Ultra PC with Hub Monitor

Flex Solution

the TechSpot

What do you need to power up your Ultra PC?

You need the **USB-C to USB-C** cable to connect the Ultra PC to the UltraSharp Hub Monitor.

Plug the Ultra PC to the Hub Monitor

1. Plug the **USB-C cable** attached to the Hub Monitor into the **USB-C** port on the **bottom** of your Ultra computer.

   Note: The USB-C port on the side of the PC does not have the Power Delivery feature.

2. Plug in your **headset** to the hub or directly into the Ultra PC. You will recheck your headset settings after you log on.

3. **Power up** the **Hub Monitor** and the **secondary monitor** if the light indicators are not on.

4. **Wait** 10-15 seconds.

5. If the Ultra PC does not power on automatically, press the **power button** on the top of the device.

   Note: If the Hub Monitor is unable to wake up the system, rebooting the Ultra by pressing the power button will initiate a fresh start.
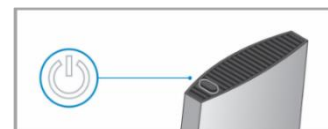
Log on

After power up of the Ultra and monitors, log on:

1. Verify your connectivity to the network.

2. Press **Ctrl + Alt + Del**.

3. If your logon tile is not selected, click on **Other User** and type your credentials.

4. Verify with your enrolled MyAccess Okta method.

5. If prompted about the charging feature, click *Yes*.

- Your password expires every 90 days.
- After a password change, wait 20 minutes for system to sync.
- Update Jabber manually with your new password.

Workstation Checkup

When the Ultra PC is transferred between workstations, certain settings need to be revisited at each location to ensure they have not reset themselves to other defaults.

Dual Monitors

Test the dual-monitor setup by moving the mouse cursor across the displays. Visit the **go/HubSetup** wiki page for adjustments or navigate to **go/ITHelp** to search for "hub monitor" and review the setup for dual displays.

Headset Settings

1. New headsets in the environment may not be recognized by setup scripts.

   a. If your audio device is not detected, click OK to get past the warning.

   b. Right-click the **Sound** 🔊 icon to access the **Sounds** options. On the **Playback** tab, set up your headset as the default device.

2. Check the volume and mic of your headset by accessing the sound settings:

   Start ⊞ **> Settings** ⚙ **> System > Sound**.

   Note: Access more details at go/IThelp and search for "headset troubleshooting guide."

3. If you detect an echo while using the headset, disable the Enhancements feature. Access steps at **go/ITHelp**. Search for "audio echo" or "echo effect" for the best resource.

4. If audio is not working, navigate to **go/Scout** and submit a request for "audio solution."

Audio Applications

IDComm and Jabber work together. The best configuration settings for member contact personnel to observe are as follows:

1. In Jabber, ensure the **I confirm that I have logged into Cisco Jabber** checkbox is selected.

2. Verify the Jabber Audio tab has headset settings that match what you set up in Windows and that **Keep using the current microphone or speaker** option is selected.

3. In the **Advanced** settings, your headset should be the first one listed for both ringer and speaker.

4. Verify that physical phone is set to **No** in IDComm **Settings**.

Working from Home Office

To prevent losing files, ensure you save your work and shut down before unplugging from the power delivery cord.

- Save your day's work and temporary desktop files to the Box Drive often and before **shutting down** the device.
- When switching offices, you only need to carry the following with you: **Ultra PC**, **headset**, Okta **token**, and **webcam** if needed.
  You can leave the USB-C to USB-C cable with the Hub Monitor.

Activate Office and Set Up Outlook

If this is your initial setup, complete the preliminary setups.

1. Click **No** if Windows invites you to perform an upgrade to the next level of Windows.

2. Open Outlook and wait for the **Sign in to set up Office** pop-up to appear. Click **Sign in**.

3. Type your **work email address**, then click **Next**.

   a. Select **Work/School** when prompted to choose between Work/School or Personal.

   b. Ensure the "**Allow my organization to manage my device**" checkbox is selected, then click **Yes**.

   c. Wait while it registers your device, then click **Done** when you see the "You're all set!" confirmation.

4. Verify your default settings are current. Refer to *Configure Computer Settings* at go/IThelp.

5. If Software Center opens automatically, install any loaded software by selecting **Updates** or click **Install All**.

> ✋ **Do NOT disconnect from internal network until updates are complete!**
> For future updates, save your work in Box before you sign out.
> Keep the Ultra PC plugged into the Hub Monitor for its power source and connected to the network.

Saving to Box

You can access Box two ways: Box Drive or go/Box.

1. **Save all your important files to the Box Drive**. Notice the cloud icon on the folder images below.
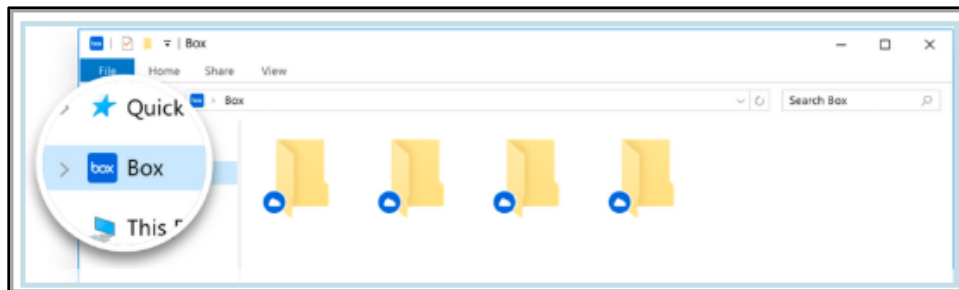
- In Windows Explorer, look for the Personal Workspace that lists your name.
- Box Drive has a drag-and-drop feature to help you move or copy files quickly. Box provides an orange Pending icon on the folder while processing the file.
- Another way to access Box is by typing go/Box in a browser window when connected to the internal network. You can use the *Move or Copy* option of the *More Options* ⋯ drop-down menu to work with your files.

2. If you cannot access Box, save your files to a network share as directed by your manager.

Helpful Links

Go commands are submitted using the browser access resources within the internal network.
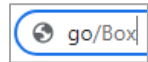
- **go/Box** to access your Box folders
- **go/MyAccess** to find Okta information and see your enrolled methods
- **go/Software** to submit software requests
- **go/TechSpot** to find tips on using Box Notes, Box Drive, and FAQs
- **go/IThelp** to find customer service articles and other resources

For technical support, contact the **IT Service Desk** at (210) 456-9999
or launch a chat at **go/Scout**.