



READ THIS FIRST!

-Important Information-

Please read these instructions before you get started.



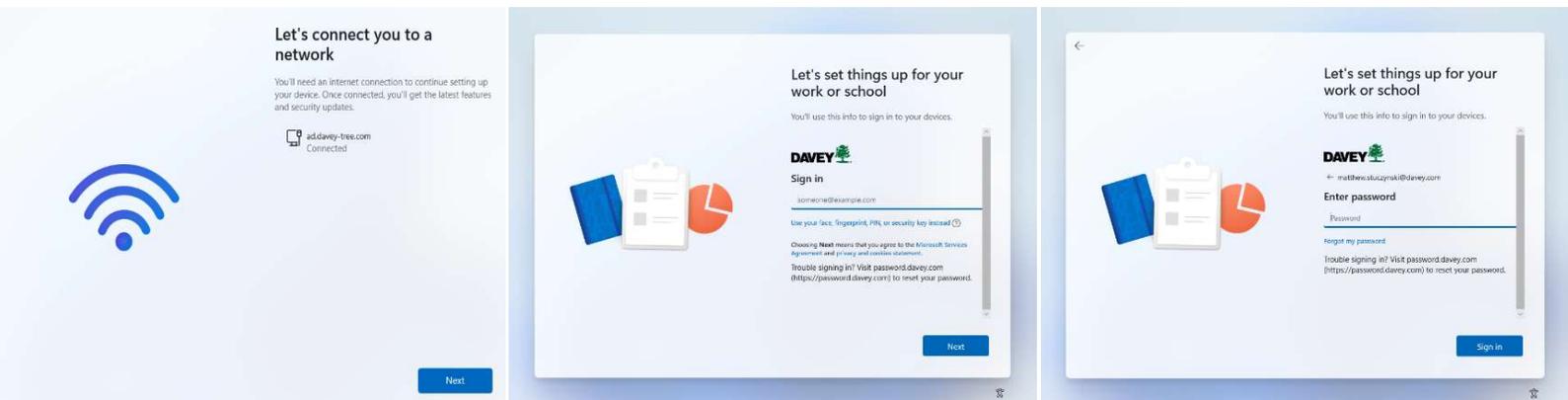
*****IMPORTANT: DO NOT CONNECT TO DAVEY WIRELESS OR PUBLIC WI-FI DURING SETUP OR IT WILL FAIL*****
*****IF YOU'RE AT CORPORATE, YOU MUST USE A HARD-WIRED ETHERNET CONNECTION*****

These are your options for connecting to the internet during setup:

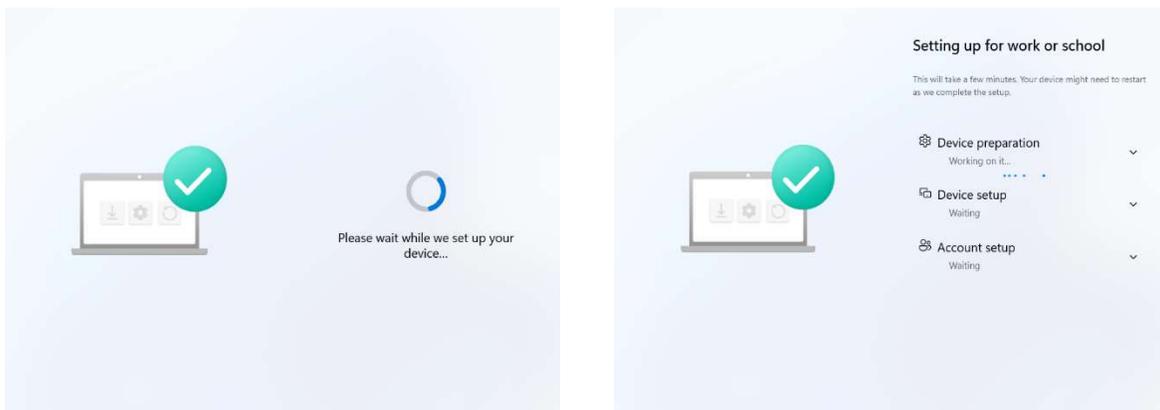
- Plug in with an ethernet cable giving you a hard-wired connection. This is preferred.
- If you're in a Davey office and you must use Wi-Fi, connect to Davey GUEST Wireless. The password is "davey1880".
- Connect to your home Wi-Fi or your Hotspot (we recommend avoiding the hotspot, if possible, due to their unreliable connection, but it can work).

Please be advised: This process may take up to an hour to complete.

1. Unbox the computer, plug in all your cords (power, ethernet, monitors, dock, etc.), then power on the computer.
2. The Autopilot process begins. Select your country/region, connect to a network (**NOT** Davey Wireless), then sign in using your Davey email address and password.



3. Device setup begins. This takes roughly 20 minutes to complete, depending on your internet connection. Your computer will reboot when this is complete. Now would be a good time to grab a coffee. 😊



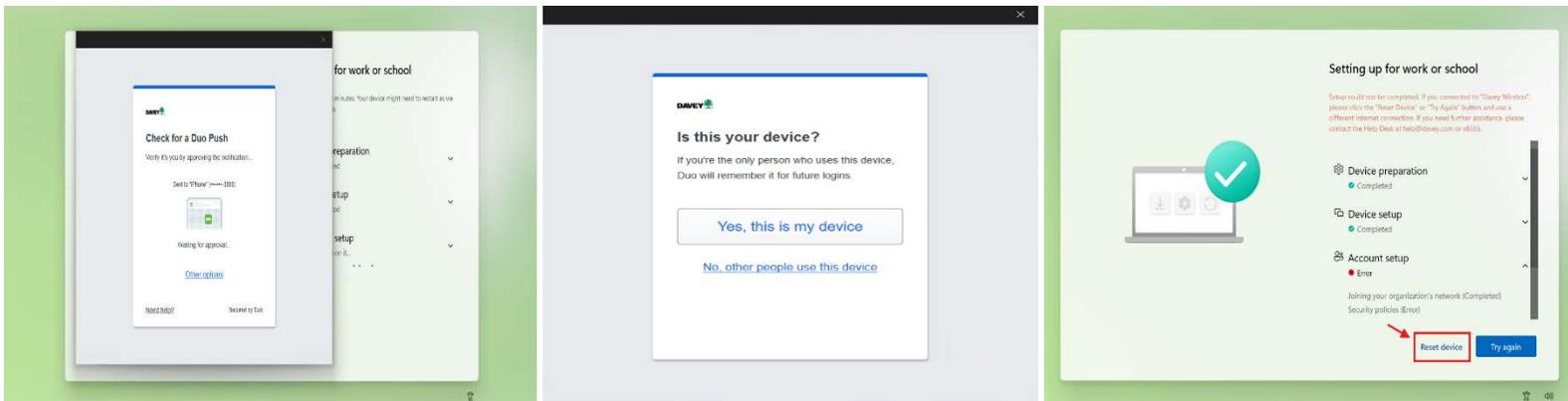
Proceed with instructions on the back of this page.

- After the computer reboots, you will see the Davey lock screen. Press any key to proceed to the sign-in page. Verify you're still connected to the internet, then sign in using your Davey email address and password.

Note: Since we are moving away from domain joined devices, your username will NOT work. You MUST use your Davey email address otherwise you will get an error stating "The username or password is incorrect". An alternative to the password sign in is a Windows Hello PIN. You can set this up in Settings > Accounts > Sign-in options once you've logged in.

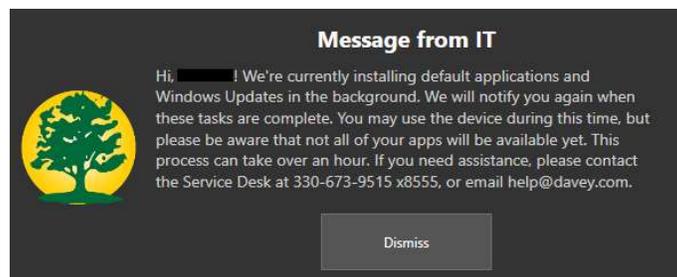


- After entering your credentials, you'll be presented with a screen that says, "Hi, we're getting things ready for you.". On the next screen, you'll be required to approve a Duo "Push" on your phone with account setup. If you don't have the Duo app installed, it will send you a passcode via text instead. If you let this window time out, press "Try Again". **Do NOT close the window or you will get stuck at "Account Setup". After an hour, the setup fails and you can either manually "Reset" the device yourself (click 'Reset', then 'Yes'), or you can call the Service Desk and have them reset it sooner.**



- Several minutes after logging in, you'll receive a "Message from IT" indicating the device is being setup. At this stage, Tanium, our endpoint management software, is deploying default Windows applications as well as security patches to your machine in the background. The default applications being installed are Teams, Adobe, Microsoft Edge, BeyondTrust (Remote Support Tools), and the Printer Installer Client.

Note: A few common apps that are NOT installed by default include SAP, Google Chrome, and RingCentral. These apps can be installed via the "Self Service Client," which can be found by doing a Windows search. Check the "Catalog" tab for apps you would like to install that we have made available via "Self Service."



SETUP COMPLETE

For issues during setup, please reach out to the Service Desk at help@davey.com or call 330-673-9515 x8555. Knowledge Base articles available at help.davey.com.