



RMX 2000 Installation & Configuration Guide

General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the Polycom RMX 2000 unit clean and free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the RMX, 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 uninterruptable power supply (UPS) to protect the RMX 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.

Preparations

Obtain the following information from your network administrator:

- IP addresses, Subnet Mask and Default Gateway IP address (optional) for the RMX control unit and RMX Shelf Management
- IP addresses for the RMX Signaling Host and Media Boards
- Gatekeeper IP address
- SIP server IP address, if applicable

Unpacking and Installing the RMX

- 1 Place the RMX 2000 on a stable flat surface in the selected location.
- 2 Remove the RMX 2000 from its package. You can install it either in a rack or place it on a flat surface:
 - Install the RMX on a rack using one of two methods:
 - Install the brackets supplied by the rack manufacturer on each side of the rack on which the RMX is placed. Secure the system by fastening four screws to the rack on the front panel.
 - Install a shelf supplied by the rack manufacturer on top of which the RMX is placed. Secure the system by fastening four screws to the rack on the front panel.
 - Place the RMX 2000 on a secure, flat and clean surface.
- 3 Connect the following cables to the RMX rear panel:
 - Power cable - insert the connector firmly into the socket so that almost all of the narrow section of the connector is inserted.
 - LAN cable to the LAN2 port.

Product Registration and Activation Key Retrieval

Before starting the initial configuration process, register your RMX at the Polycom Resource Center website and download the product activation key file to the computer you will use for the configuration:

- 1 Using a Web browser, connect to www.polycom.com.
- 2 In the *Resource Center* section, click the **Register Your Product** link.
- 3 If required, select to open a **New User Account** or enter your **User ID** and **Password** and then click **Sign In**.
- 4 Follow the on-screen instructions to complete product registration. Write down the Product Activation Key number or copy it for later.

Initial RMX Configuration

The system is shipped with the following default IP addresses:

- Control unit IP address - 192.168.1.254
- Control unit subnet mask - 255.255.255.0
- Control unit default gateway - 192.168.1.1

When the RMX is installed for the first time, you must change the default IP addresses to your local network settings. This can be done by modifying the default settings in the USB key shipped with the unit and uploading them to the RMX.

- 1** Plug the USB key into a PC.
- 2** Use a text editor application to open the LAN.CFG file stored on the USB key.
- 3** In the LAN.CFG file, define the Management (Control Unit) IP address, subnet Mask and Default gateway parameters and the Shelf Management (switch) IP Address as allocated by the network administrator. Make sure that there are no extra spaces at the end of each line.
- 4** Save the LAN.CFG file.
- 5** Insert the USB key with the modified IP addresses in the USB port on the back panel.
- 6** Power the RMX on.
The parameters are uploaded from the USB key to the RMX. Power up is complete when the red HD active LED starts blinking.
- 7** Remove the USB key.

Connecting to the MCU

- 1** Start the *RMX Web Client* application on the workstation, by entering `http://<Control Unit IP Address>` as defined in the *USB key* in your browser's address line and pressing **Enter**.
- 2** Enter your *Login Name* and *Password*, and then click **OK**.
The default *Login Name* and *Password* are both POLYCOM.

The RMX Web Client is displayed and the Product Activation dialog box appears with the RMX serial number already filled in.

- 3** In the *Activation Key* box, enter the number that retrieved from the PRC website or paste it (if you copied it).
- 4** Click **OK**.
The *Fast Configuration Wizard* appears.

Configuring the IP Network Service

The default IP Network Service defines the properties of the IP network used for connecting IP endpoints to the MCU. The *Fast Configuration Wizard* automatically opens when the system detects that the default IP Network service was not defined.

- 1** In the *Fast Configuration Wizard - IP* dialog box, define the following parameters:

| Field | Description |
|----------------------------------|---|
| <i>IP Service Name</i> | Use the default name (Default IP Service) or enter a name using up to 20 characters. Note: This field is displayed in all dialog boxes. |
| <i>Signaling Host IP Address</i> | Enter the IP address of the Central Signaling host. This is the address used by endpoints for dialing in to the MCU. |
| <i>MPM 1 IP Address</i> | Enter the IP addresses of the Media Boards. The Signaling Host connects endpoints to the Media Processors via these addresses. |
| <i>MPM 2 IP Address</i> | |
| <i>Subnet Mask</i> | Enter the subnet mask of the MCU. Default value: 255.255.255.0. |

- 2** Click **Next**.
- 3** In the *Fast Configuration Wizard - Routes* dialog box, enter the IP address of the default router.

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- 4 Click **Next**.
- 5 In the *Fast Configuration Wizard - Environment* dialog box, select the *Network Type*: **H.323, SIP** or **H.323 & SIP**.
- 6 Click **Next**.
- 7 If you selected **SIP** go to **Step 11**.
- 8 In the *Fast Configuration Wizard - Gatekeeper* dialog box, enter the required information:

| Field | Description |
|---------------------------------|--|
| <i>Gatekeeper</i> | Select Specify to enable configuration of the gatekeeper IP address. When Off is selected, all gatekeeper options are disabled. |
| Primary Gatekeeper | |
| <i>IP Address or Name</i> | Enter either the gatekeeper's host name (if a DNS Server is used) or IP address. |
| <i>MCU Prefix in Gatekeeper</i> | Enter the string with which the MCU registers itself with the gatekeeper. The gatekeeper uses this string to identify the MCU when forwarding calls to it. H.323 endpoints use this number as the first part of their dial-in string when dialing the MCU. |
| Aliases | |
| <i>Alias</i> | The alias by which the RMX's Control Unit is identified within the network. Up to five aliases can be defined for each RMX. Note: When a gatekeeper is specified, at least one prefix or alias must be entered in the table. |

| Field | Description |
|-------------|---|
| <i>Type</i> | <p>Select the type that defines the format in which the card alias is sent to the gatekeeper.</p> <ul style="list-style-type: none"> • H.323 ID (alphanumeric ID) • E.164 (0-9, * #) • URL ID (URL style address) • Transport ID (IP address: port number) • Email ID (email address format) • Party Number (identical to the E.164 format) <p>Note: Although all alias types are supported (with H.323 and E.164 being the most common), the type to be used depends on your gatekeeper's capabilities.</p> |

9 Click **Next**.

10 If you selected **H.323** only go to **Step 13**.

11 In the *Fast Configuration Wizard - SIP* dialog box, enter the following information:

| Field | Description |
|------------------------------|---|
| <i>SIP Server</i> | Select Specify to enable SIP Server configuration. When Off is selected, all SIP options are disabled. |
| <i>SIP Server IP Address</i> | Enter either the IP address of the preferred SIP server or its host name (if a DNS server is used). |
| <i>Transport Type</i> | Select the protocol that is used for signaling between the MCU and the SIP Server or the endpoints according to the protocol supported by the SIP Server: UDP – Select this option to use UDP for signaling. TCP – Select this option to use TCP for signaling. |

12 Click **Next**.

13 In the *Fast Configuration Wizard - System Flags* dialog box, enter the following information

| Flag | Value | |
|--|---|--|
| <i>Conference ID Length (MCU)</i> | The number of digits of the Conference ID that will be assigned by the MCU. Range: 2-16 (Default: 5) | Note: Selecting 2 digits limits the number of simultaneous ongoing conferences to 99. |
| <i>Minimum Conference ID Length (User)</i> | The minimum number of digits that the user must enter when manually assigning a numeric ID to a conference. Range: 2-16 (Default: 4) | |
| <i>Maximum Conference ID Length (User)</i> | The maximum number of digits that the user can enter when manually assigning a Numeric ID to a conference. Range: 2-16 (Default: 8) | |
| <i>MCU Display Name</i> | The MCU name that appears at the endpoints. Default: <i>Polycom RMX 2000</i> | |
| <i>Terminate Conference when Chairperson Exits</i> | Yes/No (Default: Yes) | |
| <i>Auto Extend Conferences</i> | When selected (default) allows conferences running on the RMX to be automatically extended as long as there are participants connected. | |

14 Click the **Finish** button.

15 In the *Success Message* box, click **OK**.

16 Log out of the *RMX Web Client* and log in again with the new IP address.

Conferencing Entities

The RMX is shipped with one Entry Queues and four Meeting Rooms:

- Entry Queue **DefaultEQ** whose ID is **1000**, and it is used to access the default Meeting Rooms
- Four Meeting Rooms whose IDs are **1001, 1002, 1003** and **1004**.

The default Entry Queue and Meeting Rooms are set to line rate of 384 Kbps.

These conferencing entities can be used to start new conferences without any additional settings. However, if required, additional Entry Queues and Meeting Rooms can be created if required, for example, for conferencing at different line rates.

To start ongoing conferences and monitor their status see the *RMX 2000 Getting Started Guide*.

To define additional conferencing entities, see the *RMX 2000 Administrator's Guide*.

User Definition

The RMX is shipped with a default Administrator user called POLYCOM. Once you have defined other authorized administrator users, it is recommended to remove the default user to prevent unauthorized users from logging into the system.

For a detailed description of User definition, see the *RMX 2000 Administrator's Guide*.

