



infinity

INFINITY SERVER QUICKSTART GUIDE

Manual Handling - Safety Warning

Servers can be very heavy and precautions should be taken to ensure correct manual handling. If the server is too heavy to safely lift you can remove the hard drives to make it easier and re-install the drives once installed on the rack. It is recommended to use two people - one person to hold the server, and one person to align the rails.

Hardware Quick Start Guide

Important Information About Your New Server

Thank you for purchasing a server from Infinity. Our systems are specifically designed for IP surveillance and electronic security, combining enterprise-grade hardware with outstanding reliability. We're confident you'll be satisfied with your new machine, but if you encounter any issues, our support team is always available to help.

This guide provides key information to help you get started.

Windows Administrator Password

For Windows Operating Systems (Windows 7 / Windows 10 / Windows 11):

By default, Infinity does not configure user accounts or passwords on client operating systems.

- If you're connecting the machine to a domain, your domain policies will manage user access.
- If not, we strongly recommend creating a secure administrator account to prevent unauthorised access.

For Windows Server Operating Systems (Server 2016 / Server 2019):

By default, the Administrator account password is set to:

~~PassworD!~~

(Capital P, lowercase 'assw~~or~~' Capital D.)

We strongly recommend changing this password during commissioning for improved security.

Windows Updates

Keeping your operating system up to date is essential—especially if the system is internet-connected.

- By default, Windows Updates are enabled.
- If you do not want the machine to reboot automatically during updates, you can either disable them or set a preferred update schedule.

If you disable automatic updates, we advise running them manually as part of your routine maintenance.

Remote Support Access

To ensure fast and effective technical support, all Infinity machines come pre-installed with Any Desk remote access software.

- This enables our support engineers to access your system remotely if needed.
- Access is protected by the Windows user account and password you set.

If preferred, Any Desk can be disabled or uninstalled at any time.

Health Check

Real-Time Server Monitoring

All Infinity systems can come pre-installed with health check monitoring software allowing you, if you choose, to monitor your Infinity product in real-time.

Monitoring software enables real-time monitoring of server performance, sending alerts for:

- Abnormal hardware usage
- Temperature issues
- Component failures

Support Contact Details

Email: support@infinity-electronics.com

After Sales Support

If you require assistance after your purchase:
<https://www.infinity-electronics.com/support/faq/>

<https://www.infinity-electronics.com/support/tickets/>

You'll find a wide range of helpful documents, including:

- Server Installation Guides
- Maintenance Procedures
- Troubleshooting Resources
- Full Support Procedures