

mosaic
ergotron



MOSAIC SOFTWARE USER GUIDE

May 24, 2026

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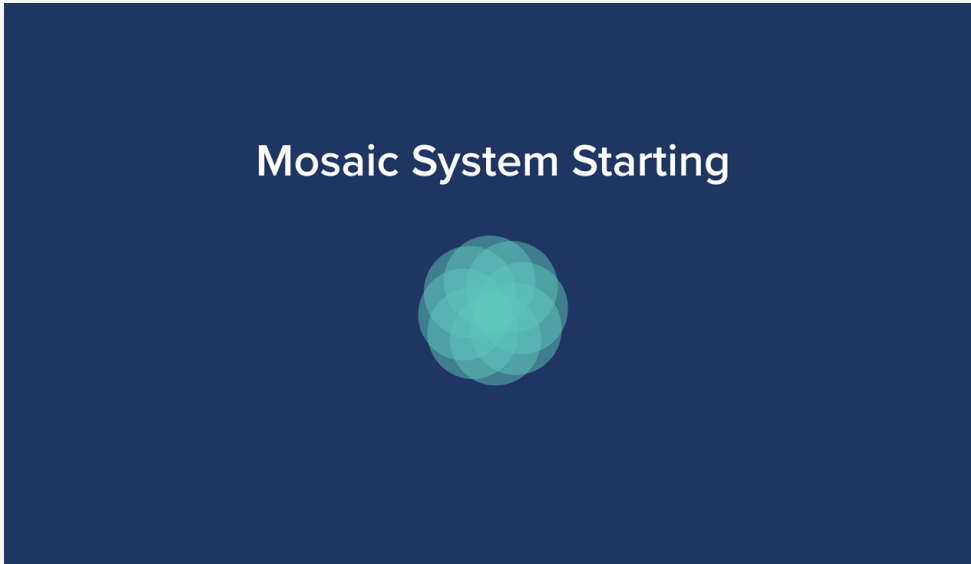
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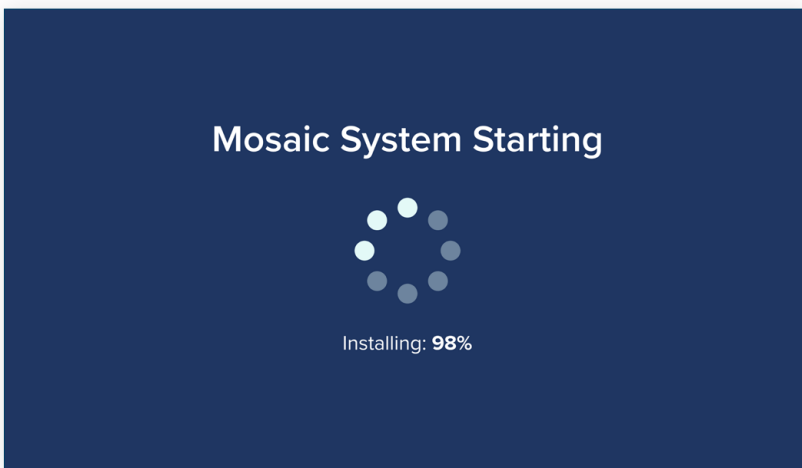
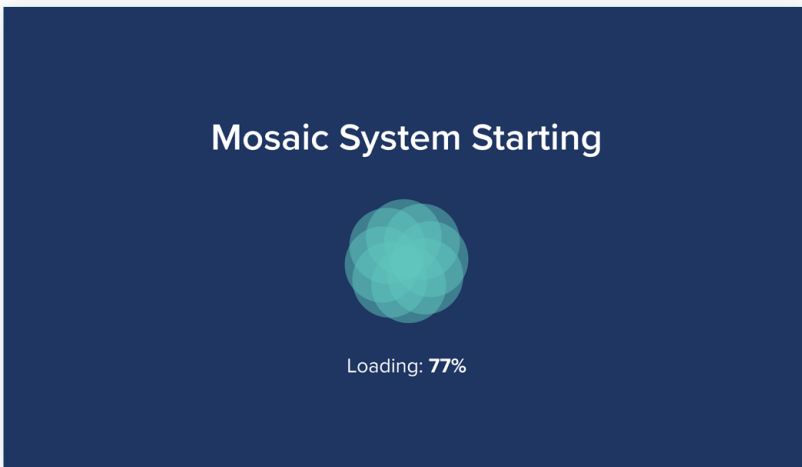


Mosaic Touch Screen User Interface

As the Mosaic is powering on, you will see the following screen:



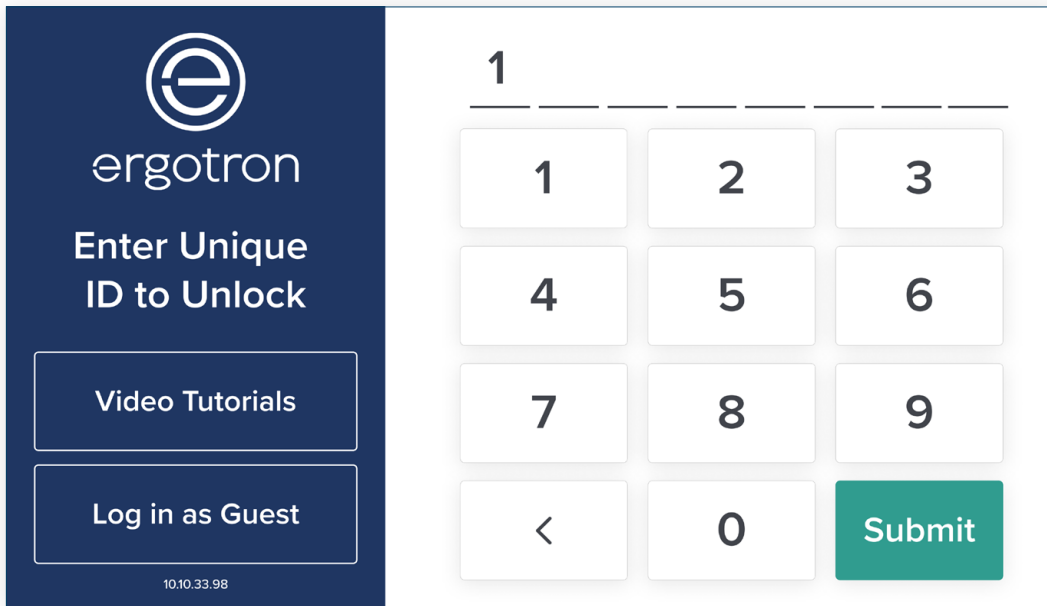
If an update is being processed, you may see one of the following screens:



🔌 POWER ON SPLASH SCREEN



🔑 LOGGING IN TO THE WORKSTATION



There are two ways to log in to the workstation:

Method 1: Standard User – Log in by entering your 4-8 digit Unique ID.

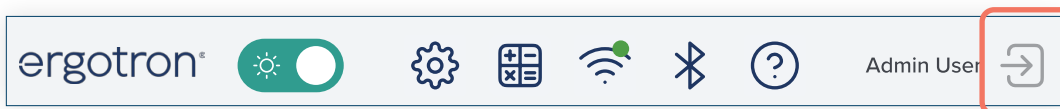
Method 2: Log in as “Guest” by clicking Log in as Guest.

The default Guest code is: **1234**

Administrators can access advanced user management tools from within **RhythmConnect** (fee-based) or **Asset Control** (Desktop/Mobile).

The default Admin code is: **9876**

🔑 LOGGING OUT OF THE WORKSTATION

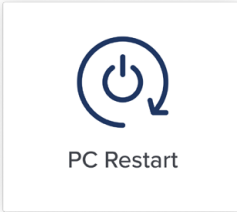


1. Click the **Log Out** icon at the top right corner of the home screen. This will log out the current user and return to the login screen.

HOME SCREEN OVERVIEW

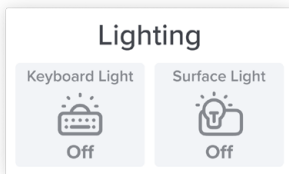


HOME SCREEN DETAILS



RESTART PC

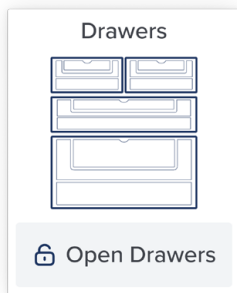
This button will power off the PC and monitor, then power them on again. Your PC must be set to power on automatically and the AC Mosaic must be using outlet 1. DC workstations must be plugged into channel 1.



LIGHTING

Toggle the keyboard and work surface lights on/off.

Note: The surface light is not available on the laptop workstation.



DRAWERS

(Optional Workstation Feature)

If the workstation is equipped with drawers, this button is used to access the controls for the drawers.



HOME BUTTON

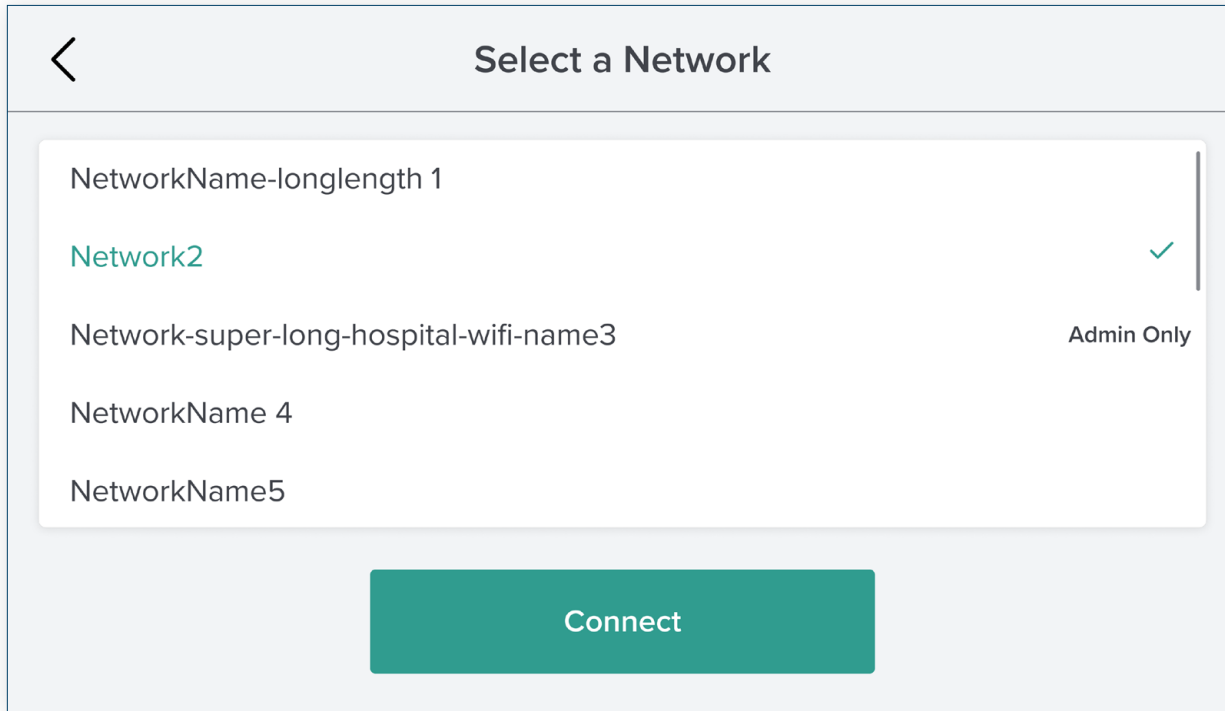
Navigate back to the Home Screen from another screen.



WIFI

Tapping the Wifi symbol on the home screen will show a list of available networks (networks that have been linked or are currently in range). Select a network and press “Connect” to connect.

Note: You cannot connect to any greyed out networks. These are networks that the workstation sees but cannot connect to.



← Select a Network

NetworkName-longlength 1

Network2 ✓

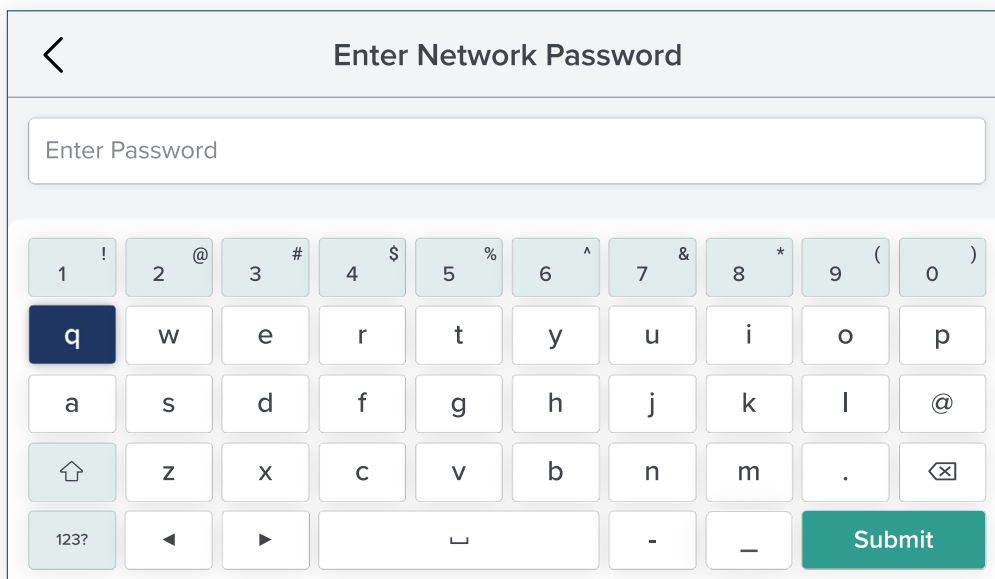
Network-super-long-hospital-wifi-name3 Admin Only

NetworkName 4

NetworkName5

Connect

If a previously unknown network is selected, the system will display the Wi-Fi Password screen along with an on-screen keyboard. Enter the network password to initiate the connection. Use the number pad for special characters and the up arrow for uppercase letters.



← Enter Network Password

Enter Password

1 ! 2 @ 3 # 4 \$ 5 % 6 ^ 7 & 8 * 9 (0)

q w e r t y u i o p

a s d f g h j k l @

↑ z x c v b n m . ☒

123? ← → _ - Submit

For more information on linking new networks, see *Network Management*.

SYSTEM SETTINGS



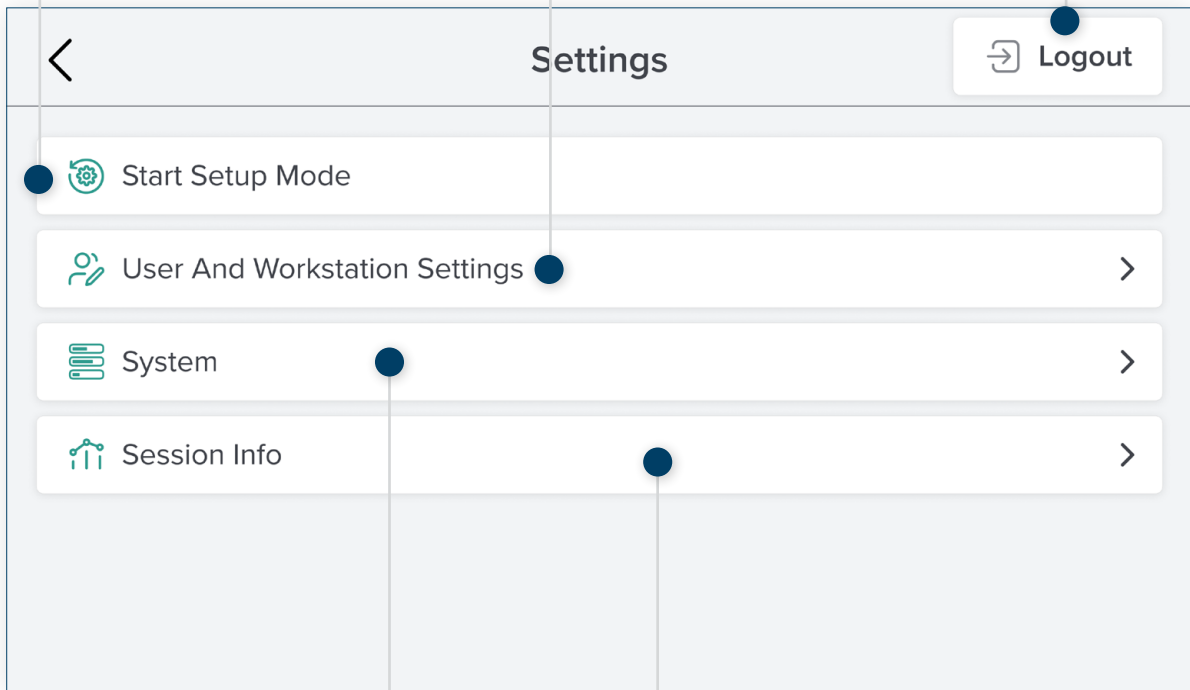
PUTS THE MOSAIC INTO SETUP MODE




CONFIGURE USER AND WORKSTATION SETTINGS



LOG OUT



DISPLAYS SYSTEM/ WORKSTATION INFORMATION



VIEW SESSION INFORMATION

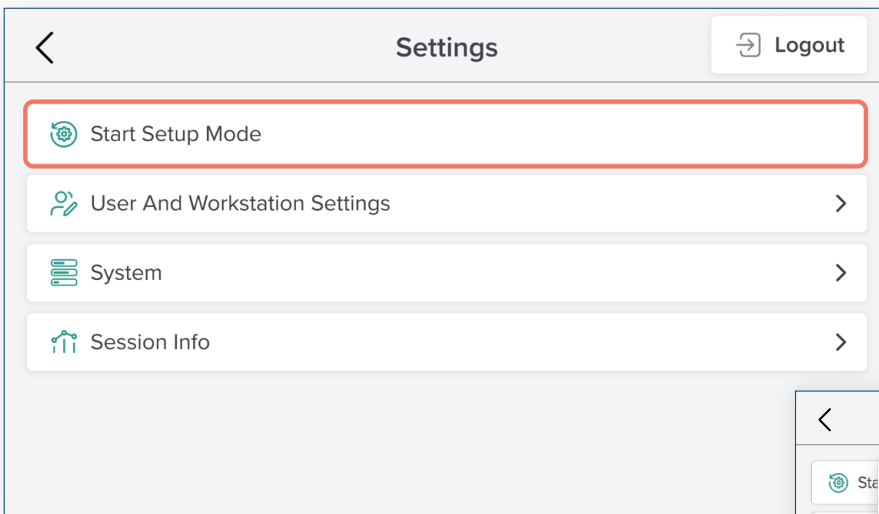


SYSTEM SETUP MODE

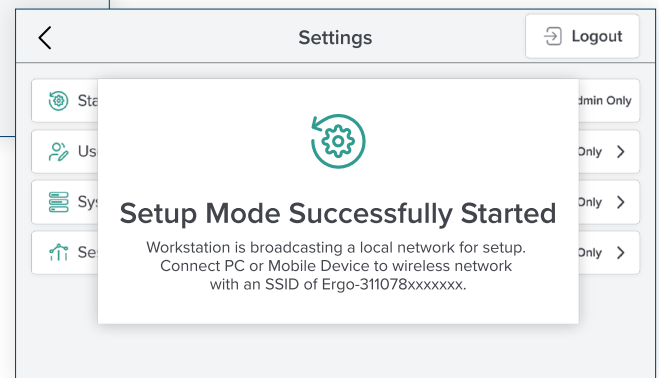
Configure Mosaic directly from a PC

System Setup Mode will allow an administrator to configure a Mosaic directly from a PC over Wi-Fi (similar to an Amazon Echo device).

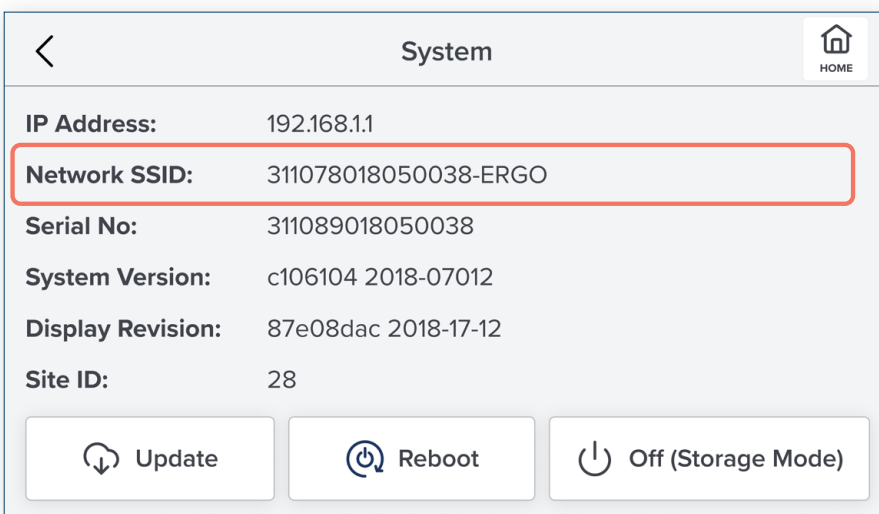
1. To enter Setup Mode, select “Start Setup Mode” from the Settings Menu of the Mosaic workstation. The Mosaic will end setup and resume normal function automatically after 10 minutes of inactivity.



You will see the workstation say
“Setup Mode Successfully Started”



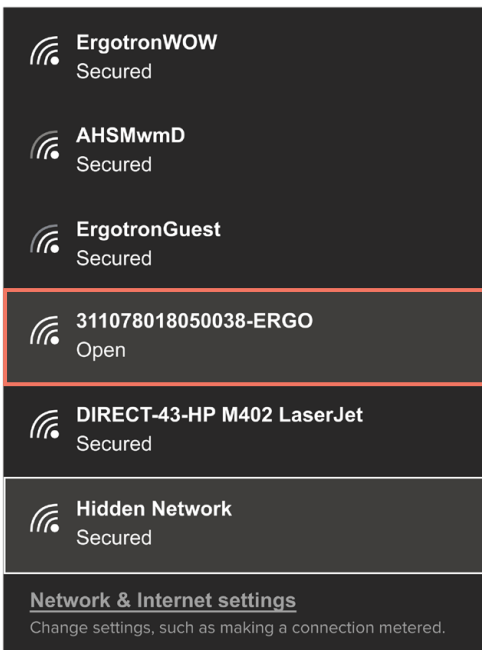
2. After selecting Start Setup Mode, click on “System” to view the SSID workstation.





SYSTEM SETUP MODE (CONT)

Configure Mosaic directly from a PC



3. Open Asset Control and log in.
4. On your wireless PC, open the Wi-Fi connection manager and find the SSID of the Mosaic. (NOTE: The SSID of the workstation will begin with the workstation's serial number)
5. Connect your PC to the Mosaic.
6. Type 192.168.1.1 into the Device Serial Number Box and press enter.



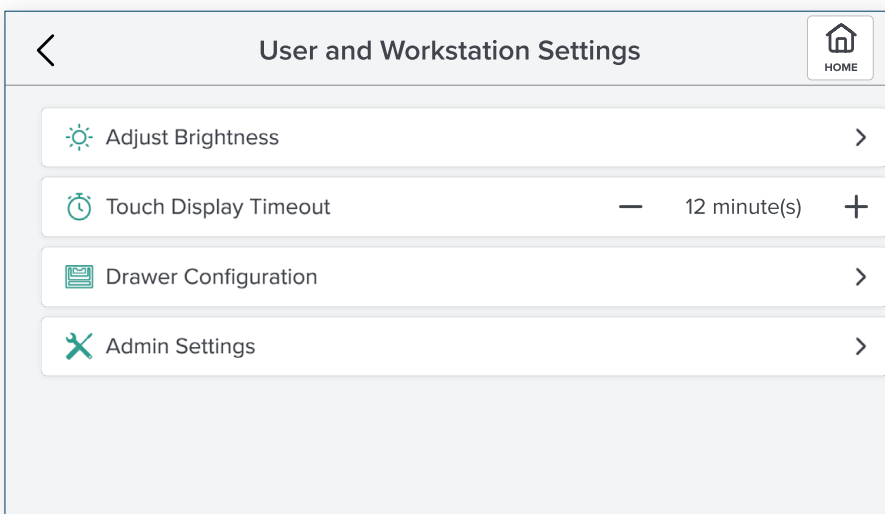
USER AND WORKSTATION PREFERENCES

Adjust Brightness — Allows users to adjust keyboard and workstation light brightness.

Touch Display Timeout – Allows users to configure the timeout for the Touch Display

Drawer Configuration – Provides access to configure the layout and settings for workstations equipped with drawers. *(Admin access only)*

Admin Settings – Specify admin-only settings for the workstation. *(Admin access only)*



ADMIN SETTINGS

Restart PC Enabled displays the “Restart PC” Button on the home screen.

Send Issues Enabled displays the “Send Ticket” button on the home screen.

Languages allows admins to set the device language.

CONFIGURE VOLTAGE AND TIMEOUTS

	Voltage	Timeout	
CH 1	5v + -	0 min	
CH 2	5v + -	0 min	
CH 3	5v + -	0 min	SAVE

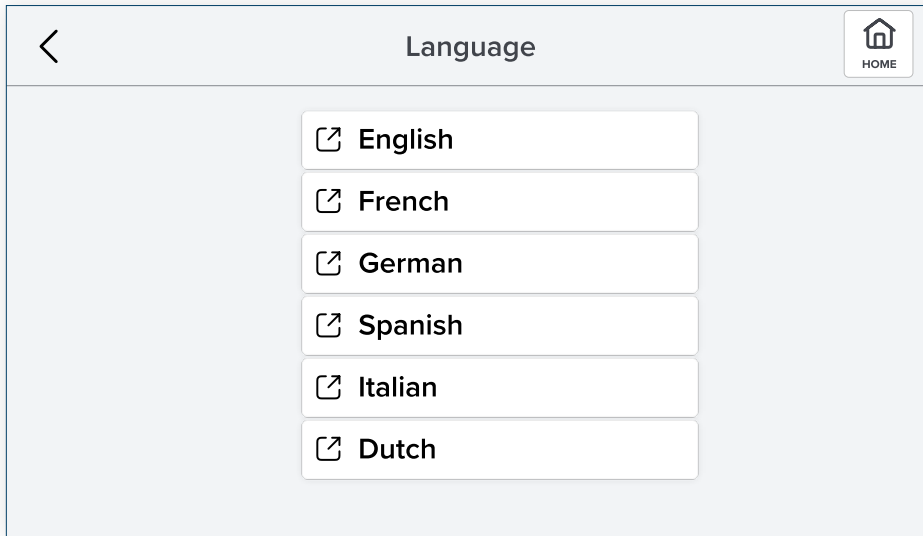
You can set the voltage values of any channel to 0V, 5V - 24V

Voltage Timeouts can be set between 0 - 300 minutes. 0 minutes on the timeout means there is no timeout.

Once you set the desired voltage and timeout you press the **Save** button.

User will see an info screen to confirm the changes. It will take about 10 seconds for the new values to take effect.

LANGUAGES



Admins can update the default workstation language to English, French, German, Spanish, Italian, or Dutch. All content on the touch display will update to reflect the selected language.



DRAWER SETTINGS

Set up drawer lock and alarm timeouts, as well as choose your drawer configuration

Drawer Settings

Drawer Lock Timeout 3 minute(s)

Alarm Silence Timeout 1 minute(s)

Drawer Configuration

Large Drawer

Detect Drawer Setup

Drawer Lock Timeout: This setting determines how long the workstation waits before automatically locking the drawers after they are accessed.

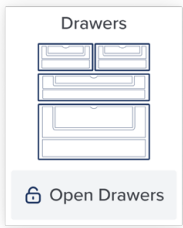
Alarm Silence Timeout: This setting controls how long an alarm remains silenced after it has been manually turned off.

Use the “+” and “-” signs to adjust the automatic drawer lock and alarm silence timeout.

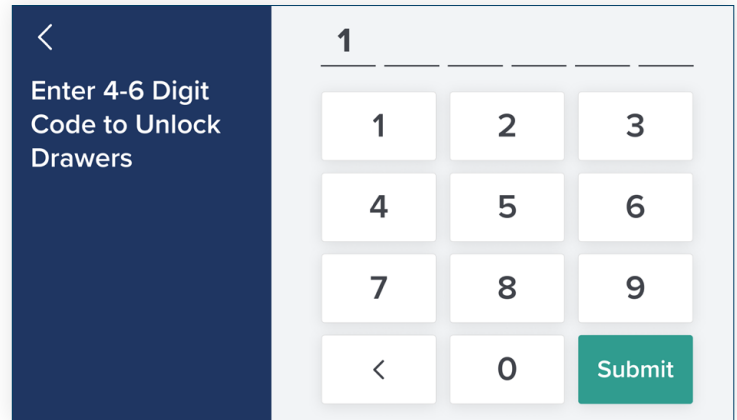
Drawer Configuration:

Press the “Detect Drawer Setup” button whenever you change or swap drawers. When pressed, the system will automatically detect and update the drawer configuration, displaying the appropriate information and an updated visual representation of the current drawer layout.

HOW TO UNLOCK DRAWERS



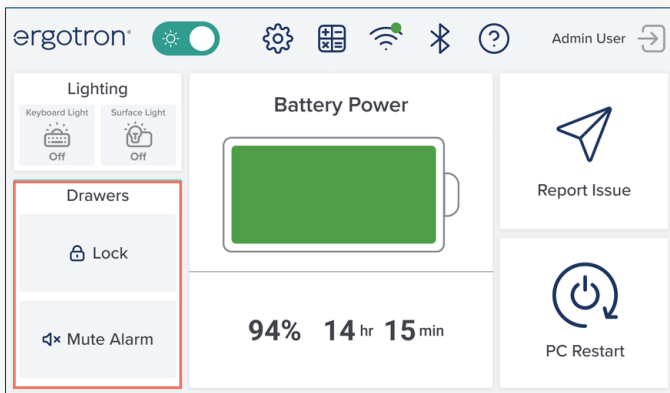
1. To open the Drawer, press the “Open Drawers” button on the Home Screen.



2. Enter your 4-8 digit numerical code. If entered correctly, the drawers will unlock. If entered incorrectly, the screen will read “Invalid Pincode.”

The default Admin unlock code is: **9876**
(must be logged into Admin Account)

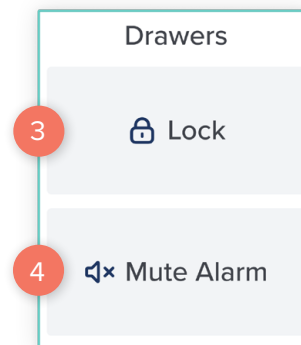
The default Guest unlock code is: **1234**



When the Drawers are unlocked, the panel will show Lock and Mute Alarm controls.

Drawers will automatically lock after the preset delay. The Mosaic workstation will emit an audible alert after the preset delay when a drawer is not closed.

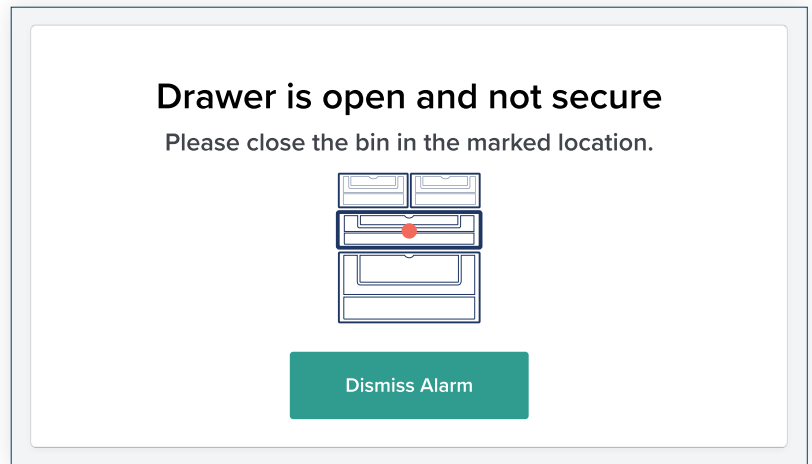
3. To manually lock the drawers, press the “Lock” button.
4. To mute audible alarm for 1 minute, press “Mute Alarm”



HOW TO UNLOCK DRAWERS (CONT'D)

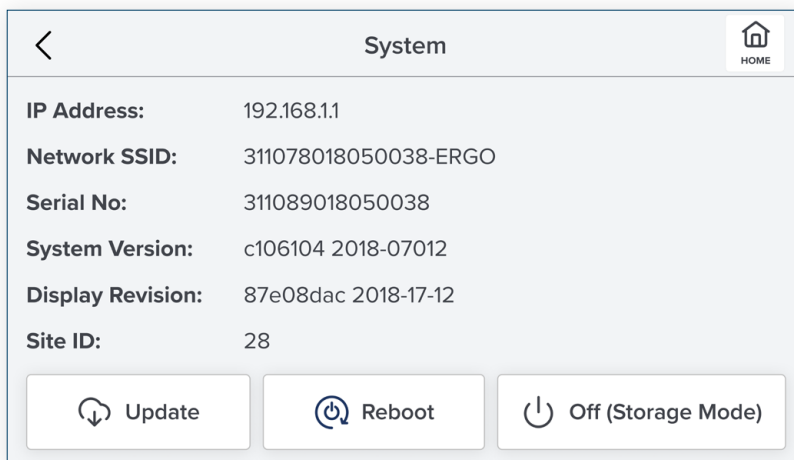
When the Drawer alarm begins to alert, the open bin will be represented by an orange circle on the touch display.

Users can press the button to dismiss the alarm as well.

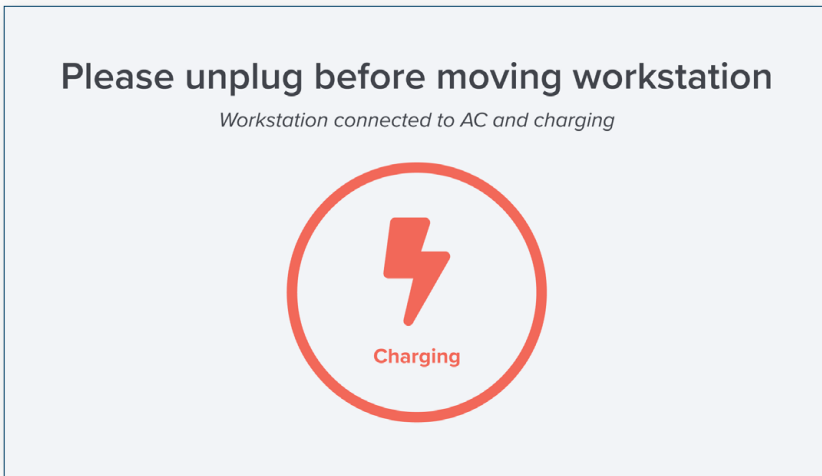


SYSTEM INFORMATION

- **IP Address** – IP address of the workstation
- **Network SSID** – Name of network
- **Serial Number** – Serial number of the power system of the workstation.
- **System Version** – Current revision of software installed on the workstation
- **Display Revision** - Current revision of software installed on the touch display
- **Site ID** – ID of associated facility/hospital
- **Update** – Manually check and install updates
 *Updates will automatically occur on Mosaics between 2:00 and 4:00 a.m. local time
- **Reboot** – Restart the Mosaic
- **Off (Storage Mode)** – Turn off the power to the entire Mosaic workstation - this is typically used for service or extended storage.

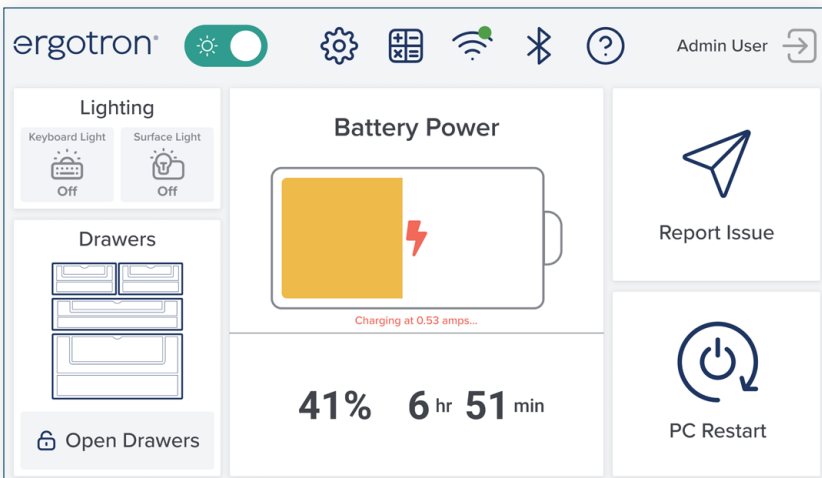


⚡ CHARGING THE BATTERY



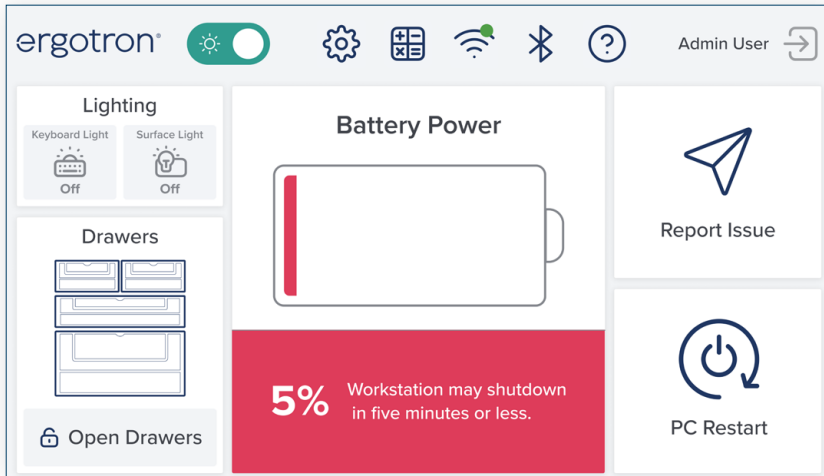
To begin charging your Mosaic, plug the 3-prong power cable into a standard 110-120VAC grounded AC power outlet. The screen will read “Charging” (left) when the machine is successfully charging.

Please unplug the workstation from the AC Power outlet prior to moving it.



An orange “Charging” will appear below the battery icon on the home screen when a user logs into the workstation, indicating that the battery is charging.

LOW POWER SEQUENCE




The workstation will emit two long beep alerts every 5 seconds when the battery is removed from the workstation during typical use.

AUDIBLE ALERTS

0:25 - 0:05 minutes remaining: single quick beep every 5 minutes
0:05 - 0:02 minutes remaining: double quick beep every 5 minutes

Note: The RhythmConnect Ready Workstation does not directly communicate with any integrated peripheral, like the PC, laptop, Thin Client, etc.

↻ SWAPPING THE BATTERY




Main Battery Removed or Depleted

Please insert a battery with a charge level of at least 25%

When swapping the battery, the display will read “Main Battery Removed or Depleted” and will beep twice every 5 seconds for 4 minutes prior to entering Standby.

Battery Power




0% 0 hr 0 min

Running on backup battery
Shutting down in 2:00



During the battery swap, the workstation will be powered by the backup battery and continue long beep alerts.

Battery Power




0% 0 hr 0 min

Main battery inserted
Reading battery information




Battery Power



100% 9 hr 00 min

When a fresh battery is inserted before the 2 minute countdown is completed, the workstation will read the battery information and update the battery information displayed on the screen.

⚠ INVALID BATTERY DETECTED



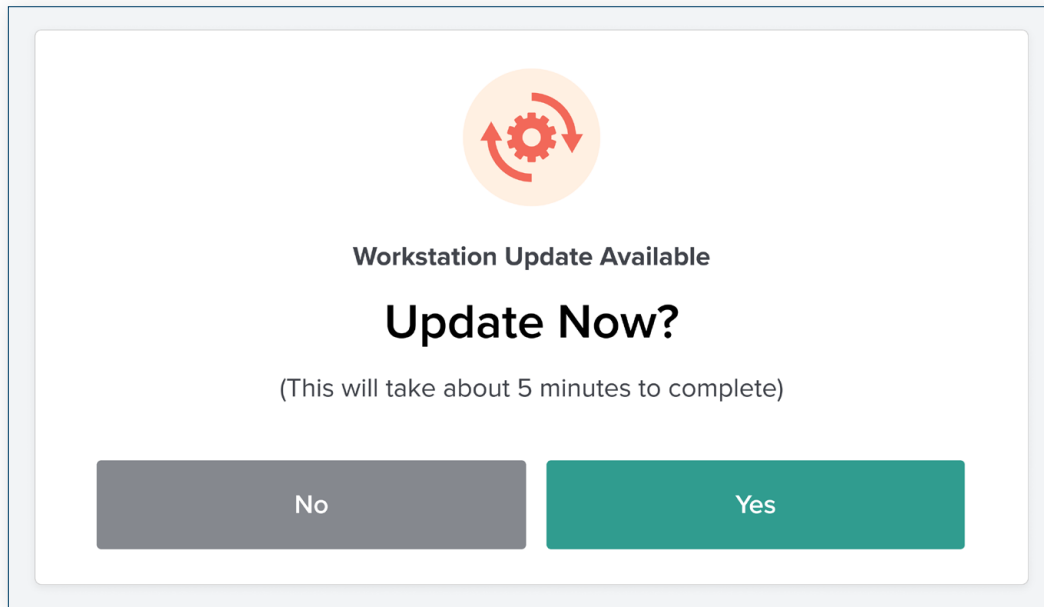
Invalid Battery Detected

Please replace battery or contact Ergotron Technical Services at +1 (888) 381-1831

Users will receive the message below on the touch display when the workstation detects an unsupported battery. The workstation will also disable the channel outputs.

AUTOMATIC UPDATES

Your Mosaic workstation will receive periodic updates. The automatic update window is between 2:00AM - 4:00AM EST. When an update is available you will receive the following prompt:



Please save all of your work on the PC prior to updating the workstation.

The workstation will reboot after installing the update which will indirectly cause the PC to power off and then back on.

Select "Yes" at the prompt to begin the update.

- There will be a 10 second countdown after clicking "Yes."
- The workstation will be unresponsive while the update is being installed.
- Upon completion of the update, the workstation will reboot, and return to the login screen.

If you wish to cancel and/or suspend the update for a later time, select "No." If no response is selected after 5 minutes, the workstation will automatically proceed with the update.

**The battery must be charged more than 20% in order to update.*

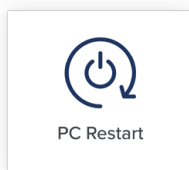
STANDBY MODE

The workstation is designed to enter Standby Mode when the battery is near depletion (1% charge or less). In Standby Mode the touch display will be blank and the workstation will beep once every 5 seconds. All peripherals powered by the workstation, including the PC and the monitor, will also be powered off in Standby Mode.

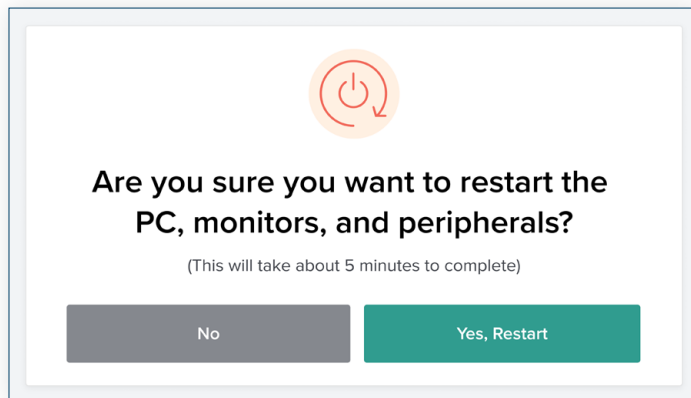
- If workstation is **battery powered** (*hot-swappable*), replace the battery to bring the workstation out of Standby mode and resume normal functionality.
- If the workstation is **corded**, connect the power cable to a power outlet (120VAC) and allow the workstation to charge. The workstation will resume normal functionality as battery is being charged. You may use the workstation in a stationary fashion as the battery is charging.

RESTART PC

This button will power off the PC, monitor and any peripheral that is powered by the workstation, then power them on again. Your PC must be set to power on automatically for this feature to work successfully.



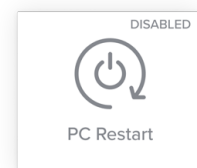
1. Press the “Restart PC” button on the display.



2. You will receive a confirmation box.
 - a. Touch “Yes” to continue with the restart process.
 - b. Touch “No” if you press the button in error.

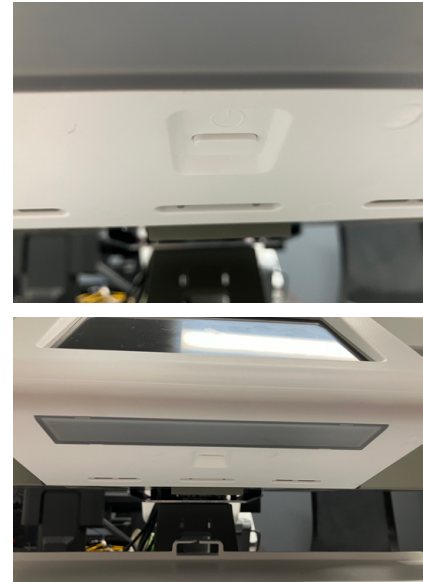
If the Workstation Administrator has disabled the ability for the user to restart the PC, the “Restart PC” button will read “DISABLED”.

The RhythmConnect Enabled power system does not directly communicate with any integrated peripheral, like the PC, laptop, Thin Client, etc.



WHITE BUTTON FUNCTIONALITY

Hold the button in for 5 seconds. This will cause the workstation to reboot.



POWER SYSTEM REFRESH

The Mosaic power system will occasionally perform routine maintenance.

During this 2 to 5 minute period, the message to the right will appear on the touch display.



Power System Refresh

Mosaic is refreshing its internal battery data and recalibrating the power system. Please wait 2 to 5 minutes for this process to complete before using the touch display.

NON-ADMIN USERS

Users without admin privileges will not have access to the following buttons:

Drawer Configuration

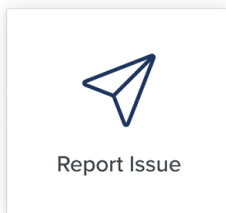


Start Setup Mode



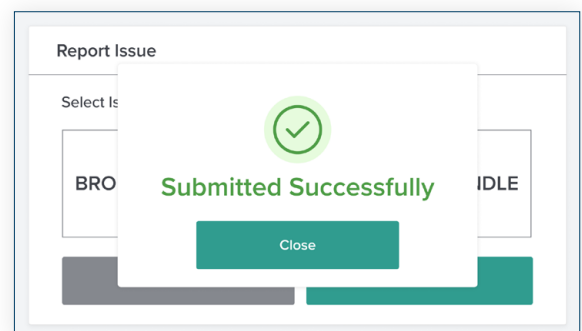
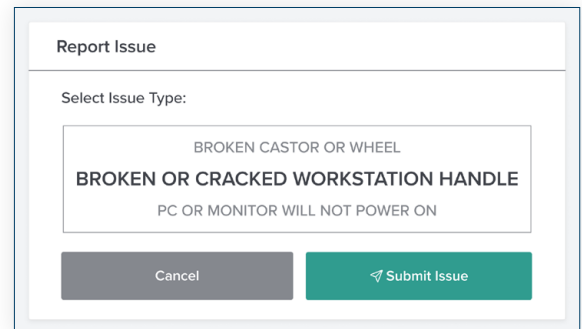
SUBMIT A TICKET

1. From the Dashboard, press the “Send Ticket” button.



2. This will open a dialog box that contains a list of issues. Select your issue from the list. To cancel/ not send the ticket, simply press the cancel button.
3. You will receive a message confirming that your ticket was successfully submitted.

Notice: If the system is not connected to the internet, the submission will fail.

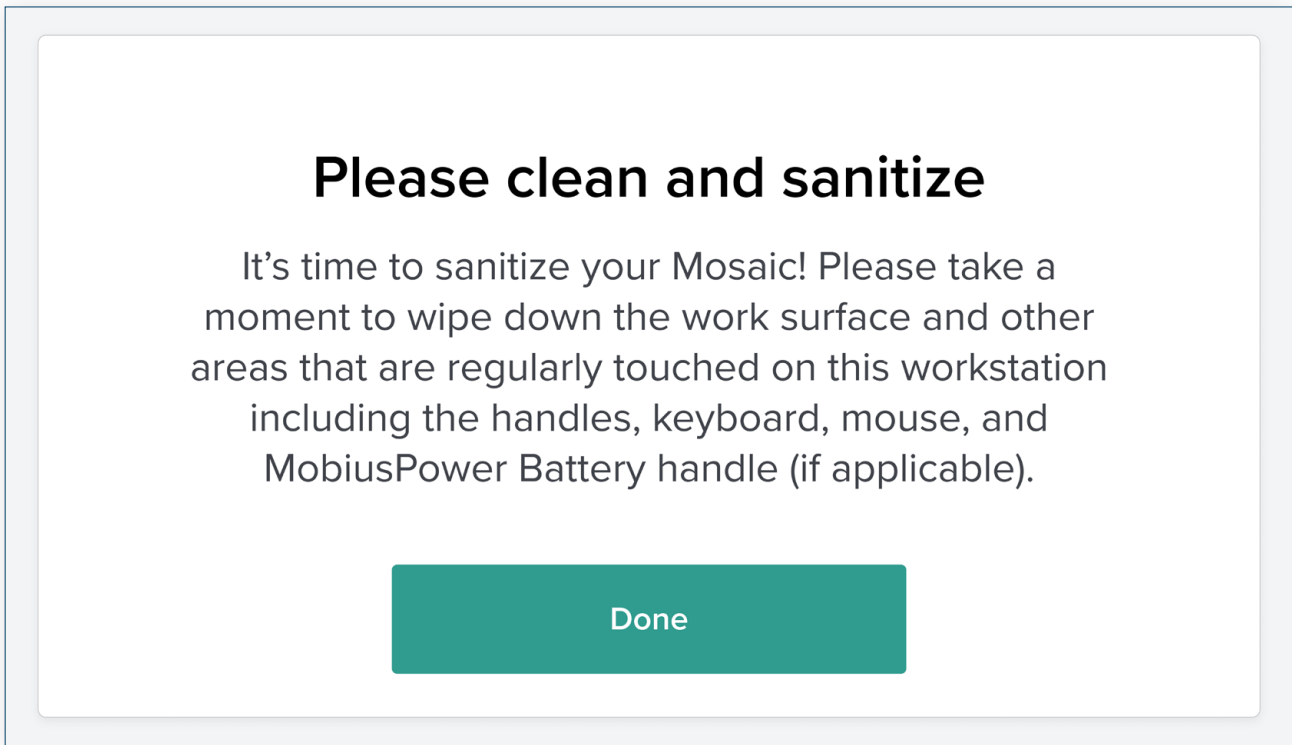




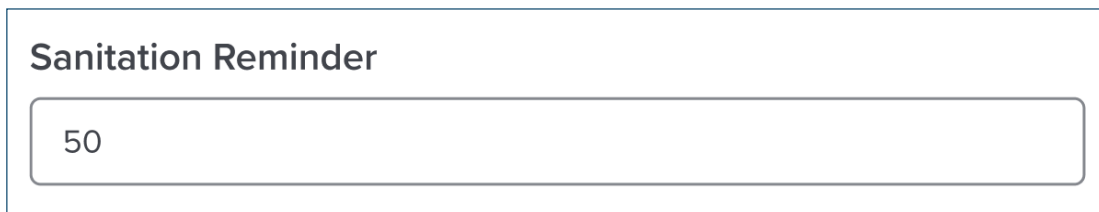
SANITATION REMINDER

Mosaics can show a sanitation reminder screen at an interval set by the user; i.e. every 60 minutes.

By default, this screen is disabled, but it can be enabled through Asset Control (Desktop, Mobile, or RhythmConnect version).



You can enable this screen by setting the sanitation reminder interval in Asset Control to any number of minutes above 0:



The image shows a configuration form for the "Sanitation Reminder" setting. The form has a white background with a light gray border. At the top, the text "Sanitation Reminder" is displayed in a bold, black font. Below this, there is a text input field with the number "50" entered inside it.



HIGH TEMPERATURE NOTICE

In the event that the Mosaic workstation is experiencing higher than normal operating temperatures, a temporary cooling mode will be initiated.

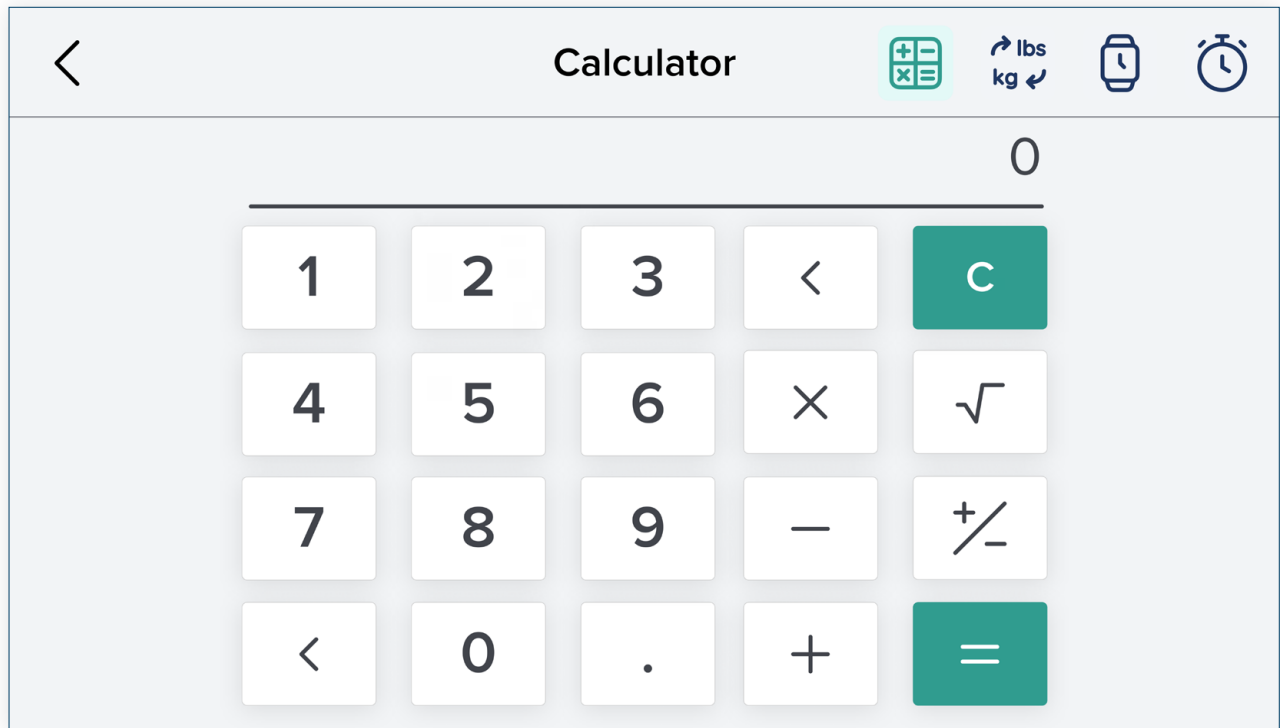


Mosaic is experiencing high temperatures and is in sleep mode; please contact Ergotron Technical Services at +1 (888) 381-1831



CALCULATOR

Enables quick and accurate arithmetic calculations directly on the workstation.



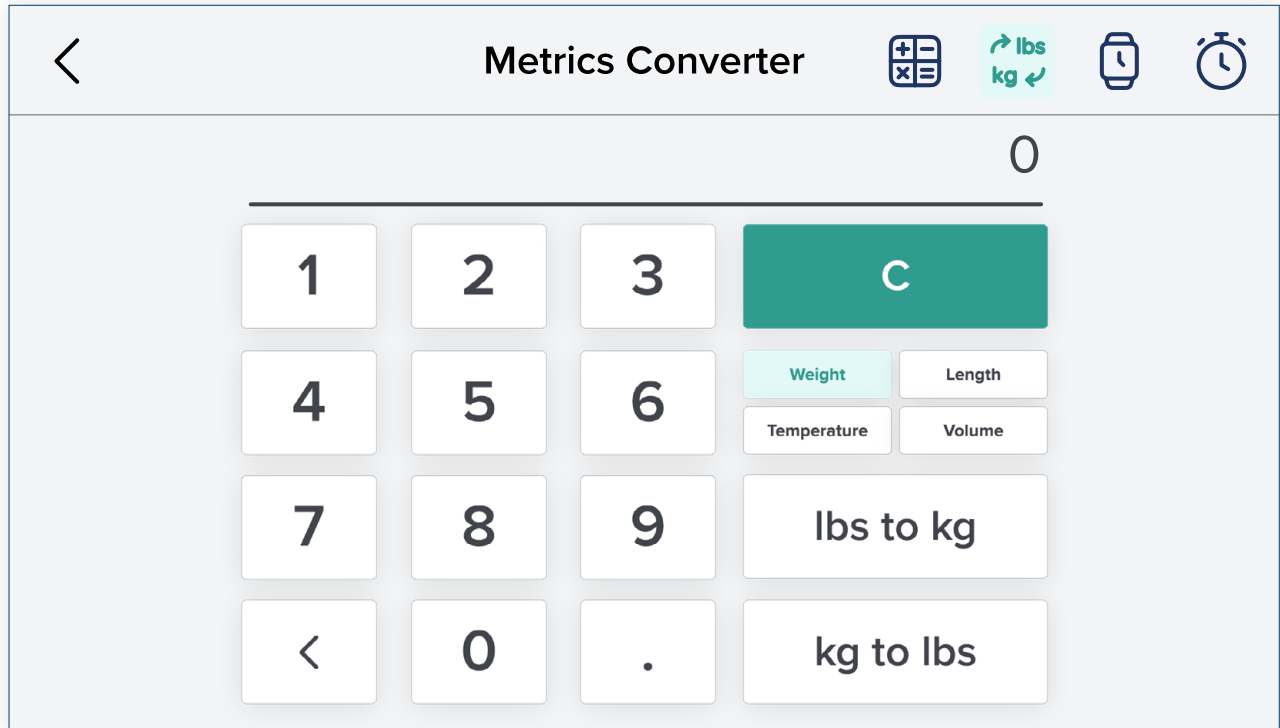
Features:

- Numeric Keypad: Digits 0–9 and a decimal point for precise input.
- Arithmetic Operators: Addition (+), subtraction (-), multiplication (×), division (÷).
- Advanced Functions: Square root ($\sqrt{\quad}$), sign toggle (+/-).
- Correction/Reset: Backspace (<) to delete, Clear (C) to reset.
- Use back arrow to navigate to home screen



METRICS CONVERTER

Facilitates quick conversions between units of weight or length directly on the workstation.

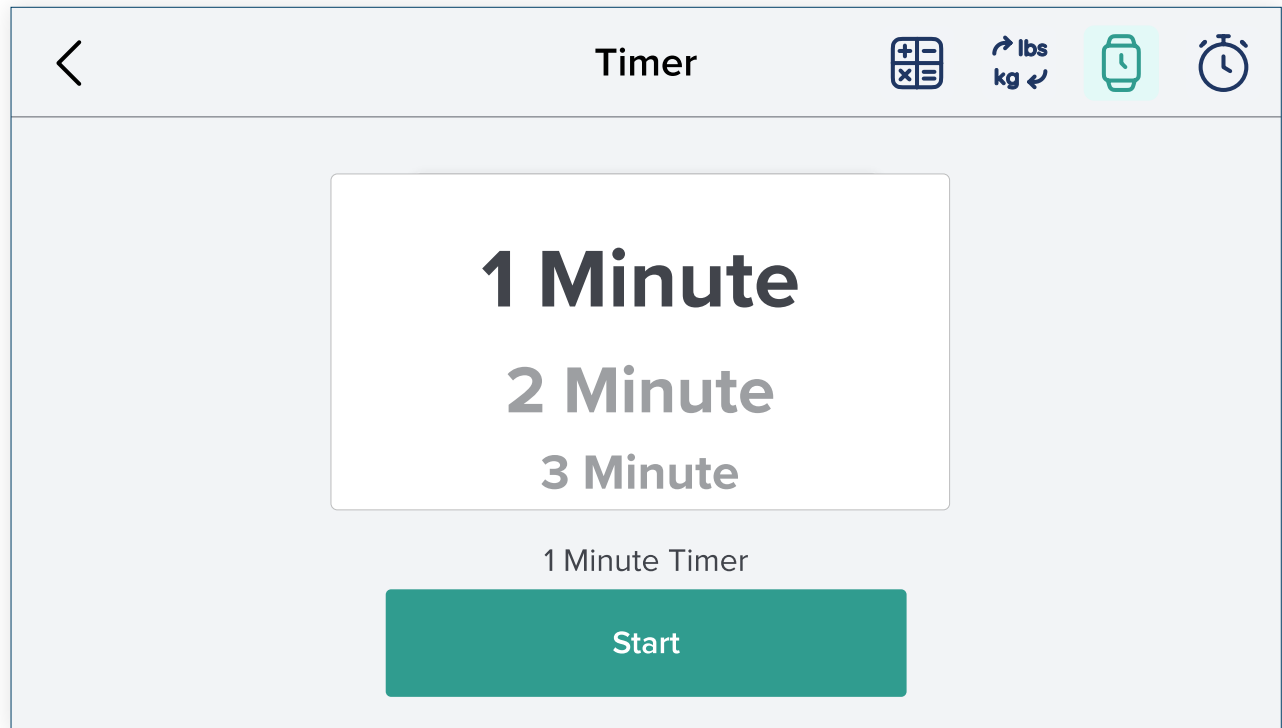


Features:

- Numeric Keypad: Enter values using digits 0–9 and a decimal point.
- Conversion Options:
 - Weight: Convert between pounds (lbs) and kilograms (kg).
 - Length: Convert between inches (in) and centimetres (cm).
- Reset: Clear (C) button resets the current input.

TIMER

Provides a simple and intuitive timer for tracking specific durations during tasks or procedures.



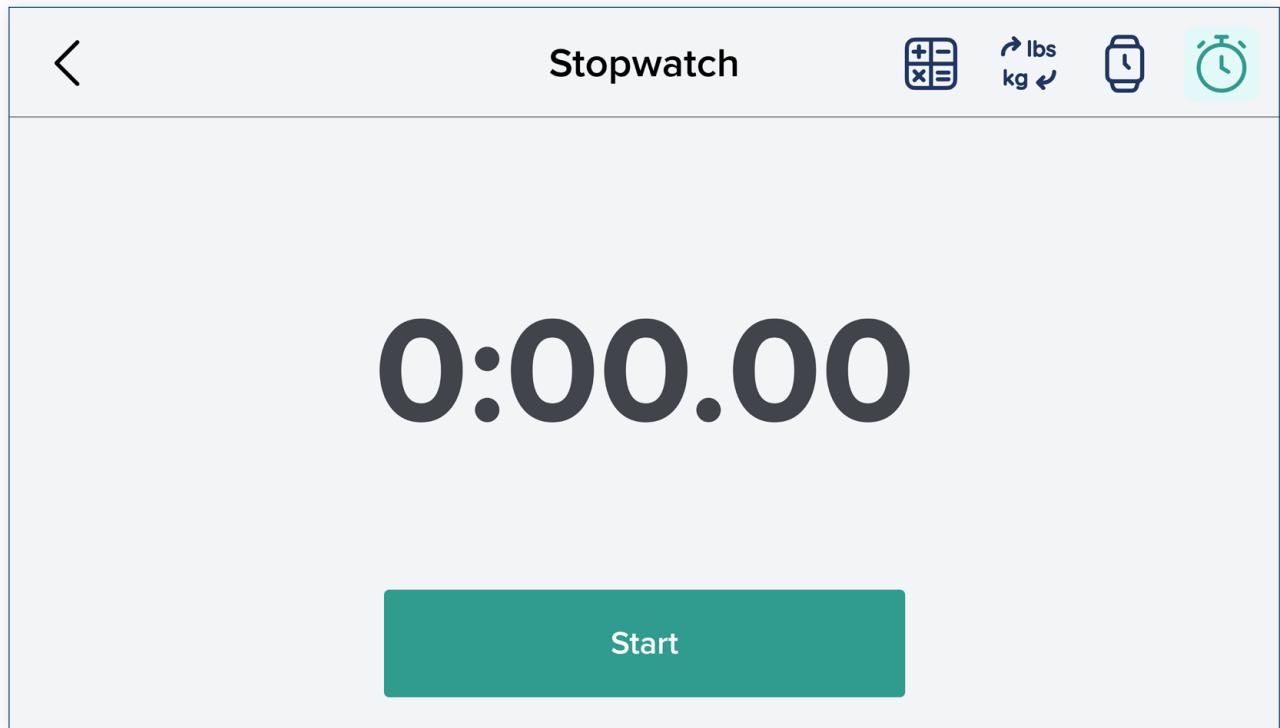
Features:

- Preset Durations: Choose from the time intervals by swiping the desired option.
- Start Button: Begin the timer by tapping "Start."
- Visual Countdown: The timer will display the remaining time clearly during operation.



STOPWATCH

Tracks elapsed time with precision for monitoring tasks and procedures.



Features:

- Start Button: Begin timing by tapping “Start.”
- Elapsed Time Display: Continuously updates the display during operation to show elapsed time.
- Press “Stop” to stop the timer and “Done” to reset the timer.



02

Asset Control - Desktop Application

LOGIN TO ASSET CONTROL DESKTOP APP

Users can download the Asset Control Desktop App here: <https://assetcontrol.ergotron.com/>

The following prerequisites are required: Microsoft .NET Framework 4.6.1 (x86 and x64)

Follow the prompts to install the application

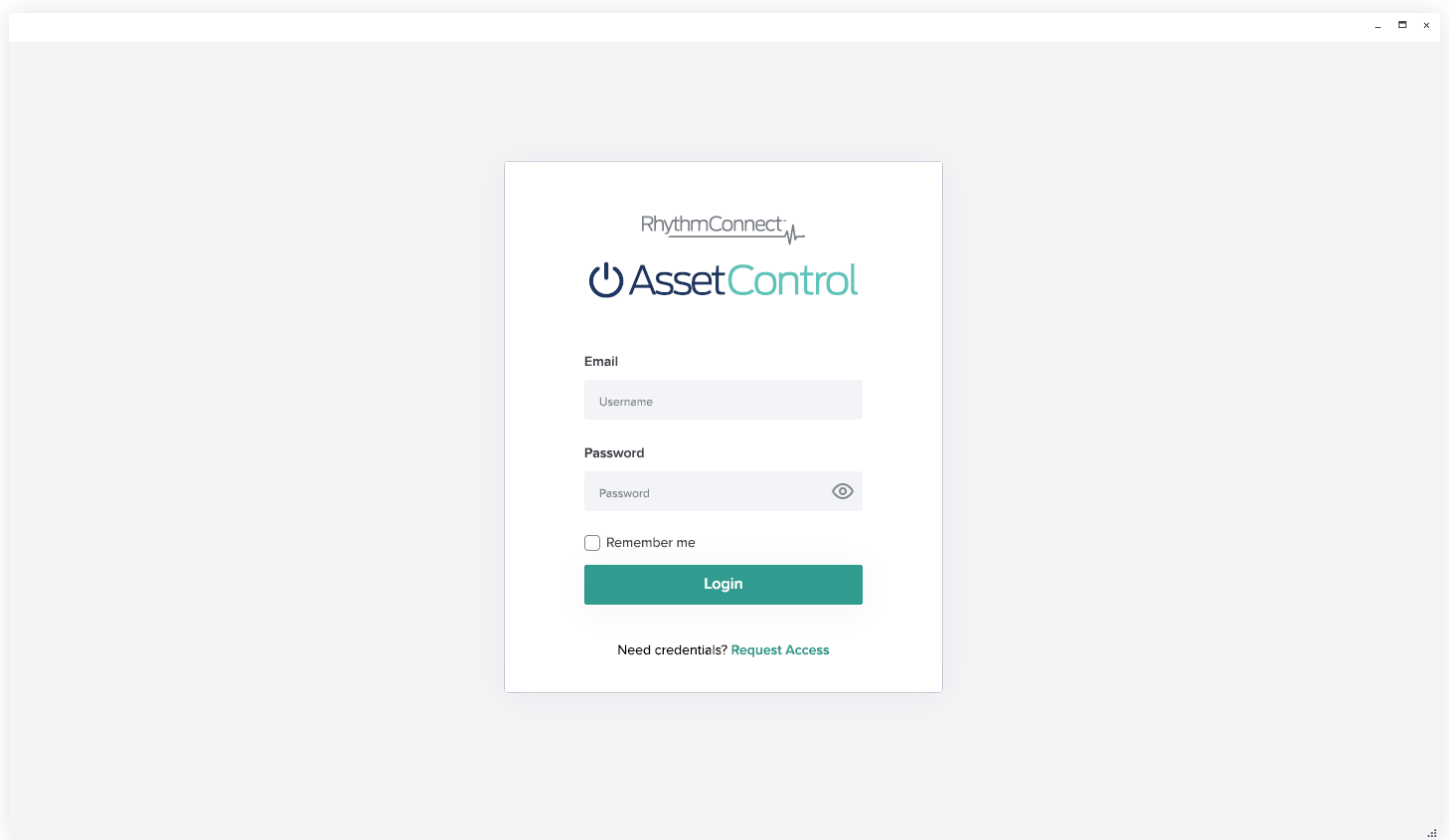


To open the Asset Control Desktop App, double-click the icon on your desktop.

If you do not have a RhythmConnect account, please contact the Software Success Team.

If you would like to reset your password (it will send you an immediate email), go here: [Reset Password](#)

If you would like to change your password (for instance, after resetting it), go here: [Change Password](#)

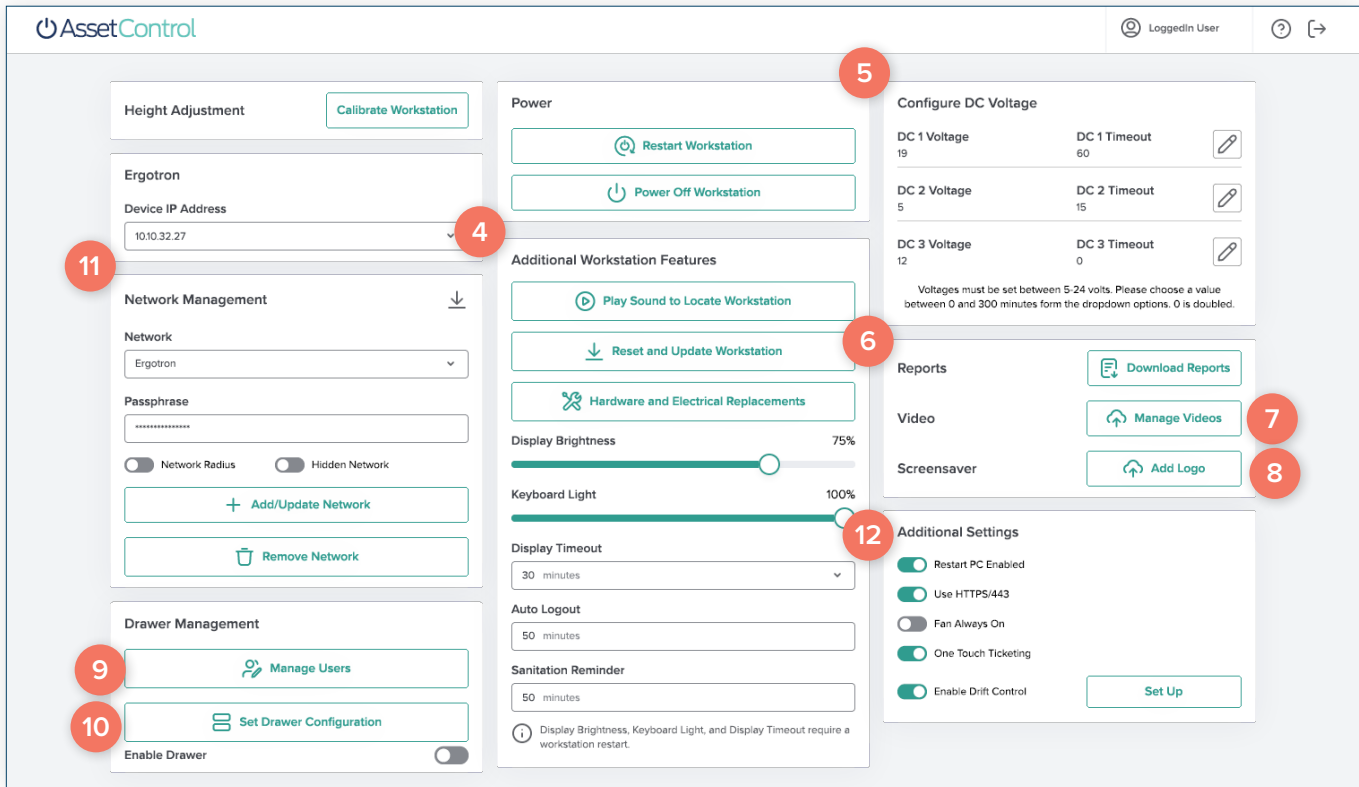


HOME SCREEN OVERVIEW

1. To connect to a workstation, enter the workstation's IP address into the box. Then press the enter key.
 - i. Your PC must be on the same network as the workstation
 - ii. To locate the workstation's IP Address – Use the touch display on the workstation to navigate to System Settings > About.
2. Height Adjustment – For workstations with electric lift only. Functions that allow users to calibrate the height adjustment itself.
3. Power - To restart the workstation, press the “Restart Workstation” button. To completely power off the workstation, press the “Power Off Workstation” button.
 - a. Ensure that all work has been saved prior to restarting and/or powering off the workstation.
 - b. You will need to ensure the PC installed in the workstation is configured such that it will automatically power-on when it detects power to avoid having to manually power on the PC via the power button.
 - c. The Mosaic power system does not directly communicate with any integrated peripheral, like the PC, laptop, Thin Client, etc.

Cont'd on next page

HOME SCREEN OVERVIEW



4. Additional Workstation Features

Play Sound to Locate Workstation - If you are having an issue locating a workstation, you can press this button to locate the workstation causing the workstation to emit a low-level audible alert momentarily.

Reset and Update Workstation - Manually check for workstation updates. This process could take up to 7 – 15 minutes to complete based on network connection.

Display Brightness and Keyboard Light - The Display Brightness and the Keyboard Light can be adjusted using the sliders.

Display Timeout - Allows users to adjust the delay before the display turns off.

Set Auto Logout - Allows users to adjust the delay before user will be logged out of the workstation.

Set Sanitation Reminder Time - Input a time that a sanitation reminder will display on the workstation.

5. Set DC Voltage and Timeout – This feature will allow you to change the voltage of the 3 DC power outputs of the workstation and change the timeout. Please see [Changing the Output Voltage](#).

6. Generates a report of error codes stored/archived on the workstation. This list can help troubleshoot or isolate an issue.

7. Manages training videos on the workstation.

8. Upload a custom organization logo for the workstation.

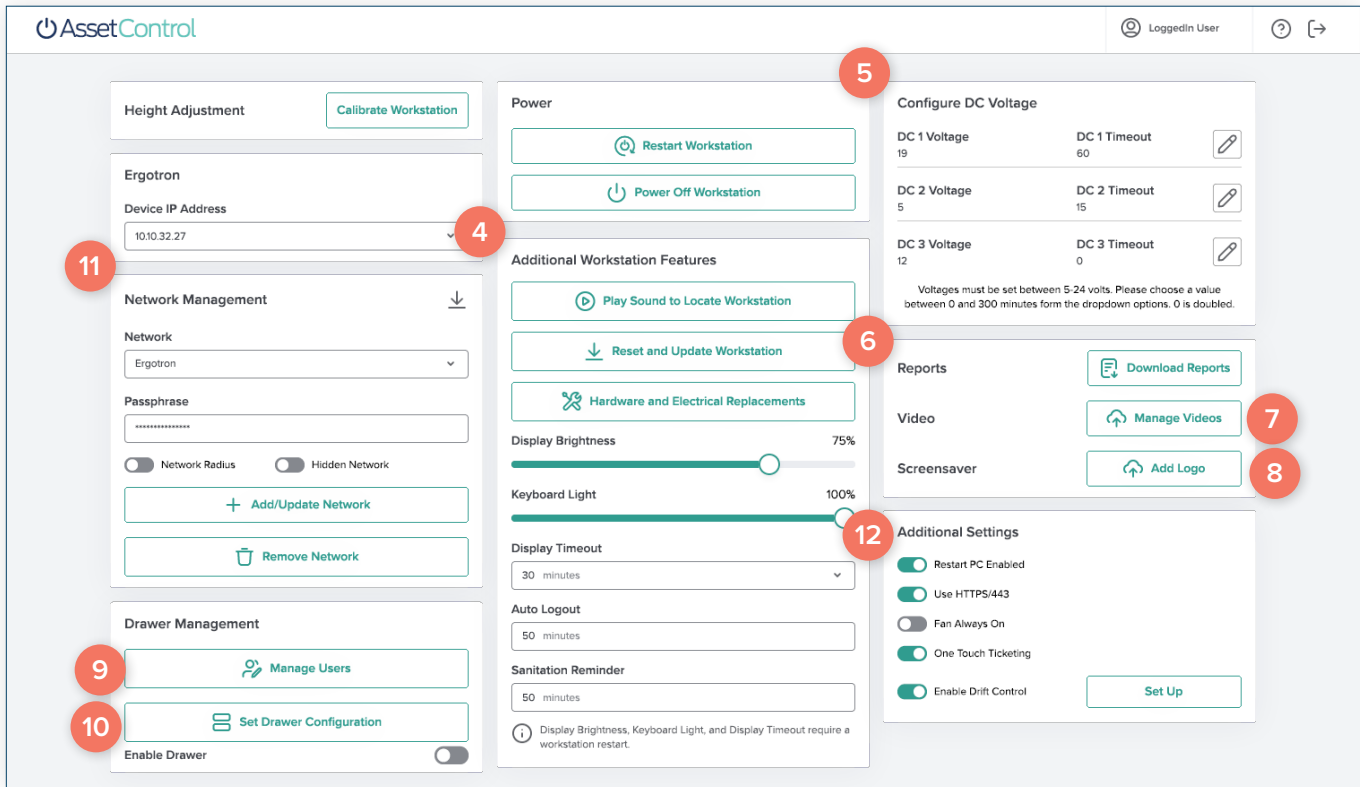
9. Allows administrators to manage workstation users.

10. Allows administrators to configure the Drawers (Optional).

11. Allows user to configure the Wi-Fi setting for the workstation.

12. Additional Settings

HOME SCREEN OVERVIEW



Restart PC Enabled - Allows Administrators to Enable or Disable the restart PC function.

Use HTTPS/443

Fan Always On - Enable persistent fan mode, allowing the fan to circulate air continuously.

Send Ticket Enabled - Enables users reporting issues directly on the workstation home screen.

Enable Drift Control - Enables the ability to track workstations that are outside of their assigned area.



CHANGING THE OUTPUT DC VOLTAGE AND TIMEOUT

For DC Workstations it is strongly recommended that you disconnect the power cable from each device prior to changing voltages.

1

Ergotron

Device IP Address

10.10.32.27

1. Enter the IP address of the device you wish to configure into the “Device IP Address” box, then press “enter.”

Configure DC Voltage

DC 1 Voltage 19	DC 1 Timeout 60	2
DC 2 Voltage 5	DC 2 Timeout 15	
DC 3 Voltage 12	DC 3 Timeout 0	

Voltages must be set between 5-24 volts. Please choose a value between 0 and 300 minutes form the dropdown options. 0 is doubled.

2. Using the “Configure DC Voltage” box Click the edit pencil to edit
3. Enter the desired voltage into the space next to the channel you wish to change
4. To change the Channel Timeout, select a delay from the drop-down menu.

DC timeout will make the specified channel go to sleep after a defined period of inactivity. Movement of the workstation will wake the timeout after it has gone to sleep.

Configure DC Voltage

DC 1 Voltage 19	DC 1 Timeout 60	4	5 Save	
DC 2 Voltage 5	DC 2 Timeout 15			
DC 3 Voltage 12	DC 3 Timeout 0			

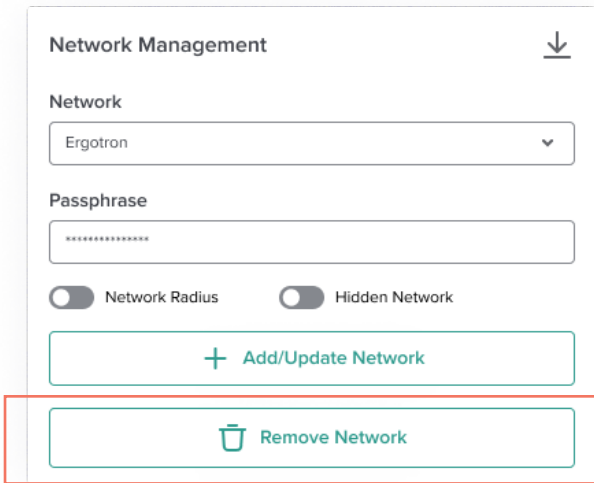
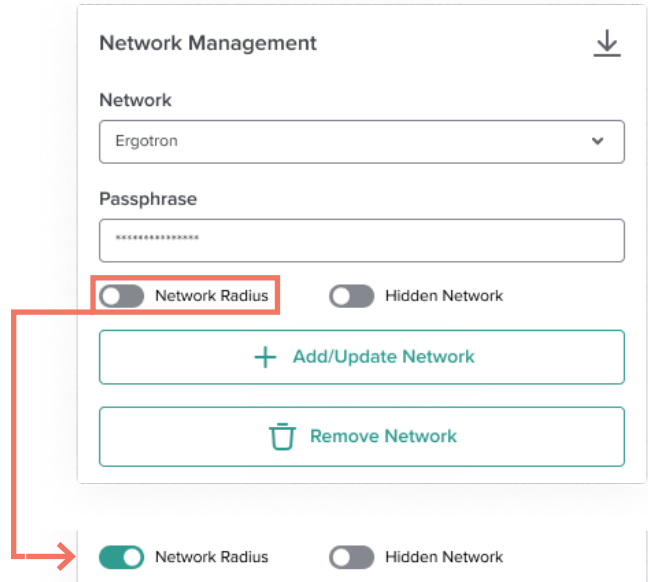
Voltages must be set between 5-24 volts. Please choose a value between 0 and 300 minutes form the dropdown options. 0 is doubled.

5. Click the “Save button” to set the voltage.

NETWORK MANAGEMENT

To Add a Network

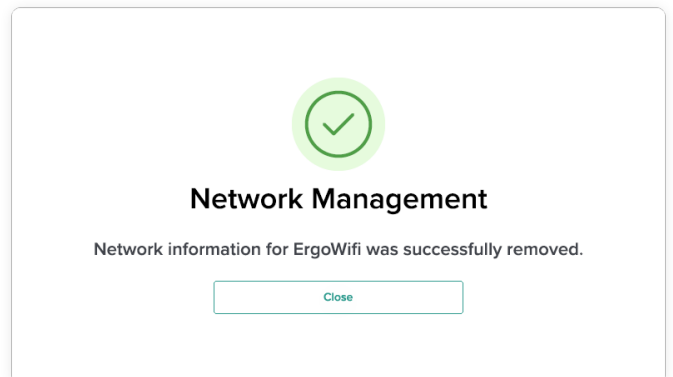
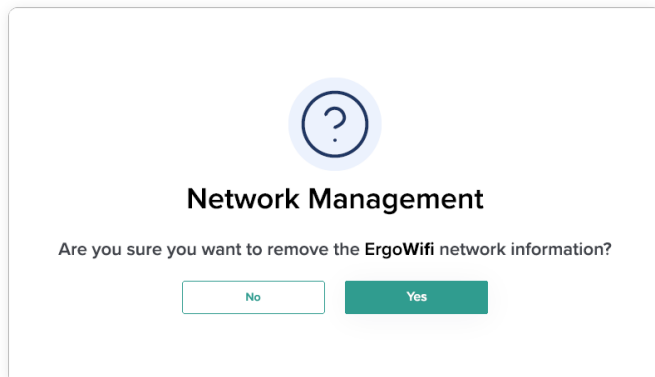
1. Enter the Network Name (SSID) and the passphrase, then
 - a. If the network is hidden, select “Hidden Network”
 - b. If the network is Radius, select “Radius Network” and enter username and password, radius authentication method, and Handshake/Inner Authentication type.
2. Click “Add/Update Network.”



To Remove a Network

Select the Network Name from the dropdown menu, then click “Remove Network.”

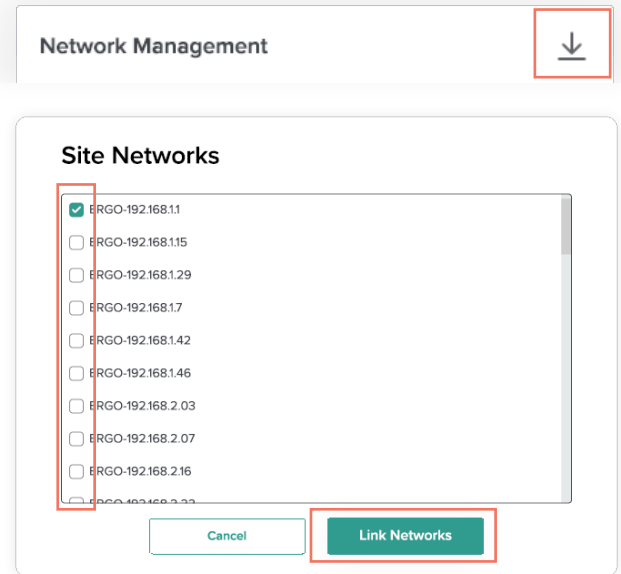
You will need to click “Yes” to confirm, then close.



NETWORK MANAGEMENT

To Link a Network

1. Click the “Download Icon” in the top right corner. This will open a list of networks uploaded by the customer.
2. Check the box next to the network you wish to link to the workstation.
3. Next, Click “Link Networks”. This will automatically insert the network(s) information into the workstation. You DO NOT need to press “Add/Update Network” afterward.

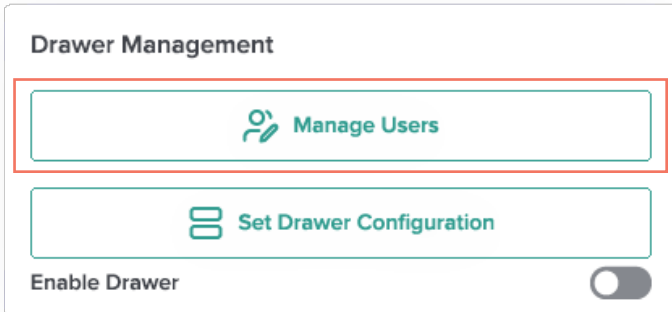


Helpful Tips

- A network’s SSID is case sensitive. If the SSID is not hidden, you can easily confirm the SSID using the wireless manager on your laptop or mobile phone.
- Activating Setup Mode on a workstation will greatly improve the process of linking an existing network to the workstation. Ensure that Asset Control is open and you are logged in prior to connecting to a workstation’s SSID with your laptop.
 1. Connect your laptop to a standard network or a hotspot
 2. Open Asset Control and log in.
 3. Using the Mosaic’s touch display, go to settings and select “Start Setup Mode”
 4. The workstation will begin to broadcast its own wireless network. The SSID will be the Mosaic serial number + “-Mosaic-AP”. This will also appear as the SSID on the System Settings screen
 5. Connect your laptop to the wireless network of the workstation.
 6. Enter the Mosaic’s IP address into Asset Control. This can also be found on the System Settings screen on Mosaic’s touch display (typically 192.168.1.1)
 7. Link the networks as instructed above.
 8. Reboot the workstation to exit setup mode.



MANAGING WORKSTATION USERS

To manage workstation users, select “Manage Users” from the Main Screen. This opens a list of users currently associated with the workstation along with each user’s personalized settings.



To Edit Users

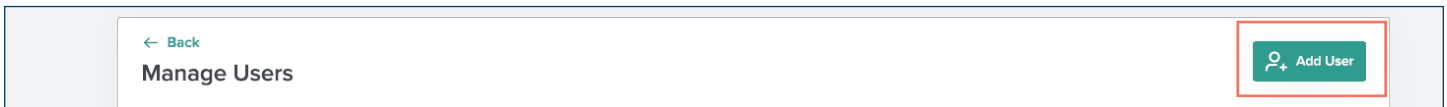
To Edit a current user, click the pencil icon.

First Name ↓	Last Name	Email	ID Code	Drawer Pin	BLE 1	BLE 2	BLE 3	Sit	Stand	Display Brightness	Keyboard Light	Worksurface Light	
Aubrey	Warren	aubreywarren@co...	5432	****	00.00.00	00.00.00	00.00.00	10	225	48	66	43	 

To save changes, click “Save”. To disregard changes, click “Cancel”.

To Add Users

To add a user, click the “Add User” Button on the right.





This will create a new row in the grid. Enter the user’s information, then click “Save”. To disregard changes, click “Cancel”.

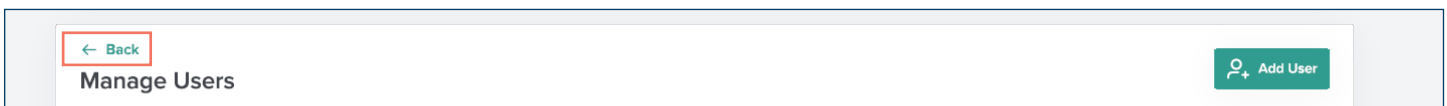
													Save	Cancel
--	--	--	--	--	--	--	--	--	--	--	--	--	------	--------

To Delete Users

To delete/remove a user from the workstation, click the red trash bin next to the user’s name

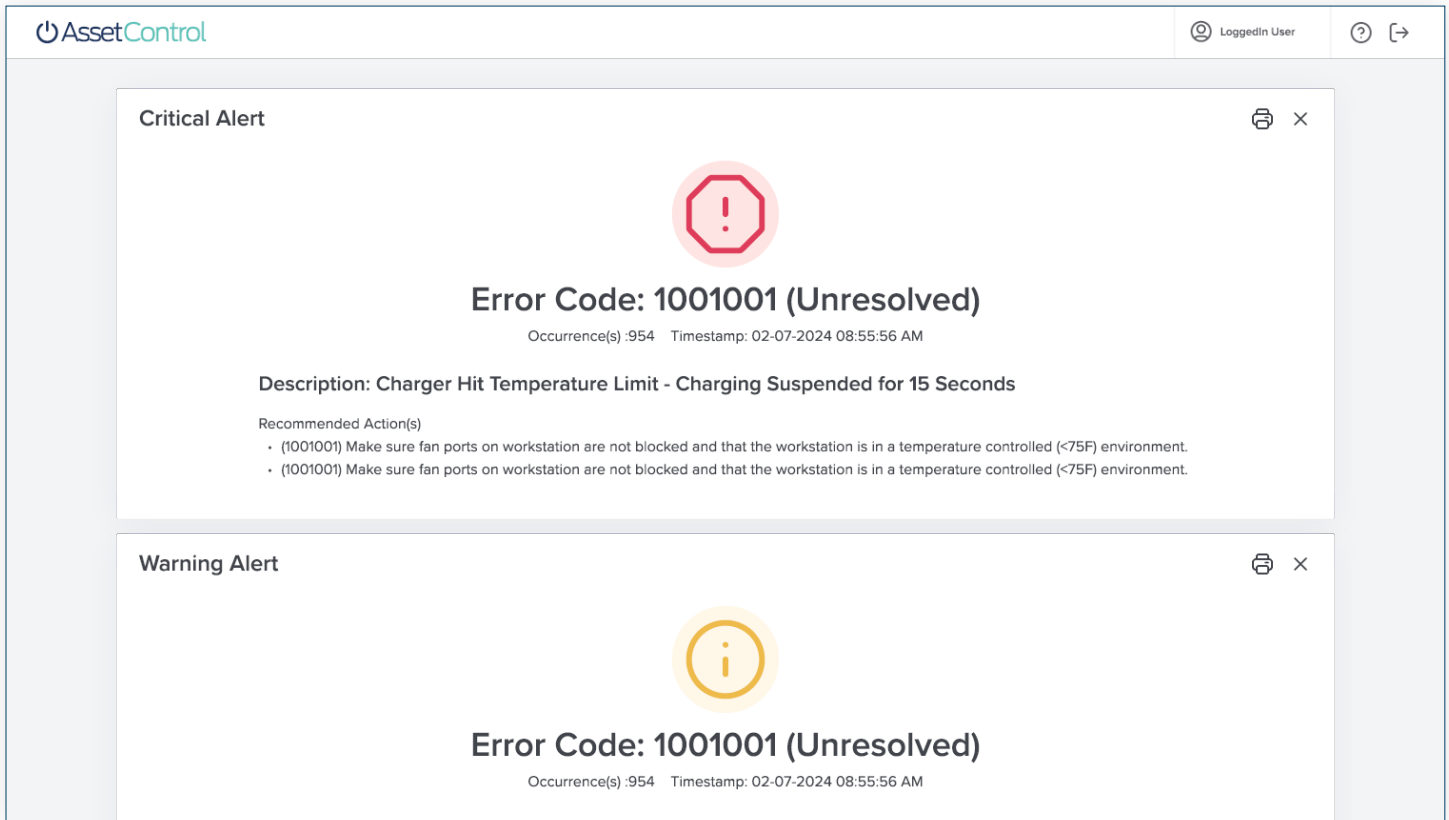
First Name ↓	Last Name	Email	ID Code	Drawer Pin	BLE 1	BLE 2	BLE 3	Sit	Stand	Display Brightness	Keyboard Light	Worksurface Light	
Aubrey	Warren	aubreywarren@co...	5432	****	00.00.00	00.00.00	00.00.00	10	225	48	66	43	 

To exit the “Manage Users” screen and return to the Main Screen, simply click the “Back” button.



⚠ WORKSTATION CRITICAL ALERTS

Critical Alerts show a code, description and recommended action that is stored and archived on the workstation. This list can troubleshoot or isolate an issue with the workstation.



The screenshot shows the AssetControl desktop application interface. At the top left is the 'AssetControl' logo. At the top right, there is a user profile icon labeled 'LoggedIn User' and a help icon. The main content area displays two alert windows. The top window is titled 'Critical Alert' and features a red octagonal warning icon with an exclamation mark. Below the icon, the text reads 'Error Code: 1001001 (Unresolved)', 'Occurrence(s) :954', and 'Timestamp: 02-07-2024 08:55:56 AM'. The description is 'Description: Charger Hit Temperature Limit - Charging Suspended for 15 Seconds'. Under 'Recommended Action(s)', there are two bullet points: '(1001001) Make sure fan ports on workstation are not blocked and that the workstation is in a temperature controlled (<75F) environment.' The bottom window is titled 'Warning Alert' and features a yellow circular information icon with an exclamation mark. It displays the same error code, occurrence count, and timestamp as the critical alert.



03

Asset Control Mobile App

→] LOGGING IN

- Users can download the mobile app from the iTunes App Store. This app is currently only for iOS devices (soon will be available on Android devices).
- Follow the prompts to install the application on your Apple device.



To open the Asset Control Mobile App, press the icon on your home screen.

The app will open to a login prompt. Log in using your RhythmConnect username and password, then press login. Or you can log in using Face ID.

If you do not have a RhythmConnect account, please contact the Software Success Team.

If you would like to **reset** your password (it will send you an immediate email), go here: [Reset Password](#)

If you would like to **change** your password (for instance, after resetting it), go here: [Change Password](#)

ergotron
moving you forward

Email
email@ergotron.com

Password

Remember Me Face ID

Login

ergotron
moving you forward

Email
email@ergotron.com

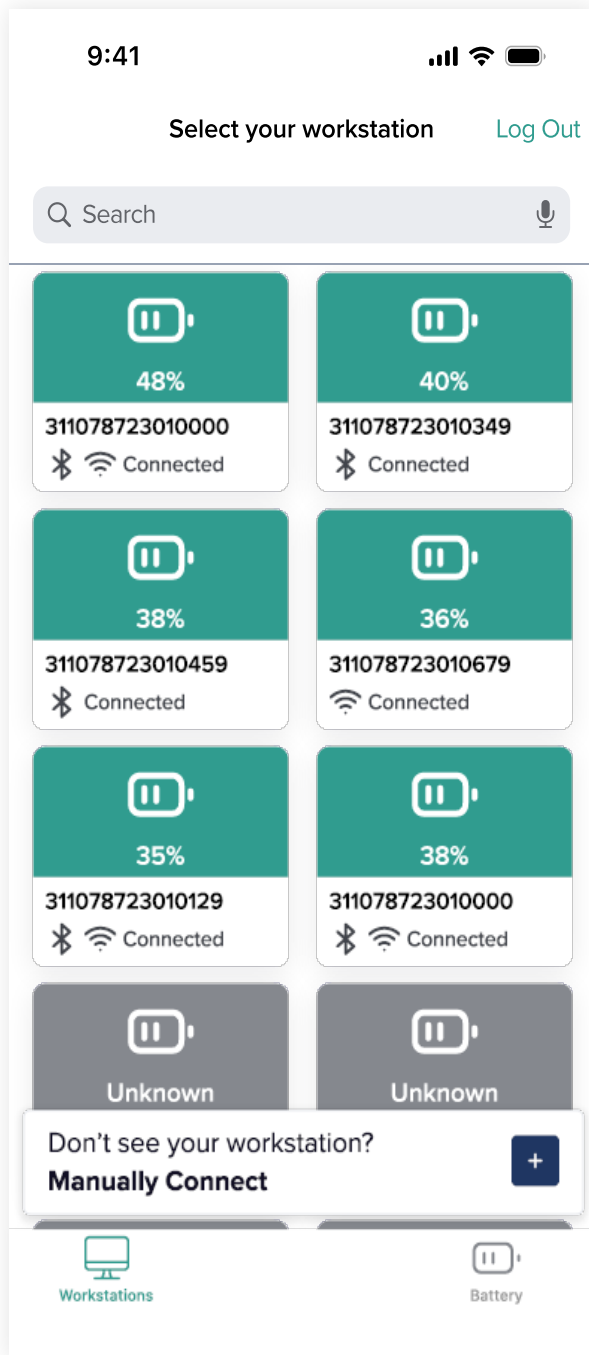
Password

Rem Face ID

Face ID

Login

WORKSTATION LIST



Upon successfully logging in, the app will automatically initiate a scan for nearby workstations via both Bluetooth BLE and Wi-Fi. Detected workstations will be displayed on the screen, listed by their serial numbers.

Connecting to a Workstation

Available Workstations: Workstations displayed within blue boxes are nearby and ready for connection. The percentage displayed indicates signal strength, reflecting your proximity to the workstation. A higher percentage signifies a stronger and more reliable connection.

Unavailable Workstations: Workstations shown within gray boxes are either out of range, powered off, or otherwise unavailable. Attempting to connect to these workstations will result in an error message.


To connect to a workstation, tap the corresponding available workstation.


Search

To search the list, click on the search bar and type in a serial number. Results will filter as you type.

Wifi versus Bluetooth BLE Connections

Workstations may be available to connect via Bluetooth BLE, Wi-Fi, or both. The type of connection available is indicated by the following icons:

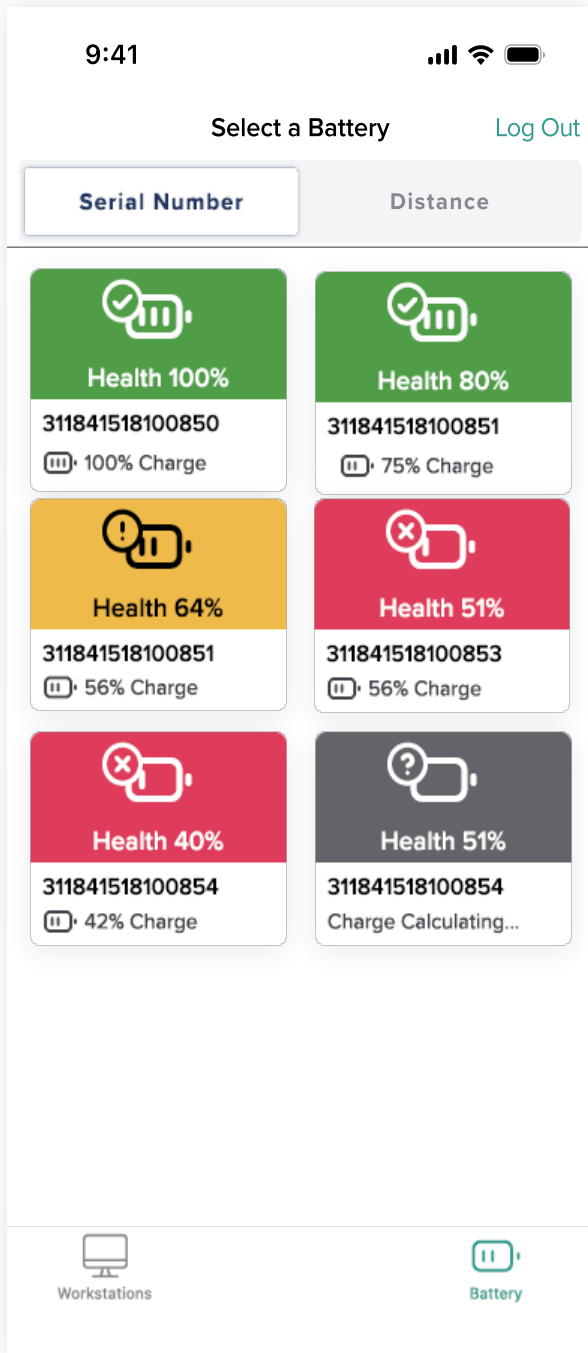
 Wi-Fi Icon: Indicates the workstation is available via Wi-Fi connection.

 Bluetooth BLE Icon: Indicates the workstation is available via Bluetooth BLE connection.

Both Icons: When both icons are displayed, the workstation is available for connection through either Bluetooth BLE or Wi-Fi.

Selecting a workstation with both will allow you to choose how to control the workstation.

BATTERY LIST



The Battery List Page displays all detected batteries, including their health status, charge percentage, and proximity. Use this screen to quickly assess battery availability and condition. Sorting Options

Toggle between sorting batteries by:

- **Serial Number:** Displays batteries in alphanumeric order.
- **Distance:** Sorts batteries from nearest to farthest for easier connection.

Battery Status Indicators

Batteries are color coded to indicate their health status:

- **Green:** Healthy – Battery is functioning properly.
- **Yellow:** Needs Attention – Battery may require charging or replacement soon.
- **Red:** Critical – Immediate action required; replace or charge the battery.
- **Gray:** No Connection – The battery is unavailable or out of range.

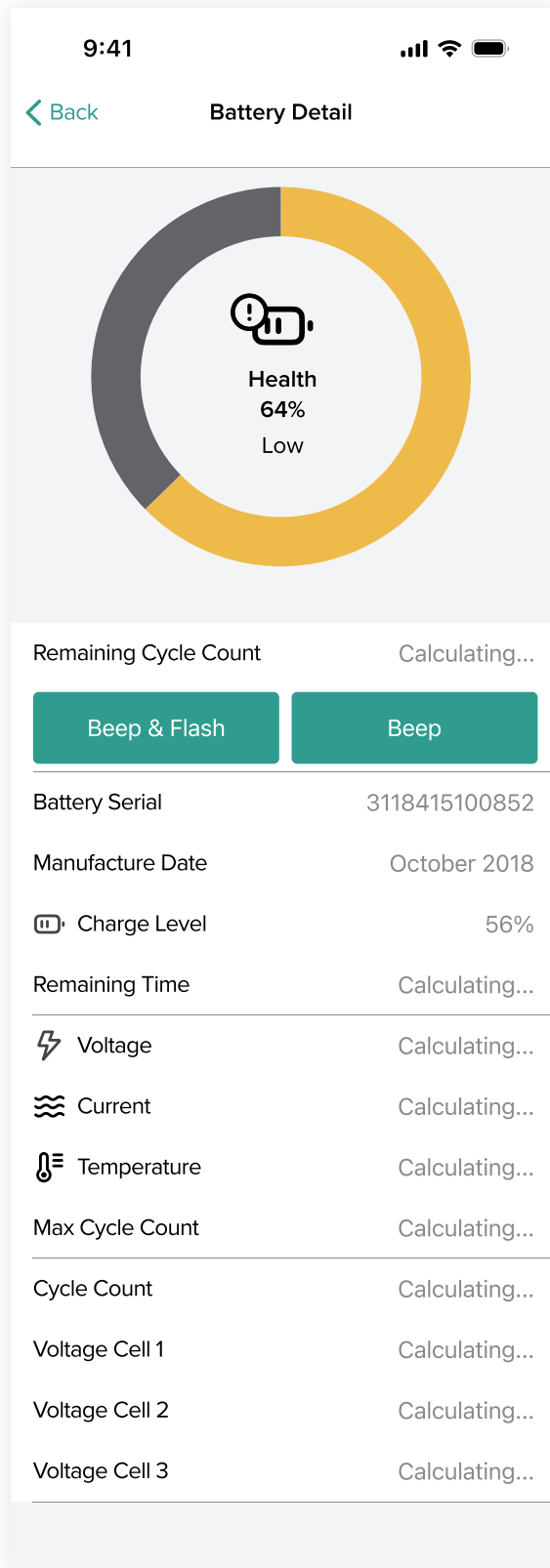
Charge Percentage

Each battery displays its current charge percentage, providing a clear indication of how much power remains before a recharge is needed.

Selecting a Battery

To view more details or initiate actions related to a specific battery, click on the battery entry.

BATTERY DETAILS



The Battery Details Page provides comprehensive information about a selected battery, including health status, performance metrics, and identifying details.

Battery Health and Status

Battery Health: Displays the overall health condition of the battery using color-coded indicators (Green, Yellow, Red, Gray).

Charge Percentage: Shows the current charge level of the battery as a percentage.

Cycle Count: Indicates the total number of charge cycles the battery has undergone.

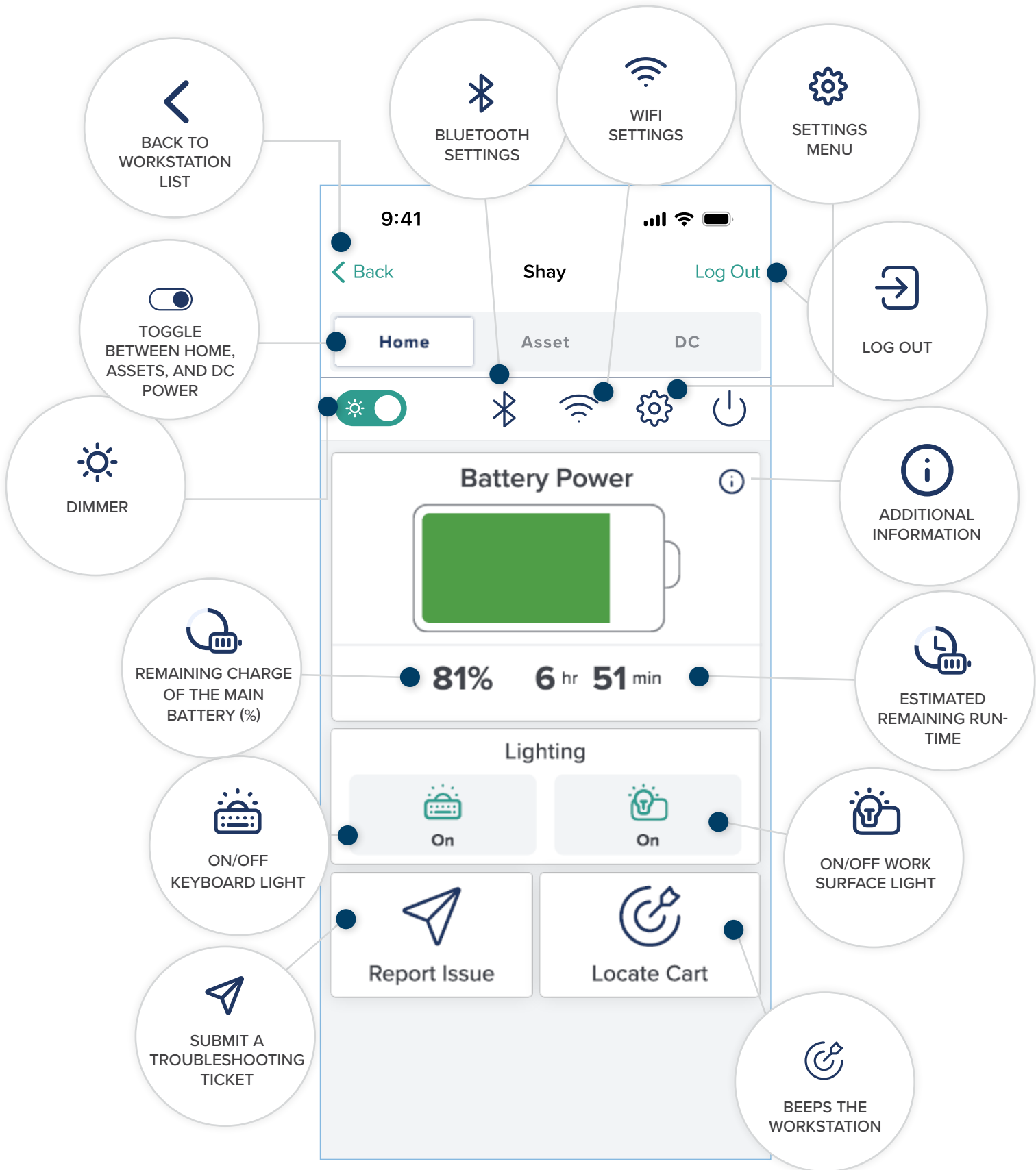
Battery Beep Function: Allows the user to activate a beep sound to help locate the battery physically if needed.

Battery Information

This section provides detailed specifications and metrics about the battery including manufacture date, serial number, remaining time available, voltage, current, etc.

WIFI - HOME SCREEN OVERVIEW

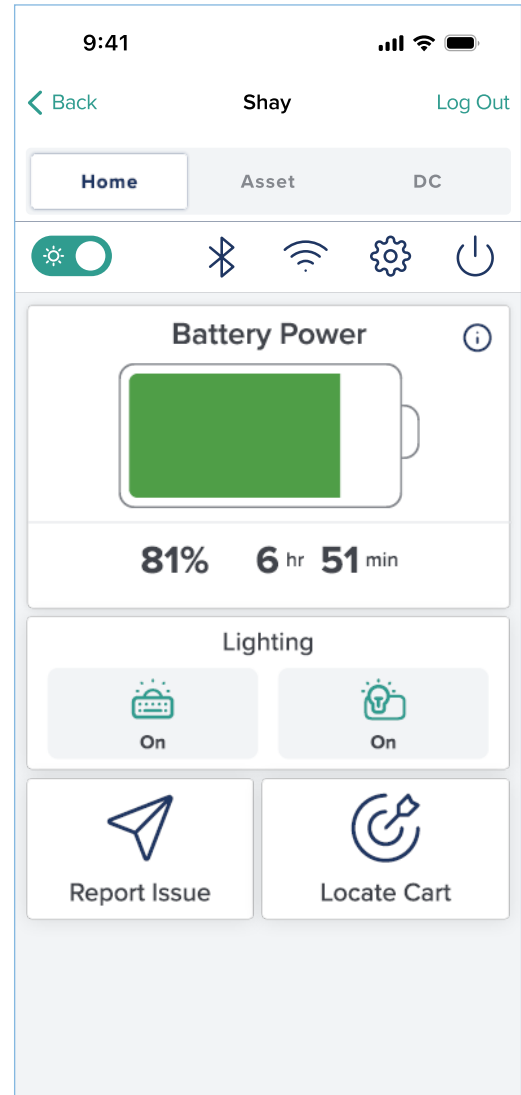
When connecting via Wi-fi you will be taken to the workstation's home screen.



HOME SCREEN OVERVIEW

Additional details of the home screen

1. Home – Homescreen to control the workstation.
2. Asset – Takes users to the device management page with battery information, location information, serial numbers and more.
3. DC – Displays voltage for each output.





WORKSTATION ASSET DETAILS

The Asset Page provides detailed information about the selected workstation, divided into three sections: **Battery Information, Location Information, and Asset Details.**

1. Battery Information

This section displays details about the battery housed within the workstation, including:

- Battery Serial Number
- Charge Percentage
- Asset Connection Method (Wi-Fi, Bluetooth, or Both).
- Last Packet Received: Timestamp indicating when the workstation last transmitted data.
- IP Address: The current network address assigned to the workstation.

2. Location Information

The workstation's assigned location is displayed, including the facility, department, floor, and wing, providing a precise reference for where the workstation is expected to be used.

3. Asset Details

This section provides identifying information about the workstation itself, including:

- **Asset Name:** The unique name or label assigned to the workstation.
- **Product Serial Number:** The serial number for the workstation product.
- **PC Serial Number:** The serial number associated with the workstation's PC.
- **Monitor Serial Number:** The serial number for the monitor connected to the workstation.

⚡ DC VOLTAGE

- The DC Voltage page allows users to configure the DC voltage for each peripheral.
- Each peripheral is listed based on channel number.

Note: this section does not apply to AC powered workstations.

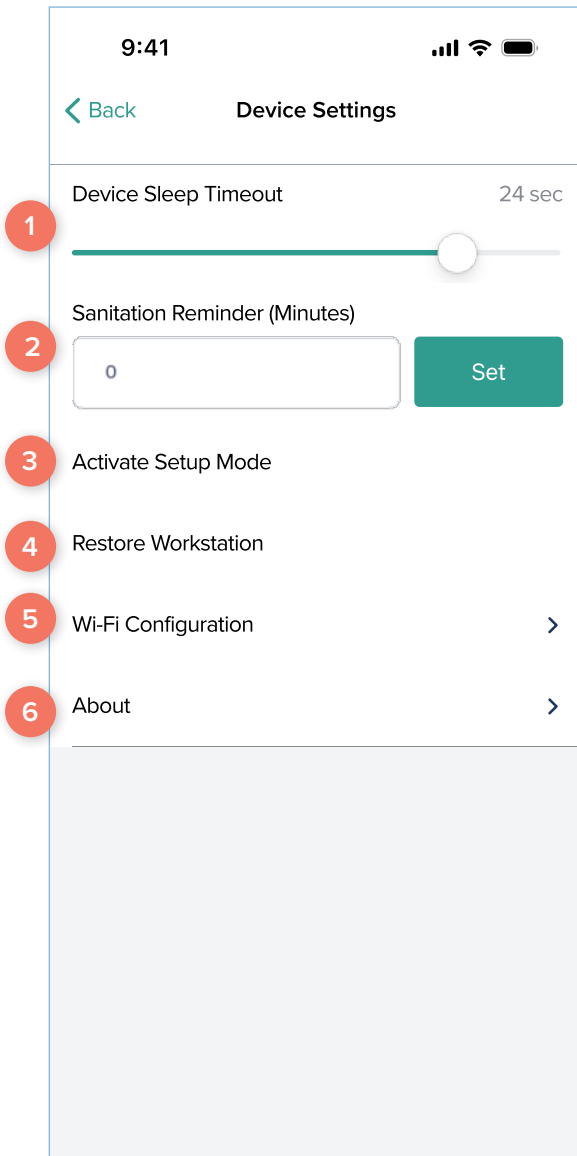
The screenshot displays the DC Voltage configuration page in a mobile application. At the top, the time is 9:41, and there are icons for signal strength, Wi-Fi, and battery. Navigation options include a back arrow, the title 'DC', and a 'Log Out' link. Below the navigation is a tab bar with 'Home', 'Asset', and 'DC' (the active tab). The main content area is divided into three sections, each for a different channel:

- Channel 1: PC**: Shows a voltage of 24. It features a horizontal slider and a semi-circular gauge with a needle pointing to 24. The gauge has a color-coded scale: green (0-16), yellow (17-20), and red (21-24).
- Channel 2: Monitor**: Shows a voltage of 12. It features a horizontal slider and a semi-circular gauge with a needle pointing to 12. The gauge has a color-coded scale: green (0-16), yellow (17-20), and red (21-24).
- Channel 3: Peripherals**: Shows a voltage of 5. It features a horizontal slider and the top portion of a semi-circular gauge.



DEVICE SETTINGS

Press the gear icon on the home screen to navigate to the Device Settings page.



The Device Settings Page allows users to configure various aspects of the workstation, including sleep timeout, sanitation reminders, network settings, and more.

- 1. Device Sleep Timeout** Set when the workstation display will enter sleep mode to conserve power.
- 2. Sanitation Reminders:** Configure and manage reminders for regular sanitation, ensuring compliance with cleaning protocols.
- 3. Setup Mode:** Enable setup mode to allow for workstation configuration and adjustments.
- 4. Restore Workstation:** Reset all workstation settings to factory defaults if troubleshooting or a fresh start is needed.
- 5. Wi-Fi Configuration:** Adjust Wi-Fi settings, including connecting to different networks or modifying network preferences.
- 6. About Device Information:** Access detailed information about the workstation.



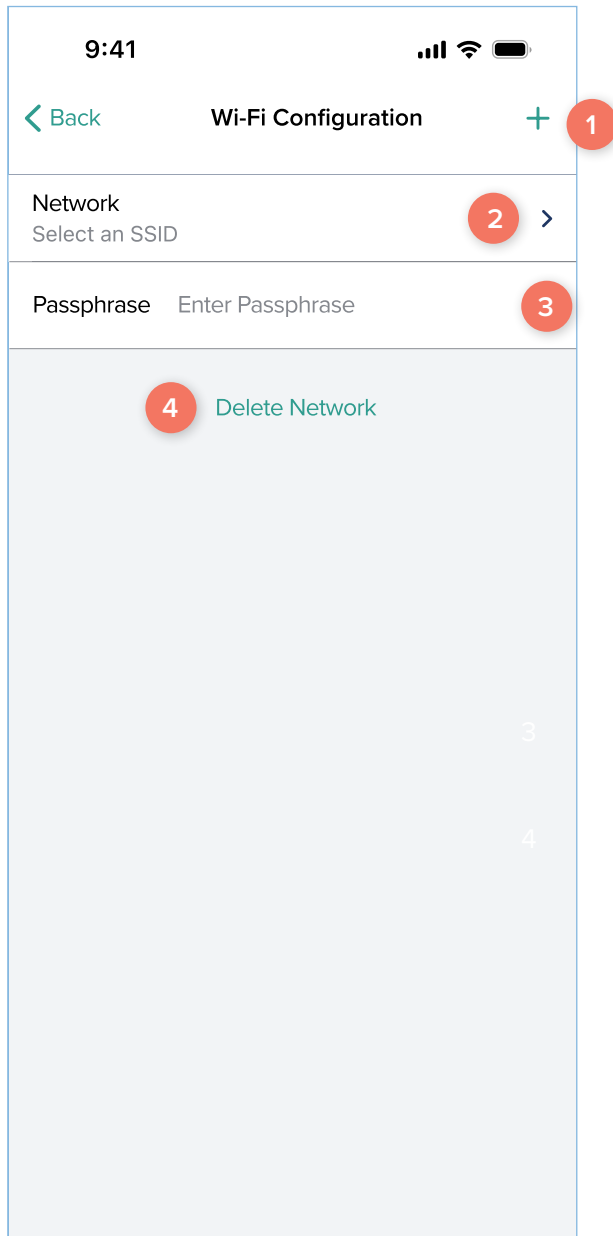
DEVICE SETTINGS: WI-FI CONFIGURATION

This feature is used to configure the workstation's built-in Wi-Fi.

The workstation will communicate over port 80 (HTTP) back to our Ergotron API residing on Ergotron's servers. All connections are initiated by the device (outbound), and an inbound connection cannot be initiated from Ergotron's Cloud servers.

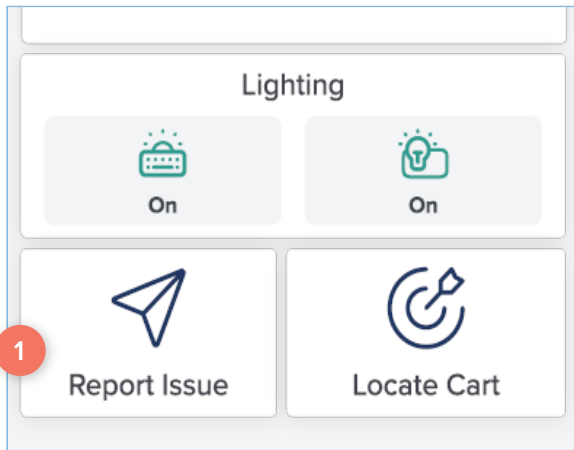
Ergotron requires that the hospital's network allow connections to be made to Connect.Ergotron.com, which currently resolves to 40.122.135.195.

No direct connections to the device can be initiated by Ergotron. All remote management, updates, and diagnostic functions of Ergotron devices are achieved through responses to the connection initiated by workstation.

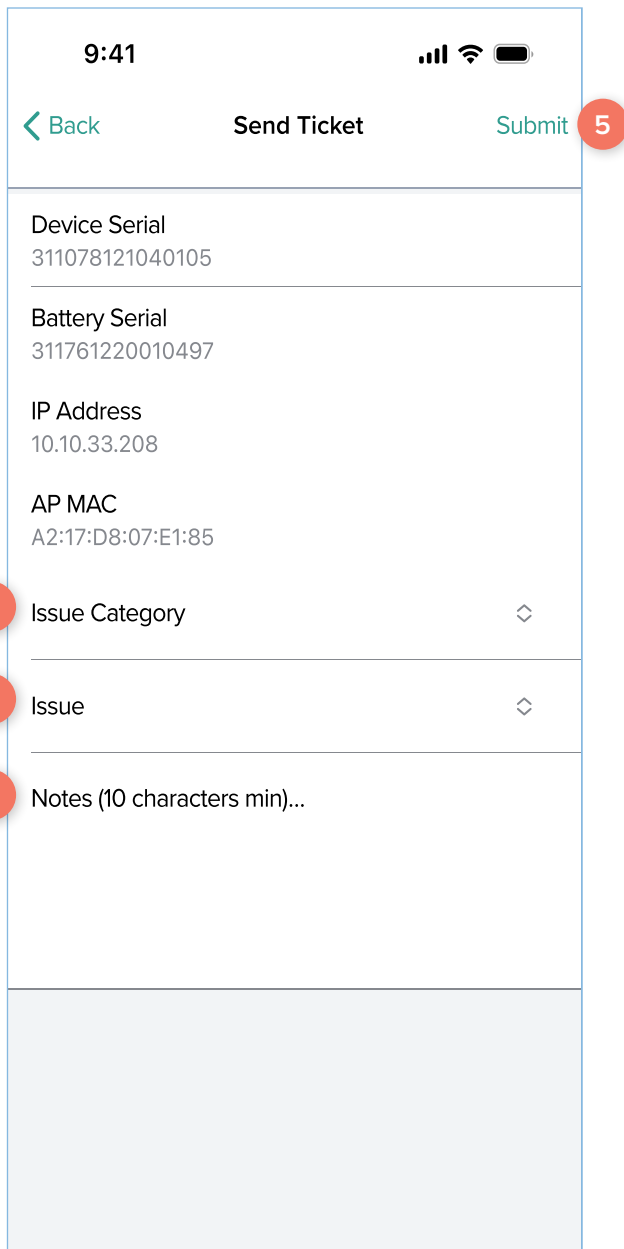


1. **Add a New Network:** Click the plus button to enter a new network's SSID and password for connection.
2. **Select a Network:** Click the right arrow next to Network Select SSID to view and choose from available networks.
3. **Enter Password:** After selecting a network, type in the password to establish a connection.
4. **Delete a Network:** To remove/delete a stored network, first select the network from the next page, then click "Delete" to remove it from the list.

SEND TICKET



1. Press the report issue button from the home screen to open the “send ticket” menu.



2. Select an issue category from the drop-down menu
3. Select an issue from the drop-down menu
4. Add any additional information into the Note box
5. Once all the information has been entered, click “Submit”.

BLUETOOTH MODE - NAVIGATION MENU

After you have successfully logged into the workstation via Bluetooth BLE, you will use the icons at the bottom of the screen to perform different actions.



Wireless Settings

Allows users to configure the wireless settings for the workstation



Voltage Settings

Allows users to change the output voltage of each channel



Commands

Allows users to perform routine/maintenance task on the workstation



Device Levels

Allows users to adjust the display timeout and brightness of the display and keyboard light



Management

Allows users to configure/add user accounts and configure the optional drawers



BLUETOOTH SETTINGS (SET UP WI-FI)

Set up Wi-Fi network, when connecting to workstation via Bluetooth BLE.

Network related information should be uploaded to the Ergotron Secure Portal at the link below:
<https://secureportal.ergotron.com>

To Add a Network

1. Select a Network (SSID) from the list. Then network name will populate in the SSID field and you can enter a password.
 - a. If the network is hidden, select “Hidden Network.”
 - b. If the network is Radius, select “Radius Network.”
 - i. Enter the username and password provided for the radius network along with the Radius Authentication Method and the Handshake/ Inner Authentication Type.
2. Click “Add/Update”, then click “close” on the confirmation box.

To Update a Network

1. Click the right arrow next to the SSID to bring up a list of networks saved to the workstation.
2. Select the network you wish to modify.
3. Make the needed changes, then click the “Add/ Update” button. Click “Close” on the confirmation box.

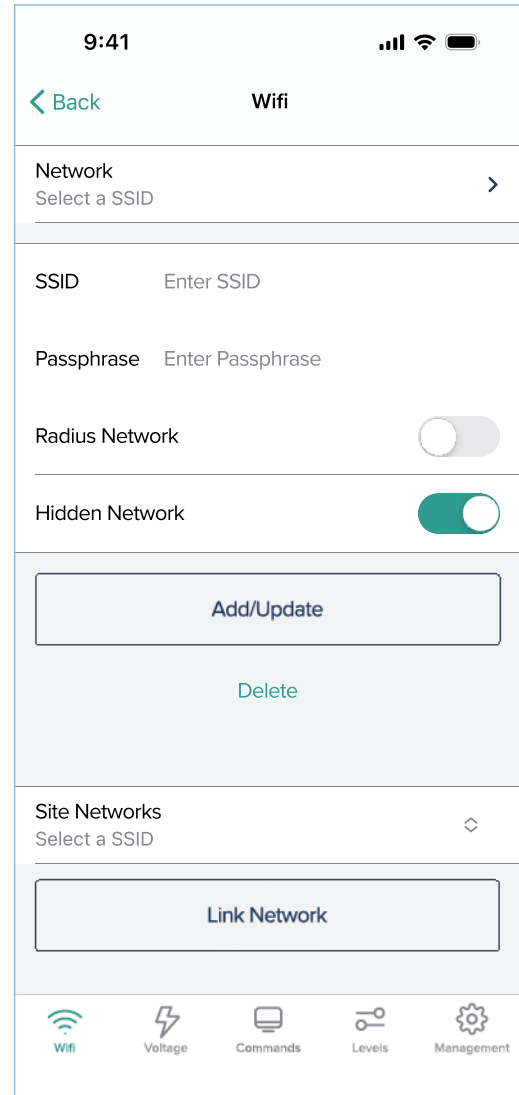
To Delete a Network

1. Click the right arrow next to the SSID to bring up a list of networks saved to the workstation.
2. Select the network you wish to delete from the workstation.
3. Click “Delete” to remove the network. Click “Close” on the confirmation box.

To Link a Network

(Network information is uploaded via the Secure Network Portal)

1. Select the SSID of the network you wish to link using the selection menu at the bottom.
2. Choose the network from the list you wish to link to the workstation.
3. Next Click “Link Networks”. Then click “close” on the confirmation box.

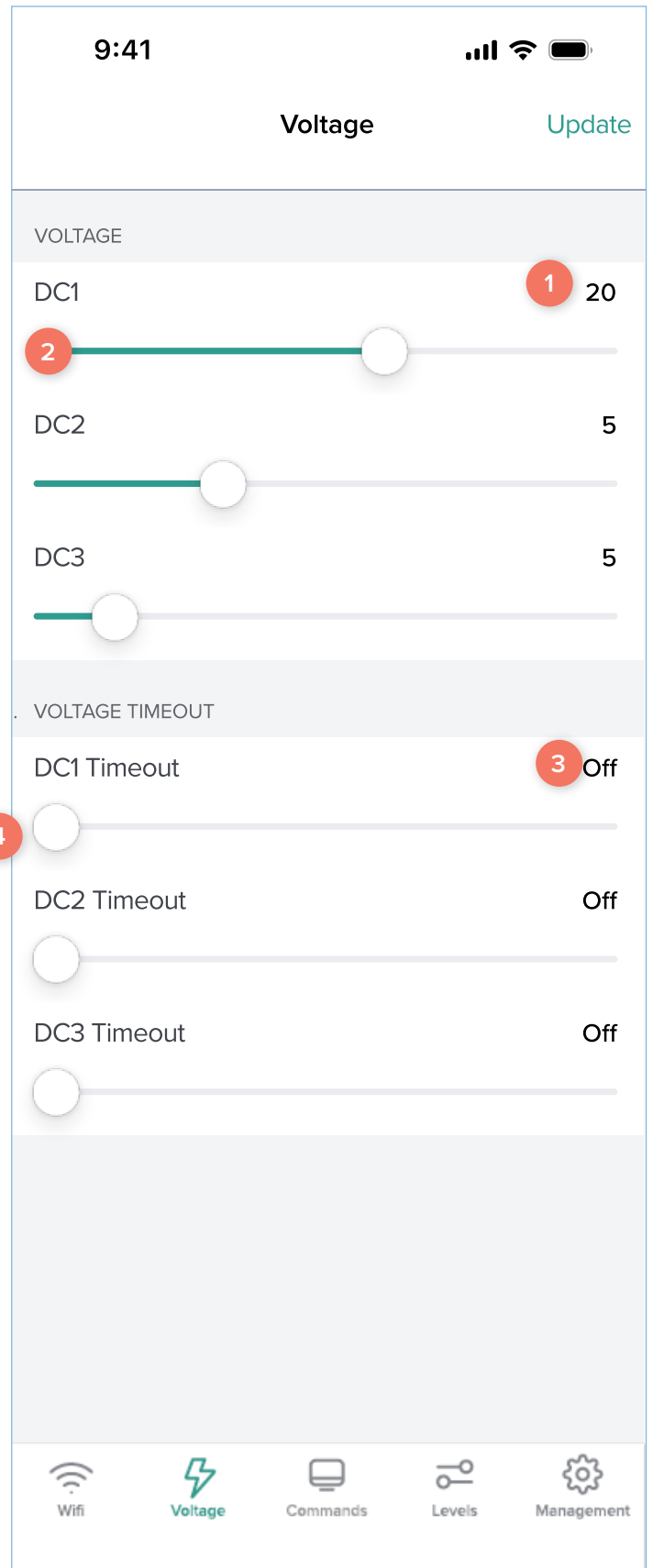


⚡ VOLTAGE SETTINGS

1. Show the current voltage setting for the channel.
2. To change the voltage, use the slide ruler.
 - a. Slide the ruler left to decrease the voltage.
 - b. Slide the ruler right to increase the voltage.
3. Show the current DC Timeout setting for the channel.

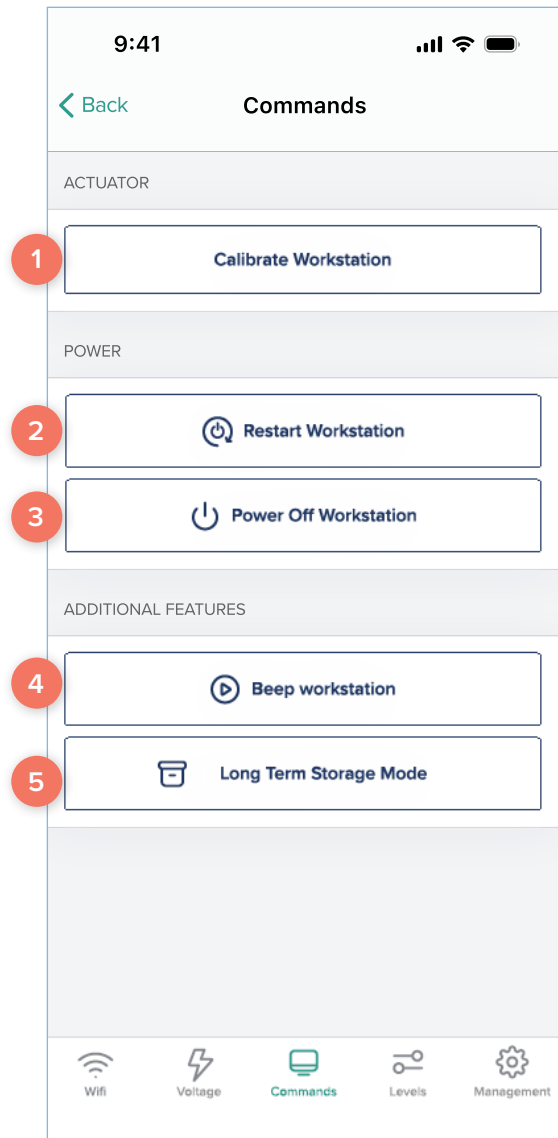
DC timeout will make the specified channel go to sleep after a defined period of inactivity. Movement of the workstation will wake the timeout after it has gone to sleep.

4. To adjust the DC Timeout settings, use the slide ruler.
 - a. Slide the ruler left to decrease the time limit.
 - b. Slide the ruler right to increase the time limit.



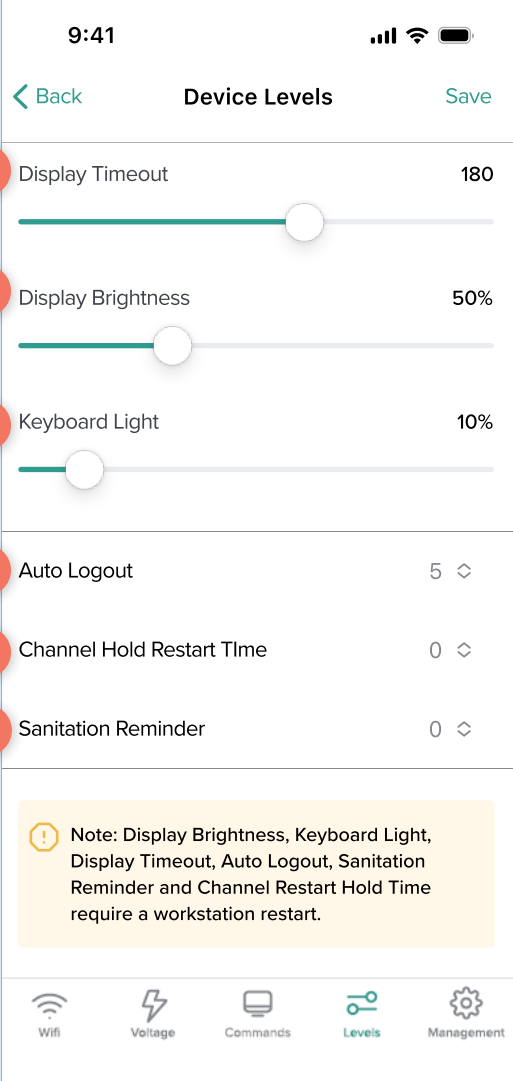
WORKSTATION COMMANDS

1. **Calibrate Workstation:** for workstations with electric lift.
 - a. Click “Calibrate Workstation” to start the calibration process.
 - b. The calibration routine will take about 60 seconds.
 - Please ensure the workstation is not in use, all items have been removed from the tabletop and that there is at least 1ft of clearance on each side of the workstation prior to starting the calibration.
 - Please ensure all accessories are secured properly to the workstation.
 - The touch-display will not function during the calibration process and display a “STOP” button.
 - c. The workstation will lower to its lowest point, raise to its highest point, then down one step.
2. **Restart Workstation** – Restarts the workstation
3. **Power Off Workstation** – Powers off the workstation
4. **Beep Workstation** – The workstation will emit a loud alert momentarily
5. **Long Term Storage** - Powers off the workstation and turns off the battery.



DEVICE LEVELS

1. Display Timeout: Adjust the number of minutes when the display turns off.
2. Display brightness - use the slider to adjust the brightness of the workstation.
3. Keyboard light: use the slider to adjust how bright the keyboard light is on the workstation.
4. Auto Logout: Adjust the time (in minutes) before the workstation logs out a user who is logged in.
5. Channel Hold Restart Time: Time the channel remains disabled following a fault or system reset before it becomes active again.
6. Sanitation Reminder: Adjust the amount of time it takes before a reminder is shown on the workstation reminding users to sanitize the workstation using cleaning materials.



9:41 📶 📶 🔋

[← Back](#) **Device Levels** [Save](#)

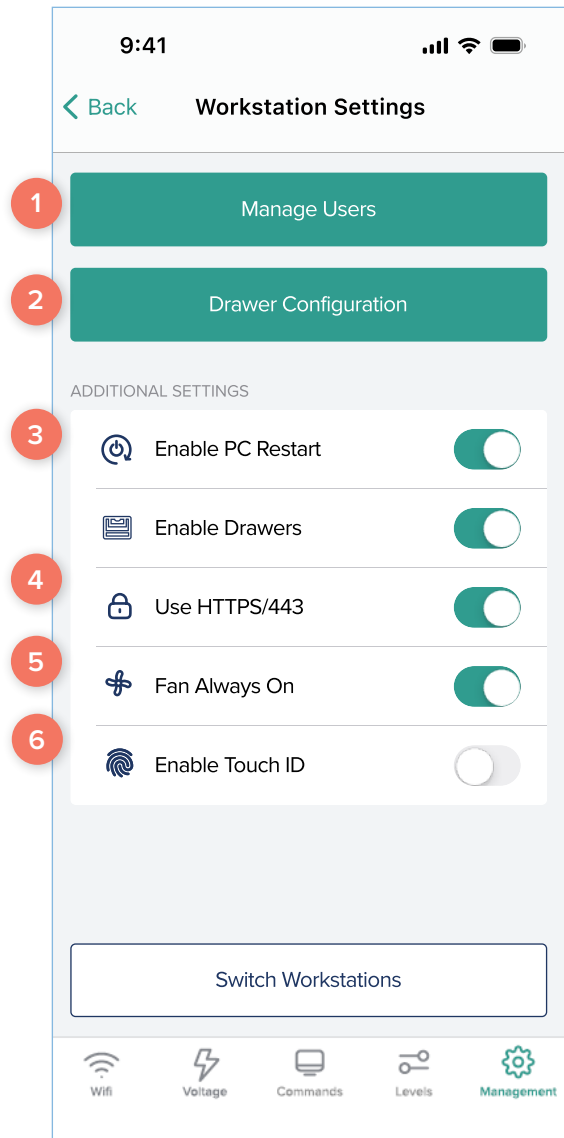
1	Display Timeout	180
2	Display Brightness	50%
3	Keyboard Light	10%
4	Auto Logout	5 ⌵
5	Channel Hold Restart Time	0 ⌵
6	Sanitation Reminder	0 ⌵

Note: Display Brightness, Keyboard Light, Display Timeout, Auto Logout, Sanitation Reminder and Channel Restart Hold Time require a workstation restart.

Wifi Voltage Commands **Levels** Management

WORKSTATION SETTINGS

1. Manage Users – Allows administrator to edit workstation users.
2. Drawer Configuration – Allows administrators to edit the Med Bin options.
3. Enable PC Restart - Allows Administrators to Enable or Disable the restart PC function.
4. Enable Drawers – Used to enable or disable drawers on the workstation.
5. Use HTTPS/443 - Allows users to select between port 80 or 443.
6. Fan Always On - Configure cooling fan settings.
7. Enable Touch ID – Allows user to login using their fingerprint (or Face ID).
8. Switch Workstations – Allows users to manage another workstation.



MANAGE USERS

To edit and add users to the workstation, select “Manage Users” from the User’s settings menu.

To Edit a User:

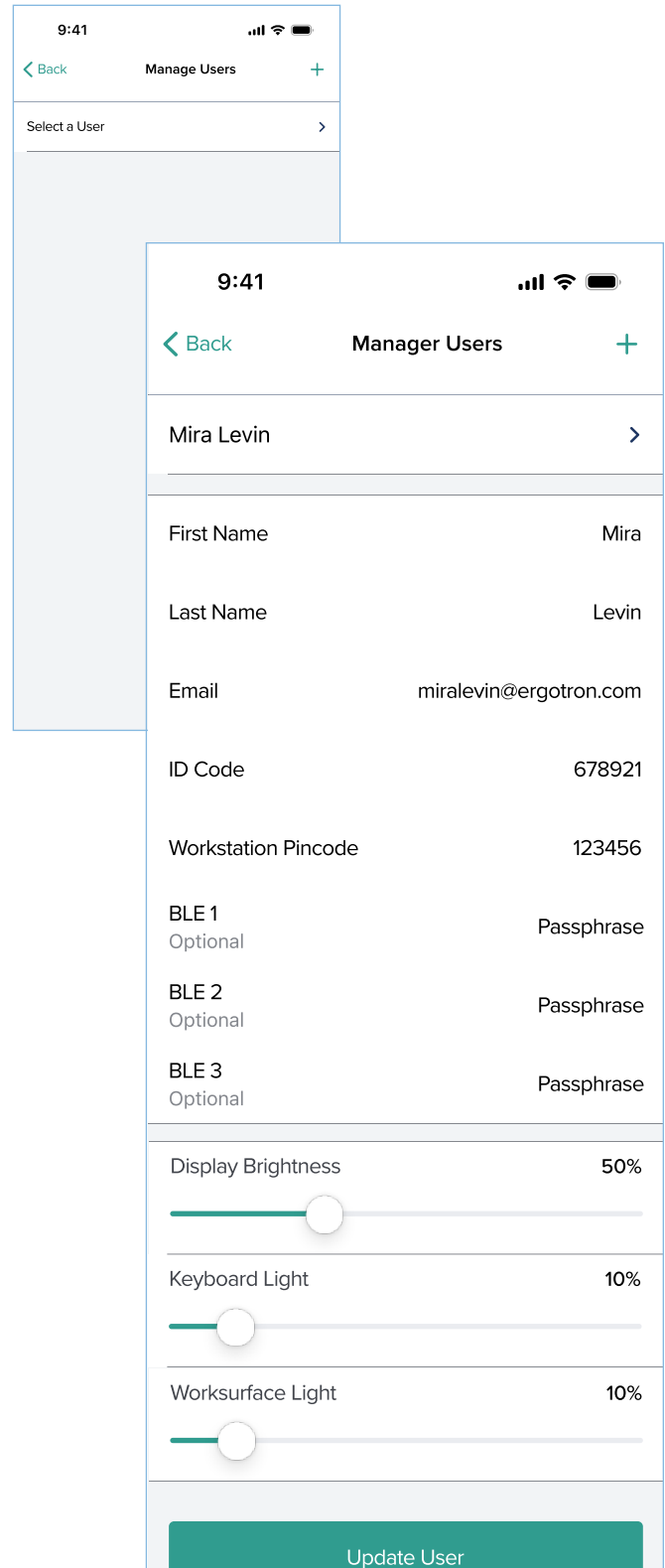
1. Select a user from the list. The user will populate to the top of the information list.
2. Change/Update the entries of your choice, such as workstation login ID code or Workstation pincode
3. Click the “Update User” at the bottom

To Delete a User:

1. Select the user from the selection page
2. Click the “Delete User” Button

To Add a New User

1. Click the “+” sign next at the top of page to open the “Add User” window.
2. Enter the new user’s information into the empty fields.
3. Press “Save” to save the changes and add the new user.



COMMUNICATION AND SECURITY

Technical Overview

Power System, Electrical, and Battery information from Mosaic utilizing our RhythmConnect or RhythmTech Web solution is communicated in binary format over port 80 (HTTP), or 443 (HTTPS) for Mosaic, back to our Ergotron API residing on Ergotron servers. All connections are initiated by the device (outbound), and an inbound connection cannot be initiated from Ergotron's Cloud servers. Mosaic devices use certificates and various standard methods to ensure security and prevent impersonation.

Ergotron requires that the hospital's network allow HTTP or HTTPS connections to be made to **connect.myenovate.com** to send packet data; this address currently resolves to 40.122.135.195. We also require Ports 22222, 80 (HTTP), and 443 (HTTPS) to be open to allow updates to be applied to the workstations, and this requires connections to 52.173.141.5, 35.186.238.101, 40.77.70.7, 104.192.136.0/21, 185.166.140.0/22, and 13.200.41.128/25. These are the only two addresses and ports that need to be accessible for Mosaic.

No direct connections to the device can be initiated by Ergotron. All remote management, updates, and diagnostic functions of Ergotron devices are achieved through responses to the connection initiated by Mosaic.



For networks that do not support or wish to use the above security protocols, retrofit hardware is available to upgrade Mobius Workstations to support the same wireless network types as Mosaic (detailed below).

Mosaic Workstations

- 2.4 and 5 GHz frequencies
- Standards a/b/g/n/ac

Network Types Supported:

- Open
- WEP
- WPA
- WPA/WPA2 Mixed (WPA2 TKIP+AES)
- WPA2-Personal (WPA2-PSK)
- WPA2-Enterprise (RADIUS)

Authentication methods:

- EAP-TLS
- EAP-TTLS (Tunneled TLS)
- PEAP (Username / Password)

Handshake/Inner Authentication Supported:

- PAP
- MSCHAPV2

All information that is sent to Ergotron that is used for diagnostic, reporting, and technical services is stored in a secure database that is not accessible to any third parties or applications besides Ergotron. Customer device Information that is sent back to Ergotron can be viewed in detail through RhythmTech Web and RhythmConnect, Ergotron's customer facing applications.

Please contact softwaresuccess@ergotron.com for any further information.