

NOTES TO START THE DEVICE



GENERAL

- Do not start the hardware until it has already reached room temperature.
- If the device you have purchased comes with Windows 10, for example, the operating system has been installed to such an extent that you only need to set it up.
- After setting up the operating system, carry out all updates. Updating can take several minutes or even hours. Never cancel an update or simply switch off the device during an update.

INSTALLING THE OPERATING SYSTEM

If you purchased a machine without an operating system, you will need to install a suitable one to use your computer or laptop. For Microsoft Windows operating systems, you need a valid licence. Once you have a valid licence, you can download the operating system and install it using Microsoft Tools. Have at least an 8 GB USB stick ready for this. Windows 10 can be installed easily with the [Media Creation Tool](#). Microsoft also offers an [installation wizard](#) for the new Windows 11. Be sure to check in advance whether your PC supports [the hardware requirements for Windows 11](#).

UPDATE DRIVERS

After installing the operating system on your PC, laptop or server, you should always install the latest drivers from the manufacturer. These are easiest to obtain directly from the manufacturer or from providers specialising in drivers. All manufacturers provide the drivers free of charge.



After installation, check whether the drivers for all components have been correctly installed in the device manager of the control panel. Missing or incorrectly installed drivers are indicated by a yellow exclamation mark in front of the icons.

CLAIMS / RETURN POLICY

We only sell used hardware, unless this is explicitly stated otherwise in the offer. Before the hardware leaves our warehouse, it goes through various test procedures and quality controls. It is cleaned and securely packed for shipment.

Should you still be dissatisfied with the delivered goods, we offer you a quick and convenient way to return the purchased item with our [ITSCO Return Portal](#). Just have your customer number and the receipt number of the invoice or delivery note ready.

For more information on how to return an item in the event of a defect or cancellation, please visit our zur [ITSCO Returns information page](#).

FREE ITSCO SUPPORT

If the previous instructions did not solve your problem, we will of course offer you technical support for your purchased hardware.

Contact by e-mail: support@itsco.de

Telephone contact (during opening hours): +49 (0) 5935-9323-0

Your ITSCO team wishes you a lot of fun with your purchased device.