

# User Guide

Avigilon Remote Monitoring Workstation

RM7-WKS-4MN and RM7-WKS-2MN

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# Introduction

The Avigilon Remote Monitoring Workstation is preloaded with Avigilon Control Center (ACC) Client software and is configured for exceptional performance and reliability. The Remote Monitoring Workstations offered in small form factor can be easily integrated into any existing Network Video Recorder (NVR) products or Avigilon surveillance systems to add an additional monitoring station.

## Before You Start

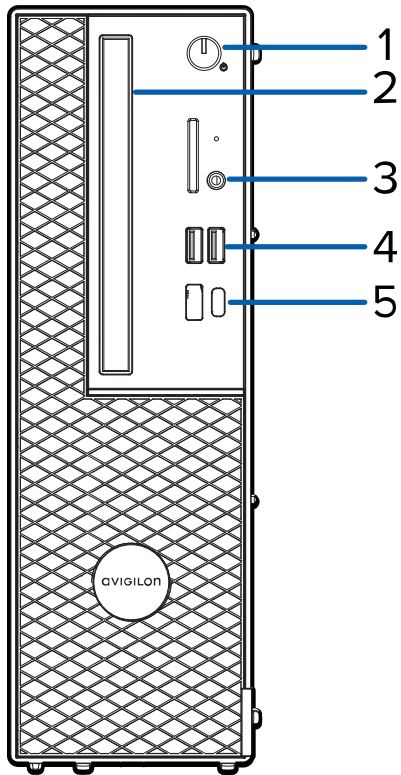
Avigilon recommends the use of an uninterruptible power supply (UPS) system to protect your video surveillance system hardware. A UPS system is used to protect critical equipment from mains supply problems, including spikes, voltage dips, fluctuations and complete power failures using a dedicated battery. It can also be used to power equipment during the time it takes for a standby generator to be started and synchronized.

Any UPS connection must include configuration to shut down the operating system on the workstation when battery power is low or there is 15 minutes of power remaining.

It is recommended that cameras not be connected to the appliance until after the appropriate network configuration has been set up.

# Overview

## Front View



1. **Power button**

Controls the power supply to the workstation. For more information, see *Power Status Indicator* on page 14.

2. **Optical drive**

Accepts a CD or DVD.

3. **Headset port**

Accepts a headset connector.

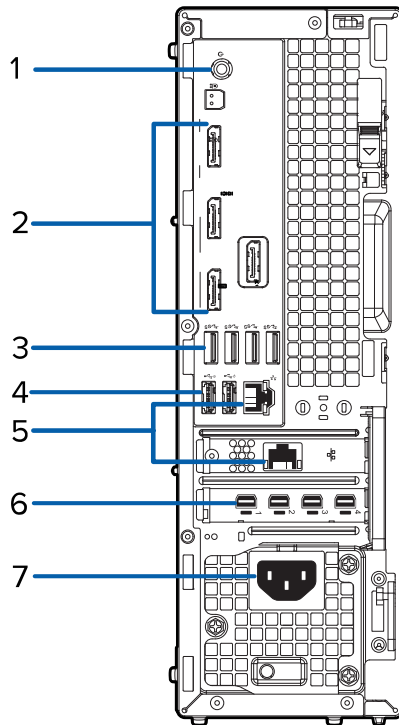
4. **USB 2.0 ports**

Accepts USB connectors to external devices.

5. **USB 3.2 ports**

Accepts USB connectors to external devices.

## Back View



1. **Audio port**

Accepts a connector to an audio system — line in or line out.

2. **DisplayPorts**

Accepts DisplayPort connectors to display monitors.

To ensure optimal performance, Avigilon recommends using a maximum of two ports at once on RM7-WKS-2MN. For RM7-WKS-4MN it is recommend to use the miniDisplayPort connections instead.

**Note:** From top to bottom, Windows orders these DisplayPorts 3, 1, 4, then 2. Ensure that monitors are connected in numerical order, especially if using a 2-Monitor workstation.

3. **USB 3.2 ports**

Accepts USB connectors to external devices, including the supplied keyboard and mouse.

4. **USB 2.0 ports**

Accepts USB connectors to external devices, including the supplied keyboard and mouse.

5. **1 Gigabit Ethernet ports**

Accepts Ethernet connections to the network.

6. **miniDisplayPort connectors (RM7-WKS-4MN only)**

Accepts miniDisplayPort connections to display monitors.

7. **Power supply connector**

Accepts a power supply connection.

# Package Contents

Ensure the package contains the following:

- Avigilon 4-Monitor Remote Monitoring Workstation
  - Power cable
  - Keyboard and mouse
  - 4 x mDP to DP adapters
  - 4 x mDP to HDMI adapters
- Avigilon 2-Monitor Remote Monitoring Workstation
  - Power cable
  - Keyboard and mouse
  - 2 x DP to HDMI adapters

# Installation

## Connecting Cables

Refer to the diagrams in *Overview* on page 5 for the location of the different connectors. Make any of the following connections as required:

1. Connect the keyboard and mouse to the USB connectors on the workstation.
2. Connect the monitors to the dedicated graphics processor on the workstation.
3. Connect the workstation to your network using an Ethernet network cable.
4. Connect the power cable to the power supply at the back of the workstation.
5. Press the power button on the front of the workstation.

The workstation turns on and loads the Windows operating system.

## Logging into Windows 10 for the First Time

After the workstation starts, you will need to configure the Windows operating system for the first time.

1. Proceed through the **Language**, **Region**, and **Keyboard** screens. Wait for Windows to complete the network setup.
2. The MICROSOFT SOFTWARE LICENSE TERMS and AVIGILON CONTROL CENTER™ SOFTWARE END USER LICENSE AGREEMENT are displayed. Review the terms and click **Accept**.
3. Enter a user name for the Windows administrator account.
4. Enter a password and password hint for the Windows administrator account and click **Next**.

**Note:** Remember the Windows Administrator password. If the Windows Administrator credentials are lost, you may need to reinstall the operating system again. It is highly recommended to create a second Administrator user as a backup.

5. You are logged in to the Windows environment. The ACC client automatically starts up.

**Note:** If you are performing operating system recovery, the ACC client does not automatically start up. For more information about running the local ACC installer, see *Operating System Recovery By Avigilon Recovery Partition* on page 12.



# Activate the ACC Software and Connect to Avigilon Cloud Services

After you have deployed your Remote Monitoring Workstation, activate your ACC software and feature licenses and connect to Avigilon Cloud Services.

## Activate ACC Software and Feature Licenses

You can activate, deactivate, and reactivate product or feature licenses. Licenses are called Product Keys in the ACC system, and Activation IDs in the licensing portal.

**Important:** When a new server is added to or removed from a multi-server site, the existing site licenses become inactive and must be reactivated to confirm system changes. See *Reactivating a License* on page 11.

- [Initial ACC™ System Setup and Workflow Guide](#)
- [ACC 7 Help Center](#)

Printable versions of these guides are available on the Avigilon website: [avigilon.com/support/software/](http://avigilon.com/support/software/).

Once your license is activated, you can immediately use the new licensed features.

## Connect to Avigilon Cloud Services (Optional)

After activating your ACC software, you can connect your ACC site to the cloud, which may require a subscription, and take advantage of the capabilities and features that provide centralized access across distributed systems.

To connect your site to Avigilon Cloud Services, see [help.avigilon.com/cloud](http://help.avigilon.com/cloud).

For information about the cloud services, see [avigilon.com/support/cloud/avigilon-cloud-services](http://avigilon.com/support/cloud/avigilon-cloud-services).

You can start to back up the system settings for your new site in the ACC Client software after it is configured. These settings include the ACC password, and the settings for the camera connections. For more information on backing up the site and server configurations, see the *Avigilon ACC Client User Guide*.



## Activating a License

Once your license is activated, you can immediately use the new licensed features.

**Tip:** Finish organizing your multi-server site before activating a new license to avoid reactivating the site license each time a new server is added.

## Online Activation

If you have internet access, use online activation. However, if your site is large and contains hundreds of licenses, the server may time out. See *Offline Activation* below instead.

1. In the New Task menu , click **Site Setup**.
2. Select your new site, then click .
3. Click **Add License...**
4. Enter your product keys.

If you copy and paste more than one comma-separated product key, the system will format it automatically.



- To remove the last product key, click **Remove Last Key**.
- To clear all the product keys, click **Clear**.

5. Click **Activate Now**.
6. Click **OK**.

## Offline Activation

Offline licensing involves transferring files between a computer running the ACC Client software and a computer with internet access.

### In the ACC Client:

1. In the New Task menu , click **Site Setup**.
2. Select your new site, then click .
3. Click **Add License...**
4. Select the **Manual** tab.
5. Enter your product keys.

If you copy and paste more than one comma-separated product key, the system will format it automatically.

- To remove the last product key, click **Remove Last Key**.
- To clear all the product keys, click **Clear**.

6. Click **Save File...** and choose where you want to save the `.key` file. You can rename the file as required.
7. Copy the `.key` file to a computer with internet access.

### In a browser:

1. Go to [activate.avigilon.com](https://activate.avigilon.com).
2. Click **Choose File** and select the `.key` file.
3. Click **Upload**. A `capabilityResponse.bin` file should download automatically.

If not, allow the download to occur when you are prompted.

4. Complete the product registration page to receive product updates from Avigilon.
5. Copy the `.bin` file to a computer running the ACC Client software.

#### In the ACC Client:



1. In the License Management dialog box, click **Apply...**
2. Select the `.bin` file and click **Open**.
3. Click **OK** to confirm your changes.

## Reactivating a License

FOR ENTERPRISE EDITION

When servers are added to or removed from a site, the site licenses become inactive and must be reactivated to confirm system changes.

If you do not reactivate the affected licenses, the site will stop normal operations.

1. In the New Task menu , click **Site Setup**.
2. Click the site name, then click .
3. Click **Reactivate Licenses...**

#### If you have Internet access:

- a. Click **Reactivate Licenses**.
- b. Click **OK** to confirm your changes.

#### If you do not have Internet access:

- a. Select the **Manual** tab.
- b. Click **Save File...** and choose where you want to save the `.key` files.
- c. Copy the `.key` files to a computer with internet access:
  - i. Go to [activate.avigilon.com](https://activate.avigilon.com).
  - ii. Click **Choose File** and select the `.key` file.
  - iii. Click **Upload**. A `capabilityResponse.bin` file should download automatically.  
If not, allow the download to occur when you are prompted.
  - iv. Complete the product registration page to receive product updates from Avigilon.
  - v. Copy the `.bin` file to a computer running the ACC Client software.
- d. In the License Management dialog box, click **Apply...**
- e. Select the `.bin` file and click **Open**.
- f. Click **OK** to confirm your changes.

# Troubleshooting

## Network Configuration

By default, the Remote Monitoring Workstation acquires an IP address on the network through DHCP. If you need to set up the workstation to use a static IP address or any specific network configuration, see the *Windows Help and Support* files for more information.

## Monitoring System Health



You can monitor the health of the system components in the Site Health page in either the ACC Client software or Avigilon Cloud Services (ACS). See the Help files provided with the ACC Client software, the *Avigilon ACC Client User Guide*, or the *Avigilon ACS Client User Guide* available from the Avigilon website for more information.

## Operating System Recovery By Avigilon Recovery Partition

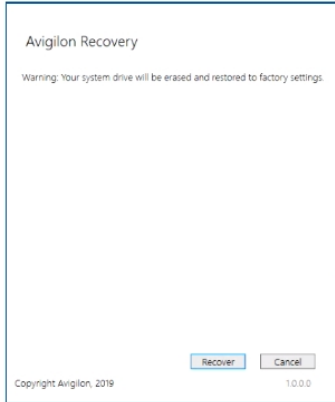
If you need to recover the Windows operating system, there is an onboard Avigilon recovery partition that is separate from the operating system partition. The advantage of using the Avigilon recovery partition is that you do not need an internet connection to download the recovery image and you do not need to create a bootable USB recovery device.

**Important:** Your operating system drive will be erased and restored to factory settings. Before you proceed with operating system recovery, complete any necessary backups of custom ACC configuration and video recordings.

**Note:** After operating system recovery, you need to reinstall the previously installed ACC software. Depending on when your was shipped, it is recommended that you connect to the network when possible to install updates for Windows and ACC Client software after system recovery is completed.

1. Start operating system recovery in one of the following ways:
  - On your Windows desktop, select  and then hold down the **Shift** key and select **Restart**.
  - On your locked Windows screen, select  and then hold down the **Shift** key and select **Restart**.
  - During direct boot of the operating system, repeatedly press the down-arrow key and select the partition.
2. On the **Choose an option** screen, select **Use another operating system**.
3. Select the **OS Recovery** partition.

4. On the **Avigilon Recovery** window, select **Recover**.



Allow up to half an hour for the recovery to complete.

5. After system reboot, complete the Windows setup process.
6. Navigate to `C:\Avigilon\Control Center Installation Files`, and run the ACC installer for the version of ACC software in use at your site.

If needed, connect to the internet and download the required ACC installers.

7. After reinstalling the ACC software, reactivate the ACC licenses.

For more information about reinstalling and reactivating the ACC software, see [avigilon.com/recovery](https://www.avigilon.com/recovery).

# LED Indicators

The following table describes what the LEDs on the workstation indicate. For more information on the location of the indicators, see *Overview* on page 5.

## Power Status Indicator

The power button indicator on the front of the workstation provides power and system state information. The following table describes what the power button LED indicates:

| LED Indicator  | Description   |
|----------------|---|
| Off            | Power supply is not connected or the workstation is off.  |
| Flashing amber | The initial state of the LED at power-up. If blinking persists, it can indicate that there is a problem with the power supply unit. |
| Steady amber   | The second state of the LED at power-up which indicates that the power supply is likely OK.   |
| Flashing white | Power is being supplied and the workstation is in a low-power or sleep state.   |
| Steady white   | The power supply unit is working and the workstation is powered on.   |

## Hard Drive Activity Indicator

The hard drive activity indicator on the front of the workstation functions to provide information on the status of the hard drive. The following table describes what the hard drive activity LED indicates:

| LED Indicator  | Description                    |
|----------------|--------------------------------|
| Off            | Hard drive is not being used.  |
| Flashing white | Data is being read or written. |

## Limited Warranty

Avigilon warranty terms for this product are provided at [avigilon.com/warranty](https://www.avigilon.com/warranty).

## For More Information

For additional product documentation and software and firmware upgrades, visit [support.avigilon.com](https://support.avigilon.com).

### Technical Support

Contact Avigilon Technical Support at [support.avigilon.com/s/contactsupport](https://support.avigilon.com/s/contactsupport).

### Product User Guides

For product user guides, visit the Downloads page:

Avigilon Workstations: [avigilon.com/products/video-infrastructure/remote-monitoring](https://avigilon.com/products/video-infrastructure/remote-monitoring)