



User Guide

Amazon WorkSpaces Thin Client



Amazon WorkSpaces Thin Client: User Guide

Copyright © 2024 Amazon Web Services, Inc. and/or its affiliates. All rights reserved.

Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.

Table of Contents

What is Amazon WorkSpaces Thin Client?	1
Are you a first-time WorkSpaces Thin Client user?	1
Accessing Amazon End User Computing (EUC) services through WorkSpaces Thin Client	1
Getting to know your WorkSpaces Thin Client	2
Here is everything that you need for your WorkSpaces Thin Client device	2
Meet your WorkSpaces Thin Client device	4
Front of the WorkSpaces Thin Client device	5
Back of the WorkSpaces Thin Client device	5
USB hub	6
Connect your WorkSpaces Thin Client device	6
Connect optional WorkSpaces Thin Client devices	9
Your WorkSpaces Thin Client device is ready	10
Setting up your Amazon WorkSpaces Thin Client service	12
Select your language	12
Identify keyboard type	13
Keyboard layouts	16
Connect to your network	19
Enter activation code	20
Sign in to your AWS End User Computing service	22
Using the device	23
Using the virtual service provider interface	23
Enabling the microphone and webcam	23
Enabling permissions for microphone and webcam in the VDI	25
Enabling permissions in the web browser	29
Changing the Sound settings on the WorkSpaces Thin Client	31
Setting the volume level from your virtual desktop	31
Changing the default volume of the WorkSpaces Thin Client	32
Using Mute on WorkSpaces Thin Client	36
Rebooting the WorkSpaces Thin Client device	36
Rebooting by using the toolbar	36
Rebooting manually	37
Setting the sleep timer	37
Device specifications	39
WorkSpaces Thin Client device specifications	39

USB hub specifications	40
Supported peripherals	40
Troubleshooting	43
Troubleshooting your WorkSpaces Thin Client device	43
Peripherals are not recognized	43
Unable to access WorkSpaces Thin Client workspace	43
Volume on headset is very low or not audible	44
Audio crackles or has disturbances during audio-video conference calls	44
Known issues for the WorkSpaces Thin Client	45
If you select any link on the VDI login screen, you must return to the login screen.	45
Using keyboard shortcuts may cause unexpected behavior.	45
Some peripherals may not be recognized when the device is running.	43
You cannot view the IP address of the Ethernet network from settings.	45
Some menu options in the VDI toolbar are displayed but not working.	46
You cannot find a supported keyboard layout in the OOBE or settings.	46
You can select a supported keyboard layout in device settings, but you cannot enter the specific keys within the virtual session.	46
Toolbar does not expand or collapse when you select it for the first time.	47
On waking up from sleep, WorkSpaces Thin Client device shows the keyboard and mouse setup screen for a few seconds before launching the session.	47
On the restart of a WorkSpaces Thin Client device, end users will see repeated Getting Ready and Checking for updates transition screens before launching the session.	47
Updates for the WorkSpaces Thin Client device are not taking effect.	47
The webcam is not enabled in WorkSpaces and its icon in the top toolbar remains gray.	47
Troubleshooting the virtual desktop interface	48
Document history	49

What is Amazon WorkSpaces Thin Client?

WorkSpaces Thin Client is a cost-effective thin client device that is built to work with AWS End User Computing (EUC) virtual desktops to provide you with a complete cloud desktop solution. WorkSpaces Thin Client is a compact device designed to connect two monitors and multiple USB devices, such as a keyboard, mouse, headset, and webcam. To maximize endpoint security, WorkSpaces Thin Client devices do not allow local data storage or installation of unapproved applications. The WorkSpaces Thin Client device ships to you preloaded with device management software.

Topics

- [Are you a first-time WorkSpaces Thin Client user?](#)
- [Accessing Amazon End User Computing \(EUC\) services through WorkSpaces Thin Client](#)

Are you a first-time WorkSpaces Thin Client user?

If you are a first-time user of WorkSpaces Thin Client, we recommend that you begin by reading the following sections:

- [Getting to know your WorkSpaces Thin Client](#)
- [Setting up your Amazon WorkSpaces Thin Client service](#)
- [Device specifications](#)

Accessing Amazon End User Computing (EUC) services through WorkSpaces Thin Client

You can access your choice of Amazon WorkSpaces, Amazon WorkSpaces Secure Browser, or AppStream 2.0 through the WorkSpaces Thin Client, and you can keep applications and data in the cloud for increased security and centralized administration.

Getting to know your WorkSpaces Thin Client device

WorkSpaces Thin Client gives you instant and secure access to your relevant applications and data through AWS End User Computing virtual desktops. To get started using your WorkSpaces Thin Client device, set it up with a keyboard, mouse, and monitor, and connect it to your network.

Let's get started!

Topics

- [Here is everything that you need for your WorkSpaces Thin Client device](#)
- [Meet your WorkSpaces Thin Client device](#)
- [Connect your WorkSpaces Thin Client device](#)
- [Connect optional WorkSpaces Thin Client devices](#)
- [Your WorkSpaces Thin Client device is ready](#)

Here is everything that you need for your WorkSpaces Thin Client device

To use WorkSpaces Thin Client, you will need the following:

Note

You should have received this equipment. If you are missing anything on this list, contact your administrator.

Equipment provided

- WorkSpaces Thin Client device equipped with one USB-A port, one HDMI-Out port, and one Ethernet port





Required equipment (may not be provided)

- USB hub that supports USB-A input - connects into the device
- Keyboard - connects into the USB hub
- Mouse - connects into the USB hub
- Monitor - connects into the HDMI-Out port on the WorkSpaces Thin Client device

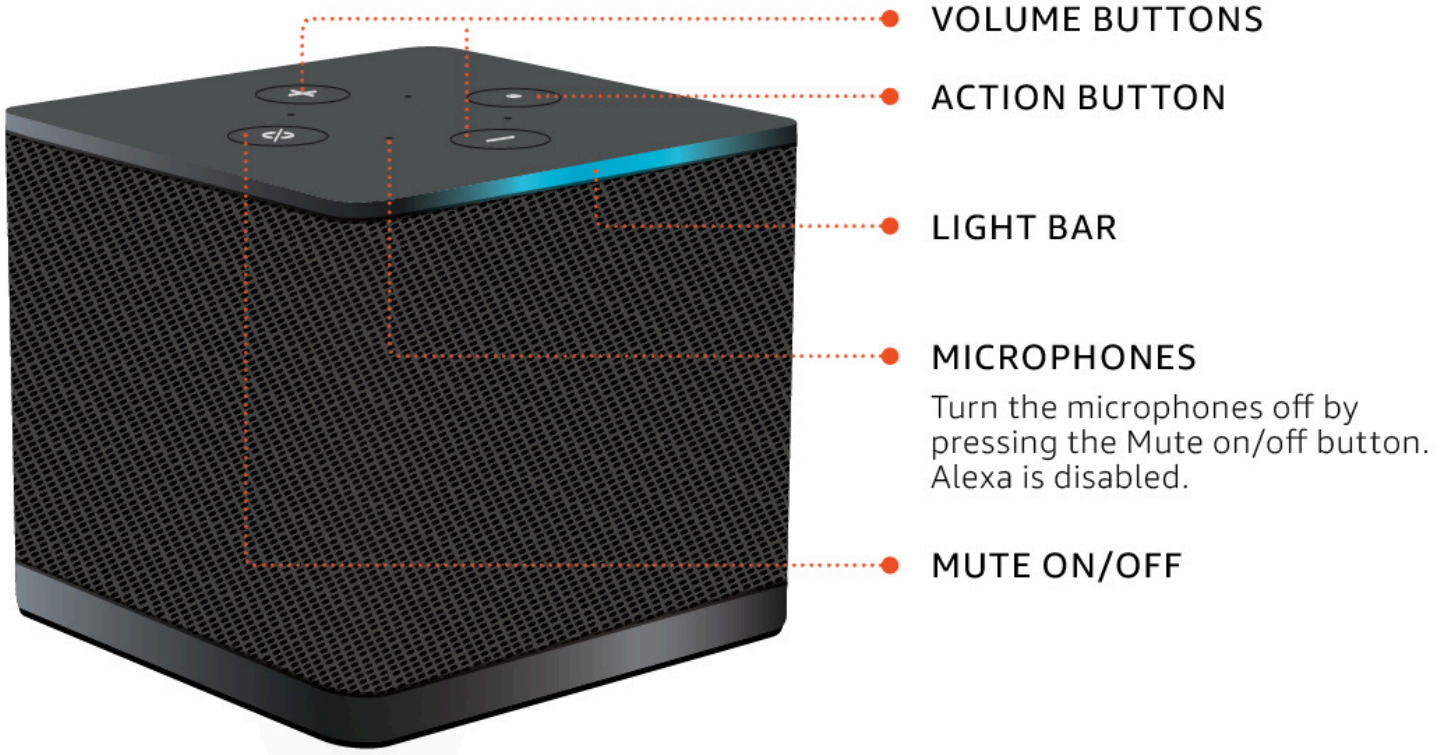
Optional equipment (not provided)

- Second Monitor - connects into the HDMI-Out port on the USB hub
- Webcam - connects into the USB hub
- Headset - that connects into the USB hub

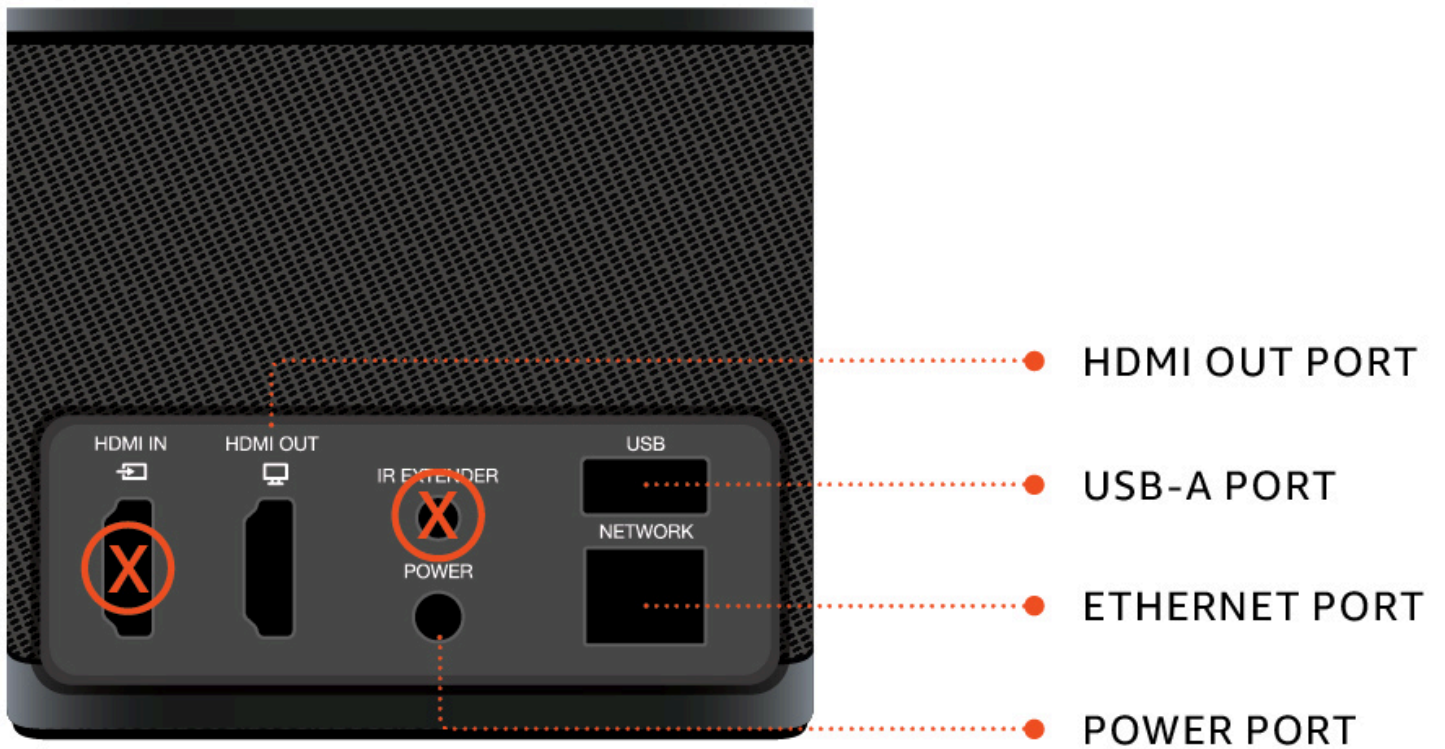
Meet your WorkSpaces Thin Client device

Hello! This is your WorkSpaces Thin Client device and its USB hub.

Front of the WorkSpaces Thin Client device

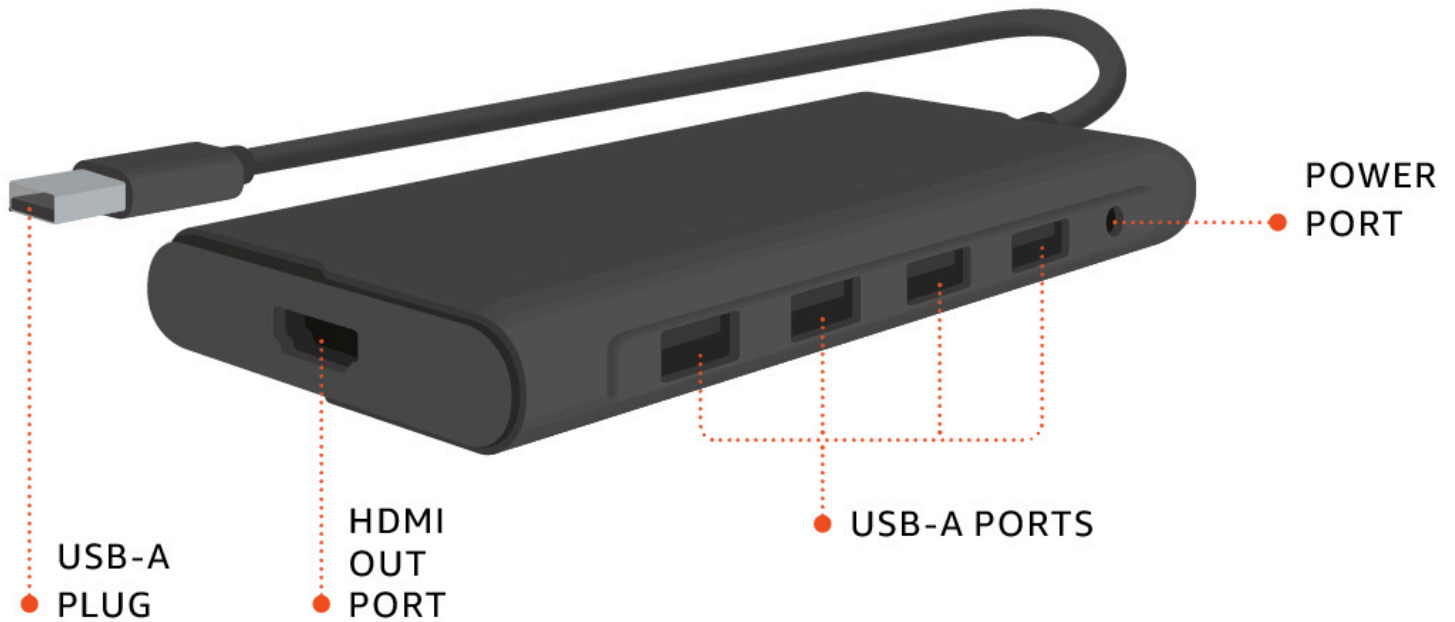


Back of the WorkSpaces Thin Client device



Later, you will use these ports to connect your other peripherals.

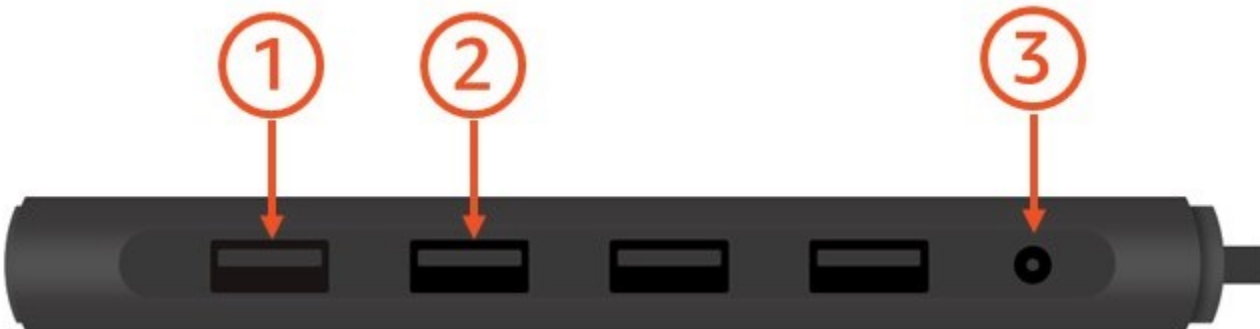
USB hub

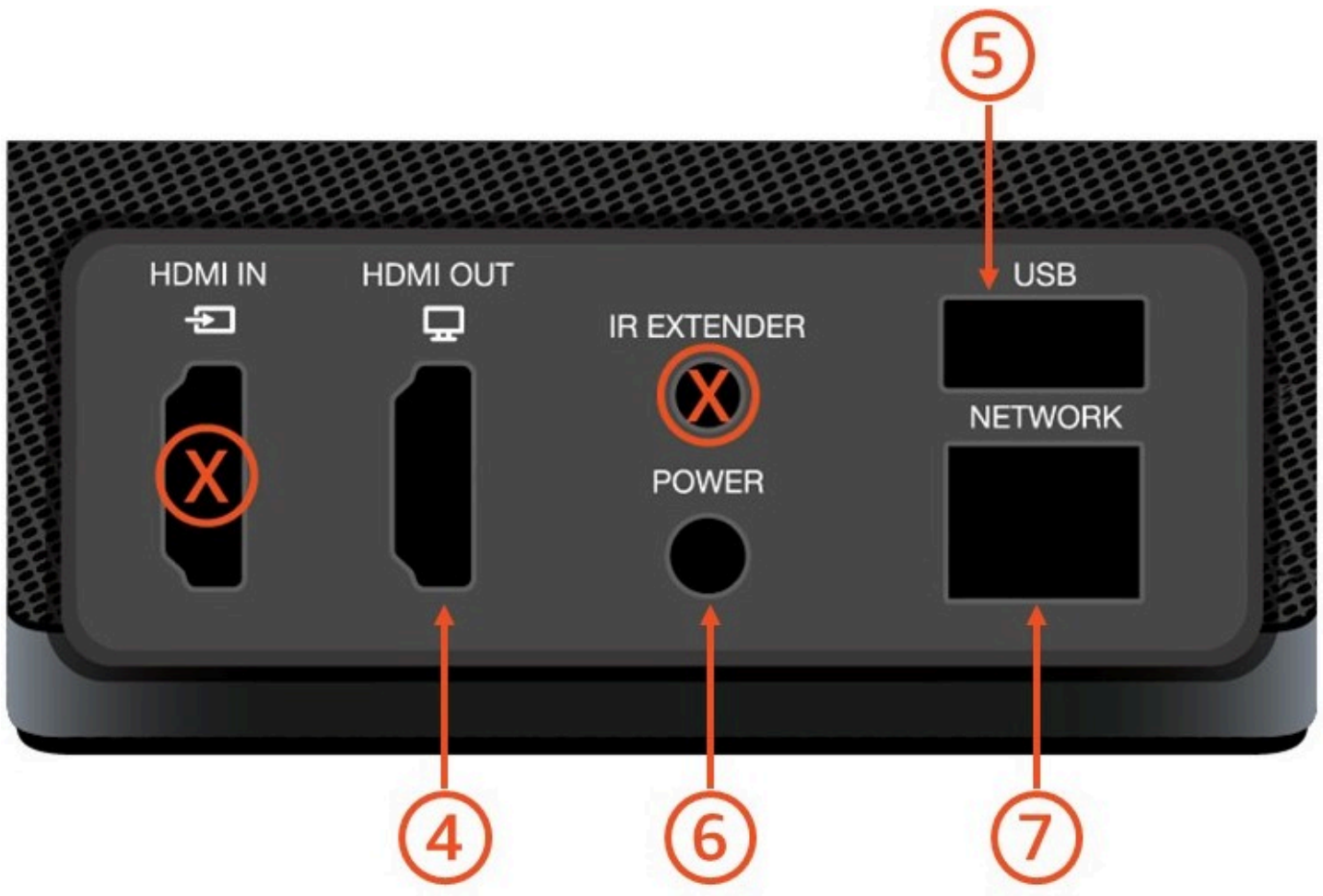




Later, you will use these ports to connect your other peripherals.





Connect your WorkSpaces Thin Client device

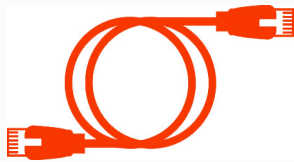
To use your WorkSpaces Thin Client device, you must have a keyboard, mouse, and monitor.





Number	Device	Instruction
1		Connect your mouse to a USB-A port on your hub.
2		Connect your keyboard to a USB-A port on your hub.

Number	Device	Instruction
3		Connect your hub power adapter to the power port on your hub.
4		Connect the HDMI port on your monitor to the HDMI-Out port on your WorkSpaces Thin Client with an HDMI cable (not included).
5		Connect your hub's USB-A plug to the USB port on your WorkSpaces Thin Client.
6		Connect your WorkSpaces Thin Client power adapter to the power port on your WorkSpaces Thin Client.

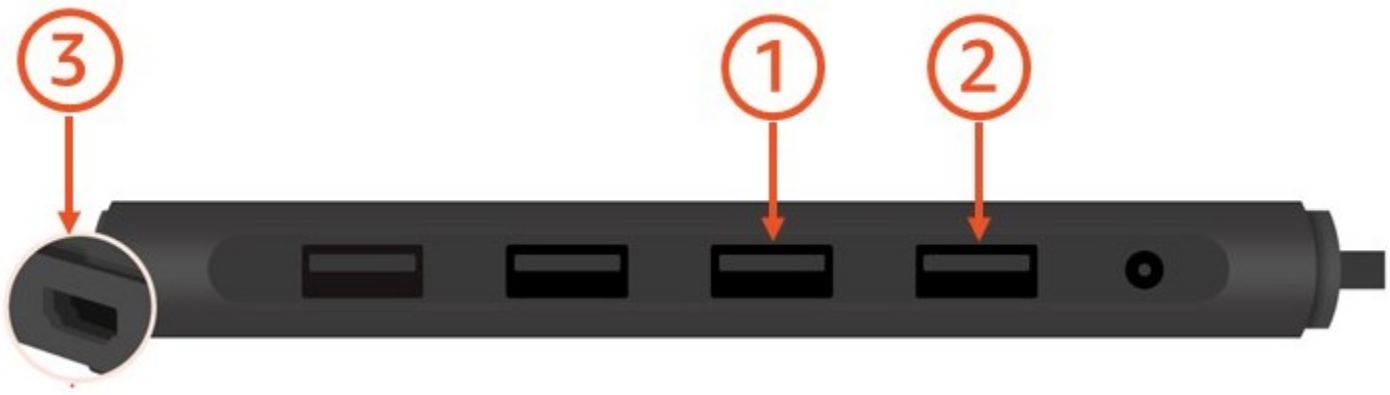
Number	Device	Instruction
7		<p>(Optional) Connect an Ethernet cable.</p> <div data-bbox="1068 352 1507 856"><p>Note</p><p>A network connection is required. If you prefer a wired Ethernet connection instead of Wi-Fi, connect the Ethernet cable (not included) to the network port.</p></div>




Connect optional WorkSpaces Thin Client devices

You can also connect your WorkSpaces Thin Client device to a headset, camera, or second monitor.

Note

Do not connect or disconnect any of the accessories while the WorkSpaces Thin Client device is on. The WorkSpaces Thin Client device will not recognize the accessory. If you disconnect an accessory while the WorkSpaces Thin Client device is on, turn off the device, reconnect the accessory, and then turn the device back on.



Number	Device	Instruction
1		Connect your headset to a USB-A port your hub.
2		Connect your webcam to a USB-A port your hub.
3		Connect a second monitor to the HDMI port at the end of the USB hub. Connect the HDMI port on your second monitor to the HDMI port at the end of your hub with an HDMI cable (not included).

Your WorkSpaces Thin Client device is ready

After you connect all of your peripherals, your WorkSpaces Thin Client is ready to be turned on.

1. Plug in your hub power adapter to a power outlet.
2. Plug in your WorkSpaces Thin Client power adapter to a power outlet.

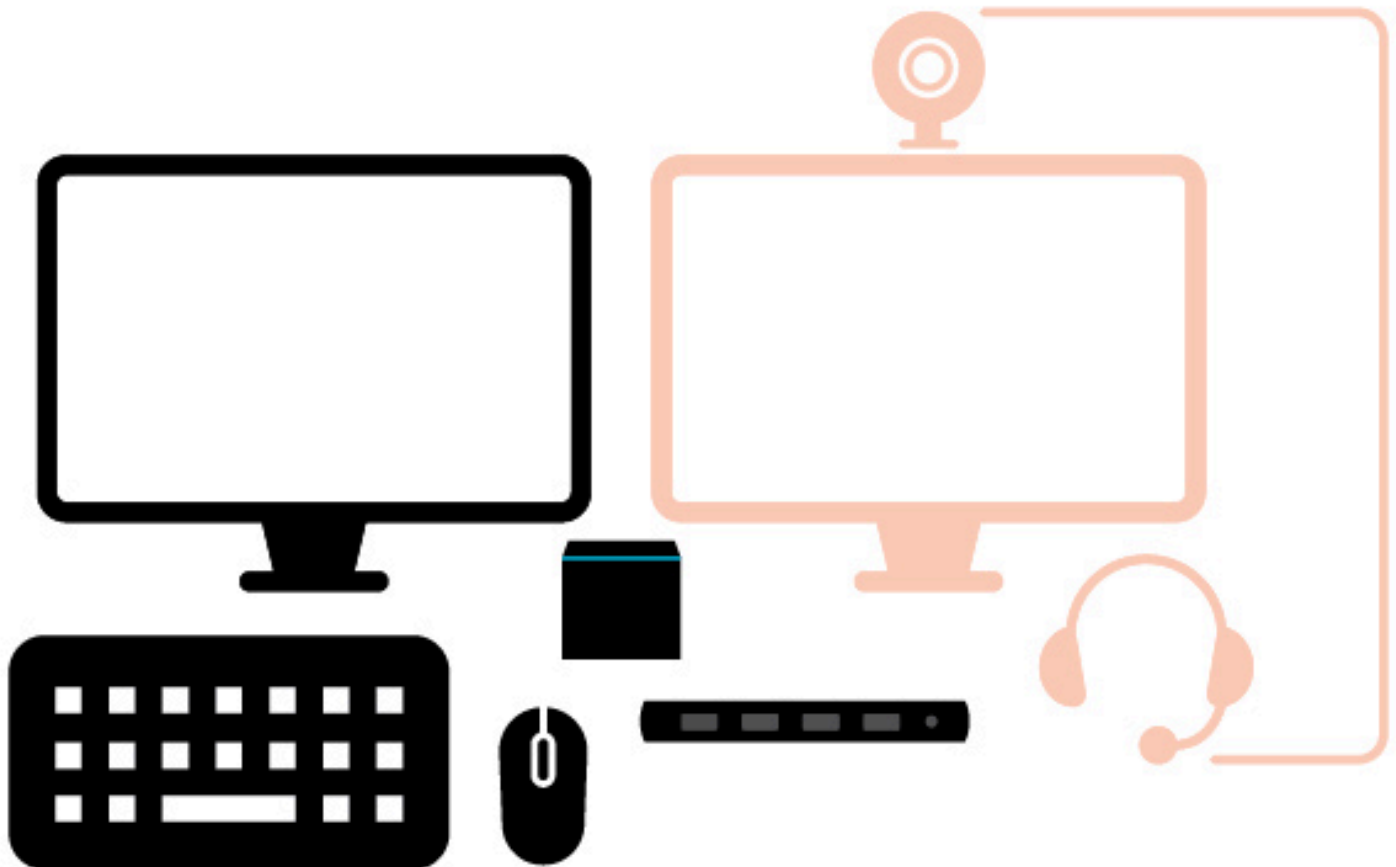
Note

Have your password ready if you use Wi-Fi to connect to your network.

You are now ready to set up your WorkSpaces Thin Client service. Go to [Setting up your Amazon WorkSpaces Thin Client service](#).

Note

If you set up two monitors, the primary monitor must be placed on the left side and the secondary monitor on the right side.



Setting up your Amazon WorkSpaces Thin Client service

Your WorkSpaces Thin Client device is ready. You can now turn it on for the first time.

Because this is the first time you're turning on your WorkSpaces Thin Client device, you can follow a basic process to connect your new device to the service.

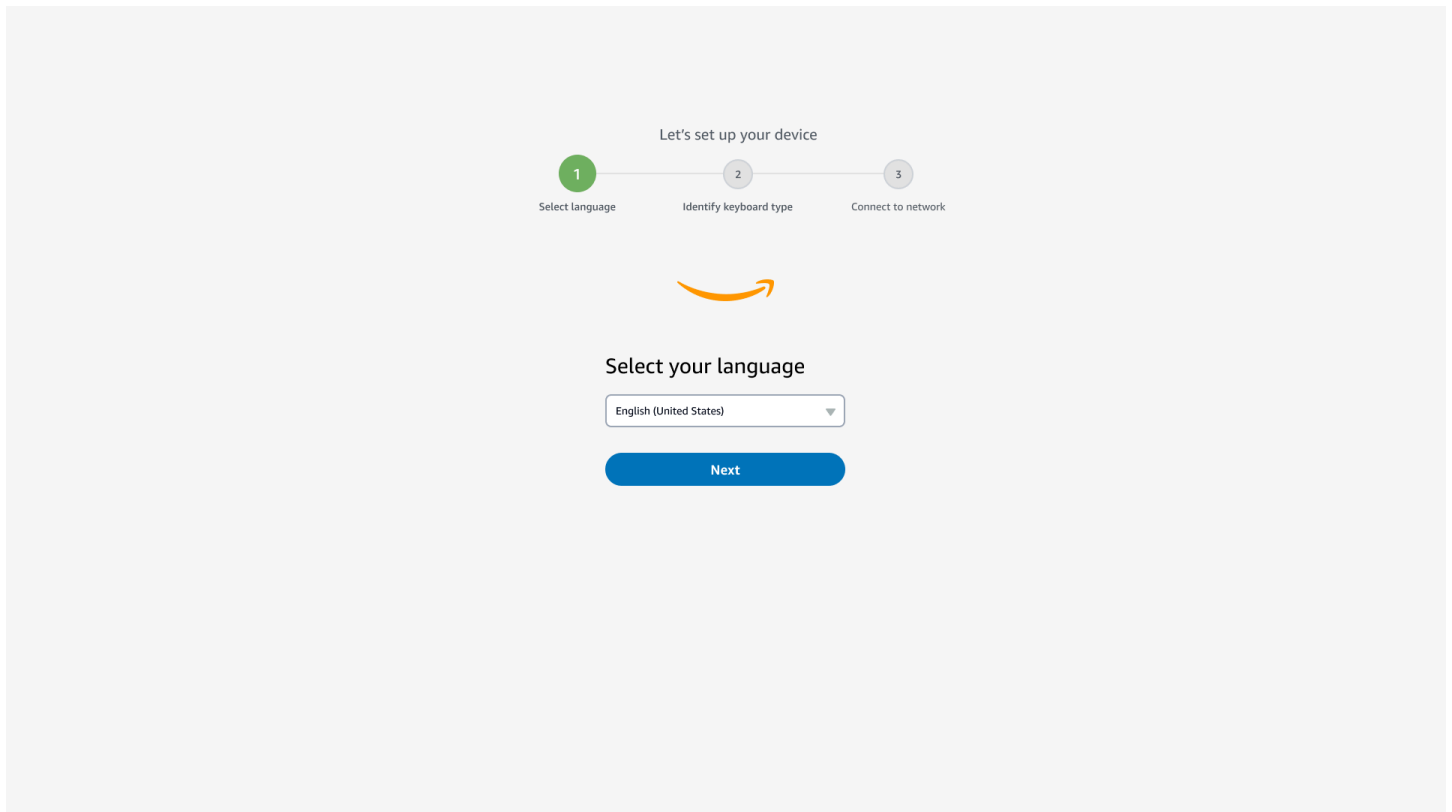
Your WorkSpaces Thin Client device guides you through this process.

Topics

- [Select your language](#)
- [Identify keyboard type](#)
- [Connect to your network](#)
- [Enter activation code](#)
- [Sign in to your AWS End User Computing service](#)

Select your language

Select the language that you want your WorkSpaces Thin Client device to use.

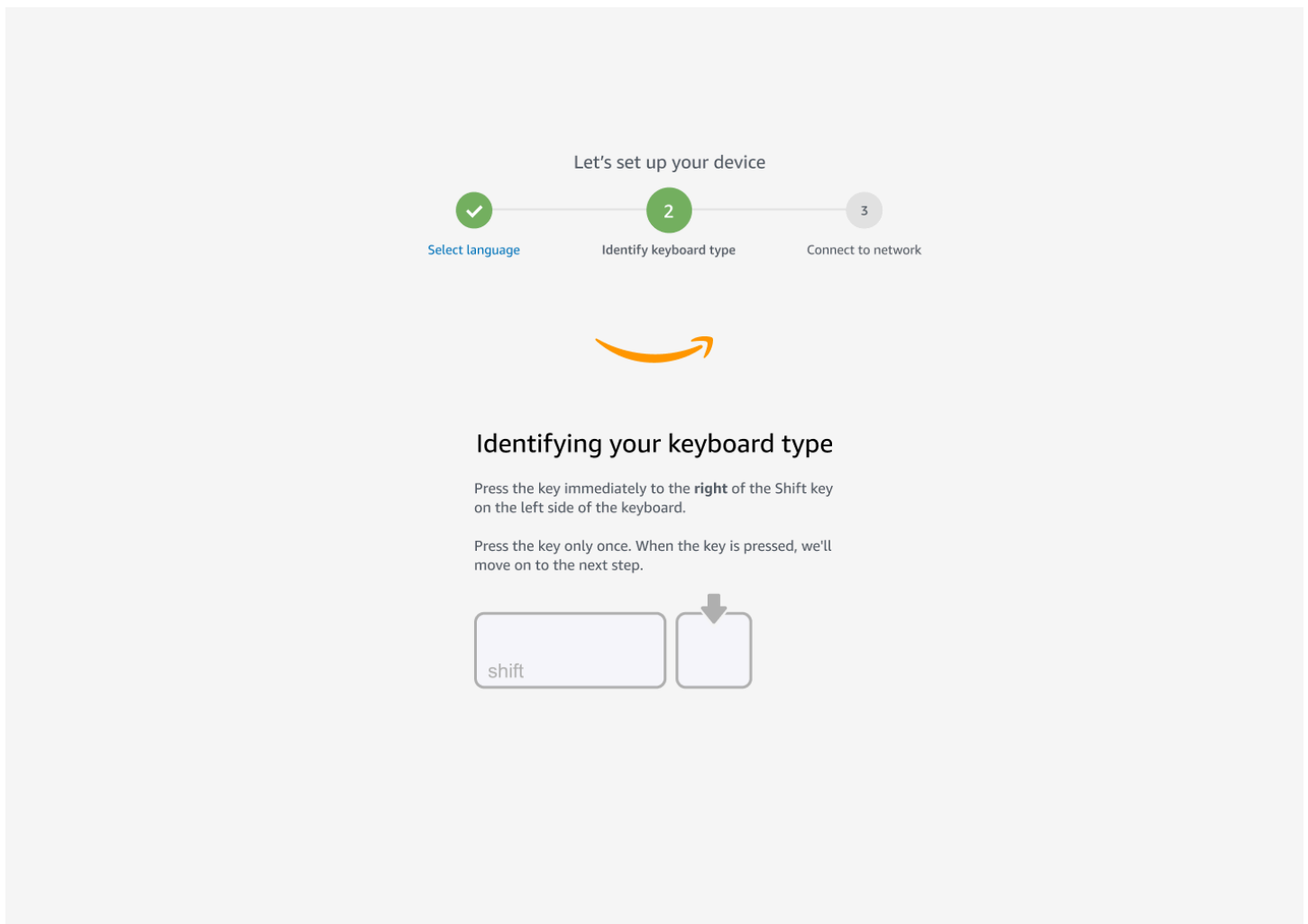


You can use your mouse to select a language.

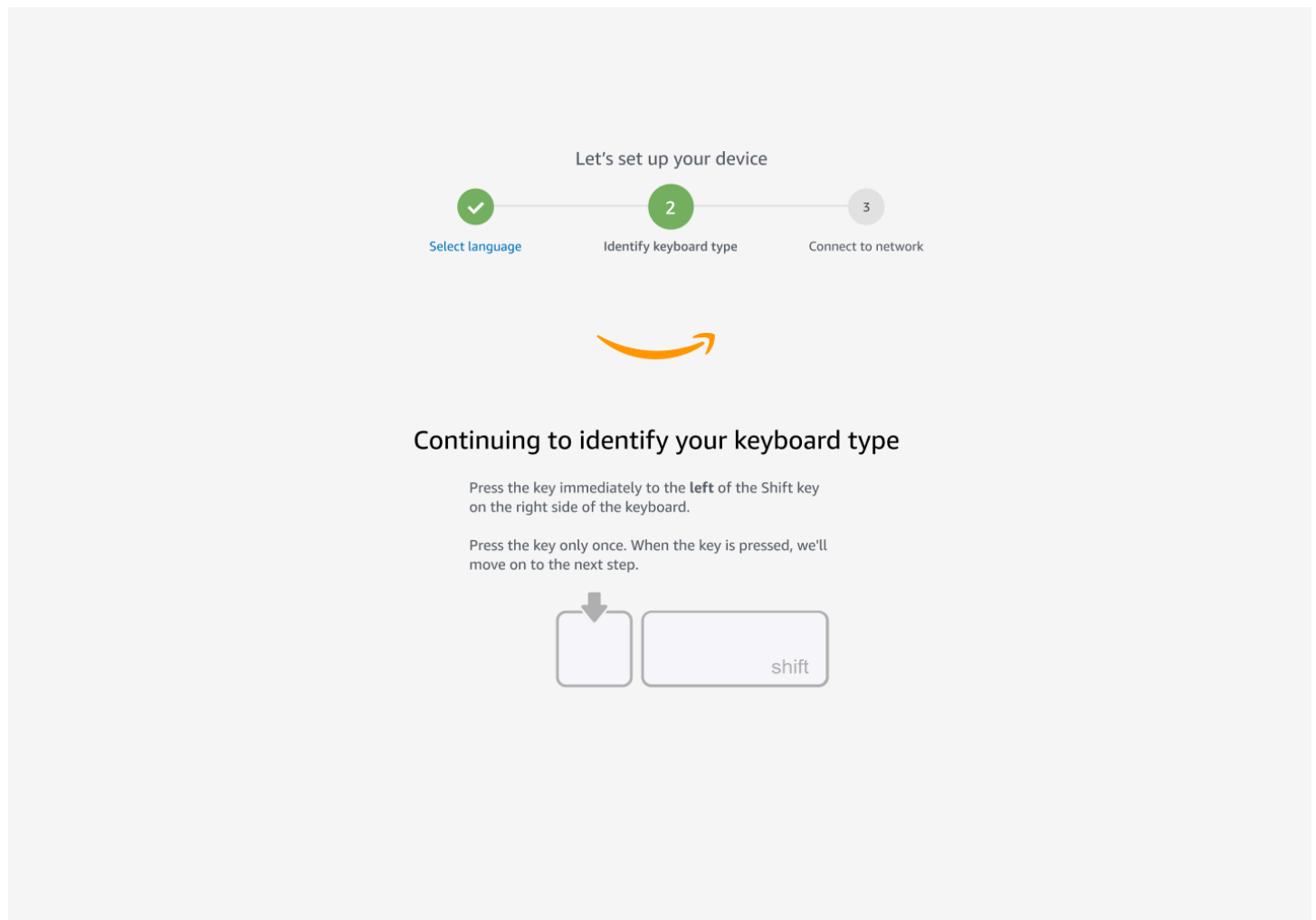
Identify keyboard type

Next, you tell the WorkSpaces Thin Client device to identify your keyboard.

Begin by pressing and holding the key to the immediate RIGHT of the **Shift** key on the LEFT side of the keyboard.



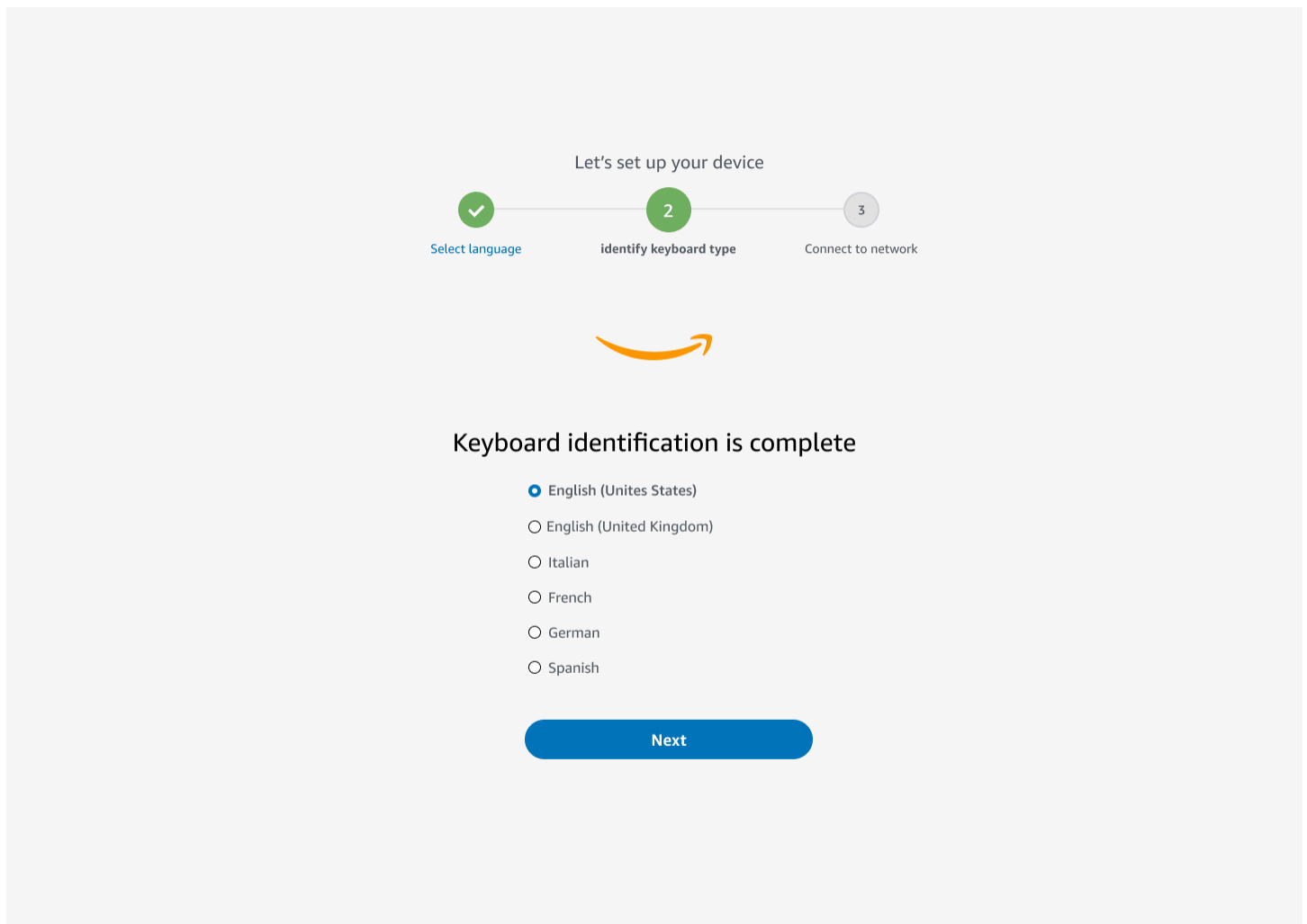
Next, press and hold the key to the immediate **LEFT** of the **Shift** key on the **RIGHT** side of the keyboard.



Great! The keyboard is now identified.

You now tell the WorkSpaces Thin Client device what type of keyboard you are using. Select your keyboard layout.

To verify your keyboard layout, see examples of each compatible keyboard in [Keyboard layouts](#).

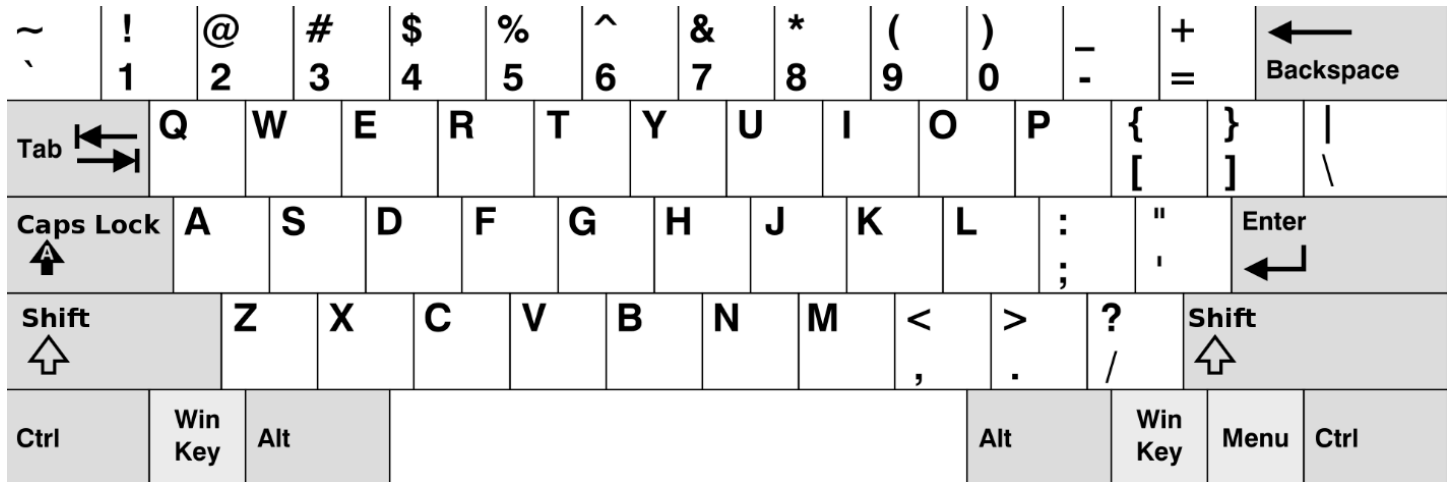


Keyboard layouts

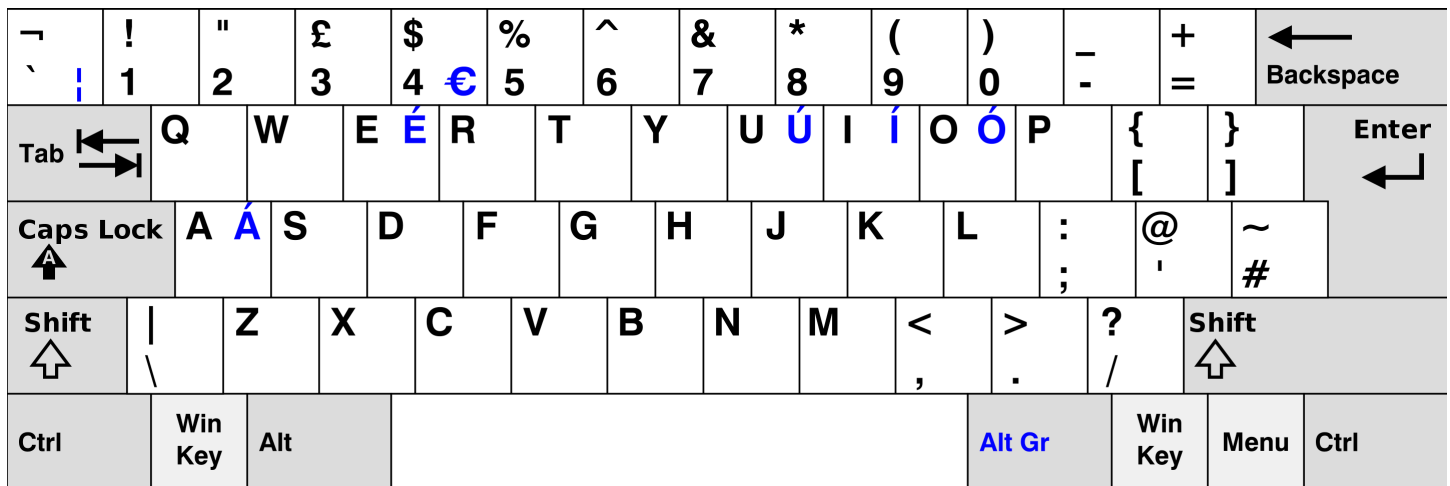
WorkSpaces Thin Client supports the following keyboard layouts: English (United States), English (United Kingdom), French, German, Spanish, and Italian.

WorkSpaces Thin Client supports **AltGr** and **dead key** keyboard layouts in English (United Kingdom), French, German, Spanish, and Italian.

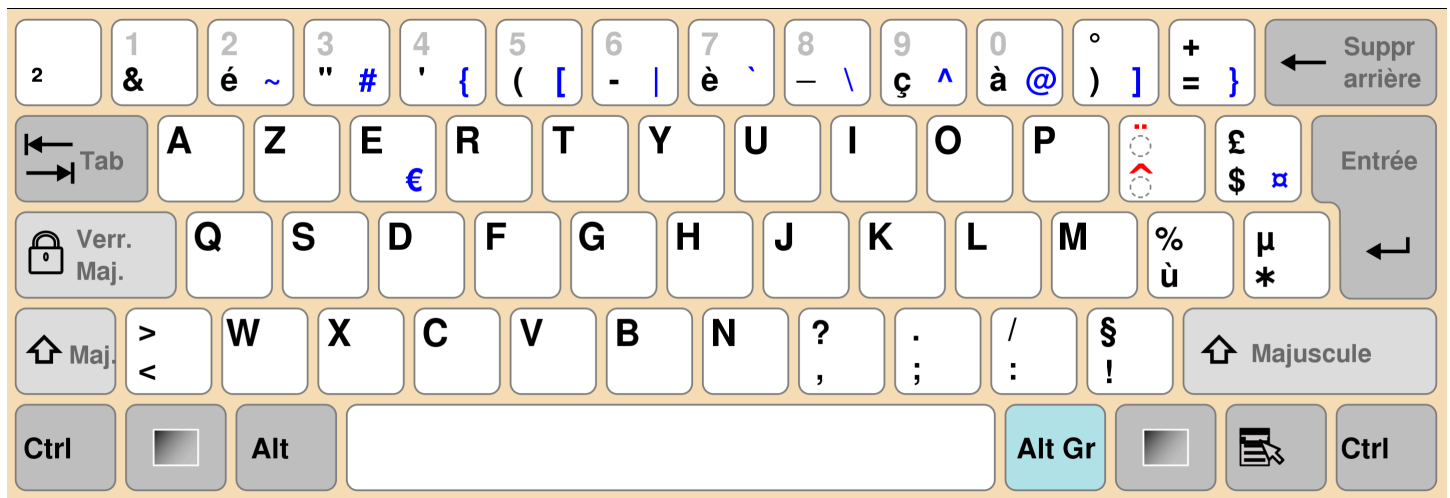
English (United States) keyboard layout



English (United Kingdom) keyboard layout



French keyboard layout



German keyboard layout

° ^	!	"	§ 3	\$	%	&	/	()	=	?	·	←			
1	2	2	3	4	5	6	7	{	8	[9]	0	}	ß	↵
↵	Q	W	E	R	T	Z	U	I	O	P	Ü	*	↵			
↵	A	S	D	F	G	H	J	K	L	Ö	Ä	'	↵			
↵	>	Y	X	C	V	B	N	M	;	:	-	↵				
↵	<							µ	,	.	-	↵				
Strg	(Win)	Alt							Alt Gr	(Win)	(Menu)	Strg				

Spanish keyboard layout

a	!	"	.	\$	%	&	/	()	=	?	¿	←							
o	\	1		2	@	3	#	4	~	5	€	6	-	7	8	9	0	'	í	↵
Tab	↵	Q	W	E	R	T	Y	U	I	O	P	^	*	↵						
↵				€								[+]						↵
Caps Lock	↵	A	S	D	F	G	H	J	K	L	Ñ	¨	Ç							
↵												{	}							
Shift	>	Z	X	C	V	B	N	M	;	:	-	Shift								
↵	<								,	.	-	↵								
Ctrl	Win Key	Alt							Alt Gr	Win Key	Menu	Ctrl								

Italian keyboard layout

	!	"	£	\$	%	€	&	/	()	=	?	^	←	
\	1	2	3	4	5	6	7	8	9	0	'	·	í	↵	
Tab	↵	Q	W	E	R	T	Y	U	I	O	P	é	*	↵	
↵				€								{	}	↵	
Caps Lock	↵	A	S	D	F	G	H	J	K	L	ç	°	§		
↵											ò	@	à	#	ù
Shift	>	Z	X	C	V	B	N	M	;	:	-	Shift			
↵	<								,	.	-	↵			
Ctrl	Win Key	Alt							Alt Gr	Win Key	Menu	Ctrl			

Connect to your network

You can now connect your WorkSpaces Thin Client device to your network.

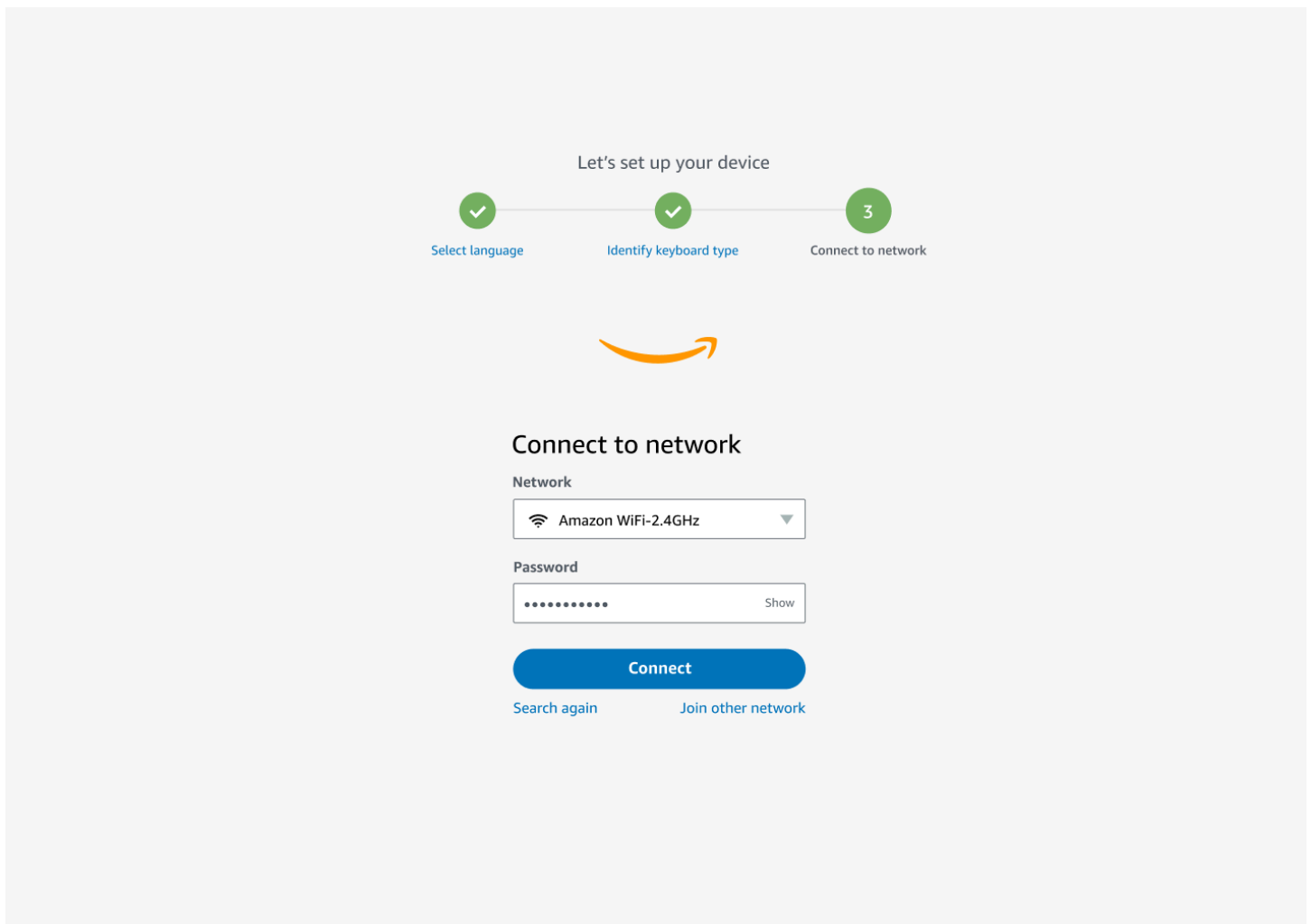
If you are using an Ethernet connection, then the WorkSpaces Thin Client device automatically connects to your network. No further action is required.

If your WorkSpaces Thin Client device is not connected through Ethernet, then your device will scan for available wireless networks and display them in the **Network** dropdown list. Select your network from this dropdown list.

Note

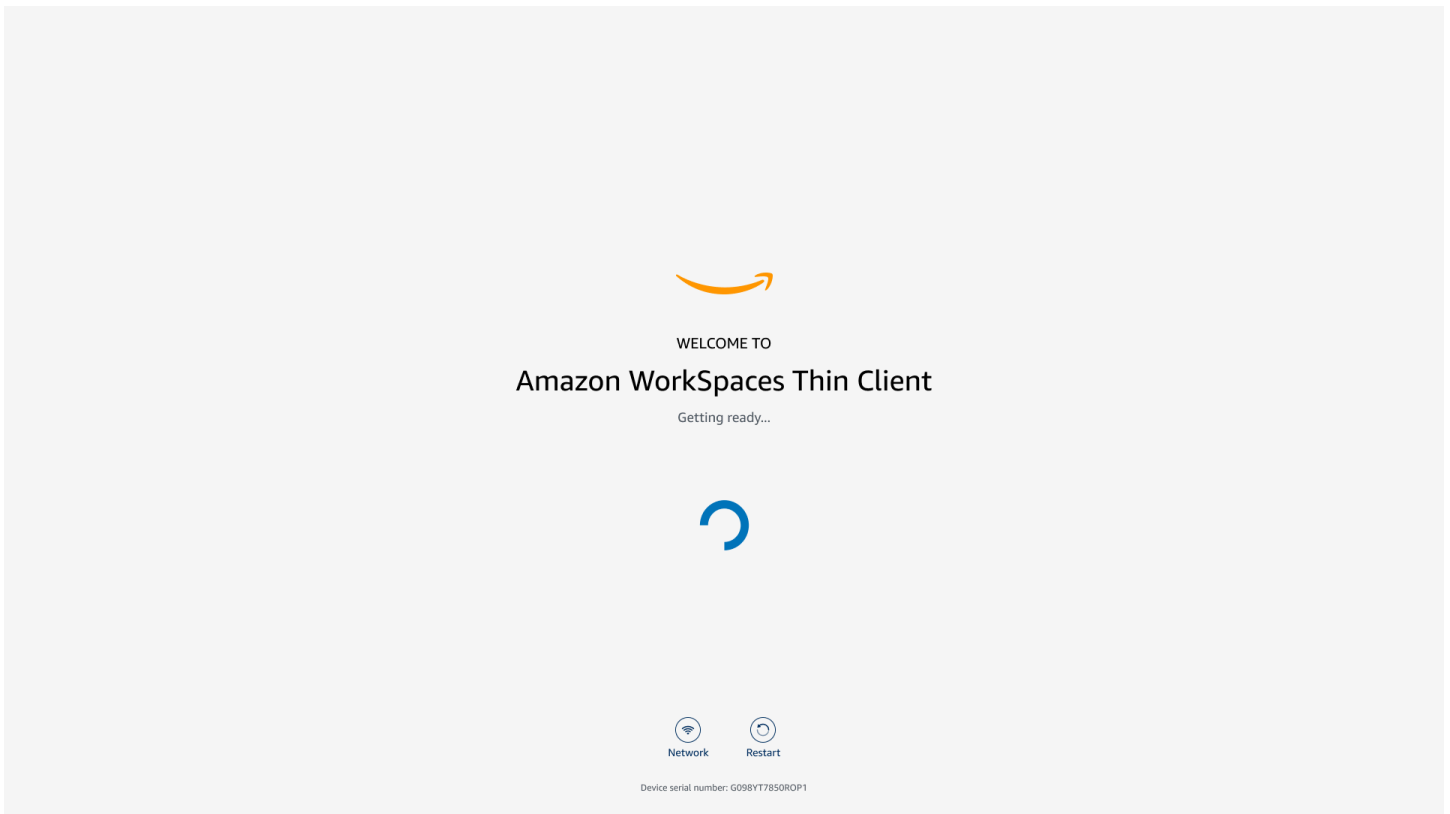
Only one network connection type can be active. If you are using an Ethernet connection, then the wireless network connection cannot be used.

Enter your network password in the **Password** field.

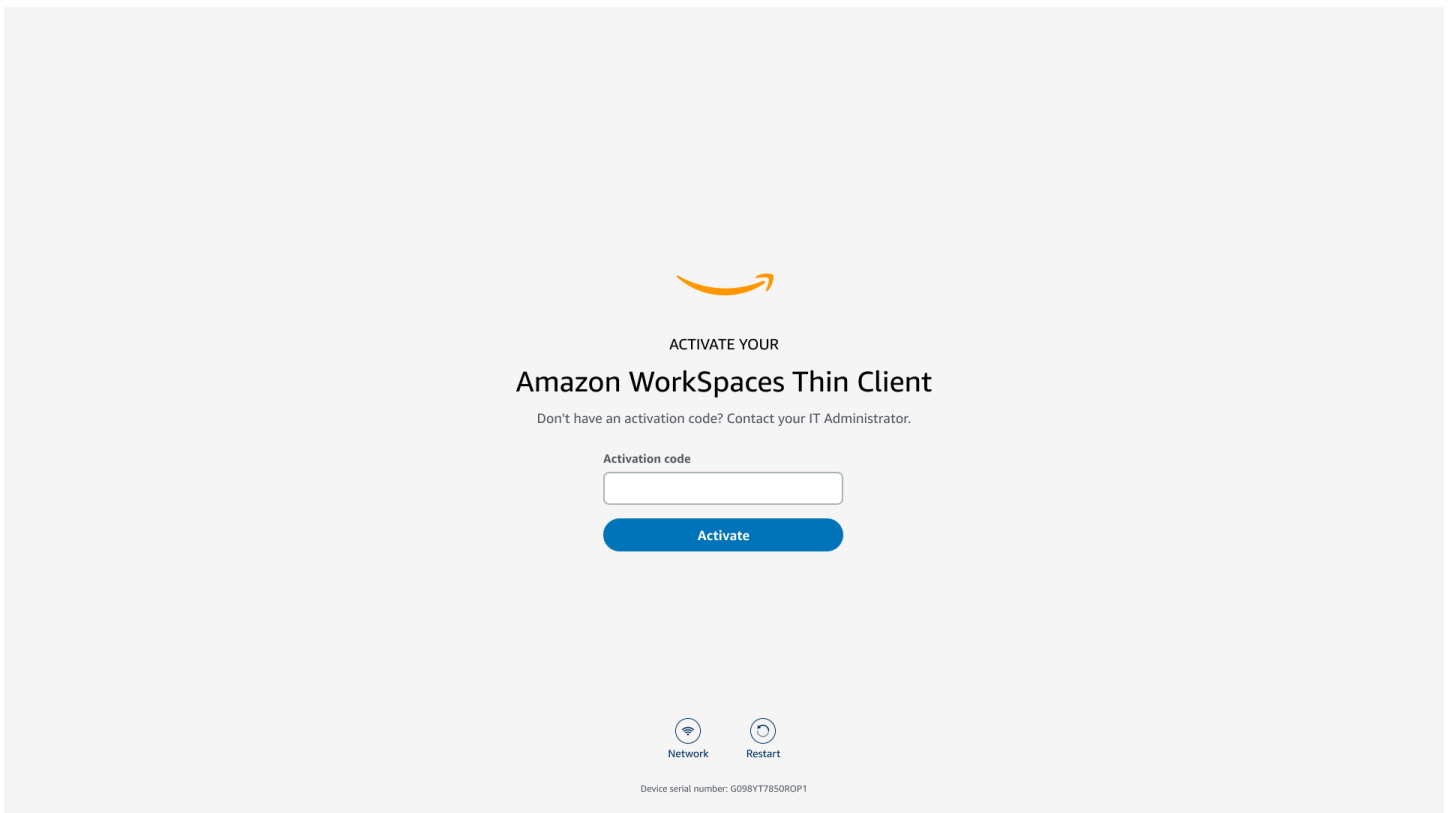


Enter activation code

Your WorkSpaces Thin Client device is now connected to your network. Now, you can connect your device to the AWS End User Computing service that your administrator set up for you.



Enter the activation code provided by your administrator.



Note

The activation code is generated when your administrator creates a dedicated environment for your device. For more information, see [Creating an environment](#) in the WorkSpaces Thin Client administrator guide.

Sign in to your AWS End User Computing service

Sign in to the AWS End User Computing service established for you by your administrator.

Support English ▾

amazon WorkSpaces

Fully managed
remote desktop
service

© 2008 - 2023, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Sign in
Sign in to access your WorkSpaces

Sign in

[Change registration code](#)

aws Privacy | Site terms | Cookie preferences

Note

The image shows WorkSpaces (web access). The service could be WorkSpaces (web access), AppStream 2.0, or WorkSpaces Secure Browser.

Using your WorkSpaces Thin Client device

After you have set up and registered your WorkSpaces Thin Client device, you are ready to use it.

Amazon WorkSpaces Thin Client is built to work with AWS End User Computing (EUC) virtual desktops and is compatible with a number of [peripherals](#).

Topics

- [Using the virtual service provider interface](#)
- [Enabling the microphone and webcam](#)
- [Changing the Sound settings on the WorkSpaces Thin Client](#)
- [Rebooting the WorkSpaces Thin Client device](#)
- [Setting the sleep timer](#)

Using the virtual service provider interface

WorkSpaces Thin Client is powered by the NICE DCV web client, which runs inside a web browser, so no installation is required.

For more information about NICE DCV, see [Using NICE DCV](#).

Amazon WorkSpaces Thin Client works with a number of virtual desktops to provide you with a complete cloud desktop solution. Each VDI has its own interface or toolbar that you will use.

For more information on each of these interfaces, please see the following:

- For Amazon WorkSpaces see [WorkSpaces Web Access](#)
- For AppStream 2.0 see [Web Browser Access](#)
- For Amazon WorkSpaces Secure Browser see [Use the toolbar](#)

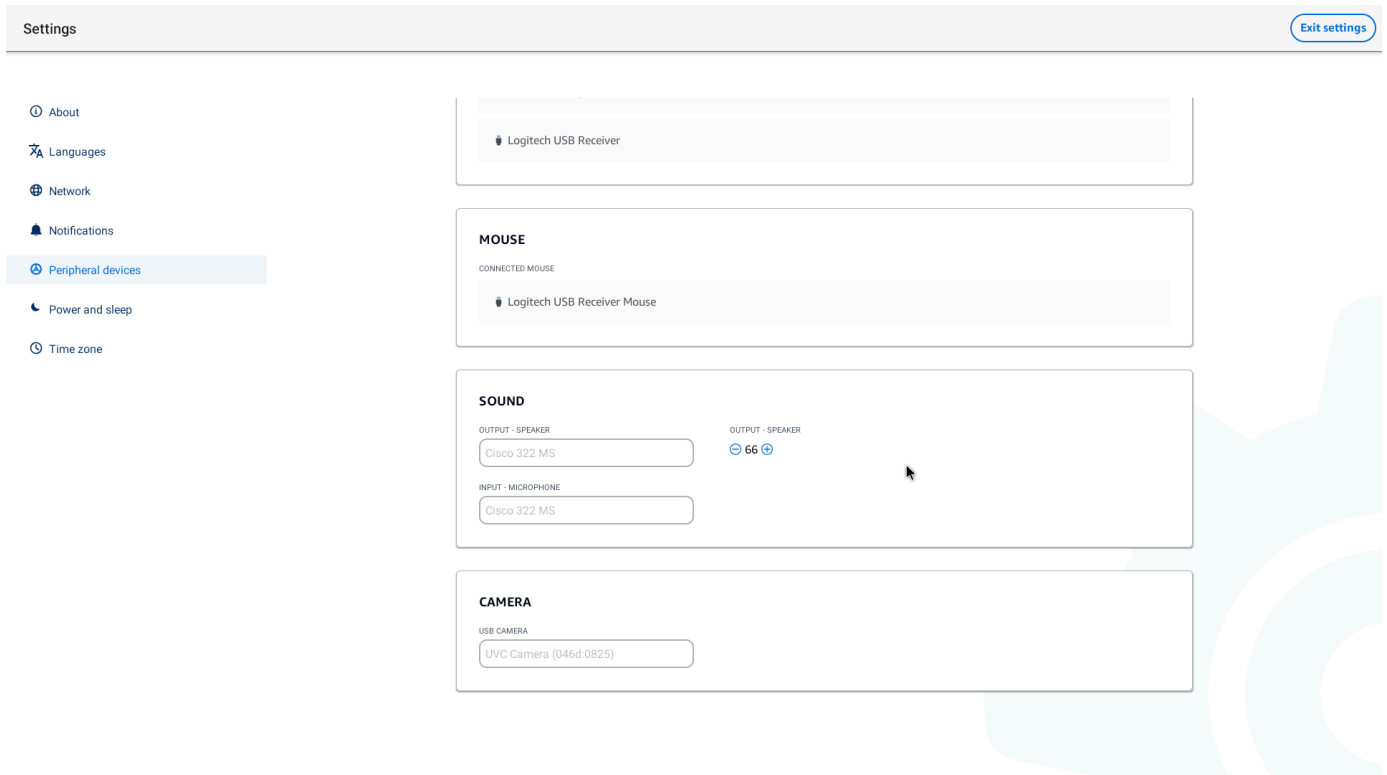
Enabling the microphone and webcam

Your WorkSpaces Thin Client device can connect to your audio and visual devices. To use your microphone and webcam within a virtual desktop session, you will need to enable permissions in your Windows Settings, on the virtual desktop toolbar, and your browser settings.

WorkSpaces Thin Client is compatible with the webcams and headsets listed in the [Peripherals](#) section.

Confirm your webcam and microphone are properly connected to your WorkSpaces Thin Client.

1. Go to **Settings**.
2. Select **Peripheral Devices**.
3. Verify that your webcam and microphone are listed.

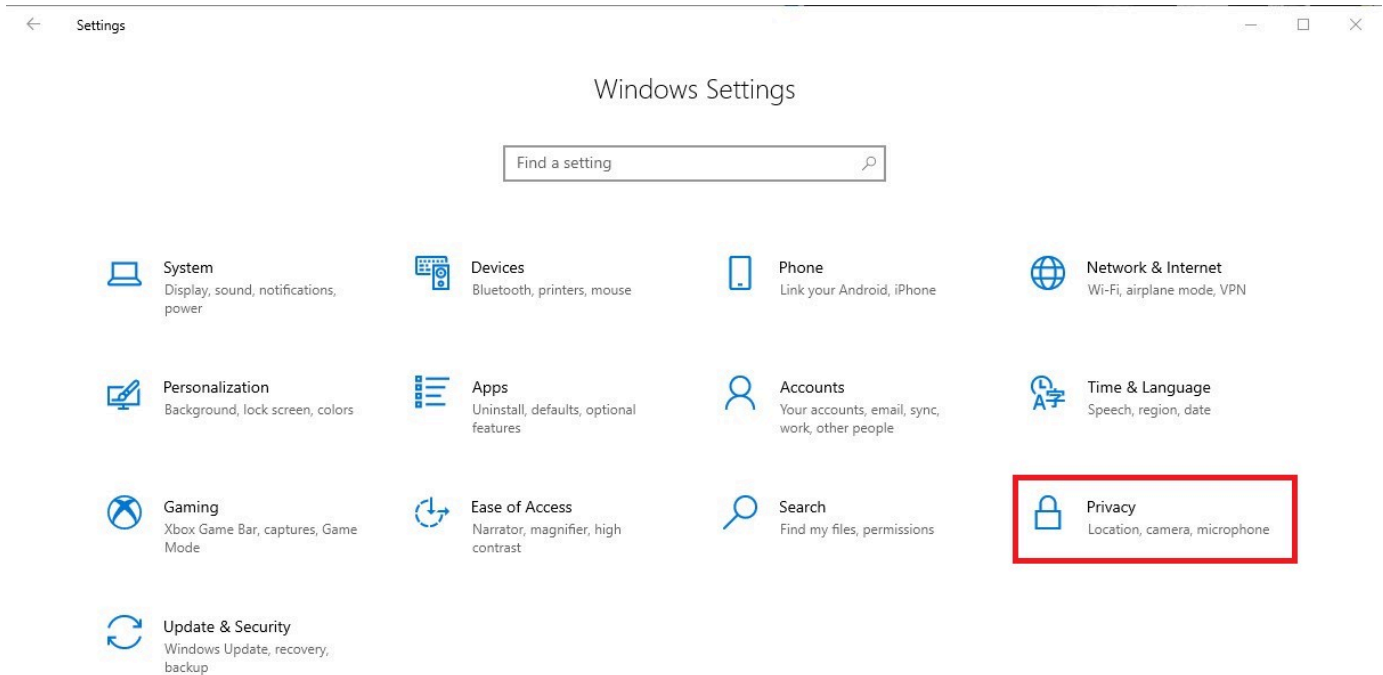


4. Verify that your microphone and webcam are enabled on your VDI. Depending on what VDI you are using, do one of the following:
 - For Windows, use [Enabling permissions in Windows](#).
 - For Amazon WorkSpaces, use [Enabling permissions in Amazon WorkSpaces](#).
 - For AppStream 2.0 or Amazon WorkSpaces Secure Browser, use [Enabling permissions in AppStream 2.0 and Amazon WorkSpaces Secure Browser](#).

Enabling permissions for microphone and webcam in the VDI

Enabling permissions in Windows

1. Select the **Settings** icon.
2. Select the **Privacy** icon from the **Settings** menu.

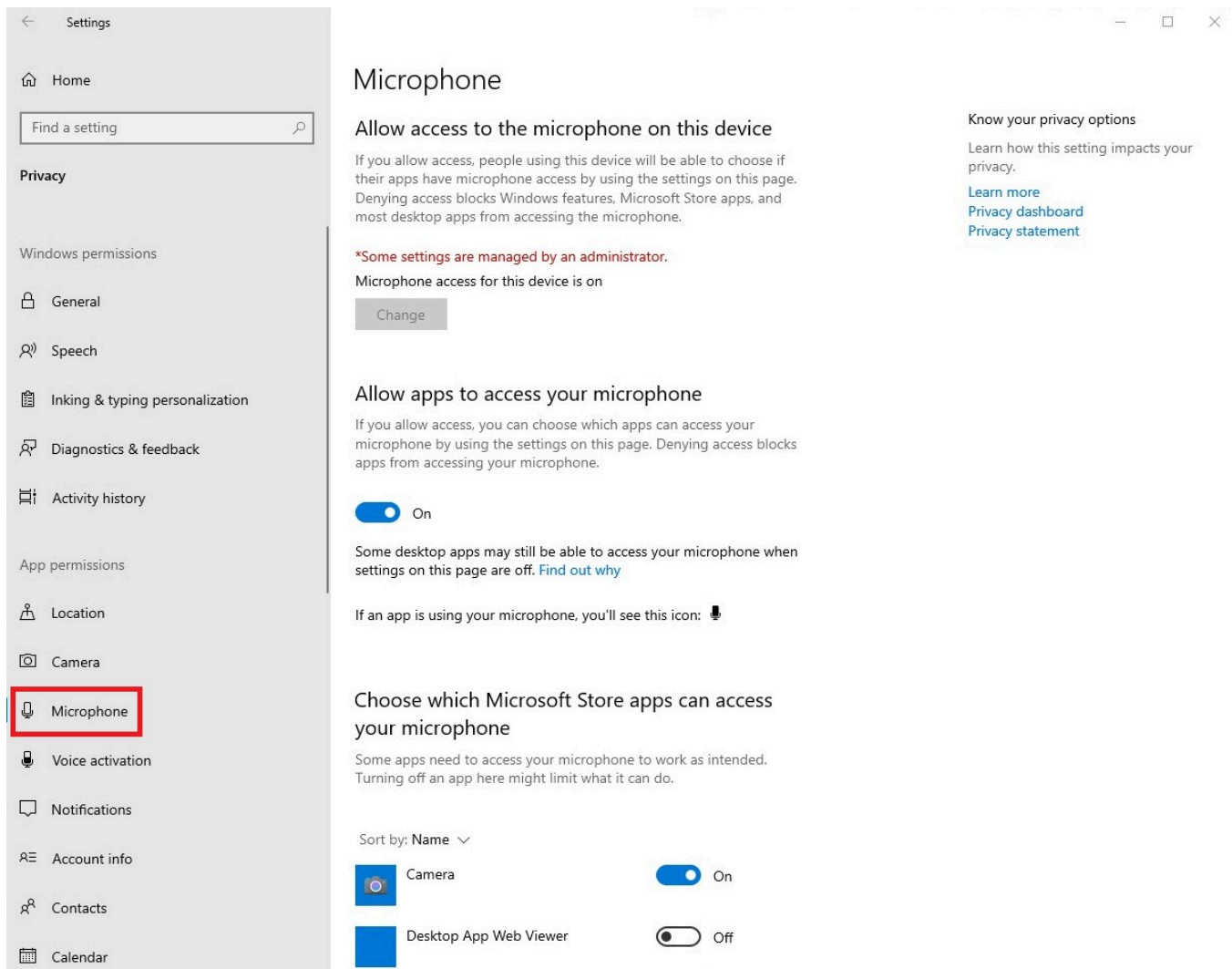


3. Do one of the following:

- Select **Camera** from the list on the left, and change **Allow apps to access your camera** to **On**.

The screenshot displays the Windows Settings application. On the left, the 'Settings' sidebar is visible, with the 'Camera' option highlighted by a red rectangular box. The main window title is 'Camera'. The primary heading is 'Allow access to the camera on this device', followed by explanatory text and a 'Change' button. Below this, a secondary heading 'Allow apps to access your camera' is shown with a toggle switch set to 'On'. A list of applications is provided, each with a toggle switch: 'Camera' (On), 'Desktop App Web Viewer' (Off), and 'HP Smart' (On). On the right side of the settings page, there is a section titled 'Know your privacy options' with links for 'Learn more', 'Privacy dashboard', and 'Privacy statement'.

- Select **Microphone** from the list on the left, and change **Allow apps to access your camera** to **On**.



After you have enabled permissions in Windows, you will need to enable them from your web browser. See [Enabling permissions in the web browser](#).

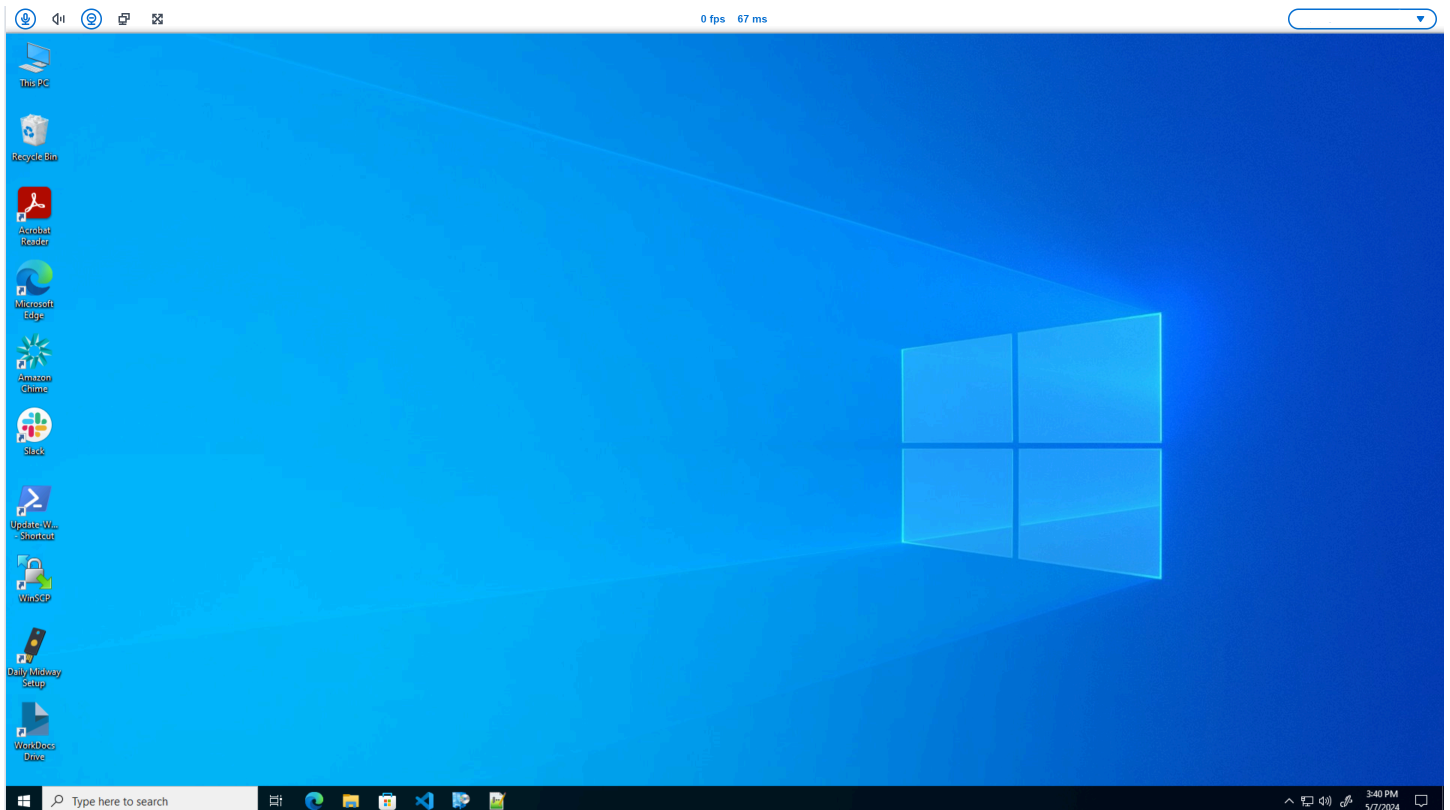
Enabling permissions in Amazon WorkSpaces

Permissions for webcam and microphone are automatically enabled for use with WorkSpaces Thin Client.





The virtual desktop toolbar will display the status of your microphone and webcam.


WorkSpaces Thin Client is compatible with the webcams and headsets listed in the [Peripherals](#) section.

Confirm your webcam and microphone are properly connected to your WorkSpaces Thin Client.



The icons for **Microphone** and **Webcam** will indicate their status.

Icon	Status
	Camera is not on.
	Camera is on but not streaming.
	Camera is on and streaming.
	Microphone is not on.

Icon	Status	
	Microphone is on.	

After you have confirmed that your peripheral is enabled in Amazon WorkSpaces, you will need to enable them from your web browser. See [Enabling permissions in the web browser](#)

Enabling permissions in AppStream 2.0 and Amazon WorkSpaces Secure Browser

Your WorkSpaces Thin Client device can connect to your audio and visual devices. To use your microphone and webcam within a virtual desktop session, you will need to enable permissions in your Windows Settings, on the virtual desktop toolbar, and your browser settings.

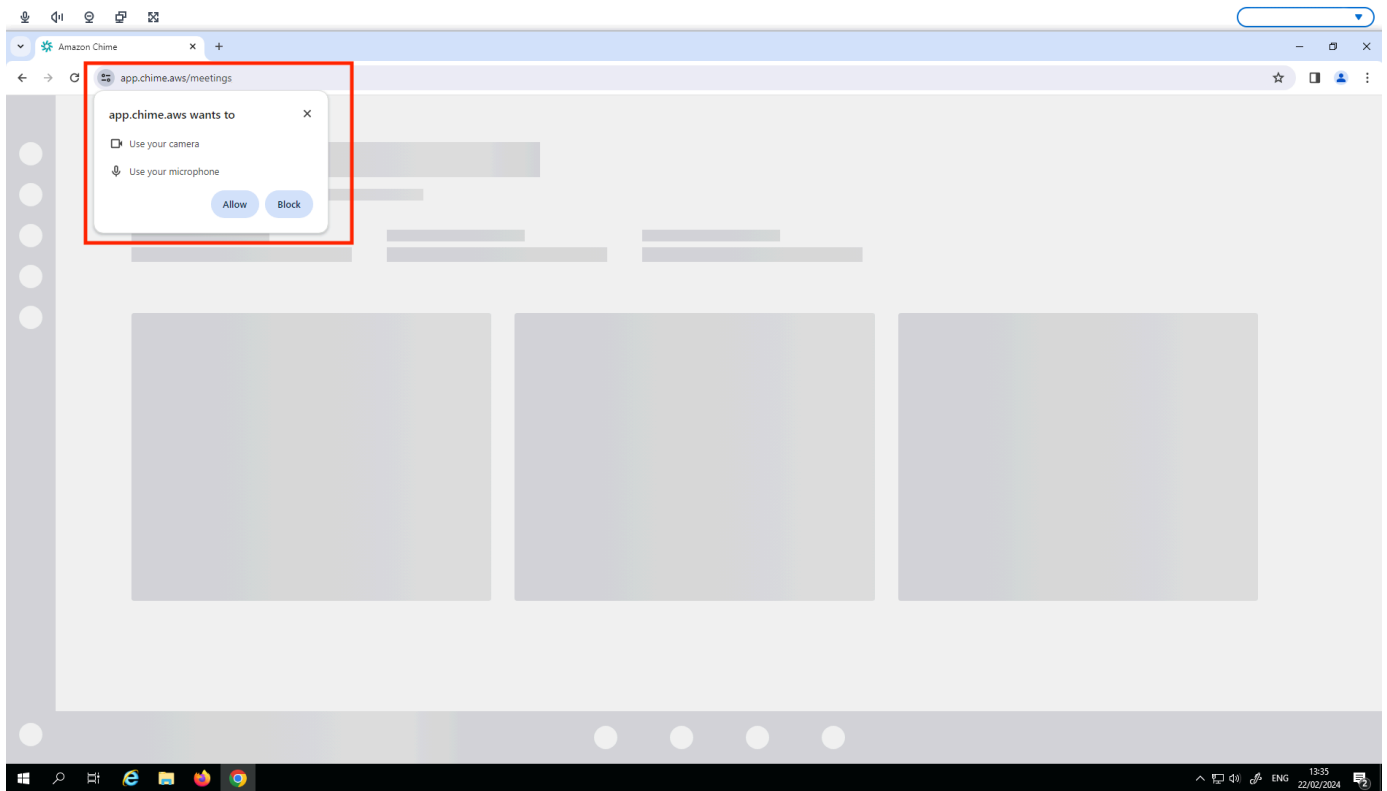
Confirm your webcam and microphone are properly connected to your WorkSpaces Thin Client.

1. Go to **Settings**.
2. Select **Peripheral Devices**.
3. Verify that your webcam and microphone are listed.

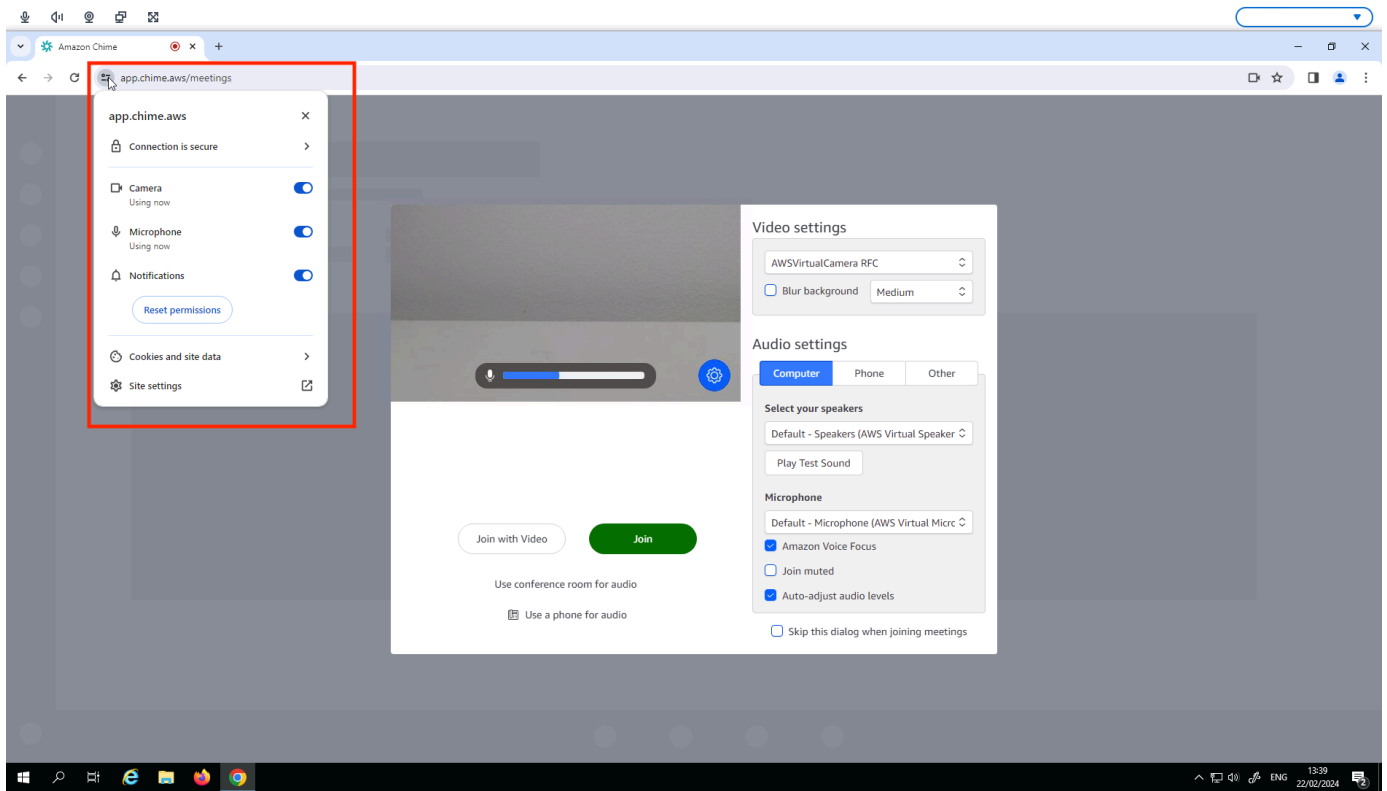
After you have confirmed that your peripheral is enabled in either AppStream 2.0 or Amazon WorkSpaces Secure Browser, you will need to enable them from your web browser. See [Enabling permissions in the web browser](#).

Enabling permissions in the web browser

1. A pop-up window will appear asking for Microphone and Webcam permissions. If you do not see the pop-up, you can select the icon next to the address bar.



2. Select Allow in the pop up window.
3. Select the **Settings** icon on the browser search bar and make sure **Microphone** and **Webcam** are enabled.



Note

You may need to repeat the above step every time you want to use your webcam and microphone in a website.

Changing the Sound settings on the WorkSpaces Thin Client

WorkSpaces Thin Client has a couple of sound settings that you can configure including volume and microphone muting.

Setting the volume level from your virtual desktop

After you set up your peripheral, you can control your volume settings through the VDI toolbar or on the device. For more information, see [Changing the Sound settings on the WorkSpaces Thin Client](#).

For more information on your VDI toolbar, refer to the following:

- For Amazon WorkSpaces Secure Browser see [WorkSpaces Secure Browser Access](#)

- For AppStream 2.0 see [Web Browser Access](#)
- For Amazon WorkSpaces Web see [Use the toolbar](#)

After you set the volume it stays at that level, even if you restart your Amazon WorkSpaces Thin Client.

Changing the default volume of the WorkSpaces Thin Client

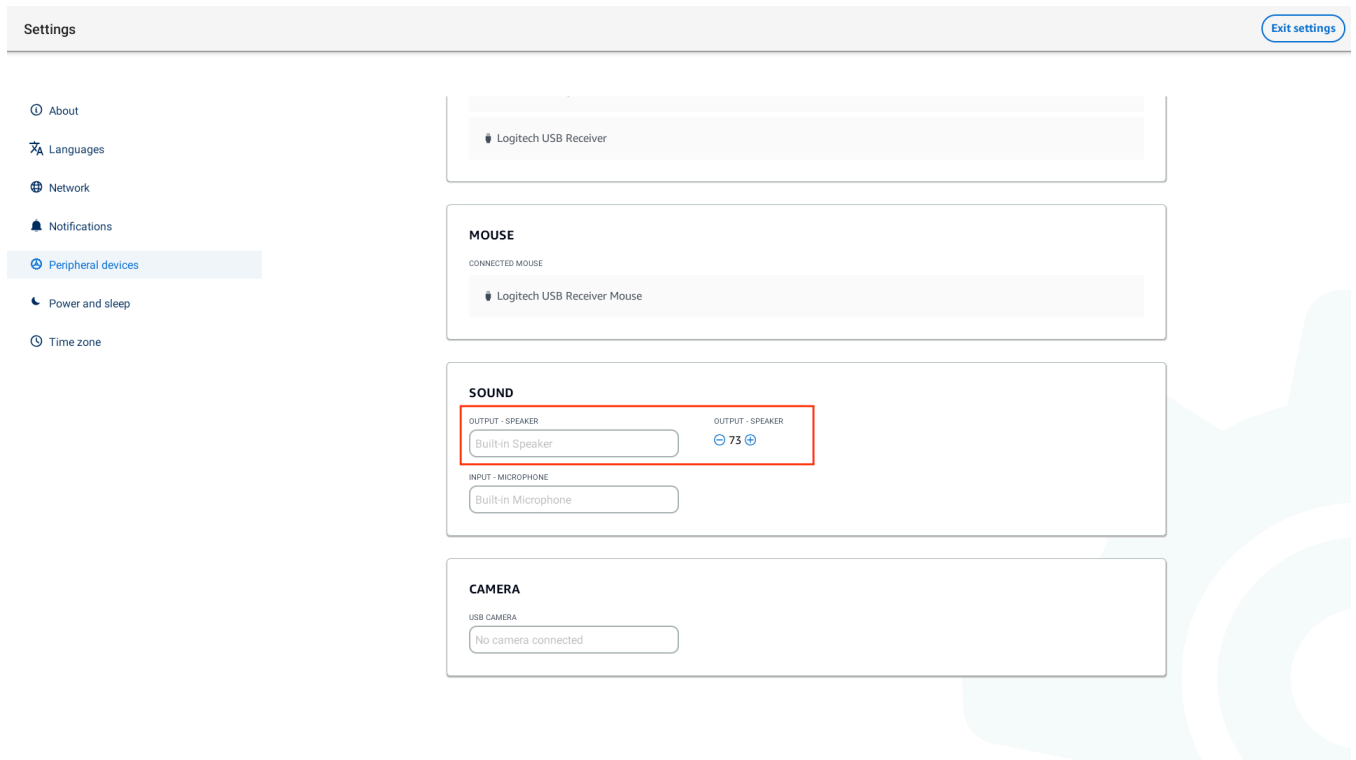
Your WorkSpaces Thin Client device has two default volume settings depending on the peripheral.

- Default volume for the WorkSpaces Thin Client device is 73.
- Default volume for a connected headset is 40.

You can change these defaults.

Changing the default volume (Output) of the device speaker

1. Disconnect any headset from the device.
2. Change the volume by doing one of the following:
 - Go to **Settings, Peripheral Devices, Sound**, and change the **Output-Speaker** by using the + and – icons.

**Note**

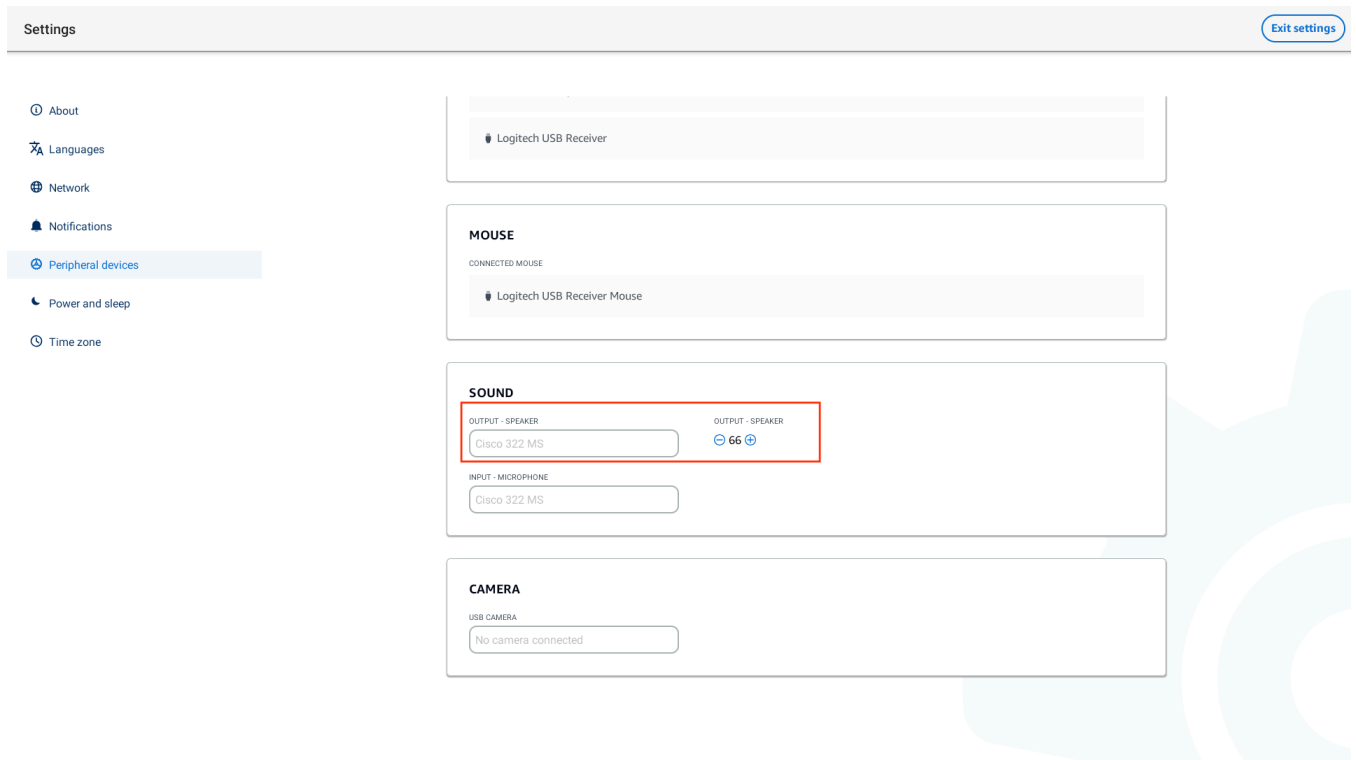
Your built-in speaker volume stays the same even if you restart the device or change the volume of the headset.

- Press the + and – volume buttons on the top of the device to raise or lower the volume.



Changing the default volume (Output) of the headset

1. Connect a headset to the device.
2. Change the volume by doing the following:
 - Go to **Settings, Peripheral Devices, Sound**, and change the **Output-Speaker** by using the + and – icons.



- Press the + and – volume buttons on the top of the device to raise or lower the volume.

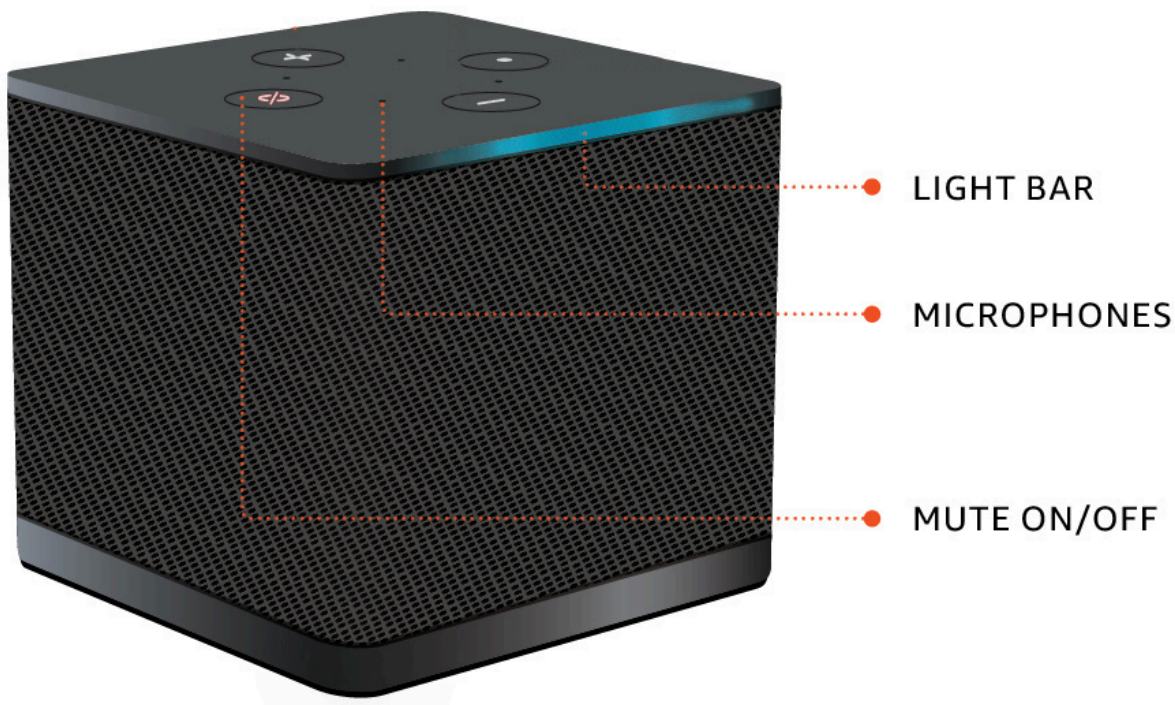


- If your headset has volume buttons attached to it, you can use them.

Using Mute on WorkSpaces Thin Client

You can use the Mute function by doing one of the following:

- If you want to mute all connected and built-in microphones on your WorkSpaces Thin Client, use the **Mute** button on the top of the device. The icon on the button will glow red when Mute is activated.



- If you want to mute just the device microphone, connect a headset with microphone to the device. The device microphone is automatically muted.

Rebooting the WorkSpaces Thin Client device

When you must reboot or restart your WorkSpaces Thin Client, you can do this in two ways.

Rebooting by using the toolbar

1. Select the circular arrow icon or select **Restart device** in the toolbar.



Restart device

2. Select **Yes** in the **Restart Device** window.

Rebooting manually

1. Unplug the power cable on the back of your WorkSpaces Thin Client.
2. Wait ten seconds and plug the power cable back into your WorkSpaces Thin Client.

Setting the sleep timer

Your WorkSpaces Thin Client has a Sleep setting that turns off its display if it remains inactive for a specified period of time. The default for this Sleep setting is 15 minutes of inactivity. Any movement of the mouse or pressing of any key on the keyboard will reset the sleep timer.

You can change the Sleep timer setting by doing the following:

1. Go to **Settings**.
2. Select **Power and Sleep**.
3. Select a value from the drop-down menu. You can change it to one of the following:
 - 5 minutes
 - 15 minutes
 - 30 minutes
 - 45 minutes
 - 1 hour
 - 2 hours
 - Never

- About
- Languages
- Network
- Notifications
- Peripheral devices
- Power and sleep**
- Time zone

POWER AND SLEEP

TURN OFF THE DISPLAY AFTER

2 hours

5 minutes

15 minutes

30 minutes

45 minutes

1 hour

2 hours

Never




WorkSpaces Thin Client specifications

Topics

- [WorkSpaces Thin Client device specifications](#)
- [USB hub specifications](#)
- [Supported peripherals](#)

WorkSpaces Thin Client device specifications

Size	3.38" x 3.38" x 2.99" (86 mm x 86 mm x 77 mm)
Weight	513 g (1.13 lbs)
Processor	Octa-core 4x 2.2 GHz 4x 2.0GHz
GPU	800 MHz
Storage	16 GB internal
Memory	2 GB internal
Wi-Fi	Wi-Fi 6E Tri-band. Also supports 802.11a/b/g/n/ac/ax Wi-Fi networks. For Wi-Fi 6E support, WorkSpaces Thin Client must be connected to the 6 GHz band of a Wi-Fi 6E network by using WPA3 encryption.
Ethernet	Supported
Ports	HDMI 2.1 Output, Power, USB-A 2.0, Ethernet port 10/100 Mbps
	<div><p> Note</p><p>The HDMI 2.1 Input port and IR Extender port are not supported.</p></div>
Output display resolution	1080p

Data connection requirements	High-speed internet connection through Wi-Fi or built-in Ethernet port and a power outlet. High-speed HDMI cable rated at 18 Gbps or higher. Wi-Fi 6E router required for Wi-Fi 6E support.
-------------------------------------	---

USB hub specifications

Display Port	1 x HDMI port (support up to 4K @ 30 Hz, mirror or extended display)
USB Port	4 x USB 3.0 ports
Power	1 x DC jack (support 5 V @ 3 A, O.D. 3.5 mm x I.D. 1.35 mm barrel connector)
Support OS	Android

Supported peripherals

You can use WorkSpaces Thin Client with different peripherals. Refer to the following to see if a specific peripheral is compatible with your WorkSpaces Thin Client.

Keyboard

The layouts for all keyboards supported by WorkSpaces Thin Client are listed in [Keyboard Layouts](#).

- Amazon Basics Low-Profile Wired USB Keyboard with US Layout
- Hyundai HY-MA75 wired USB interface mouse and keyboard set, US Layout
- Dell Keyboard-KB212, US Layout
- Dell Keyboard-KB216, US Layout
- Logitech MK120 Wired Keyboard and Mouse Combo, US Layout
- Logitech K120 Wired Keyboard, US Layout
- Logitech K120 Keyboard, French Layout
- Logitech K120 Keyboard, Spanish Layout
- Logitech K120 Keyboard, UK Layout
- Logitech K280e Pro Wired Business Keyboard, QWERTZ German Layout

- Logitech K580 Wireless Keyboard, US Layout
- Logitech MK320 Wireless Keyboard and Mouse Combo, US Layout
- Logitech MK330 Wireless Keyboard and Mouse Combo, QWERTY Italian Layout
- Logitech MK270 Wireless Keyboard and Mouse Combo, US Layout
- Logitech MK270 Wireless Keyboard and Mouse Combo for Windows, QWERTZ German Layout
- Logitech Signature K650 Wireless Keyboard, US Layout
- HP Black KU-1156, US Layout
- HP CS10 Wireless Keyboard Mouse Combo, US Layout

Mouse

- Logitech B120 Wired Mouse
- Logitech B100 Wired Mouse
- Logitech M90 Wired Mouse
- HP 200 Wireless Optical Mouse

Monitor

- Acer LCD Monitor KA2 series/KA272
- Lenovo ThinkVision 27 inch Monitor - P27h-20


Webcam

- Logitech C270 HD Webcam
- AUSDOM Autofocus 1080P Webcam with Privacy Cover
- eMeet C950 1080P Webcam
- Cisco Desk Camera CD-DSKCAM-C-US

Headset

- Jabra Evolve 20 UC Wired Headset
- Jabra Evolve 30 Wired Headset
- Logitech H390 Wired Headset

- Sennheiser EPOS Impact 60 Wired Headset
- Cisco Headset 322 HS-W-322-C-USB
- Cisco Headset 532 CP-HS-W-532-USBA
- Cisco Wireless Headset 562 with Standard Base CP-HS-WL-562-M-US

 **Note**

For all headsets, only the volume buttons are supported. Any additional media buttons are not supported.

USB hub

- Zhenyou EVT hub (USB-A) - ZYHB03

Supports keyboard, mouse, webcam, headset, and dual screen extension.

- Anker 4-Port USB 3.0 Hub

Supports keyboard, mouse, and either a webcam or headset.

- Sabrent 4-Port USB Hub

Supports keyboard and mouse only.

Troubleshooting

Topics

- [Troubleshooting your WorkSpaces Thin Client device](#)
- [Known issues for the WorkSpaces Thin Client](#)
- [Troubleshooting the virtual desktop interface](#)

Troubleshooting your WorkSpaces Thin Client device

If you are having issues with your WorkSpaces Thin Client device, check the following procedures for help.

Peripherals are not recognized

If your WorkSpaces Thin Client device is not recognizing the peripherals that you are using, first, verify that they are compatible with WorkSpaces Thin Client. See [Supported devices](#) for a list of compatible peripheral devices.

If your peripheral device is compatible with WorkSpaces Thin Client and is still not recognized by the device, do the following:

1. Turn off the WorkSpaces Thin Client device.
2. Disconnect the peripheral device.
3. Reconnect the peripheral device.
4. Check that the USB hub is connected to a power supply with the included hub power adapter.
5. Check that the USB hub is plugged into the WorkSpaces Thin Client device.
6. Turn on your WorkSpaces Thin Client device.
7. Select the **Settings** gear icon on the toolbar, navigate to **Peripheral devices**, and verify the peripheral names.

Unable to access WorkSpaces Thin Client workspace

If your WorkSpaces Thin Client device cannot access your virtual Workspace, do the following:

1. Go to the network settings on your device.
2. Check that the device is connected to your Wi-Fi network.
3. Refer to the network troubleshooting section of your virtual service interface:
 - For WorkSpaces, go to [Troubleshoot WorkSpaces issues](#)
 - For WorkSpaces Secure Browser, go to [Troubleshooting](#)
 - For AppStream 2.0, go to [Troubleshooting](#)

Volume on headset is very low or not audible

If you are experiencing volume issues with your headset, do the following:

1. Select the toolbar located on the right side of the screen. Go to **Settings** → **Peripheral devices**.
2. Scroll down to the Audio section and adjust the output volume.

Note

After a system restart, WorkSpaces Thin Client resets the volume level for connected USB headsets.

Audio crackles or has disturbances during audio-video conference calls

If you're experiencing audio issues with your WorkSpaces Thin Client, try one of the following procedures:

Check your WorkSpaces Thin Client device

1. Check that the audio USB headset is connected to the USB hub and that the USB hub is turned ON.
2. Check for supported peripheral devices to ensure that your device is supported.

If you are on the login screen of a VDI session

1. Select **Settings** at the top right of the screen.
2. Locate the device ID.

3. Run a diagnostic check and ensure that the device and advanced logging are both enabled.

If you are currently in a VDI session

1. Go to the toolbar on the right side of the screen.
2. Select **Settings** → **Peripheral Devices** → **Audio**.
3. Check that your USB headset is listed and that the volume is set to your desired level.
4. Check that the device is connected to Wi-Fi or Ethernet and that there is no issue with the connection to WorkSpaces.

If you are not currently in a VDI session

1. On the WorkSpaces login page, select **Settings** at the top right of the screen.
2. Locate the device ID.
3. Check that diagnostics and advanced logging are enabled.

Known issues for the WorkSpaces Thin Client

The WorkSpaces Thin Client has the following known issues.

If you select any link on the VDI login screen, you must return to the login screen.

Workaround: Select the Lock/Unlock button. This returns you to the VDI login, and a second monitor will mirror the primary monitor.

Using keyboard shortcuts may cause unexpected behavior.

Workaround: There is no workaround for this issue.

Some peripherals may not be recognized when the device is running.

Workaround: Unplug the device and then plug it back in or reboot the device.

You cannot view the IP address of the Ethernet network from settings.

Workaround: There is no workaround for this issue.

Some menu options in the VDI toolbar are displayed but not working.

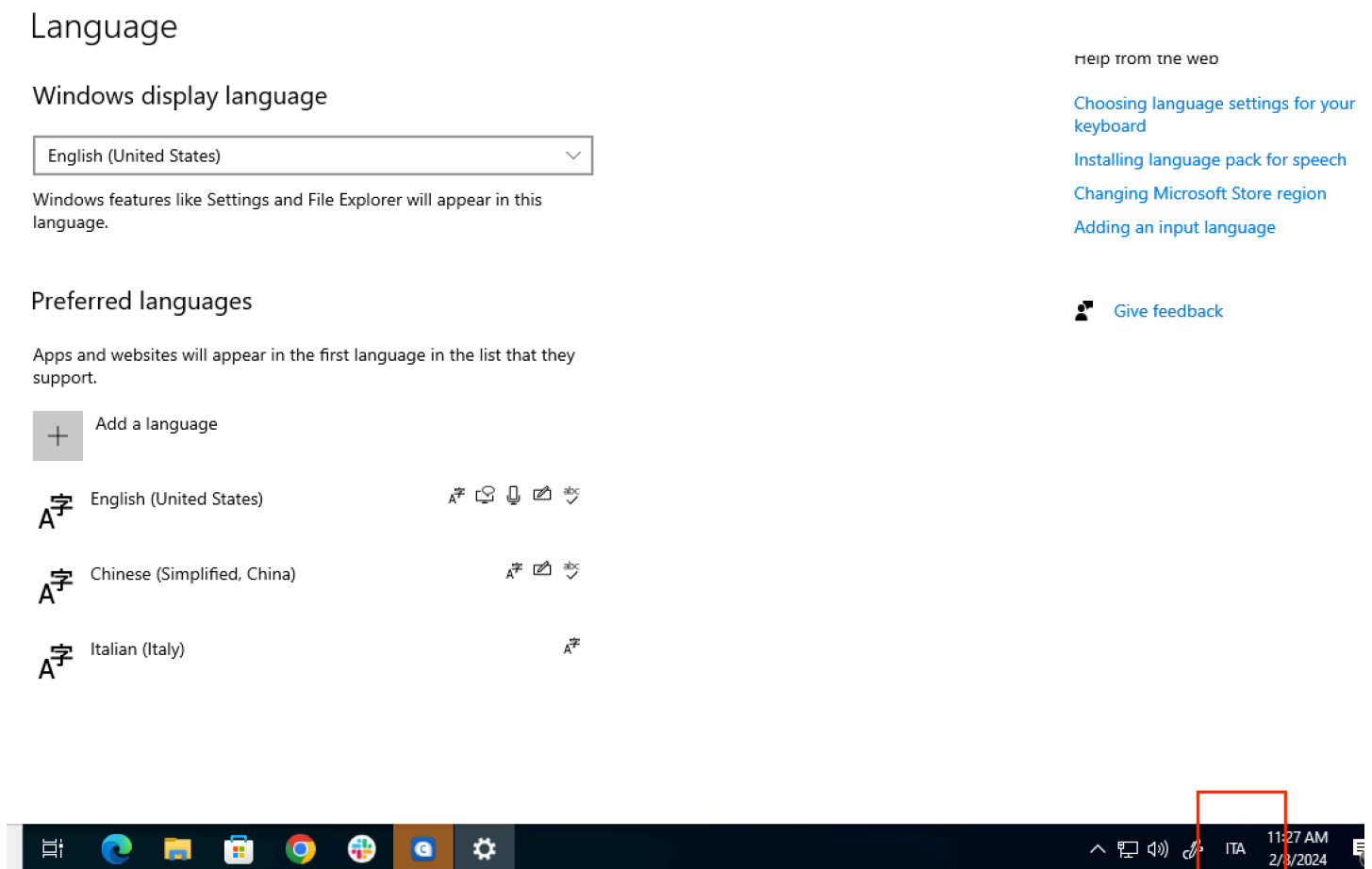
Workaround: These features are not enabled in this release.

You cannot find a [supported keyboard layout](#) in the OOBE or settings.

Workaround: Check that you are using software set 2.2.0 or higher. Check for the most current software set in [WorkSpaces Thin Client software releases](#). You can also use an Ethernet connection if you cannot enter your Wi-Fi password without keyboard layout support.

You can select a supported keyboard layout in device settings, but you cannot enter the specific keys within the virtual session.

Workaround: Check that the input method within the session is set to the corresponding language. For example, if you want to use an Italian layout keyboard, set the input method to Italian within the session. See the following figure.



Toolbar does not expand or collapse when you select it for the first time.

Workaround: Make sure the mouse pointer is on the primary monitor and try expanding or collapsing the toolbar again. To expand the toolbar, select the dark area over the collapsed toolbar. To collapse the toolbar, select any area on the primary monitor.

On waking up from sleep, WorkSpaces Thin Client device shows the keyboard and mouse setup screen for a few seconds before launching the session.

Workaround: The keyboard and mouse setup screen should automatically go away. If the screen remains after a few seconds, unplug the device and then plug it back in or [reboot the device](#).

On the restart of a WorkSpaces Thin Client device, end users will see repeated Getting Ready and Checking for updates transition screens before launching the session.

Workaround: None

Updates for the WorkSpaces Thin Client device are not taking effect.

Workaround: Restart the device after every system update.

The webcam is not enabled in WorkSpaces and its icon in the top toolbar remains gray.

Workaround:

1. Confirm your webcam is properly connected to your WorkSpaces Thin Client device.
2. Wait 30 seconds after your WorkSpaces session starts.
3. Check to see if your webcam is automatically enabled.
4. If it is still not enabled, restart your WorkSpaces Thin Client device and check again..

Troubleshooting the virtual desktop interface

For information on resolving issues with your virtual desktop interface, refer to your VDI provider's documentation.

- For WorkSpaces, go to [Troubleshoot WorkSpaces issues](#).
- For WorkSpaces Secure Browser, go to [Troubleshooting](#).
- For AppStream 2.0, go to [Troubleshooting](#).

Document history for the WorkSpaces Thin Client User Guide

The following table describes the documentation releases for the WorkSpaces Thin Client User Guide.

Change	Description	Date
<ul style="list-style-type: none"> Using your WorkSpaces Thin Client device 	<ul style="list-style-type: none"> Device settings show up in a collapsed toolbar allowing better utilization of the visible screen End users can now configure the duration to wait before the device sleeps on inactivity Volume levels set by end users now persists across device restarts 	April 5, 2024
<ul style="list-style-type: none"> Keyboard layouts Supported peripherals 	<ul style="list-style-type: none"> Added keyboard layout section Added European supported keyboards and updated supported monitors 	February 12, 2024
Initial release	Initial release	November 26, 2023