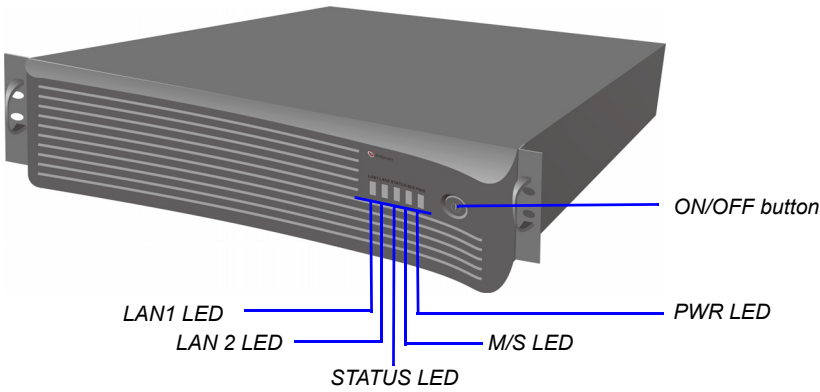


Installation Quick Start Guide for RealPresence Collaboration Server (RMX)1800

Basic Setup



Before installing the system and performing the basic setup, please read the *Important Safeguards* described in the *Polycom RealPresence Collaboration Server 1800 Hardware Guide*.
For detailed description of unpacking and rack mounting instructions, see the *Polycom RealPresence Collaboration Server 1800 Hardware Guide*.

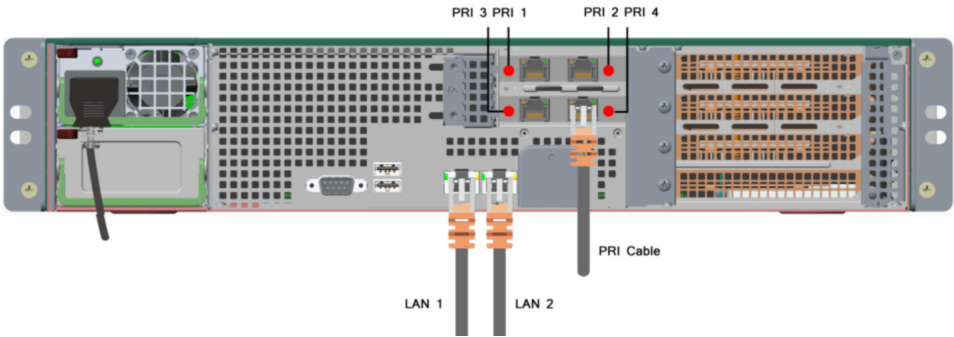


Button/LED	Description
ON/OFF button	Power the RealPresence Collaboration Server 1800 System on or off
LAN 1 LED	Off - No network connection Green - Network connected Flickering green - In use
LAN 2 LED	Off - No network connection Green - Network connected Flickering green - In use
STATUS LED	Red - System alarms Green - Endpoints are connected to a meeting Flickering green - No system alarms and no endpoints connected to the meeting Flickering blue - Diagnostic tests are running Blue - Diagnostic tests are completed. Remove the USB key (if applicable) and restart the system
M/S LED	Blue - System upgrade completed, waiting for reboot Flickering blue - System upgrading in progress Green - The system works normally, either in single mode, or as the master MCU in the hot backup mode Flickering green - The system works normally, as the slave MCU in the hot backup mode

Button/LED	Description
PWR LED	Green - Power normal Red - Power alarms

Connecting the Cables to the RealPresence Collaboration Server 1800 System

- 1 Insert the power cable into the power connector on the rear panel of the system.
- 2 Connect the Management Network cable to LAN 1 port.
- 3 Connect the media and signaling cable to LAN 2 port
- 4 For systems that have three DSP media cards, connect E1/T1 cables to the PRI ports also.

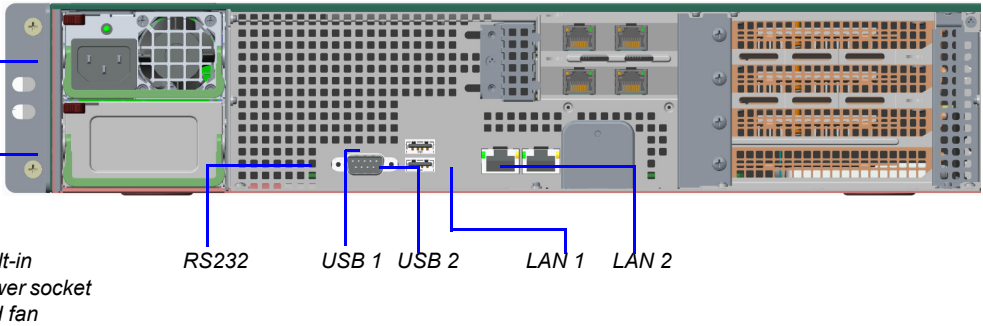


Configuring the LAN Properties on the USB Key

- 1 Insert the *USB key* provided with your system into the PC workstation.
The *Polycom RealPresence Collaboration Server(RMX) Documentation Library & Initial Setup Tools* window opens.
 - a Select **Open Folder to view files using Windows Explorer**.
 - b Double-click the **index.hta** file.
- 2 Select the documentation language. from the language window.
- 3 In the *Polycom End User License Agreement* window, click the **Accept Agreement** button.
- 4 In the *Product Type Selection* window, click the **RealPresence Collaboration Server 1800** hyperlink.
- 5 Click **LAN Configuration Utility**.
The *LAN Configuration Utility* dialog box opens.
- 6 Modify the parameters in the utility's dialog box using the information supplied by your network administrator.
- 7 Click **OK**.
- 8 Remove the USB key from the PC.

First-time Power-up and Connection to MCU

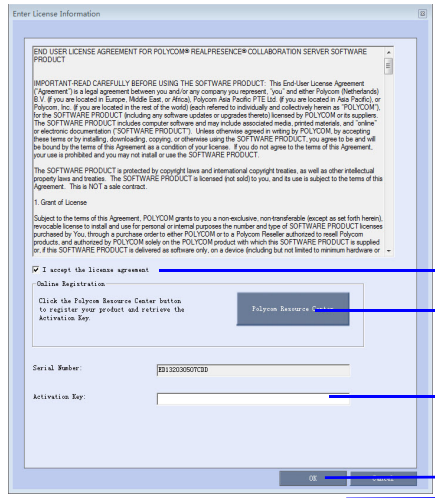
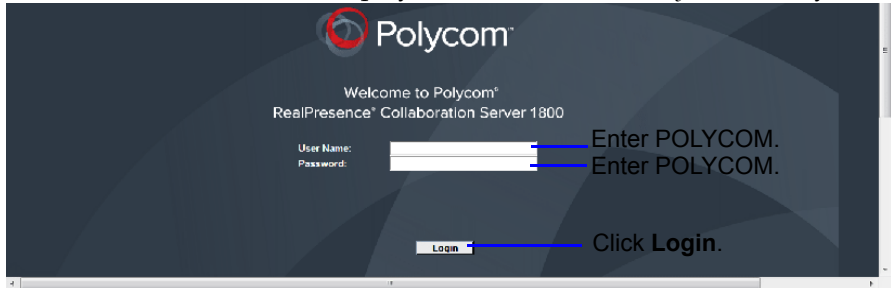
- 1 Insert the USB key containing the modified IP addresses into either of the USB ports on the RealPresence Collaboration Server 1800 system's back panel
The following graphic illustrates RealPresence Collaboration Server 1800 systems with three DSP media cards. Other systems don't have PRI ports..



- 2 Power the system **ON**.
The PWR LED is lit. System power-up sequence may take approximately five minutes.
- 3 In your network browser, enter the IP address of the RealPresence Collaboration Server 1800 system's Control Unit and press **Enter**.



- 4 After the *Welcome* screen is displayed, remove the *USB key* from the system.



- Accept the license agreement
- Click **Polycom Resource Center** and follow the on screen instructions to obtain the *Product Activation Key*.
- Enter or paste the *Product Activation Key* obtained.
- Click **OK**.

This section describes the definition of H.323 Network Service, setting the RMX time, modifying the default Administrator user and setting basic system flags. For detailed description of H.323, SIP and ISDN Network Service definitions, see the *RealPresence Collaboration Server (RMX) 1500/1800/2000/4000 Getting Started Guide*, “First Time Installation and Configuration”.

>> In the *Fast Configuration Wizard*, select **Next** to move from one window to another.

-
- The screenshot shows the 'IP Management Service' configuration window. On the left is a sidebar with a tree view containing 'IP Management Service' and 'IP Signaling'. The 'IP Signaling' section is expanded, showing sub-items: Routers, DNS, Network Type, Gatekeeper, SIP Server, Security, Rmcs Time, Administrator User, and System Flags. The main area is titled 'Network Service Name:' and contains a text box with 'IP Network Service'. Below this are three sections: 'Signalling Host IP Address:' with an 'IPv4:' field containing '0.0.0.0'; 'Media 1 IP Address:' with an 'IPv4:' field containing '0.0.0.0'; and 'Subnet Mask:' with a text box containing '255.255.255.0'. Four blue lines originate from the right side of the image and point to these fields, each accompanied by a text label.
- Change the default service name if required.
- Signalling host IP address is the same as the media IP address.
- Enter the media network IP address
- Enter the subnet mask for the signalling and media network.

-
- Default Router IP Address:
- IPv4: 0.0.0.0
- Enter the router address of the signaling and media network.

-
- Fast Configuration Wizard**
- Navigation: IP Management Service, IP Signaling, Routers, **DNS**, Network Type, Gatekeeper, SIP Server, Security, Rmx Time, Administrator User, System Flags
- Network Service Name:** IP Network Service
- MCU Host Name:** PolycomMCU
- DNS:** Off
- ☐ Register Host Names Automatically to DNS Server
- Local Domain Name:**
- Primary DNS Server IP Address:** 0.0.0.0
- Buttons: Back, Next, Cancel
- Annotations:
- Enter the name of the MCU on the network service.
 - Enter the name of the MCU on the network.
 - Select whether to enable DNS service.
 - Optional. Define the DNS server properties:
 - Registration mode
 - The name of the MCU domain
 - The static IP address of the primary DNS server

-
- The screenshot shows the 'Fast Configuration Wizard' window. On the left is a navigation pane with a tree view containing the following items: IP Management Service, IP Signaling, Routers, DNS, Network Type, **Gatekeeper** (highlighted in blue), SIP Server, Security, ISDN/PSTN, PRI Settings, Span Definition, Phones, Spans, and System Flags. The main area of the wizard is titled 'Gatekeeper' and contains the following fields and controls:
- Network Service Name:** A text box containing 'Default IP Service'.
 - Gatekeeper:** A dropdown menu currently set to 'Off'.
 - Primary Gatekeeper:** A checkbox that is unchecked.
 - IP Address or Name:** A text box.
 - NCU Prefix in Gatekeeper:** A text box.
 - Aliases:** A table with two columns: 'Alias' and 'Type'. The table contains five rows, each with 'None' in both columns.
- Blue lines with arrows point from the text instructions on the right to the corresponding fields in the wizard:
- Line 1 points to the **Gatekeeper** item in the left navigation pane.
 - Line 2 points to the **Network Service Name** text box.
 - Line 3 points to the **Gatekeeper** dropdown menu.
 - Line 4 points to the **Primary Gatekeeper** checkbox.
 - Line 5 points to the **IP Address or Name** text box.
 - Line 6 points to the **Aliases** table.
- 5

Select this check box only if the authentication is enabled on the gatekeeper, to enable the Collaboration Server to register with the gatekeeper. Otherwise, skip this tab.

- Enter the user name and password the Collaboration Server will use to authenticate itself with the gatekeeper. The name and password must be defined in the gatekeeper.

-
- Fast Configuration Wizard**
- > IP Management Service
 - > IP Signaling
 - > Routers
 - > DNS
 - > Network Type
 - > Gatekeeper
 - > SIP Server
 - > Security
 - > ISDN/PSSTN
 - > PRI Settings
 - > Span Definition
 - > Phones
 - > Spans
 - > **Rmx Time**
 - > Administrator User
 - > System Flags
- Network Service Name:
- GMT Date:
- Local Time: GMT Time: GMT Offset:
- ☐ Use NTP Server
-

Option 1: Using the arrows, set the *GMT Time* on the RMX. Using the arrows, set the time zone difference between Greenwich and the RMX's physical location.

Option 2: Click to automatically update the RMX's *GMT Date*, *Time* and *Offset* to match that of the workstation.

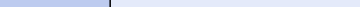
Option 3: Select this check box to synchronize RMX time with up to three external *NTP* servers and enter their IP addresses.

- and enter their IP addresses.
- Enter the new user name of the new administrator user.
- Enter the password for the new administrator user.
- Enter the new password again to confirm the new password.

- to confirm the new password.

Optional. Modify the default settings of the system flags that define the general system behavior such as the number of digits in the conference ID assigned by the MCU.

These flags can be modified later, if required, by clicking **Setup** menu > **System Configuration**.

- 10  *Configuration.*
- 11 Click **Save & Close**.
- 12 In the *Success Message* box confirming successful configuration, click **OK**.
- 13 In the *Reset Confirmation* dialog box, click **Yes**.

- ## Connecting to a Conference Directly or via Entry Queue

H.323 Participants

Dial: **[MCU Prefix in Gatekeeper][Conference or Entry Queue ID/Name]**
For example, if the MCU prefix in the gatekeeper is 925, enter 925 or 9251000 to connect to the EQ or 9251001/2/3/4 to connect directly to the conference. When connected to the EQ, enter the destination Meeting Room ID (i.e. 1001, 1002, 1003 or 1004). Alternatively, use the EQ or conference name. For example, if the conference name is Maple_Room, the participant can dial: 925Maple_Room.

Dial: **conference_routing_name@domain_name**. Conference routing name must be registered with the SIP server. For example, enter 1001@polycom.com if conference routing name is 1001 and the domain name is polycom.com.

Conference Control Using DTMF Codes

Operation	DTMF String
Mute My Line	*6
Unmute My Line	#6
Play Help Menu	*83
Change To Chairperson	*78
Request private assistance	*0
Request assistance for conference	00