



AVIGILON RM7-WKS-4MN Remote Monitoring Workstation User Manual

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AVIGILON RM7-WKS-4MN Remote Monitoring Workstation



Introduction

The Avigilon Remote Monitoring Workstation is a monitoring station that comes preloaded with Avigilon Control Center (ACC) Client software. The workstation is configured for exceptional performance and reliability and offered in a small form factor for easy integration into any existing Network Video Recorder (NVR) products or Avigilon surveillance systems.

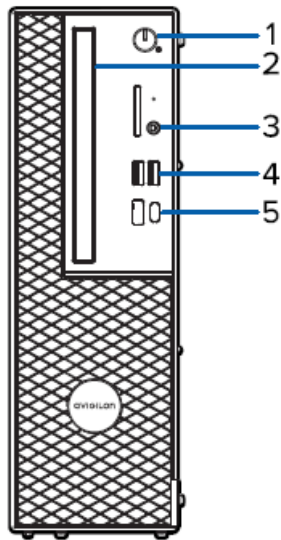
Before You Start

Avigilon recommends the use of an uninterruptible power supply (UPS) system to protect your video surveillance system hardware. It is also recommended that cameras not be connected to the appliance until after the appropriate network configuration has been set up.

Overview

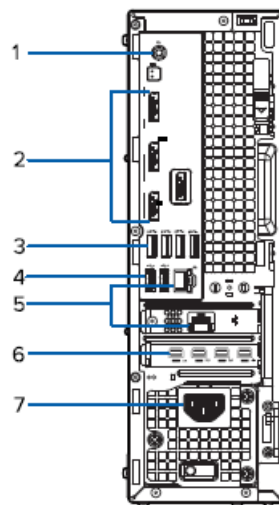
The workstation has a front and back view, with various ports and indicators for functionality.

Front View



1. Power button: Controls the power supply to the workstation.
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.
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. mini-DisplayPort connectors (RM7-WKS-4MN only): Accepts mini-DisplayPort connections to display monitors.

Package Contents

The package includes the Avigilon Remote Monitoring Workstation, a power cord, a keyboard, and a mouse..

- 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

To install the workstation, connect the necessary cables and log into Windows 10 for the first time. After logging in, activate the ACC software and connect to Avigilon Cloud Services if desired.

Connecting Cables

Connect the power cord, Ethernet cable, and any necessary display cables to the appropriate ports on the back of the workstation.

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

When powering on the workstation, follow the on-screen prompts to log 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

To activate the ACC software and connect to Avigilon Cloud Services, follow the steps provided in the user

manual.

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/](https://www.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.

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

To activate a license, follow the steps provided in the user manual for online or offline activation.

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.

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.
 - 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

If experiencing issues with network configuration or system health, refer to the troubleshooting section of the user manual.

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, the 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.

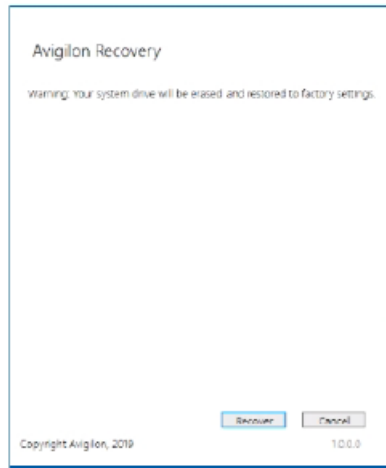
1. Start operating system recovery in one of the following ways:

- 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 workstation has two LED indicators:

1. Power Status Indicator: Indicates the power status of the workstation.
2. Hard Drive Activity Indicator: Indicates hard drive activity.

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 more information, refer to the product user guides provided in the package.

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

Technical Support

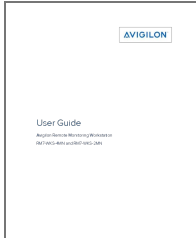
Contact Avigilon Technical Support at support.avigilon.com/s/contactsupport.

Product User Guides

For product user guides, visit the Downloads page:

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

Documents / Resources

	AVIGILON RM7-WKS-4MN Remote Monitoring Workstation [pdf] User Manual RM7-WKS-4MN Remote Monitoring Workstation, RM7-WKS-4MN, Remote Monitoring Workstation, Monitoring Workstation, Workstation
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References

- [LicenseServer](#)
- [LicenseServer](#)
- [End-to-End Security Solutions | Avigilon \(Openpath & Ava\)](#)
- [Avigilon Workstations](#)
- [Avigilon Customer Support - Avigilon](#)
- [All Brands Limited Warranty & Product Policies](#)
- [Redirecting](#)
- [Avigilon Support Community](#)
- [Avigilon Support Community](#)
- [Initial ACC™ System Setup and Workflow Guide](#)
- [Avigilon Control Center 7 Help Center](#)
- [Connecting ACC to the Cloud](#)
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