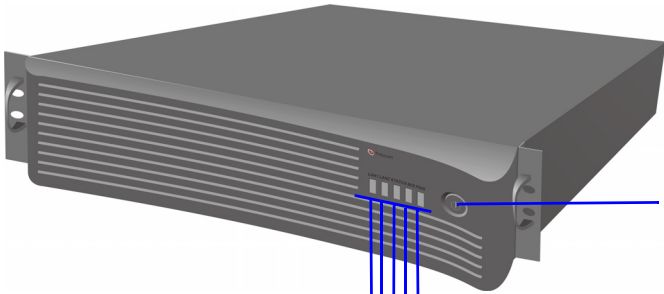# RealPresence® Collaboration Server® (RMX)1800

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*.
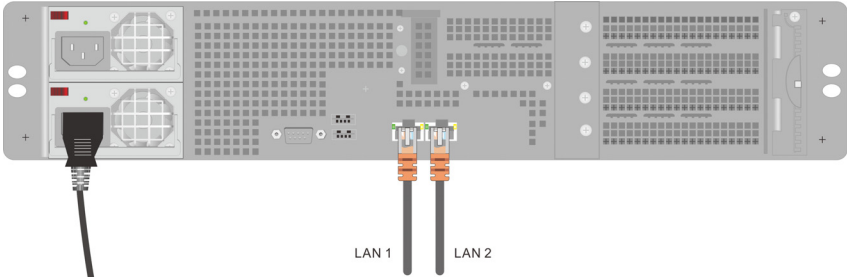

- ON/OFF button
- LAN1 LED
- LAN 2 LED
- STATUS LED
- M/S LED
- PWR LED

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.

LAN 1   LAN 2

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.
The *Language Menu* opens.
2 Select the documentation language.
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.

Please select your RP Collaboration Server type
- RealPresence Collaboration Server 1800
- RealPresence Collaboration Server 800s
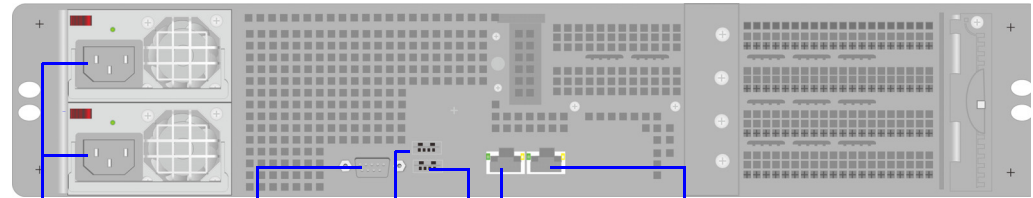- RMX 1500
- RMX 2000

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.

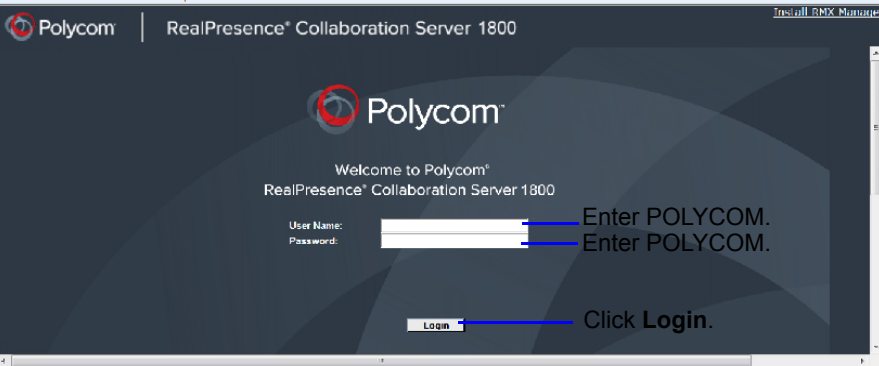- Built-in power socket and fan
- RS232
- USB 1
- USB 2
- LAN 1
- LAN 2

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**.

Address   http://172.22.161.74

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

- Enter POLYCOM.
- Enter POLYCOM.
- Click **Login**.

5 .

- 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**.

Initial System Configuration

This section describes the definition of H.323 Network Service, setting the system time, modifying the default Administrator user and setting basic system flags. For detailed description of H.323 and SIP definitions, see the *RealPresence Collaboration Server 1800 Getting Started Guide*, "First Time Installation and Configuration".

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

1 Configure signaling and media network IP address.

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 signaling and media network.

2 Configure the router for signaling and media network.

Enter the router address of the signaling and media network.

3 Configure DNS settings.

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

4 In the **IP Network Type**, select **H.323**, **SIP**, or **H.323** & **SIP**.

5 Configure the H.323, if applicable.

Specify the name of the network service.

Specify whether to enable the gatekeeper.
Enter the string with which the MCU registers itself with the gatekeeper.

Enter the alias that identifies the system's Signaling Host within the network. Up to five aliases can be defined for each system

6 Configure SIP settings, if applicable.

Specify the name of the network service.
Specify whether to enable the SIP server.
Enter the string with which the MCU registers itself with the SIP server.

7 Configure RMX time.

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

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

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

8 Configure an administrator user.

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.

9 Configure system flags.

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* > *System Configuration*.

10 Click **Save & Close**.

11 In the *Success Message* box confirming successful configuration, click **OK.**

12 In the *Reset Confirmation* dialog box, click **Yes.**

13 In the *Please wait for system reset* message box, click **OK.**
System restart may take up to five minutes.

14 Refresh the browser periodically until the Login screen is displayed and *Login*. In the *Main Screen* an *MCU State* indicator displays the time remaining until the system start-up is complete.

When the default system User is replaced and the *system Time* is set and if there are no *System Errors*, the green STATUS LED on the system's front panel turns ON.

Connecting to a Conference Directly or via Entry Queue

The RMX is shipped with pre-configured default conferencing entities that can be used to dial in and start conferences. Default (Transit) Entry Queue ID: 1000, default Meeting Room IDs: 1001, 1002, 1003, and 1004.

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.

SIP Participants

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