

mosaic  
ergotron



# MOSAIC SOFTWARE USER GUIDE

Version 11.24.24

# CONTENTS

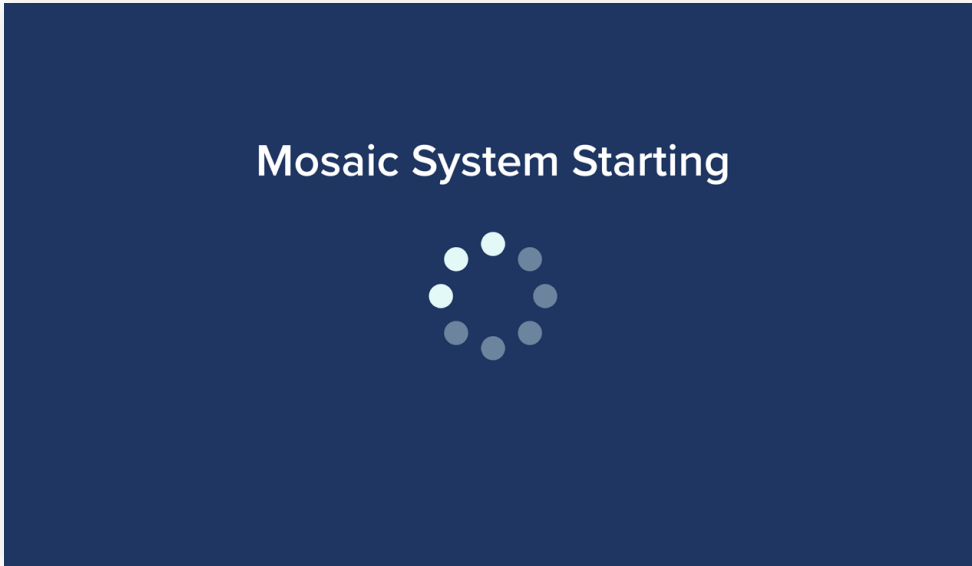
<b>Mosaic Touch Screen User Interface .....</b>	<b>3</b>
Powering On.....	4
Splash Screen .....	5
Logging In to the Workstation .....	6
Home Screen Overview.....	7
Home Screen Details.....	8
WiFi.....	9
System Settings .....	10
System Setup Mode.....	11
User and Workstation Preferences .....	12
Drawer Settings .....	13
How to Unlock Drawers.....	14
System Information .....	15
Charging the Battery .....	16
Low Power Sequence.....	17
Audible Alerts.....	17
Swapping the Battery .....	18
Invalid Battery Detected .....	18
Automatic Updates .....	19
Standby Mode .....	20
Restart PC .....	20
White Button Functionality.....	21
Power System Refresh .....	21
Non-admin users .....	22
Submit a Ticket .....	22
Sanitation Reminder .....	23
High Temperature Notice .....	24
Calculator .....	25
Metrics Converter.....	26
Timer .....	27
Stopwatch .....	28



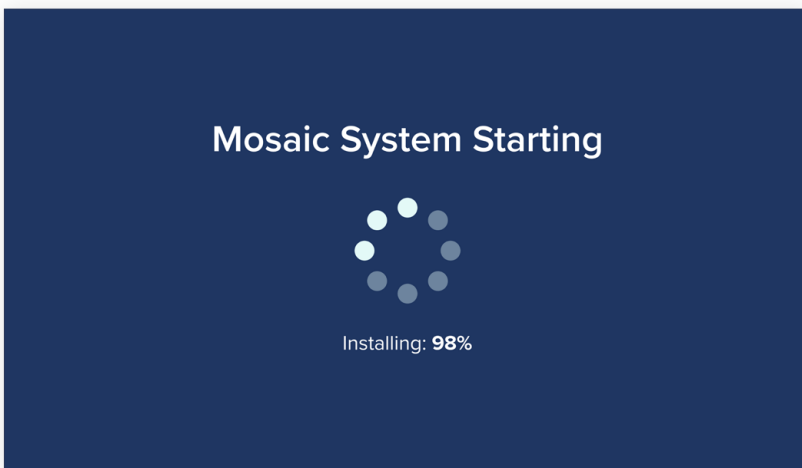
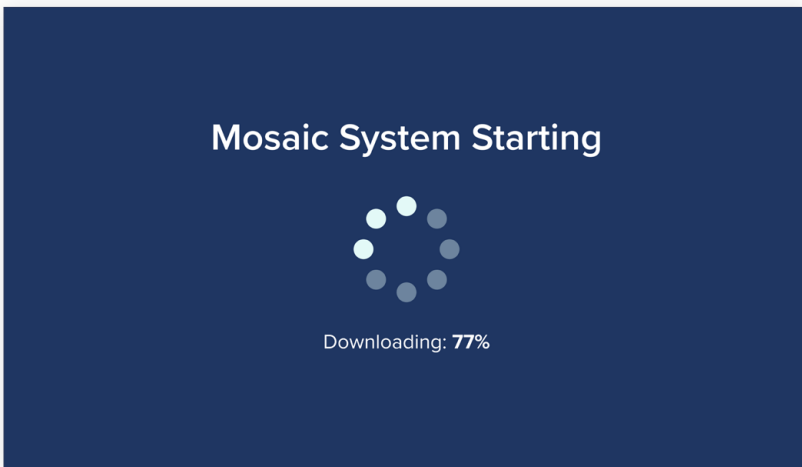
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## Mosaic Touch Screen User Interface

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



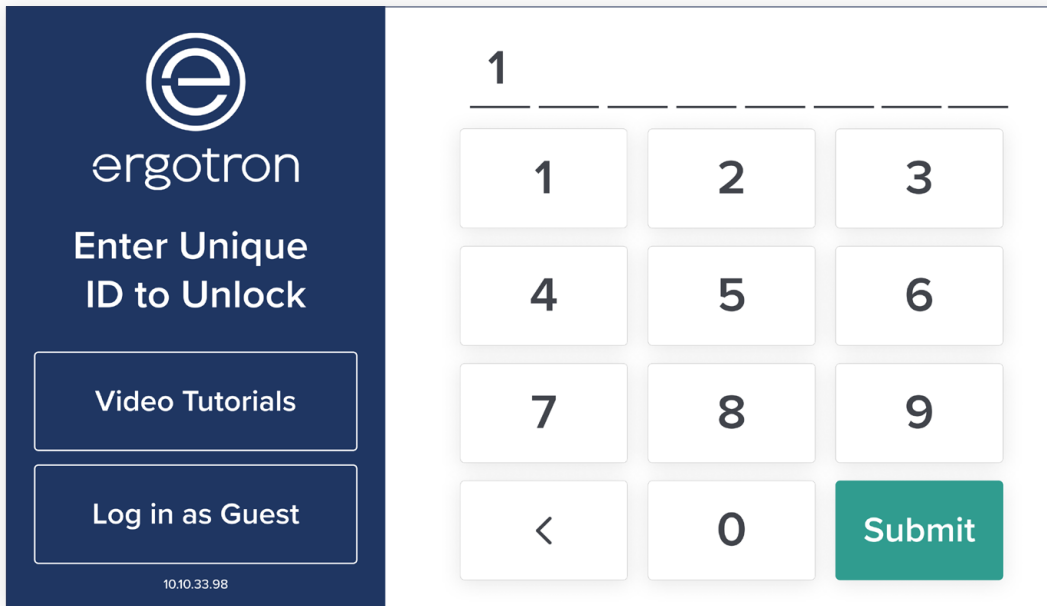
If an update is being processed, you may see one of the following screens:



🔌 POWER ON SPLASH SCREEN



## LOGGING IN TO THE WORKSTATION



There are two ways to log in to the workstation:

Enter your 4-8 digit Unique ID  
Log in as “Guest,” by clicking **Log in as Guest**.

The default Admin code is: **9876**

The default Guest code is: **1234**

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

## LOGGING OUT OF THE WORKSTATION

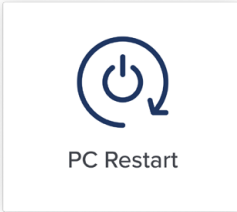


1. Click the **Log Out** icon at the top right corner of the home screen. This will log out the current user and return to the login screen.

# HOME SCREEN OVERVIEW



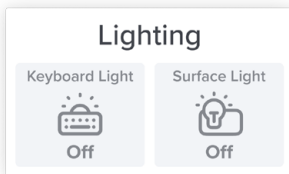
## HOME SCREEN DETAILS



### 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 carts must be plugged into channel 1.

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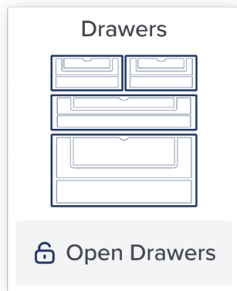


### LIGHTING

Toggle the keyboard and work surface lights on/off.

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

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### DRAWERS

(Optional Workstation Feature)

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

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### HOME BUTTON

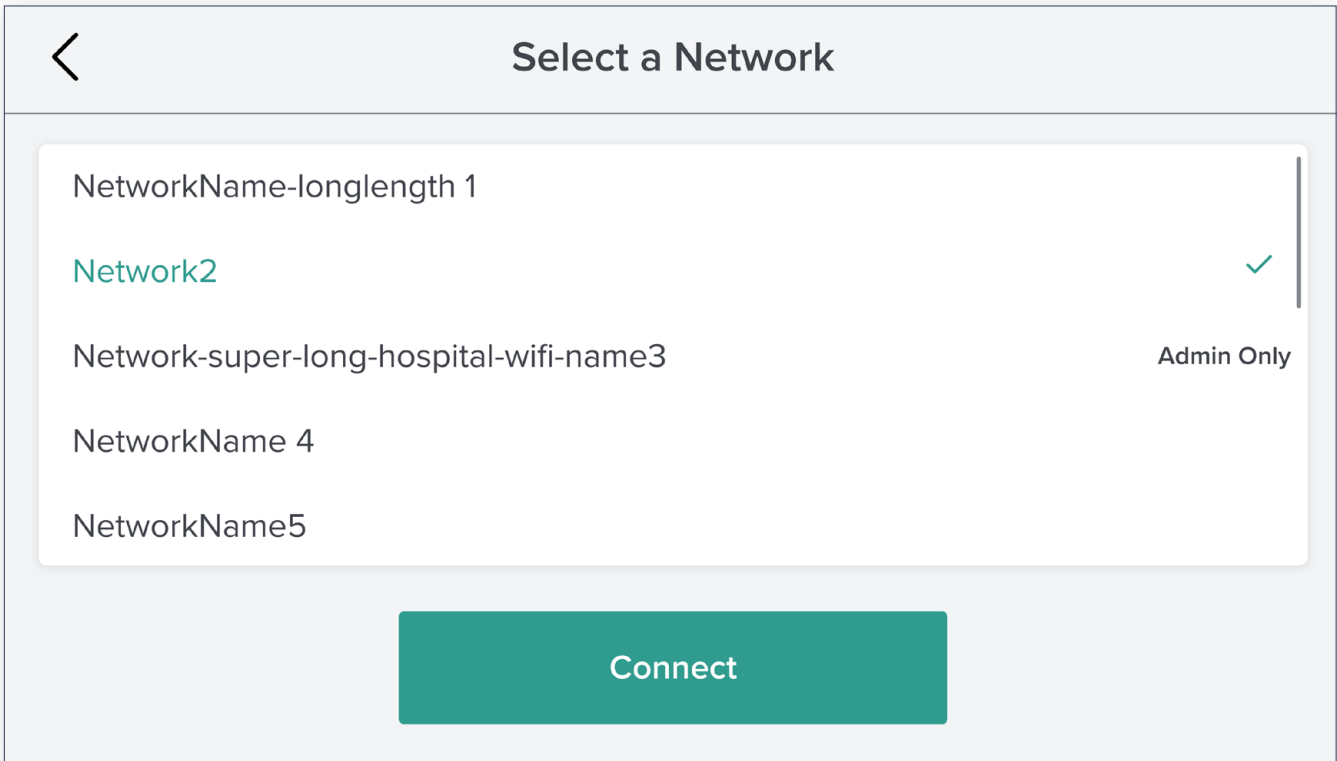
Navigate back to the Home Screen from another screen.



## WIFI

Tapping the Wifi symbol on the home screen will show a list of available networks (networks that have been linked and 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 cart sees but cannot connect to.



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

# SYSTEM SETTINGS



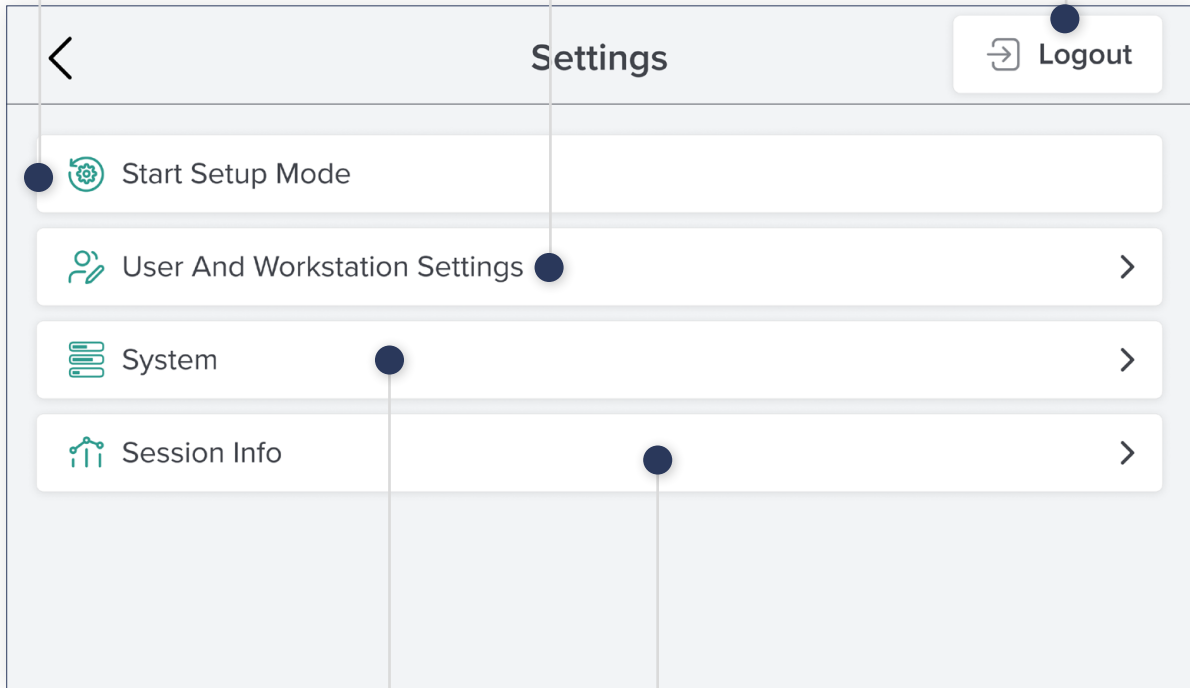
PUTS THE MOSAIC INTO SETUP MODE




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.

The image shows two screenshots of the Mosaic workstation's Settings menu. The first screenshot shows the 'Settings' menu with a red box around the 'Start Setup Mode' option. The second screenshot shows the same menu with a white dialog box overlaid in the center that says 'Setup Mode Activated' with a green gear icon. Below the first screenshot is a text box that says 'You will see the workstation say "Setup Mode Activated"'. The 'Settings' menu also includes options for 'User And Workstation Settings', 'System', and 'Session Info', along with a 'Logout' button.

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

The image shows the 'System' settings page. At the top, there is a back arrow, the title 'System', and a 'HOME' button. Below the title, the following information is displayed:

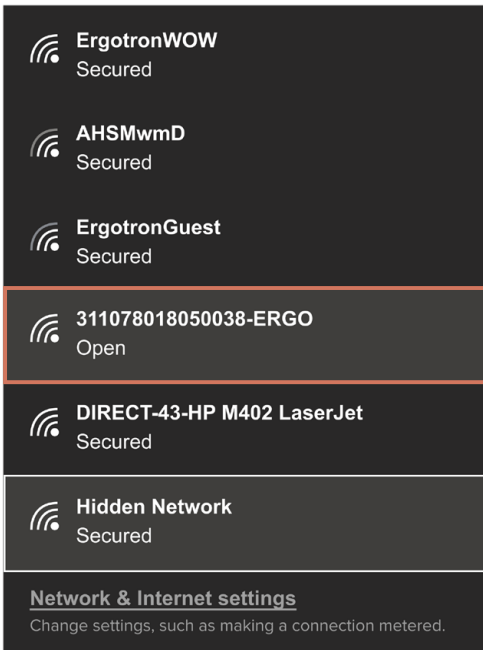
IP Address:	192.168.1.1
Network SSID:	311078018050038-ERGO
Serial No:	311089018050038
System Version:	c106104 2018-07012
Display Revision:	87e08dac 2018-17-12
Site ID:	28

At the bottom of the page, there are three buttons: 'Update' (with a refresh icon), 'Reboot' (with a power icon), and 'Off (Storage Mode)' (with a power icon).



## 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.



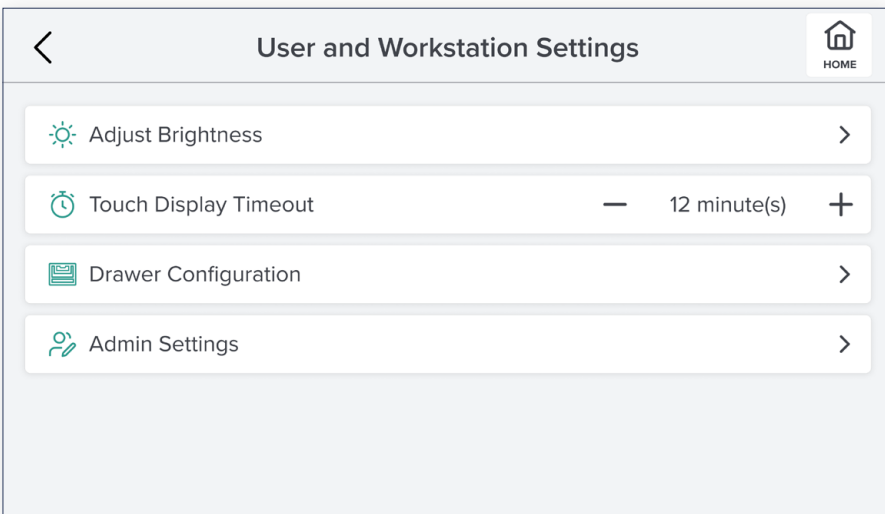
## USER AND WORKSTATION PREFERENCES

**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)*





## 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.

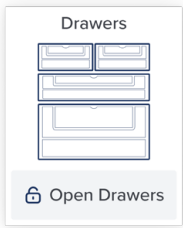
**Alarm Silence Timeout:** This setting controls how long an alarm remains silenced after it has been manually turned off.

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

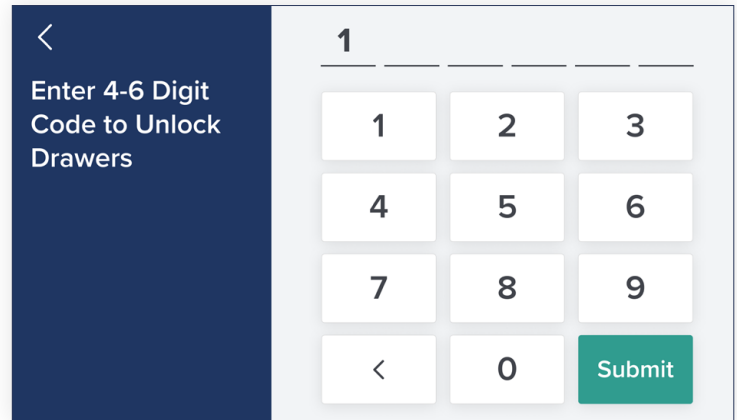
**Drawer Configuration:**

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



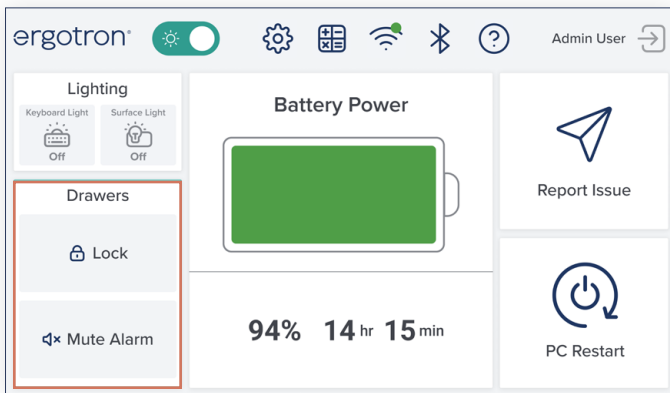
1. To open the Drawer, press the “Open Drawers” button on the Home Screen.



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)

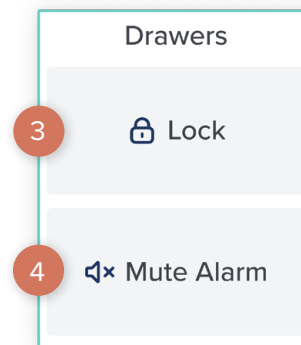
The default Guest unlock code is: **1234**



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.

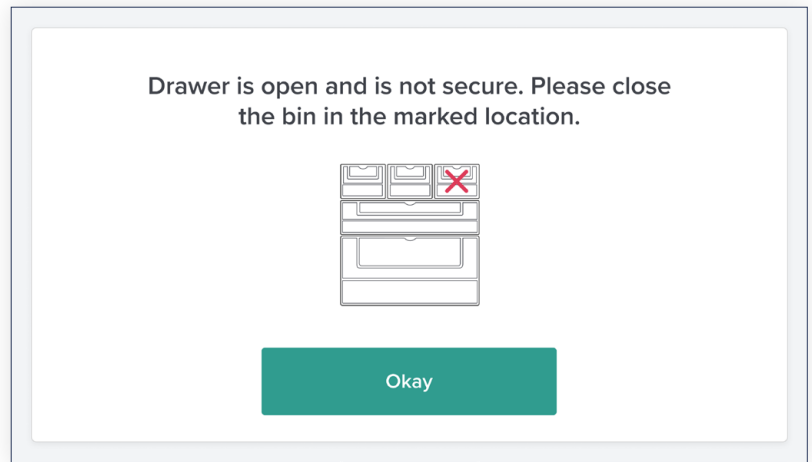
3. To manually lock the drawers, press the “Lock” button.
4. To mute audible alarm for 1 minute, press “Mute Alarm”





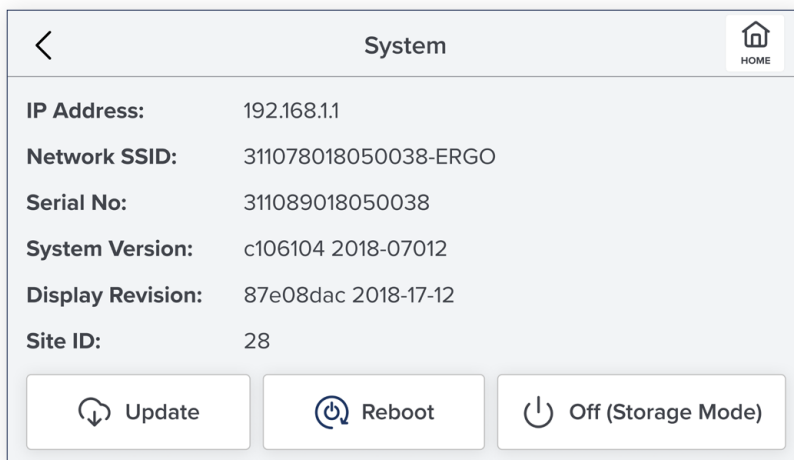
## HOW TO UNLOCK DRAWERS (CONT'D)

When the Drawer alarm begins to alert, the open bin will be represented by a red "X" on the touch display.

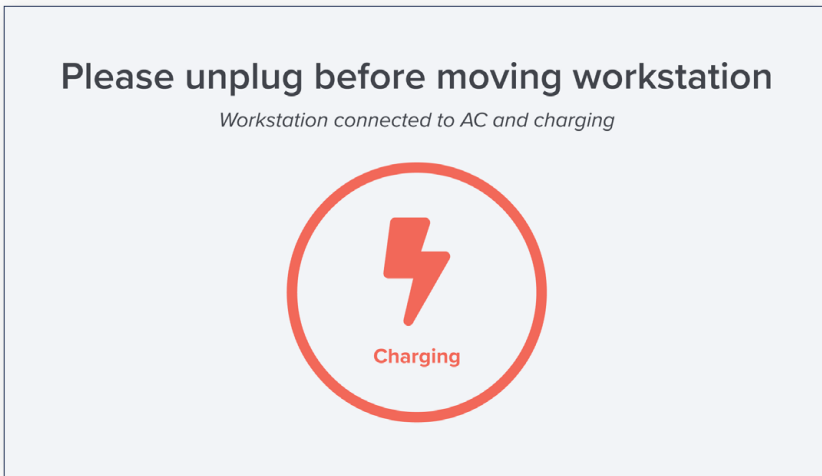


## SYSTEM INFORMATION

- **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.

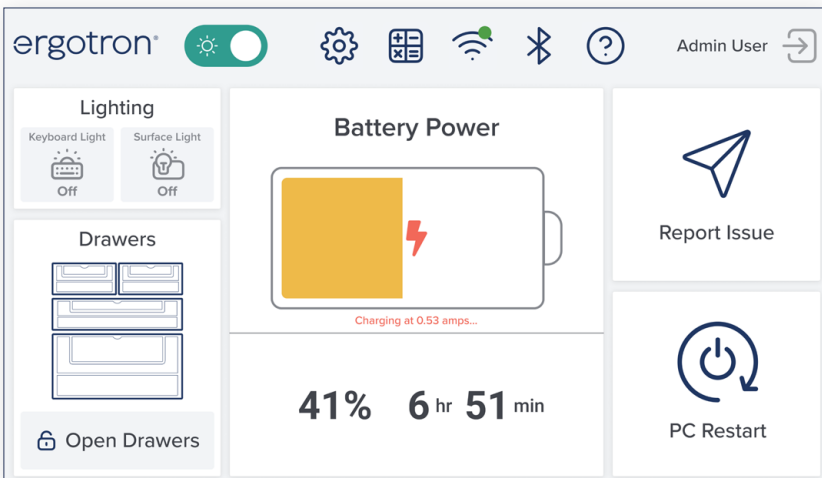


## CHARGING THE BATTERY



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.

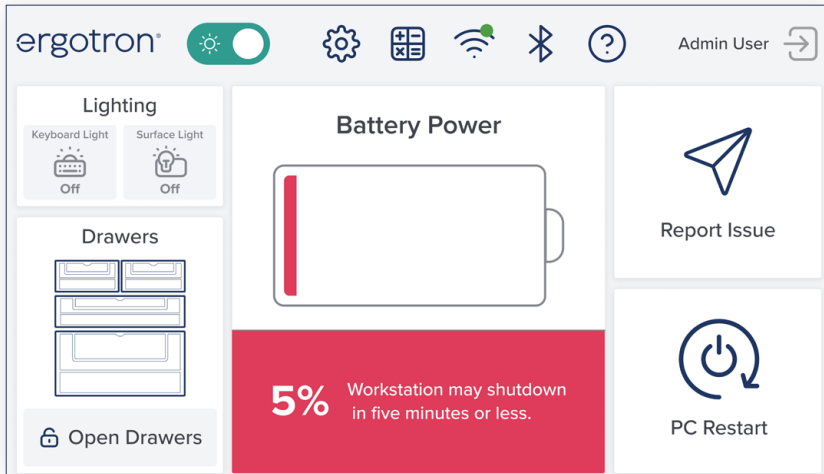
Please unplug the workstation from the AC Power outlet prior to moving it.



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 back up 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



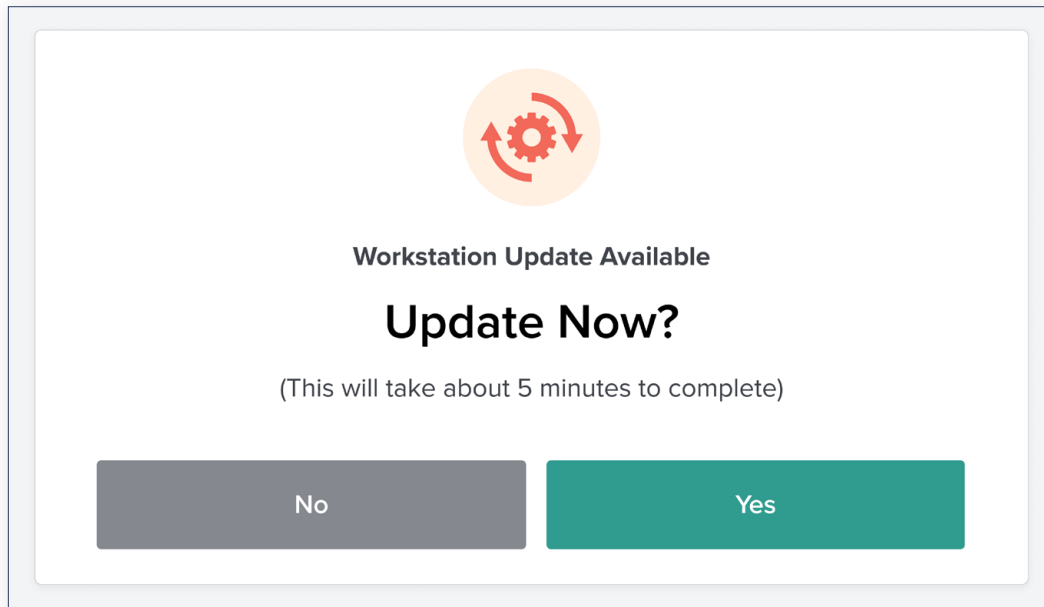
**Invalid Battery Detected**

*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 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.*

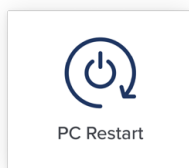
## STANDBY MODE

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.

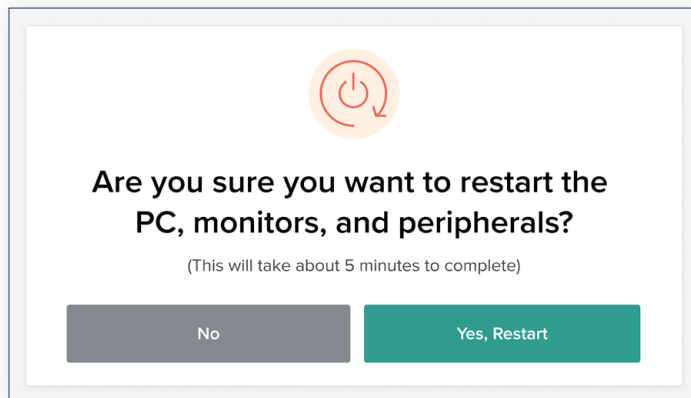
- If workstation is **battery powered** (*hot-swappable*), replace the battery to bring the workstation out of Standby mode and resume normal functionality.
- If the workstation is **corded**, connect the power cable to a power outlet (120VAC) and allow the workstation to charge. The workstation will 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.



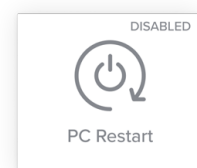
1. Press the “Restart PC” button on the display.



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”.

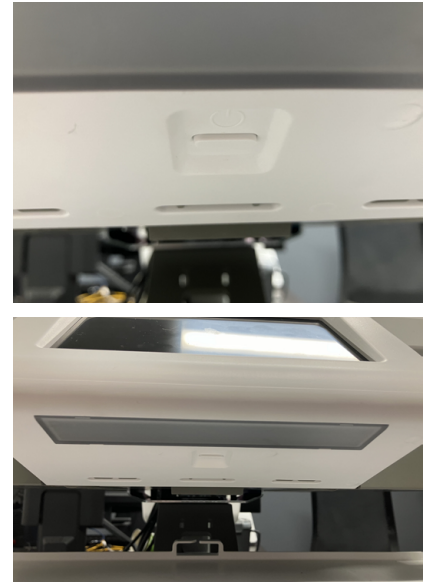
The RhythmConnect Enabled power system does not directly communicate with any integrated peripheral, like the PC, laptop, Thin Client, etc.



A logoff and graceful shutdown feature can be enabled for Mosaic Workstations through an internal connection to the power system from the integrated USB Hub. This functionality is not enabled, and this USB connection is not present, by default on RhythmConnect Enabled workstations but can be added on as an upgrade to Mosaic workstations. Please reach out to your Sales Representative, Technical Services, or RhythmConnect support for more details.

## 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

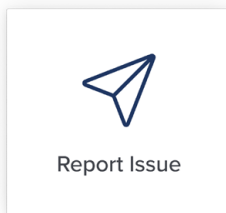


### Start Setup Mode



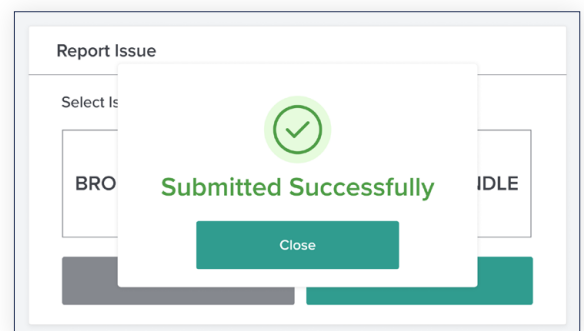
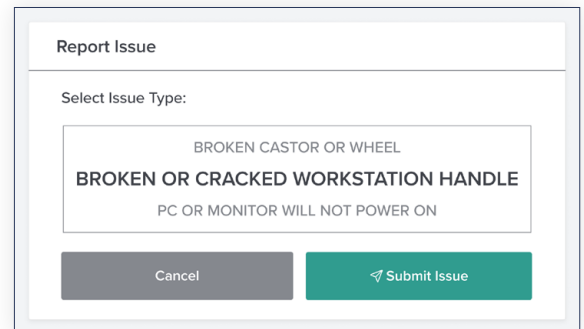
## SUBMIT A TICKET

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 “x” to close the dialog box.
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.*

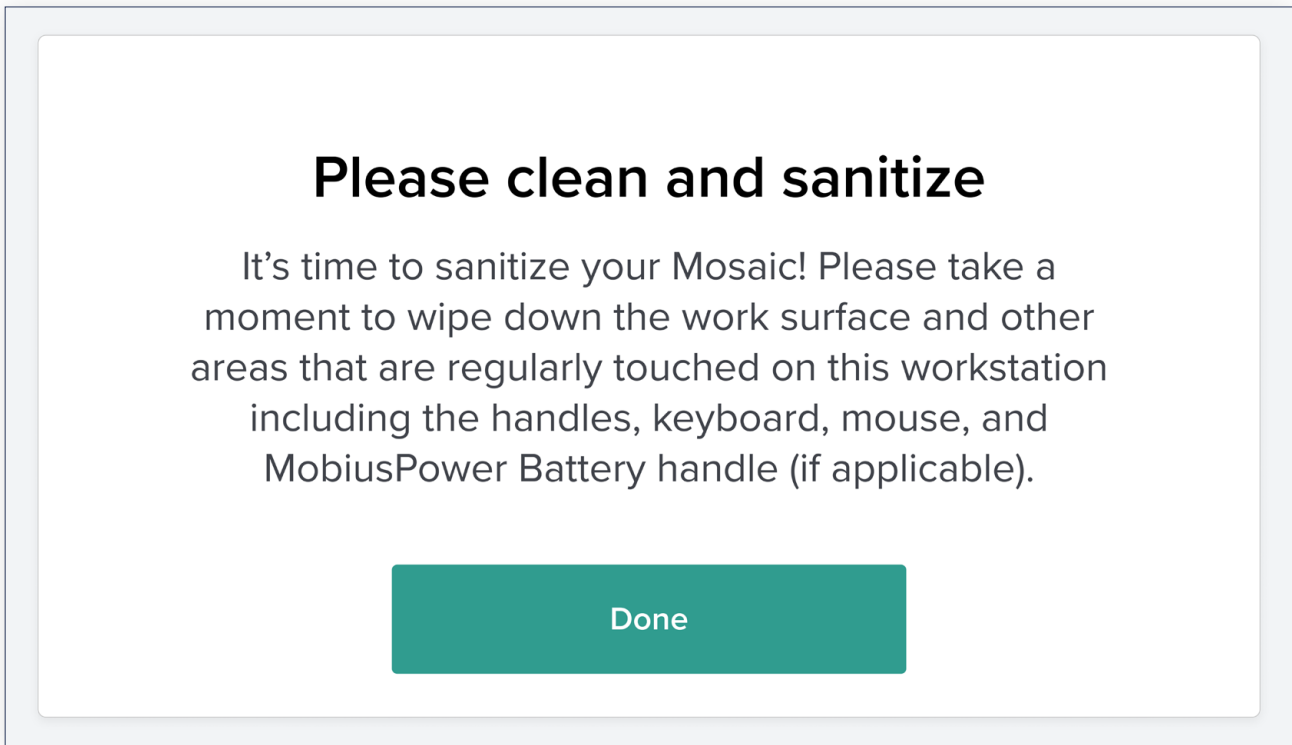




## SANITATION REMINDER

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:

**Sanitation Reminder**



## HIGH TEMPERATURE NOTICE

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



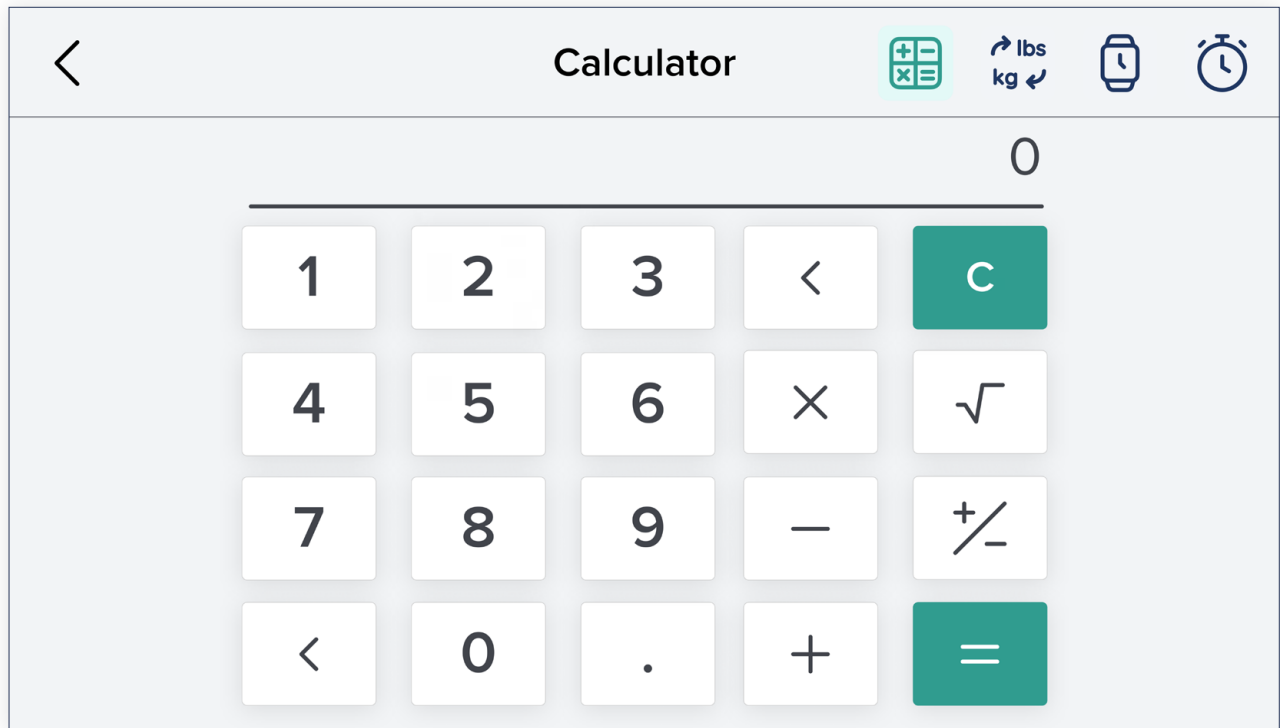
Mosaic is experiencing high temperatures and is in sleep mode; please contact Ergotron Technical Services at +1 (888) 381-1831





## CALCULATOR

Enables quick and accurate arithmetic calculations directly on the workstation.



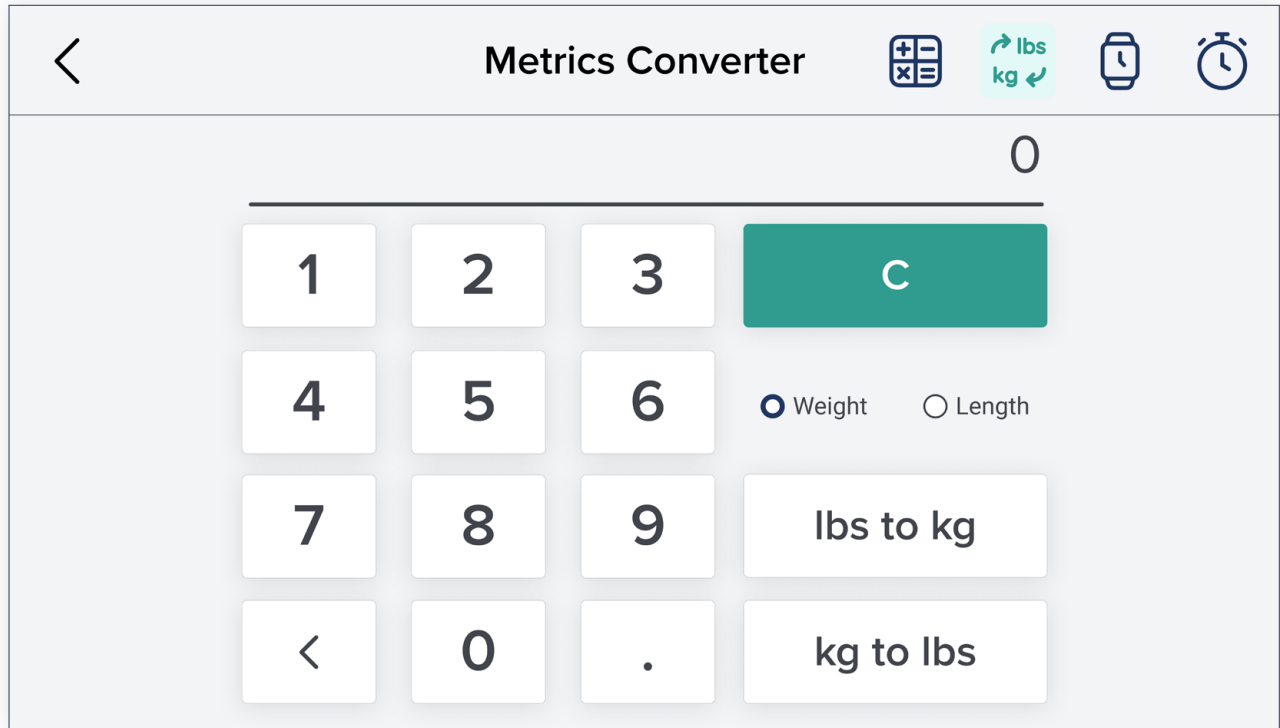
### Features:

- 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.

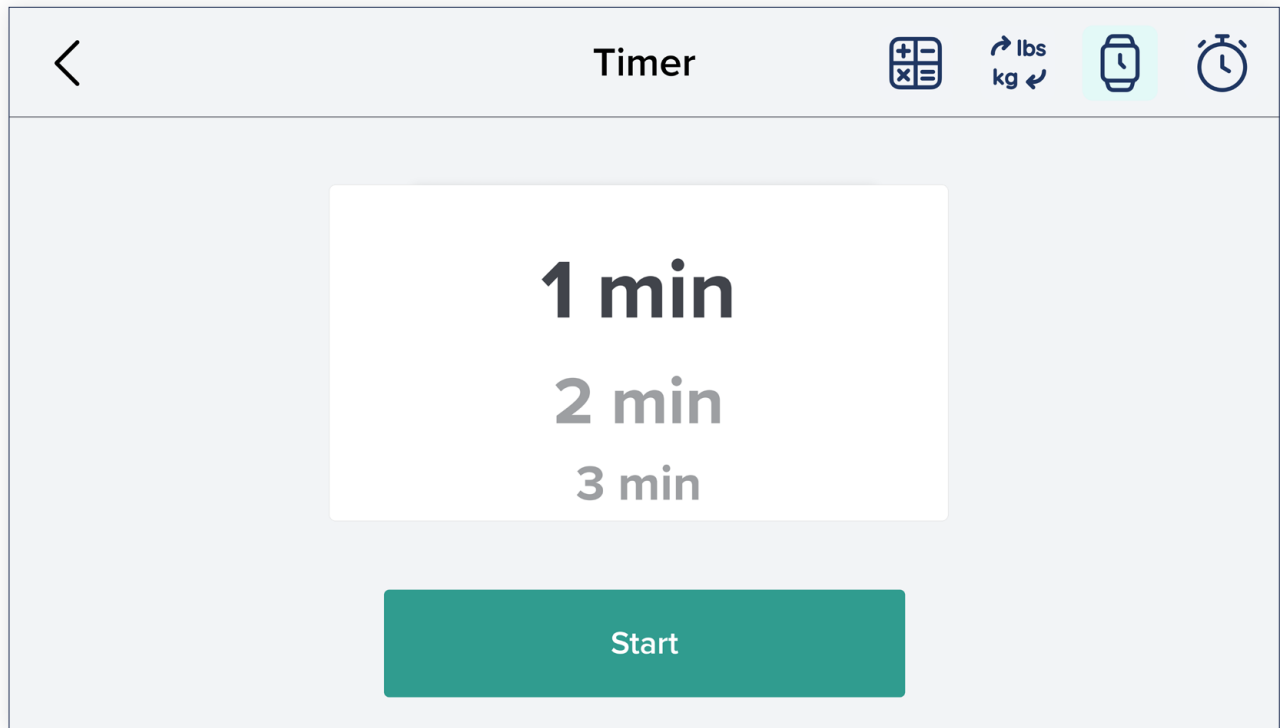


## Features:

- 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.



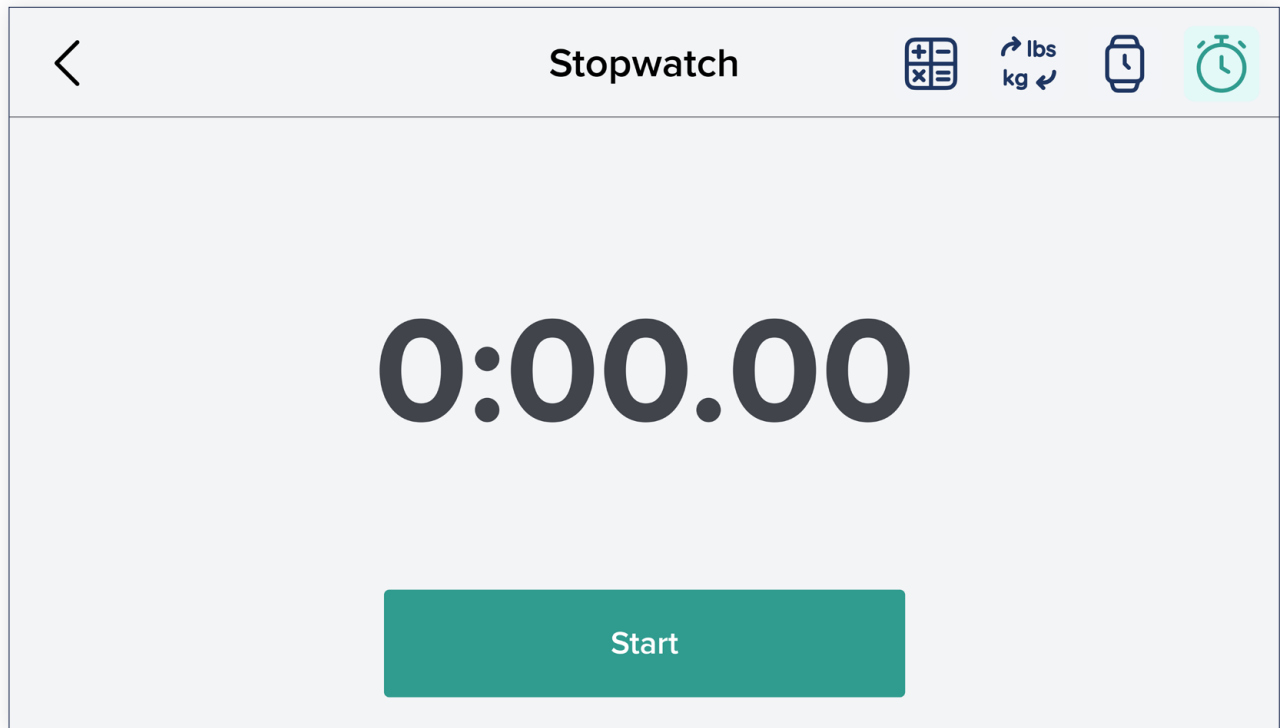
### Features:

- 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.