



READ THIS FIRST
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 the corporate office, 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).



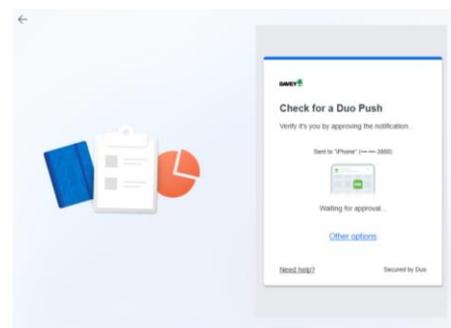
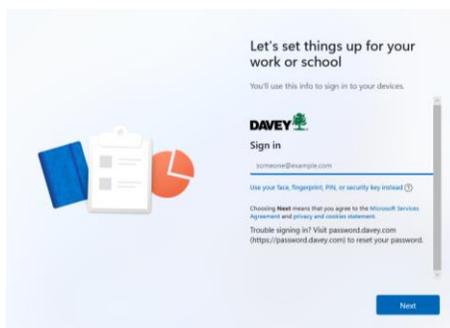
Please be advised: This process may take up to an hour or more to complete.

STEP 1

Unbox the computer and plug in all your cords (power, ethernet, monitors, dock, etc.). Then, power on the computer.

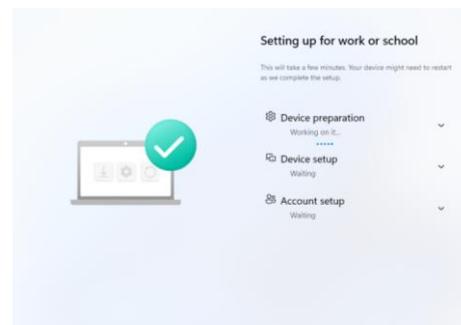
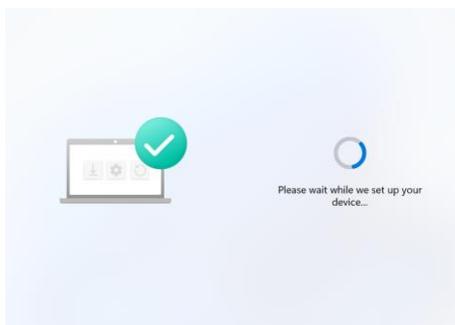
STEP 2

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. **Be prepared to approve a Duo prompt.**



STEP 3

Device setup begins. You can choose to restore settings from a backup, or "Set up as a new PC". We recommend choosing your previous PC for backup, as this will restore your Windows settings and save you time later. If you don't have a backup, that prompt will be skipped and it will proceed with device setup.



Proceed with instructions on the back of this page.

STEP 4 After device setup is complete and the computer has rebooted, you'll need to sign in again. Please sign in using your Davey email address and password. **Be prepared to approve another Duo prompt.**

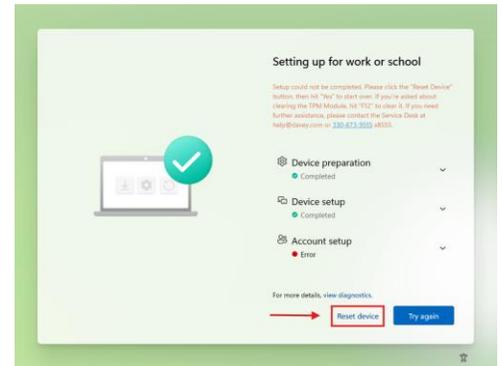
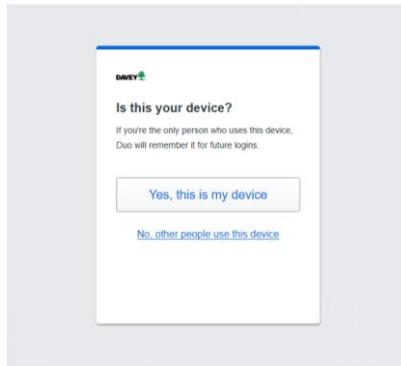
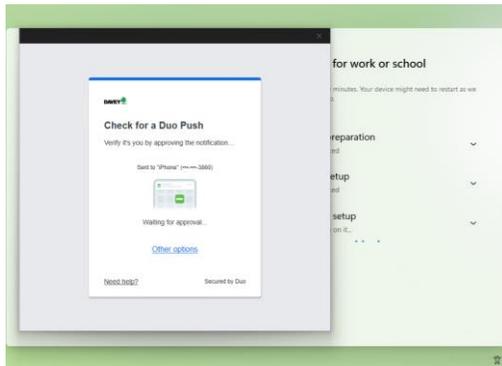
Note: Since we are moving away from domain joined devices, your username will NOT work. You MUST use your Davey email address otherwise you will get an error stating "The username or password is incorrect." An alternative to the password sign in is a Windows Hello PIN. You can set this up in Settings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



STEP 5 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 the Duo "Push" on your phone to proceed 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 and have to start this process over. If the setup fails (as seen in image 3 below), please press "**Reset Device**", then click "**Yes**" to confirm. After several minutes, you will be prompted to clear the TPM; press "**F12**" to proceed. Once the device has been reset, please repeat steps 1-6.



STEP 6 Several minutes after logging in, you'll receive a "Message from IT" indicating the device is being set up. At this stage, we're deploying default applications as well as security patches to your machine in the background. The default applications being installed **are Teams, Adobe, Microsoft Edge, Printer Installer Client, and Office365 (if you have access to it)**. This can take up to an hour or longer depending on your network speed. Please be patient.

Note: A few common applications that are **not installed by default** include **SAP, Google Chrome, and RingCentral**. These applications can be installed through the **Self-Service Client**, which can be found using **Windows Search**. Select the **Catalog** tab to view and install any applications we have made available through **Self Service**.



SETUP COMPLETE!
For issues during setup, please reach out to the Service Desk at:
✉ **help@davey.com** ☎ **330.673.9515 x8555**
🌐 Knowledge Base articles on **help.davey.com**

