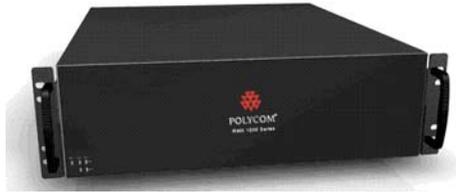




RMX 1000 V1.1 Getting Started Guide



General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the Polycom RMX 1000 unit clean and free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the RMX 1000, ensuring that it is near a grounded power outlet.
- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them. Always make sure the rack is stable before extending a component from the rack.
- In a single rack installation, attach stabilizers to the rack. In multiple rack installations, the racks should be coupled together.
- Use a regulating uninterruptible power supply (UPS) to protect the RMX 1000 from power surges and voltage spikes, and to keep it operating in case of a power failure.
- Allow the power supply units to cool before touching them.
- Always keep the rack's trays and board's closed when not servicing, to maintain proper cooling.

Hardware Specification

Parameter	Description
<i>Form Factor</i>	3U 19" rack mount
<i>Height</i>	5.20" (132 mm)
<i>Width</i>	16.93" (430 mm)
<i>Depth</i>	19.92" (506 mm)
<i>Gross Weight</i>	48.4 lbs (22 kg)
<i>Power Supply</i>	Thermal controlled 650W ATX AC power supply w/PFC
<i>AC Voltage</i>	100 - 240 VAC, 50-60 Hz, 5-9 Amps

Unpacking and Installing the RMX 1000

- 1 Put the RMX 1000 product on a stable surface at the installation site.
- 2 Carefully take the RMX 1000 device out of the package. You can install the device in the rack or position it on an even surface.
 - Mount the RMX 1000 in the rack: Install the brackets supplied by the rack manufacturer on each side of the rack on which the RMX 1000 is placed. Secure the system by fastening four screws to the rack on the front panel.
 - Put the RMX 1000 on a safe, even, and clean surface.
- 3 Connect cables on the back panel of the RMX 1000:
 - Power Cable: Firmly insert the plug into the power socket to prevent poor contact.
 - LAN Cable: Connect to the LAN1 port of the RMX 1000.

Configuration Preparations

Obtaining Network Information

Before the first time configuration, obtain the following information from the network administrator. This helps you to configure the RMX 1000 in your local network:

- The IP address, subnet mask, and default gateway IP address of the RMX 1000 LAN port
- (Optional) Gatekeeper address, and the H.323 prefix and E.164 number to be assigned to the RMX 1000

Obtaining Product Activation Key

Before using the RMX 1000, you need to register and activate the device. Follow the procedure below to obtain the product activation key. When you power on and log in to the RMX 1000 for the first time, the system displays the *Product Activation* dialog box, requesting you to enter a Product Activation Key.

- 1** Enter **<http://portal.polycom.com>** in the address bar of the browser to access the login page of the Polycom resource center.
- 2** In the login box, enter your Email address and password, and then click **Sign In**. If you are a new user, click the **Register for an Account** link for registration.
- 3** Click **Service & Support** in the upper navigation bar on the interface. On the *Service & Support* page, click **Product Activation** in the left navigation bar.

Service & Support

Overview
Professional Services
Support Services
White Papers
Service Descriptions
Services Sales Tools
Product Support
Product Registration
Product Activation
Knowledge Base

Global Services



Polycom's Global Services are designed to meet the evolving collaborative communications requirements and business application needs. Polycom global Services delivers innovative solutions that cover planning, design, implementation support and Management spectrum

Support



With tens of thousands of applications worldwide, Polycom knowledge, information maximize your

» Product Support

- 4 Enter the *Activate Your Product* page. Enter the **License Number** and **Serial Number** of the product in the *Single License Number* pane, and then click the **Generate** button. You can find the license number and serial number of the product from the document provided with the RMX 1000. Record the activation key displayed in the *Key Code* field.

Single License Number

Please enter the License Number and Serial Number of your product to generate a Key Code. To retrieve a previously enabled Key Code, please enter the product's serial number and leave License Number blank.

License Number:

Serial Number:

Key Code:

First Time Configuration

Connecting PC to RMX 1000

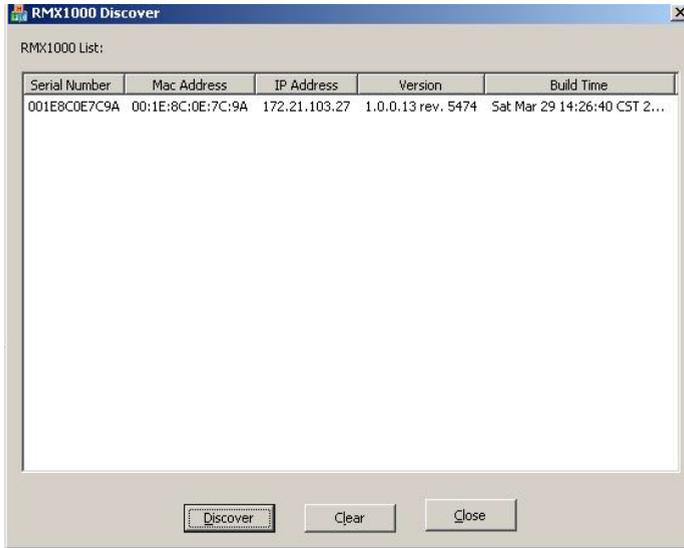
- 1 Connect your PC to the LAN1 port (the LAN1 port is enabled by default) of the RMX 1000 with a cross-over network cable, or connect your PC and RMX 1000 to the same switch in the LAN. Turn on the power switch at the RMX 1000.
- 2 Configure the IP address for your PC, which is in the same network segment as the IP address of the RMX 1000.

The default IP address of the RMX 1000 before delivery is:

- IP address of the LAN1 port - **192.168.1.254**
- Subnet mask - **255.255.255.0**
- Default gateway IP address - **192.168.1.1**

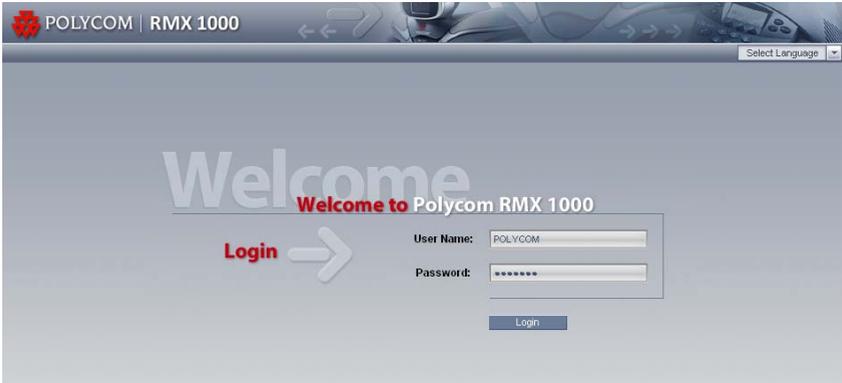
You can also view the current address information of the product using the RMX 1000 Discover tool provided with the device.

- a. Run the RMX 1000Discover.exe file in the CD provided with the product.
- b. Click the Discover button to display the current address information of the device.

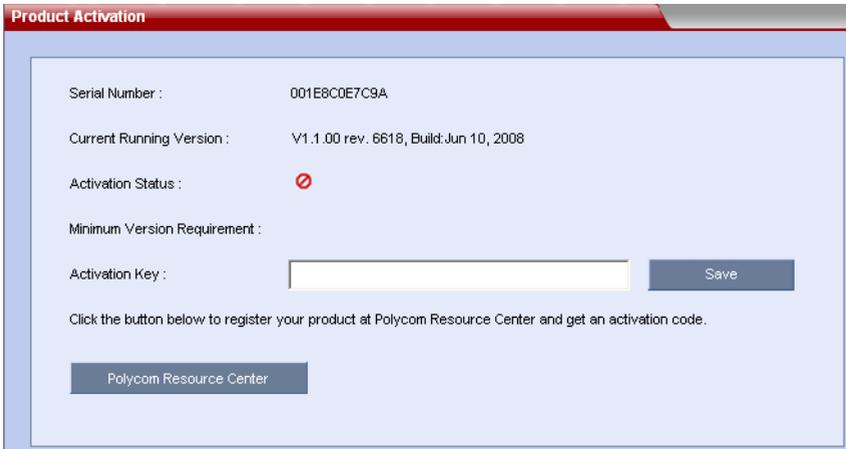


Logging in to Web UI

- 1 Run the Web browser on the PC. Enter **http://<RMX 1000 IP address>** in the address bar, and then press **Enter**.
- 2 (Optional) Select a language for the Web interface from the drop-down menu. If the browser or OS of your PC does not support the selected language, the content is displayed in English.
- 3 On the *Welcome* interface, enter the default **User Name** (POLYCOM) and **Password** (POLYCOM). Click the **Login** button to enter the *Web configuration* interface.



- 4 The *Product Activation* dialog box is displayed. Fill in the activation key obtained in *Obtaining Product Activation Key* in the *Activation Key* box, and then click the **Save** button. Click the **Close** button.

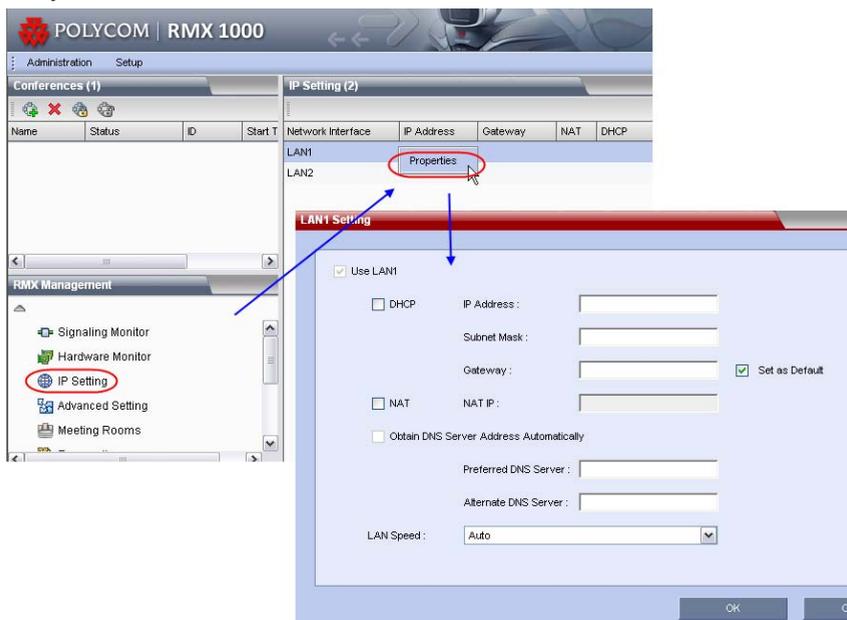


If you do not have an *Activation Key*, click the “Polycom Resource Center” button to access the *Service & Support* page of the Polycom website. For more information, see *Obtaining Product Activation Key*.

Modifying the Default IP Address

After accessing the RMX 1000 Web configuration interface, you can modify the default IP address for the device based on the settings of your local network.

- 1 Click the **IP Setting** configuration item in the *RMX Management* pane.
- 2 In the *IP Setting* configuration pane, right-click, and select **LAN1 -> Properties**.
- 3 In the *LAN1 Settings* dialog box, set the IP address obtained from the network administrator, and configure the device for use on your local network.



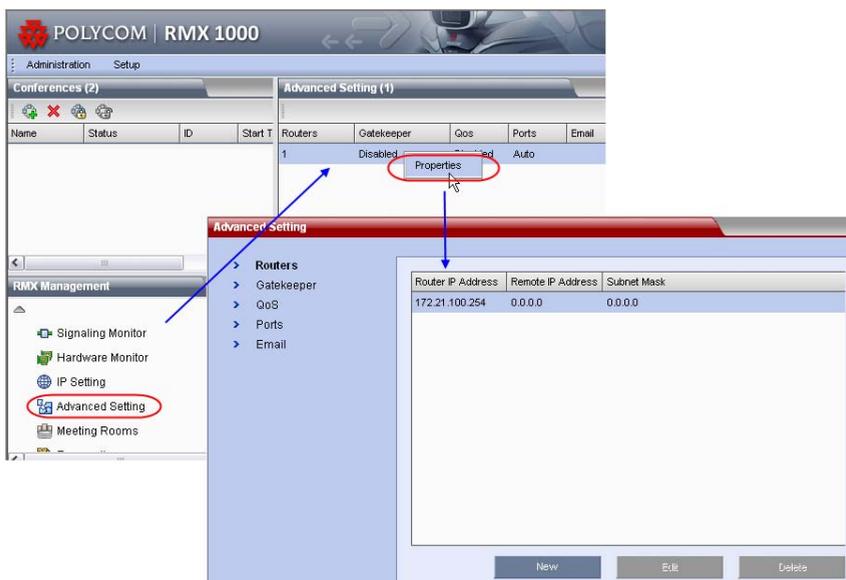
Parameter	Description
<i>Use LAN1</i>	Enables/disables the network port
<i>DHCP</i>	<p>If the user network is configured with a Dynamic Host Configuration Protocol (DHCP) server, select this option to automatically obtain the IP address.</p> <p>Deselect this option to use a static IP address, in which case you need to configure the next three options.</p>
<i>IP Address</i>	Set the IP address for this network port
<i>Subnet Mask</i>	Set the subnet mask for this network port
<i>Gateway</i>	Set the gateway address for this network port. If the Set as Default option is selected, the device packet will be forwarded through this gateway by default when there is no matched static route. In this case, a default route is displayed in the list of the <i>Advanced Setting -> Router</i> page.
<i>NAT</i>	The Network Address Translation (NAT) function enables you to translate a private network IP address into a public network IP address before transmission. To enable NAT, select this box and then type the public network IP address to be displayed to the outside.
<i>Obtain DNS server address automatically</i>	Used in combination with the DHCP option. When the <i>DHCP</i> check box is selected, this option allows you to obtain the DNS server address automatically from a DHCP server in the network.
<i>Preferred/Alternate DNS Server</i>	If you did not select the option for automatic DNS address discovery, you must enter the preferred/alternate DNS server addresses here for the device to resolve domain names.
<i>LAN Speed</i>	Sets the speed/duplex modes for LAN ports.

Parameter	Description
	<p>Supported speed/duplex modes include 10/100M, Full Duplex or Half Duplex, and the 1000M Network mode. You can also select Auto to use Auto-Negotiation with the switch port.</p> <p>Note: Contact the network administrator before setting LAN Speed, to ensure that the switch configuration is matched with the MCU port.</p>

Advanced Setting (Optional)

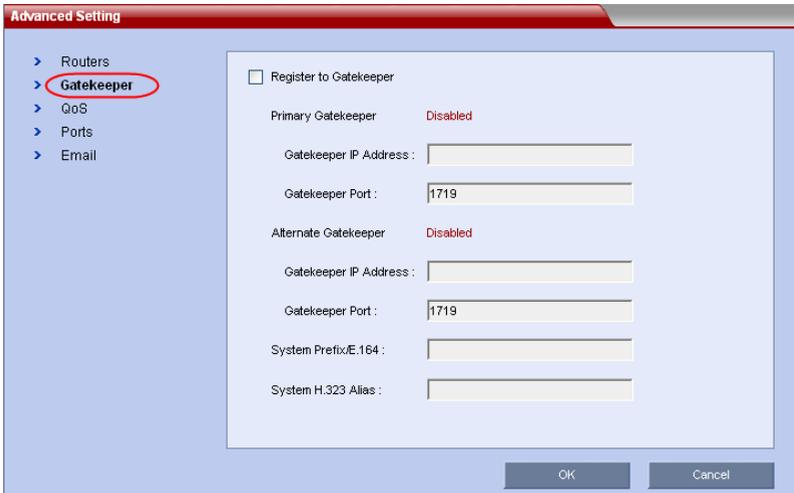
If necessary, you can configure other network parameters according to the following procedure:

- 1 Click the **Advanced Setting** configuration item in the *RMX Management* pane.
- 2 In the *Advanced Setting* configuration pane, double-click the list item or right-click and then select **Properties**.
- 3 Based on the network requirement, set the routing information in the following dialog box.



Parameter	Description
<i>Router IP Address</i>	Set the IP address for the sending router of packet transmission.
<i>Remote IP Address</i>	Set the target network address for packet transmission
<i>Subnet Mask</i>	Set the subnet mask for the target network

- 4 Click the **Gatekeeper** tab and set the required gatekeeper information.



Parameter	Description
<i>Register to Gatekeeper</i>	Set whether or not to register with the gatekeeper. You must check this option to set the following parameters.
<i>Primary (Alternate) Gatekeeper</i>	Indicates whether or not the device is registered with the primary (or alternate) gatekeeper.
<i>Gatekeeper IP address</i>	Set the IP address for the primary (or alternate) gatekeeper.
<i>Gatekeeper Port</i>	The port number for the primary (or alternate) gatekeeper.
<i>System Prefix/E164.</i>	Set the E.164 number for the system.
<i>System H.323 Alias</i>	Set the H.323 alias for the system.

5 Click the **OK** button to complete the configuration.

The system is now ready for use, for additional configuration please refer to the *RMX 1000 User Guide*.

RMX 1000 V1.1.1 Release Notes

What's New in the 1.1.1 Release?

Additional skins without background image

RMX 1000 software version 1.1.1 provides additional skins without background image for conference profile.

As shown in below figure, in version 1.1.1 Web configuration page (Conference Profile>New Profile>Skins), except the skins with default background images, the user can also choose two additional skins without background images for conference if required. In version 1.1.1, the user can not switch the skin during an ongoing conference.



CMA Desktop Interoperability

RMX 1000 software version 1.1.1 supports interoperating with Polycom CMA desktop, a software-based video client for communicating over video and sharing content.

Corrected Issues (Compare with V1.1)

Jira#	Subject	Summary
MCS-496	SE 200 Interoperability	After rebooting the RMX 1000, SE 200 can't log in to RMX1000 until the user log in to RMX1000 with Web UI.
MCS-503	SE 200 Interoperability	Predefine dial-in participants from SE 200 is now supported. When defining a dial-in participant in the SE 200, the option of "Only participant in the above list can dial in" will be checked and the predefine participant will be shown on the list.
MCS-509	RMX 2000 Cascade Interoperability	H.239 cascade between RMX 1000 and RMX 2000 doesn't work with AES Encryption.
MCS-513	DTMF Suppression Improvements	When pressing the DTMF keys in one site, the other sites can hear the keypad tone.
MCS-514	DTMF/Switching Improvements	When the endpoint in a site makes a DTMF keypad tone, it will be regarded as a speaker and switched to the main video window.
MCS-515	Audio Improvements	When there are audios from 5 sites mixed in the audio queue, it need 4 seconds for next site audio adding in the queue.
MCS-542	Audio Improvements	When increasing the Listen Volume of one endpoint in an ongoing confer-

Jira#	Subject	Summary
		ence via Web UI, after you disconnect the endpoint and redial in it, the listen volume of the endpoint is still increased as before although the Web UI shows the value of default volume.
MCS-516	Video Improvements	When starting a conference with AES encryption, the PCM may display error or appear some video artifacts.
MCS-517	Video Improvements	The video sent from the CIF endpoint displays split image in 1+5 video layout windows in SIF endpoint's site.
MCS-518	Video Improvements	When there are two 720p endpoints and one CIF/4CIF endpoint in an ongoing conference, the CIF/4CIF endpoint will appear some video artifacts after the first 720p endpoint left the meeting.
MCS-483	Meeting Room	If creating a meeting room with 2 endpoints configured in the participants list, when you active the meeting room after rebooting the MCU, the configured endpoints were removed.
MCS-522	Meeting Room	When an endpoint configured in the meeting room participant list activates the meeting room, it will be invited twice.
MCS-470	Localization	Japanese characters in white on some PCM screens, such as title of the screen, help messages, which are overlaid on the actual video image, are almost invisible.
MCS-482	HDX Interoperability	If creating a meeting room with duration of 2 minutes and 2 HDX endpoints collected, and then call the meeting room with another endpoint,

Jira#	Subject	Summary
		when the instance of the meeting room ends, MCU sometimes occurs restarting.
MCS-519	Logs	Sometimes RMX 1000 creates a new log file, the log system will overwrite the latest log files.
MCS-520	SMTP Improvements	Version 1.1.1 improves the SMTP compatibility for identifying mailbox address.
MCS-521	LifeSize Interoperability	RMX 1000 only negotiates H.263 content with LifeSize.
MCS-444	LifeSize Interoperability	RMX does not recognize DTMF tones from the LifeSize room system.

RMX 1000 Policies and Limitations

Subject	Description
Cascading with MGC	The Conference rate of RMX 1000 conference should be equal or larger than the conference rate of the MGC.
Cascading with RMX 2000	Only H.263 content is supported When the RMX 1000 is cascading with RMX 2000. So the user should define the Content option in Profile settings page of the RMX 1000 as “Up to H.263 Content” when cascading to the RMX 2000.
Personal Conference Manager	<p>PCM is not supported in HD VSW profile and in H.264 720p Profile.</p> <p>In order to dial to those conferences user must dial in one of the following options:</p> <ul style="list-style-type: none"> ▪ Lobby access (Conference Access by ID) ▪ IP ## NID ##password ▪ [Prefix][NID]##password
H.264 Content	When choosing a profile with H.264 content. If an endpoint supporting H.264 is sending the content, all the other endpoints in the calls that support H.264 content will receive the content correctly. Endpoints that do not support H.264 content will not receive content. In order for a non-supported H.264 Content to receive the content, the endpoint that sends the content must stop sending the content and restart it again. After that all the endpoints will receive the content in the Highest common content resolution.
Email Notification	SMTP is supported for Email notification.
720P conference	720p is supported for a conference with a rate

Subject	Description
	of 1M and above.
4CIF conference	4CIF is supported for a conference with a rate of 384 and above.
AES conference	<p>1, It is not possible to access an AES conference via the lobby. In order to dial to this conference it will be required to dial directly to the target conference.</p> <p>2, AES Profile cannot be set as default (As it's is not possible to access an AES conference from the lobby and default profile is used when creating an Ad Hoc conference via the lobby)</p>
Integration with SE 200	In order to work properly with the SE 200, RMX 1000 should first be manually added to SE 200 device list. After that the RMX 1000 can register to the SE 200.

Pending issues

Jira#	Subject	Description
MCS-468	CDR name	If you set the conference name with Chinese/Japanese/Korean, when you download the CDR file to windows system, the file name may be corrupted.
MCS-458	Integration with SONY	Sony PCS-G70 and G50 can not transmit or receive H.239 content when connecting to RMX 1000.
MCS-439	Integration with VSX8000	RMX does not support 2SIF with the VSX8000.
MCS-411	Integration with Aethra VegaStar Gold	Aethra VegaStar Gold is not supported.
MCS-408	Integration with TA 880 and 6000E	Tandberg 880 and 6000 E are not supported.
MCS-402	Integration with TA Edge95 MXP	1920k Videoswitched HD conference/HDX may receive ghosting and tiling video when Tandberg Edge95 MXP sends content.