and resources
- Accidental damage coverage covers a one-time replacement of damage to a major component (i.e. LCD Screen, Convertible Tablet Hinge or Motherboard)

What kind of damage is covered?
Some examples of non-intentional damage that are covered are:

Cause of Failure	Resolution Description
Liquid spilled on or in unit	Repaired or unit replaced
Drops, falls, and other collisions	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Broken DC jack	Repaired or unit replaced

Damaged caused by intentional acts, fire, theft, neglect or loss are not covered under the complete care warranty. Some examples of damage that would NOT be covered are:

Cause of Failure	Resolution Description
Damaged in a fire	Not covered – insurance coverage
Intentional damage (i.e. hammer marks)	Not covered – user responsible
Stolen unit	Not covered – insurance coverage
Normal wear/cosmetic damage that does not affect system performance	Not covered
Run over by any type of vehicle	Not covered – user responsible

Warranty Upgrades

Extended Battery Coverage

Upgrade your CTL® Complete Care Plus Warranty to include up to one battery replacement per year for three years. During normal usage, batteries can reduce over time. Extended Battery Coverage will ensure you have maximum battery life for the duration you own your device.

Self Repair Instruction and Certification
From $200/technician per year

CTL offers instruction and certification for technicians to be authorized to have the option to self-repair In-Warranty defective machines that are under warranty rather than returning them to a CTL repair facility. This provides flexibility and in some cases, faster repair turnarounds.

Advanced Cross Ship RMA
From $5

With Advanced Cross Ship RMA service, CTL provides two way pre-paid shipping on any repair issue.

Spare Parts/Units Pool
Call for Pricing

CTL can work with customers to supply spare parts and/or units to facilitate faster repairs and RMAs.

The CTL® Complete Care Suite

Get maximum coverage, more value and peace of mind with the **CTL® Complete Care Suite**. This suite is available for any new CTL® Education Chromebook NL6 and/or mobile devices, including the 2goPC (except NL5).

- **Three Year Major Coverage**
Covers one major replacement per year for three years in addition to everything covered under the CTL® Complete Care Plus Accidental Damage Warranty.

- **Extended Battery Coverage**
Covers one battery replacement per year for three years.

- **Two Way Shipping Service**
Provides two way shipping on any repair issues covered under your CTL® Complete Care Suite three year warranty.

How is the repair/ replacement handled?

If an incident occurs, you can contact CTL® technical support to report the problem. They will ask you a series of questions designed to determine the extent and cause of the damage of failure. Depending on your system type and the cause and extent of damage CTL® will initiate appropriate repair or replacement services. The services may include shipment of customer replaceable parts or request for shipment of damaged product back to CTL® for repair, or initiation of whole unit exchange procedures.
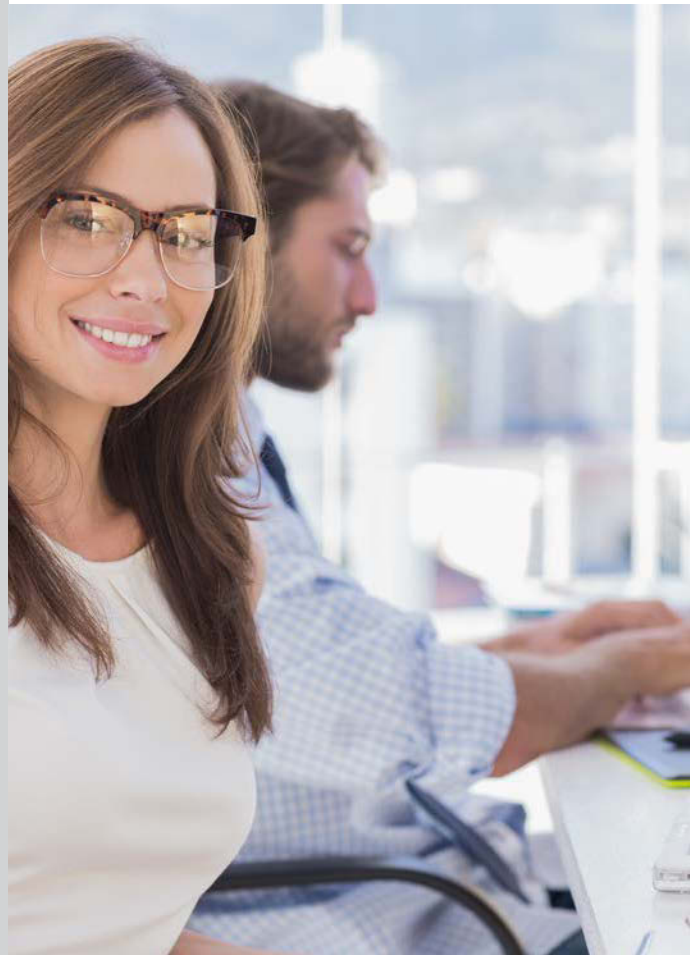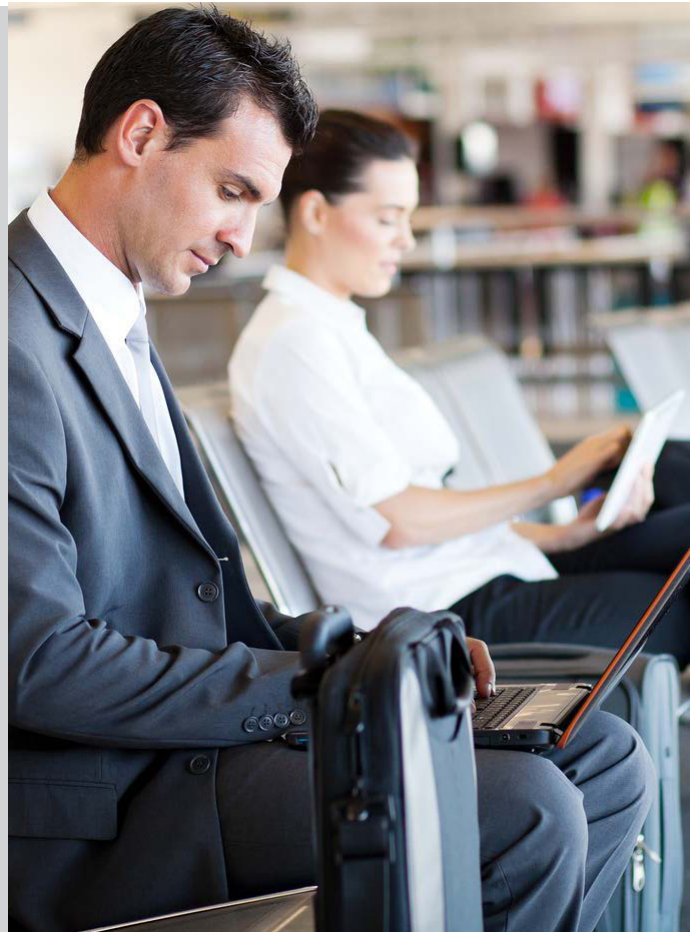
How do I purchase a CTL® Warranty?

The CTL® Complete Care Plus and **Complete Care Suite** Warranties are available as a purchase option on a variety of CTL® mobile devices. These warranties cannot be purchased after your order has been shipped.

For further information, please contact CTL®

Phone: 800.642.3087

email: info@ctl.net

ctl.

ctl.net