CardWorks SERVICING   (HP) WFH End User Hardware Setup Instructions

Prior to starting this set up procedure, verify you have received all items using the Mailroom/Shipping Sign Off Sheet. If you do not have an item (not listed as optional), contact your team leader to advise what was not received or is missing. **YOU MUST RETAIN THE BOXES RECEIVED TO RETURN THE DEVICES TO CARDWORKS, AS NECESSARY.**

1. Locate the boxes containing the monitor equipment. You should have received two monitors: E24 G5 is your standard monitor and E24m G4 is your multimedia monitor. The model numbers are listed on the front of the box for ease in identification.
2. Take out all contents from the E24 G5 monitor box. Remove all packing materials, plastic, and zip ties from all items.

NOTE: When removing the monitor, please position it head face down on a flat surface covered by a protective sheet made of foam or a clean, dry cloth.

NOTE: This box will include a power cord and three cables. **Set aside the HDMI cable for now, as you will need it when setting up your second monitor.** You will not use the USB cord in your WFH setup.

3. Position the monitor arm on the monitor base, then snap the stand into place.

If assistance is required when using this document, contact the Service Desk at 800-204-0581 or via email at ServiceDesk@cardworks.com.

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4. Attach the monitor stand to the monitor.

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5. Tighten the two butterfly screws on the bottom of the monitor base by turning them clockwise.
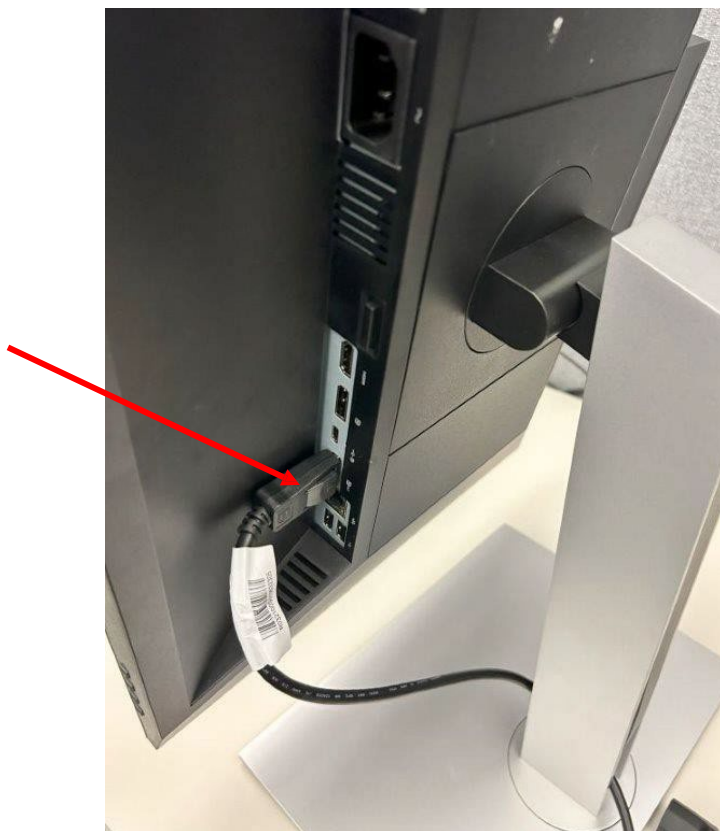
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6. Swivel the monitor 180 degrees so the ports are easily accessible.
7. Locate the DisplayPort (DP) cable.

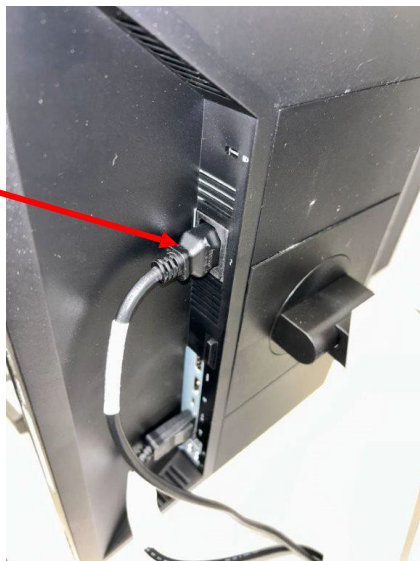8. Connect the DP cable to the DP port on the back of the monitor.

9. Locate the power cord.

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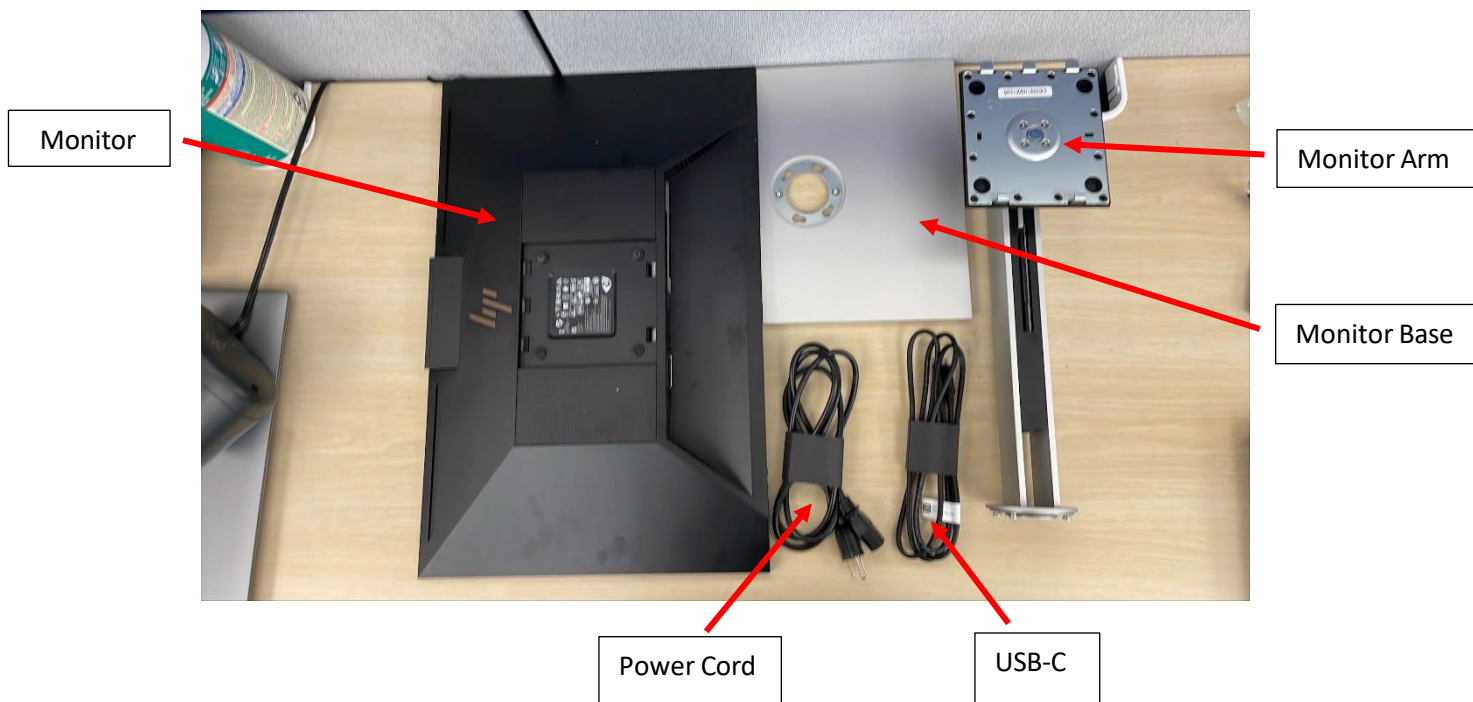
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10. Connect the power cord to the back of the monitor.

11. Take out all contents from the E24m G4 box. Remove all packing materials, plastic, and zip ties from all items.

NOTE: When removing the monitor, please position it head face down on a flat surface covered by a protective sheet made of foam or a clean, dry cloth.

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12. Attach the monitor arm to the base of the monitor stand: Place the arm onto the base, then swivel the base counterclockwise to lock it into place.

13. Confirm that the arrows on the base are aligned.

14. Rotate the two thumbscrews to a locked position following the arrows, then tighten them into place.

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15. Attach the monitor to the stand: Insert the top edge of the stand's mounting plate into the back of the monitor's recess. Rotate the stand down until it snaps into place.
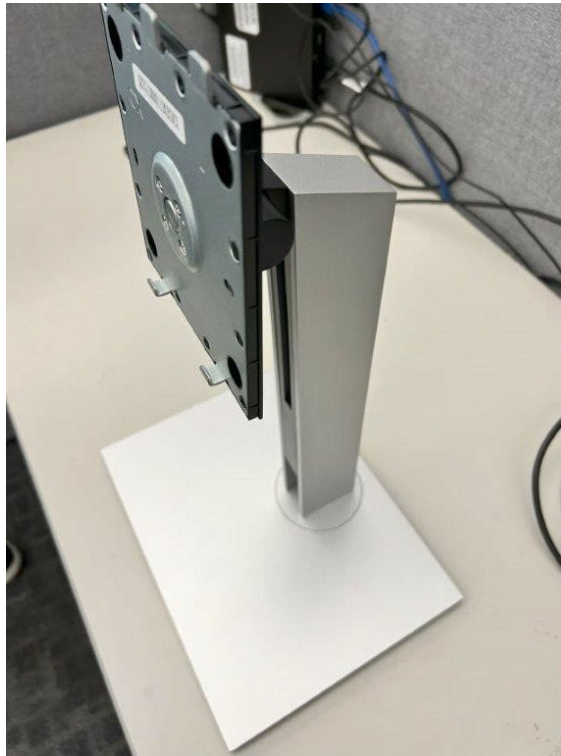
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16. Locate the camera on the top of the monitor and gently slide it up.

17. Swivel the monitor 180 degrees so the ports on the back of the monitor are easily accessible.
18. Locate the HDMI cable from the first monitor box (E24 G5).
19. Thread the HDMI cable through the open slot on the monitor stand and connect it to the HDMI port on the back of the monitor.

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20. Locate the power cord.

Power Cord

21. Thread the power cord through the open slot on the monitor stand, then connect it to the back of the monitor.

22. Locate the USB-C.

USB-C

23. Thread the USB-C through the open slot on the monitor stand, then connect it to the USB-C port on the back of the monitor.

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24. Open the computer equipment box. This box should include a computer, Ethernet cable, keyboard, mouse, headset, power cord, and surge protector. Remove all packing materials, plastic, and zip ties from all items.

25. Connect the DP cable from step 8 into the DP port on the computer.

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26. Connect the HDMI cable from step 19 into the HDMI port on the computer.

27. Connect the USB-C from step 23 to the front of the computer.

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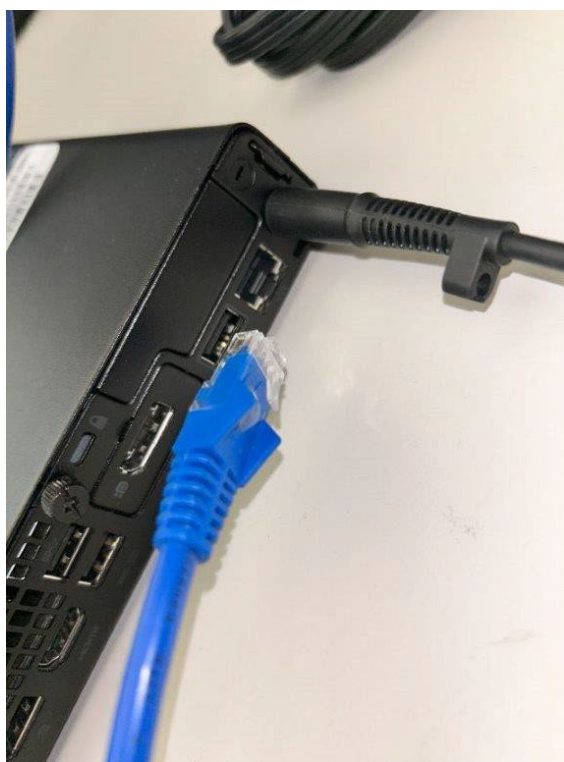28. Attach the computer power cord to the back of the computer.

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29. Connect the Ethernet cable to the back of the computer, next to the power cord.

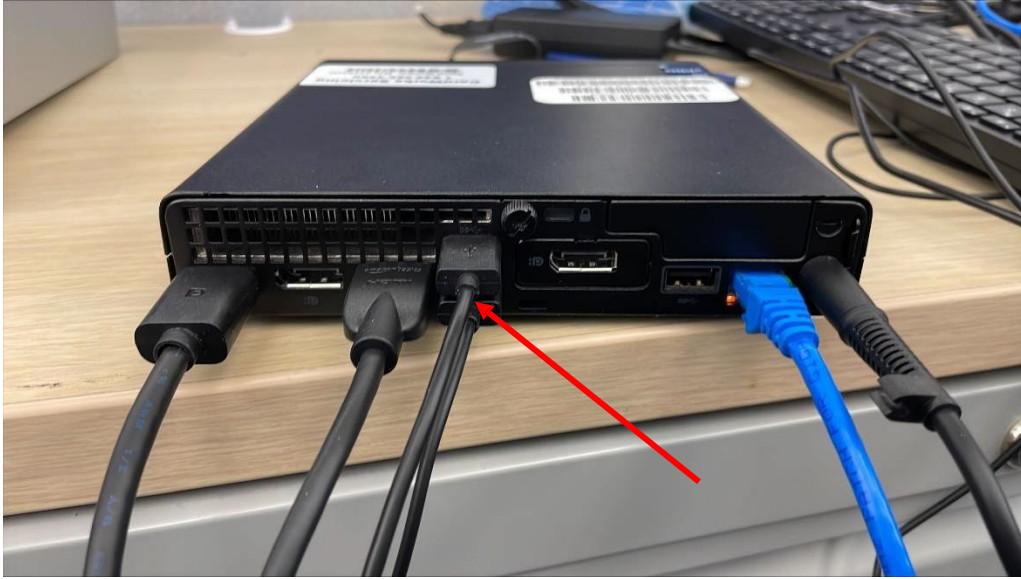**CardWorks** SERVICING **(HP) WFH End User Hardware Setup Instructions**

30. Connect the keyboard USB cable to an open USB slot on the back of the computer.
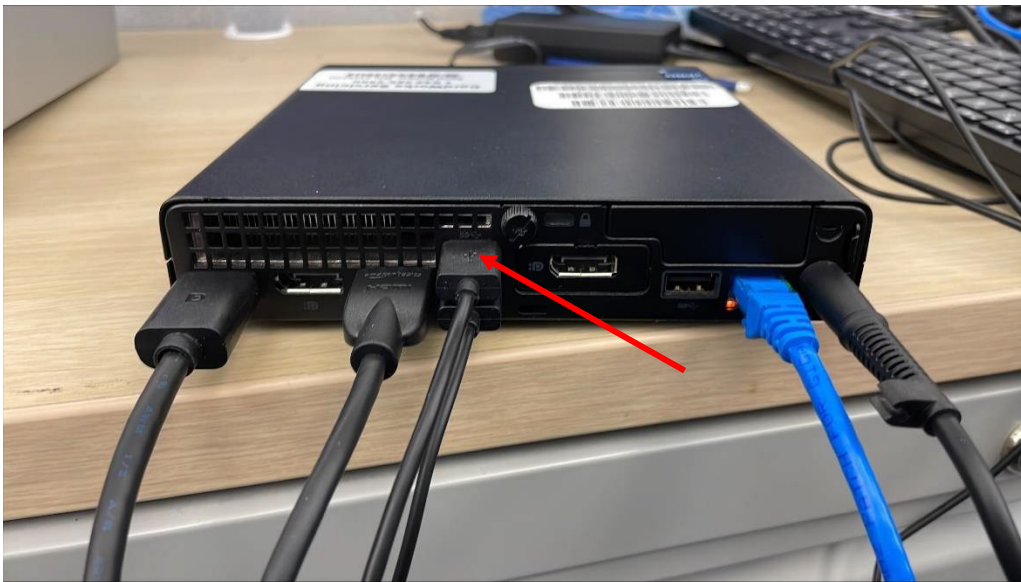
31. Connect the mouse USB cord to the second USB port on the back of the computer.

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32. Connect the USB headset cord to the front of the computer.

33. Connect the power sources to the surge protection (one for each monitor and one computer cord).

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34. Power on the computer.

35. Power on the monitors.

36. Continue configuration with the **WFH End User Setup Instructions** document.

NOTE: Is it necessary to be logged into Pulse secure to access applications once the **WFH End User Setup Instructions** steps have been completed. Please reference the FAQ document before contacting the Service Desk as a lot of common questions are addressed in that document.

NOTE: Unsure which equipment to use to take calls? Please refer to the **WFH Configuration Matrix**.

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