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User Guide

Avigilon Remote Monitoring Workstation

RM5-WKS-4MN and RM5-WKS-2MN

Avigilon Corporation
avigilon.com

PDF-RM5-WKS-B

Revision: 2 - EN

20200610

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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 Workstation 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 appliance 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
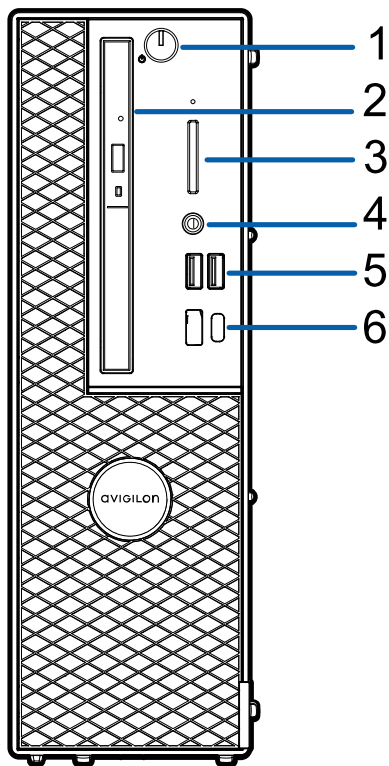
Figure 1: Front view of 4 monitor remote monitoring workstation and 2 monitor remote monitoring workstation

1. **Power button**

   Controls the power supply to the workstation. For more information, see *Power Status Indicator* on page 9.

2. **Optical drive**

   Accepts a CD or DVD.

3. **SD card slot**

   Accepts an SD card.

4. **Headset port**

   Accepts a headset connector.

5. **USB 2.0 ports**

   Accepts USB connectors to external devices.

6. **USB 3.1 Gen 1 port** and **USB 3.1 Gen 2 Type-C port**

   Accepts USB connectors to external devices.

Back View
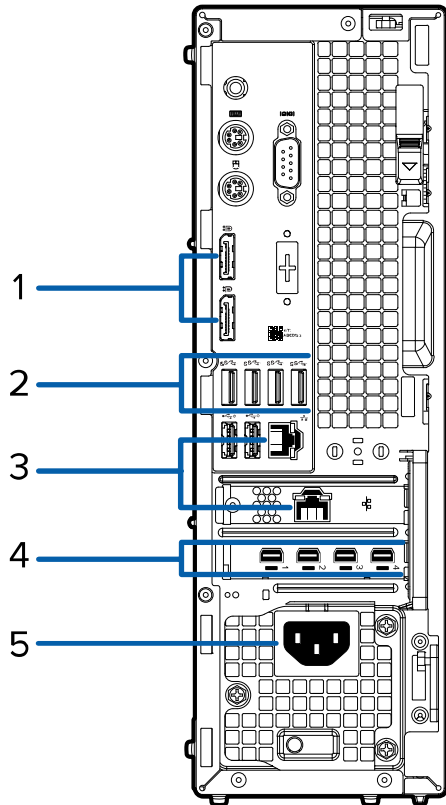
Figure 2: Rear view of 4 monitor remote monitoring workstation and 2 monitor remote monitoring workstation

1. **DisplayPorts**

   Accepts DisplayPort connectors to display monitors.

   To ensure optimal performance, use the mDP ports instead of these ports.

2. **USB 3.1 Gen 1 ports**

   Accepts USB connectors to external devices.

3. **1 Gigabit Ethernet ports**

   Accepts an Ethernet connection to the network.

4. **mDP connectors**

   Accepts miniDisplayPort connections to display monitors.

5. **Power supply connector**

   Accepts 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 mDP to DP adapters
  - 2 x mDP to HDMI adapters

Installation

Connecting Cables

Refer to the diagrams in *Overview* on page 2 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 using one of the following configurations:

Monitor ports	Connections
mDP	- Connect monitor 1 directly to mDP - Connect monitor 2, 3 and 4 as needed

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. On the first screen, the MICROSOFT SOFTWARE LICENSE TERMS and AVIGILON CONTROL CENTER™ SOFTWARE END USER LICENSE AGREEMENT are displayed. Review the terms and click **Accept**.
2. Select **Join a local Active Directory domain**.

> **Note:** This prompt appears only if an Active Directory is present on the network. See the *Windows Help and Support* files for more information.

3. Enter a user name for accessing the Windows software.
4. Enter a password and password hint for the user name and click **Next**.

    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 below.

Proceed to activate the license for the Avigilon Control Center client on your Remote Monitoring Workstation.

Connecting to ACC Software and ACS

Once you have deployed your appliance, you should activate your ACC software and connect to Avigilon Cloud Services (ACS).

Activating and Configuring ACC Software

- **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/**.

Connecting to Avigilon Cloud Services

After activating your ACC software, you can connect your ACC site to the cloud, free of charge, 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**.

For information about the cloud services, see **Avigilon Cloud Services Support**.

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.

Checking System Health

You can check on the health of the system components in the Site Health in the ACC Client software. See **Site Health** in the *ACC Client User Guide* for more information.

Operating System Recovery By Avigilon Recovery Partition

If you need to recover the Windows operating system, the Remote Monitoring Workstation includes 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.

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. For more information about ACC software backups, see **avigilon.com/recovery**.
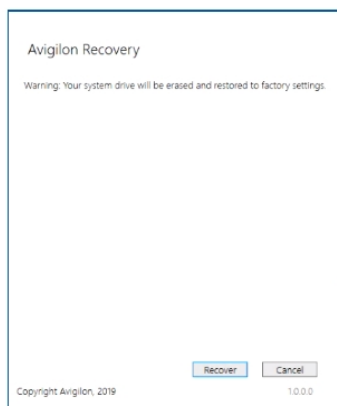
Note: Depending on when your Remote Monitoring Workstation was shipped, it is recommended that you connect to the network when possible to install updates for Windows and ACC Client software after system recovery is completed. For more information about ACC software installations, see **avigilon.com/recovery**.

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**.

Avigilon Recovery

Warning: Your system drive will be erased and restored to factory settings.

Recover   Cancel

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

5. After system reboot, complete the Windows setup process.

   For more information about setting up a Windows 10 operating system, see *Logging into Windows 10 for the First Time* on page 5.

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.

Operating System Recovery By External USB

Alternatively if you need to recover the Windows operating system on the Remote Monitoring Workstation and you have access to the internet, it is recommended that you download the latest Avigilon Recovery Image from **avigilon.com/recovery** and refer to Support and Downloads for the following information:

- Minimum size of the USB recovery device
- Creating an external USB recovery device
- Recovering the operating system from an external USB recovery device

The general steps are:

1. Load the Avigilon Recovery Image onto a USB recovery device.
2. Plug the USB recovery device into the workstation.
3. Repeatedly press the F12 key while booting the workstation.
4. On the UEFI Boot menu, select the USB recovery device.

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 2.

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 white	Power is being supplied and the workstation is in sleep state.
Flashing green	There is a known problem with the power supply unit.
Steady green	There is an unknown problem with the power supply unit.
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 and Technical Support

Avigilon warranty terms for this product are provided at **avigilon.com/warranty**.

Warranty service and technical support can be obtained by contacting Avigilon Technical Support: **avigilon.com/contact**.

For More Information

For additional product documentation and software and firmware upgrades, visit **avigilon.com/support**.

Technical Support

Contact Avigilon Technical Support at **avigilon.com/contact**.