

## INSTRUCTIONS FOR REMOVING DEVICE LOCKS

### Checklist before returning the device

#### PC/Laptop

- Check for any physical lock and remove it or provide the relevant keys.
- Check for and remove any BIOS passwords.
- Check for and remove any data media (HDD/SSD) passwords.
- Check for and remove any user profiles from MDM software environments.
- Check for and remove any device information from MDM software environments.
- Check for and remove any device information from Device Enrollment Programs. This applies in particular to Microsoft Autopilot, Apple DEP or Android Enterprise Enrollment.

#### Server/Storage/Network

- Check for any physical lock and remove it or provide the relevant keys.
- Check for and remove any BIOS passwords.
- Check for and remove any data media (HDD/SSD) passwords.
- Check for and remove any admin passwords (mostly removable by a physical hard reset).

#### Printer

- Check for and remove any pin or password for the printer menu.
- Check for and remove any admin/superuser passwords.
- Check for RFID and remove any profiles and/or reset.

#### Apple Mobile Devices

- Please make sure that the end user has removed the Apple ID by resetting to factory default in the settings of the Apple devices.
- Remove IMEI number from MDM and delete the user profile.
- Remove IMEI number from Apple Business Manager.

#### Apple MacOS Devices

- Please make sure that the end user has removed the Apple ID by resetting to factory default in the settings of the Apple devices by using the erase assistant.
- Remove device number from MDM and delete the user profile.
- Remove device number from Apple Business Manager.

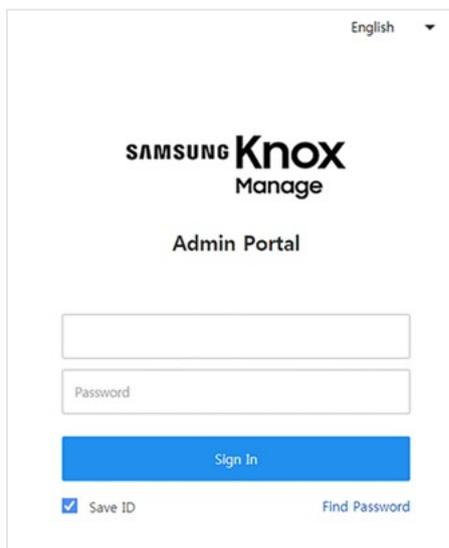
#### Android Mobile Devices

- Please make sure that the end user has removed the Google / Manufacturer ID by resetting to factory default in the settings of the android device.
- Remove IMEI number from MDM and delete the user profile as well the management application.
- Remove IMEI number from Android Enterprise Enrollment.
- If Samsung Knox is used:
  - Delete device from Knox Guard (if used).
  - Remove Knox Guard application from device (if used and possible).
  - Remove user profile from the Knox Suite.
  - Remove device ID (IMEI number) from Knox Suite.

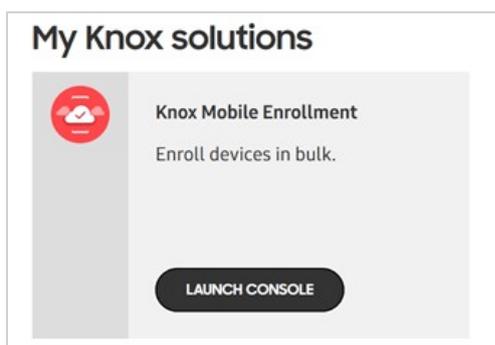
## INSTRUCTIONS FOR REMOVING DEVICE LOCKS

### Samsung Knox Devices ([official link](#))

1. Sign In to Samsung Knox Portal.



2. Select Samsung Knox Mobile Enrollment > Devices.



3. Select the Device > Actions.
4. Select the "Clear Profile" option for the removal of the profiles on your device.
5. Select the "Delete Device" option for disabling the Knox Enrollment Service.
6. If the device is offline, please send the unenrollment code to the end-user.
7. End-user has to enter that code in the Knox Management app to remove the device.

### Microsoft Supported Devices

#### Autopilot Devices ([official link](#))

1. If the device is enrolled in Microsoft Intunes, please delete the Intune device, the Azure Active Directory device, and the Windows Autopilot device records.
2. If the device is not enrolled in Microsoft Intunes, please delete that devices from the Microsoft Endpoint Manager via **Devices > Windows > Windows enrollment > Devices**.

#### Note:

**Please note that CHG-MERIDIAN AG reserves the right to charge an expense allowance of EUR 35 for each locked device.**