



Polycom® RMX® 2000 Hardware Guide

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Table of Contents

Hardware Description	1-1
Main Features	1-1
RMX 2000 Specifications	1-2
RMX 2000 System Capacities	1-3
Conferencing Capacities	1-3
Resource Capacities	1-4
Safety Requirements	1-5
Site Safety Requirements	1-5
Rack Mount Safety Precautions	1-5
Installation Precautions	1-6
Installing the RMX 2000	1-6
Unpacking the RMX 2000	1-6
Installing the RTM ISDN Card on the RMX 2000	1-7
Telescopic Rail Runner Assembly for RMX 2000	1-8
Telescopic Rail Runner Assembly	1-8
Other Rack Installation Options	1-11
Connecting Cables to the RMX 2000	1-12
RMX 2000 Components	1-13
RMX 2000 Front Panel	1-13
RMX 2000 Rear Panel	1-15
RTM IP	1-15
RTM ISDN	1-16
ISDN/PSTN Clock Source	1-17
RTM LAN	1-17
Cables Connected to the RTM IP, RTM LAN and RTM ISDN Cards	1-18
MPM/MPM+ and MPMx Media Cards	1-19
MPM+ Resource Capacities per Card Type Assembly	1-20
MPMx Resource Capacities per Card Assembly	1-20
MPMx, MPM+ and MPM Modes	1-21
Operating Mode Selection During Startup / Restart	1-21
System Information Changes	1-21
RMX 2000 LEDs	1-24
RMX 2000 Front Panel LEDs	1-24
RMX 2000 Rear Panel LEDs	1-25
RTM IP Card	1-25
RTM ISDN Card	1-26
RTM LAN Card	1-27
RMX Chassis Types	1-28
Component Replacement	1-29
Types of Ejector Levers on RMX Components	1-29
Using the All Metal Ejector Lever	1-29
Using the Modified PMC Compatible Ejector Lever	1-30
Replacing the CNTL Module	1-30

Replacing the Power Supply Module	1-31
Replacing the Fan Drawer	1-32
Replacing a Faulty MPM/MPM+/MPMx Card	1-33
Removing the MPM/MPM+/MPMx Card from the MCU	1-33
Installing the Replacement MPM/MPM+/MPMx Card	1-34
Installing a New MPM/MPM+/MPMx Card in a Powered On RMX 2000	1-34
Replacing the RTM IP Card	1-34
Removing the Blank Cover from the Rear Panel	1-35
Installing or Replacing the RTM ISDN Card	1-36
Removing the Blank Cover	1-36
Removing an Existing Card RTM ISDN Card	1-36
Installing a New or Replacement RTM ISDN Card	1-36
Installing or Replacing the RTM LAN	1-37
Removing the Blank Cover (for new installations)	1-37
Removing an Existing RTM LAN Card	1-37
Inserting the RTM LAN Card to its Slot	1-38
Appendix A - Pin Assignment	A-1
PRI Port Assignment	A-1

Hardware Description

This Hardware Guide provides information on the RMX 2000 and its components. This system utilizes a modular “universal slot” platform, whose components are designed for high performance, capacity and reliance.

Main Features

The RMX 2000 offers the following features:

- Linux® based
- Chassis based on the ATCA standard
- Support for standard network interfaces (IP, ISDN and LAN) and large number of ports.
- H.323, SIP, PSTN and ISDN
- New hardware technologies
- Telco grade high availability, redundancy, on-line upgrading and dynamic resource allocation
- Easy integration of conference elements into external network management
- Enhanced Continuous Presence (multi-image video)
- IVR (Interactive Voice Response) module

RMX 2000 Specifications

Table 1-1 RMX 2000 Specifications

Physical	
Height	3U (13.28 cm.)
Width	19" (48.26 cm.)
Depth	15.74" (40 cm.)
Weight	Up to 16.5 Kg (36.38 lbs).
Media Protocols	
Audio	G.711a/u, G.722, G.722.1C, G.722.1, G.723.1, G.719 G.729A, Polycom Siren™ 14, Siren 22 (in mono or stereo) and Siren LPR.
Video	H.261, H.263, H.264, H.264 High Profile
Network Interfaces	
IP, ISDN, PSTN and LAN	H.323, SIP, ISDN, PSTN, VoIP, and LAN
Power Supply	
AC Input/ Range, BTU	Voltage range: 100-240 VAC ±10%, 7 AMP, 50/60 Hz. Maximum BTU output: 2390 per hour.
Power Consumption	
AC Maximum Power consumption	700 Watts.
Environment	
Operating temperature	0° to 40°C (32° to 104°F).
Storage temperature	-40° to 70°C (40° to 158°F).
Relative humidity	15% to 90% non condensing.
Operating altitude	360m (1200ft) below sea level and up to 4Km (13,000ft)
Transit/Storage	Sea level and up to 15Km (50,000ft)
Operating ESD	4 kV.

RMX 2000 System Capacities

Conferencing Capacities

The following table summarizes the different conferencing capacities.

Table 1-2 System Functions and Capacities RMX 2000

System Functions	MPM Mode	MPM+ Mode	MPMx Mode
Maximum number of Video participants in a conference	80	160	180
Maximum number of PSTN participants in a conference	400	400	400
Maximum number of VOIP participants in a conference	400	800	720
Maximum number of Audio calls per second	5	5	5
Maximum number of Video calls per second	2	2	2
Maximum number of conferences	200	400	400
Maximum number of Meeting Rooms	1000	1000	1000
Maximum number of Entry Queues	40	40	40
Maximum number of Profiles	40	40	40
Maximum number of Conference Templates	100	100	100
Maximum number of SIP Factories	40	40	40
Maximum number of IP Services	2	2	2
Maximum number of ISDN Services	2	2	2
Maximum number of IVR Services	40	40	40
Maximum number of Recording Links	20 (default)	20 (default)	20 (default)
Maximum number of IVR Video Slides	150	150	150
Maximum number of Log Files (1Mb max.)	4000	4000	4000
Maximum number of CDR Files	2000	2000	4000
Maximum number of Fault Files	1000	1000	1000
Number of Participant alerts	Unlimited	Unlimited	Unlimited
Maximum number of concurrent RMX Web Client connections to the MCU	20	20	20
Maximum number Address Book entries	4000	4000	4000
Maximum number of Users	100	100	100
Maximum number of Gateway Profiles	40	40	40

Table 1-2 System Functions and Capacities RMX 2000

System Functions	MPM Mode	MPM+ Mode	MPMx Mode
Maximum number of Reservations (internal Scheduler)	2000	2000	2000

Resource Capacities

The following table summarizes the resource capacities for a fully loaded system per card type per resolution in CP conferencing mode:

Table 1-3 System Resource Capacities per Resolution per Card Type in CP

Resource Type and Resolution	Resources with MPM	Resources with MPM+	Resources with MPMx
PSTN	400	400	400
VOIP	400	800	720
CIF H.263	80	160	120
CIF H.264	80	160	180
CIF 60 H.264	N/A	60	120
SD30 H.264	20	60	120
4CIF H.263	20	60	60
4CIF 60 /SD 60	N/A	40	60
720p30	20	40	60
1080p30fps Asymmetric	N/A	20	30
1080p30fps Symmetric	N/A	N/A	30
ISDN	7 E1 or 9 T1 (per RTM ISDN card)		

The following table summarizes the resource capacities for a fully loaded system per card type per line rate in VSW conferencing mode:

Table 1-4 System Resource Capacities per Line Rate per Card Type in VSW

Resource Type and Line Rate	Resources with MPM	Resources with MPM+	Resources with MPMx
VSW 2Mb	80	160	160
VSW 4Mb	40	80	80
VSW 6Mb	N/A	40	40
ISDN	7 E1 or 9 T1 (per RTM ISDN card)		

Safety Requirements

This section describes the requirements your site must meet for safe installation and operation of the system.

Site Safety Requirements

For your protection, please read these safety instructions completely before operating the equipment.

- Look carefully for potential hazards in your work area: moist floors, ungrounded power cables, frayed power cords, missing safety grounds and so forth.
- Locate the main circuit breaker within the room.
- Locate the emergency power **OFF** switch within the room.
- Never assume that power is disconnected from a circuit.
- Use only the power cord supplied with the system.
- The power cord should only be connected to a power outlet that has a protective ground contact.
- Ensure that the power cord is easily accessible from the back of the system at all times.
- Place the equipment in a well-ventilated area where the vents are free from obstruction.
- Do not place heavy objects directly on top of the RMX 2000 unit.
- Do not use liquids around your equipment.

Rack Mount Safety Precautions

The following precautions should be followed with regards to rack mount safety:

- Keep the area around the RMX 2000 clean and free of clutter.
- Decide on a suitable location for the equipment rack that will hold the RMX 2000 unit. It should be situated in a clean, dust-free area that is well ventilated. Avoid areas where heat, electrical noise and electromagnetic fields are generated. You will also need it placed 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.
- In a single rack installation, stabilizers should be attached to the rack.
- In multiple rack installations, the racks should be coupled together.
- Always make sure the rack is stable before extending a component from the rack.
- You should extend only one component at a time - extending two or more simultaneously may cause the rack to become unstable.
- Before you install the rails, determine the placement of each component in the rack.
- Install the heaviest components on the bottom of the rack first, and then work up.
- Allow the power supply units to cool before touching them.
- Always keep the rack's trays and card's slots closed when not servicing, to maintain proper cooling.

Installation Precautions



When handling electronic components, standard anti-static precautions must be observed:

- Wear a grounding strap
- Handle cards by their edges only and do not touch their components or connector pins
- Keep components in anti-static bags, when not installed in the RMX2000

The following precautions should be followed with regards to installation of the RMX 2000:

- Use a regulating uninterruptible power supply (UPS) to protect the RMX 2000 from power surges and voltage spikes, to keep your MCU operating in case of a power failure.
- Place the RMX 2000 on a hard, flat surface such as a desktop or mount it on 19" rack.
- The airflow of the RMX 2000 is from right to left. Be sure that the areas in the left and right side of the system are clear for proper ventilation.

Installing the RMX 2000



For detailed instructions, precautions and requirements for installing the RMX 2000, see "*Installing the RMX 2000*" on page [1-6](#).

The following procedures have to be performed to install the RMX 2000 in your site:

- Unpacking the RMX
- Installing the RTM ISDN card on the RMX
- Installing the RMX in a rack or as a standalone
- Connecting the RMX 2000 to the power source
- Connecting the network (LAN and ISDN) cables to the RMX

Unpacking the RMX 2000

To unpack and lift the RMX 2000:

- 1 When you receive the RMX 2000 packing case, inspect the equipment for damage and verify that the components match the packing slip.
- 2 Open the top cover of the packing case.
Boxes are placed on the top Stratocell® and contain the following:
 - *Installation Accessories*. This kit contains the power cables, 1 ethernet cable, USB key and documentation.
 - *Rack Installation Accessories*. This kit contains the accessories for the 19" rack.
 - *Optional - ISDN Package*. Contains the ISDN card and *ISDN Software License*.



Write down the RMX's serial number that is on a sticker on the back of the unit. It will be needed for product registration later in the process.

Make sure that boxes contain all the required parts.

Installing the RTM ISDN Card on the RMX 2000

The ISDN card is shipped out of the box and must be manually installed into the rear of the RMX 2000. This card must be seated opposite an MPM+/MPMx card. It is recommended that the ISDN card be installed before the RMX 2000 is placed in a rack.








An RMX Software License is included with the ISDN card and must be registered as part of the *Product Registration* and *Product Activation*. For more information, refer to the *ISDN Software Licence* document you received with your shipment.

For more information on installing the ISDN card, see “*Installing or Replacing the RTM ISDN Card*” on page [1-36](#).

Telescopic Rail Runner Assembly for RMX 2000

Before installing the telescopic rail runners in the rack, make sure that the kit has the following parts:

Table 1-5 Rail Runners Kit Contents

Part/Kit no.	Item	Item no.	Item Sample	Item Quantity
ASY2716A-L0				
<i>Rail runner</i>	Left rail runner	1	See Figure 1-1	1
	Right rail runner	2	See Figure 1-1	1
<i>Rack spacer assembly kit</i>	Rack spacer	3	Front & Rear 	4
	Flat head screw - M5*10mm	4		8
<i>Rail runner assembly kit</i>	Flat head screw - M3*8mm	5		4
	Flat washer M3	6		4
	Nut spring M3	7		4
<i>RMX chassis assembly kit</i>	Pan head screw - M5*12mm	8		2
	Flat washer M5	9		2

Telescopic Rail Runner Assembly



Rack Rail Runners require a minimum of 48cm and a maximum of 80cm within the rack for installation

- 1 Determine the location of the RMX on the rack:
 - Allow for a 1U gap above and below the system for ventilation.

- Use the *Rack Spacer* (item no. 3) to predetermine its position on the rack post, making sure that square studs of the spacer fit into the rack post's square/rounded mounting holes. Mark the spacer's location on the rack post. Repeat this process for the 3 remaining vertical posts ensuring that the system can be horizontally seated.

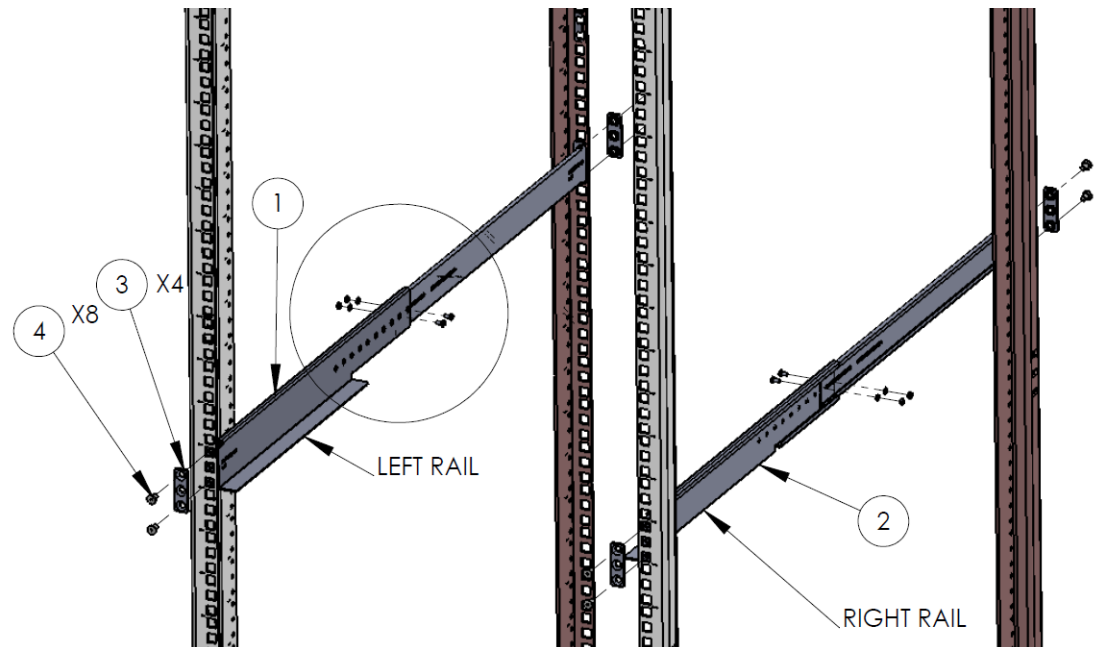


Figure 1-1 Front view of RMX Rail Runner Assembly

- 2 Position the *Rack Spacer* (item no. 3) onto the marked rack post together with left rack rail runner (item no. 1 which is labeled LEFT) and fasten the flat head screws 3*10mm



(item no. 4) as shown in Figure 1-2.

RMX 2000

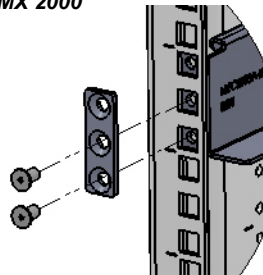


Figure 1-2 Detail of Front Rack Spacer Assembly for the RMX



- On the RMX 1500/4000 the center hole on the *Rack Spacer* must be left clear as it is required for fixing the RMX to the rack post. See Figure 1-2.
- On the RMX 2000 the top hole on the *Rack Spacer* must be left clear as it is required for fixing the RMX to the rack post. See Figure 1-2.

- 3 Adjust the telescopic rack rail runner to the rack opening and mount it onto the marked position of the rear post as described in step 2.

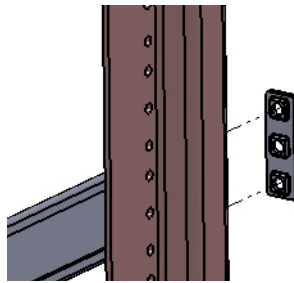





Figure 1-3 Detail of Rear RMX 1500/2000/4000 Rack Spacer Assembly

- 4 Repeat steps 2 and 3 for the right rack rail runner.
- 5 Install the flat head screw  (item 5), flat washer  (item 6) and nut spring  (item 7) in the middle of the telescopic rack rail runner for added stability as shown in Figure 1-4.

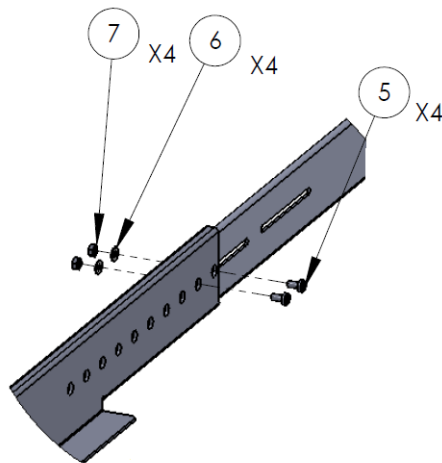


Figure 1-4 Detail of Left Rail Runner (front internal view)



The number of screws to install depends on the rack width.

- 6 Repeat step 5 for the right rack rail runner.



The RMX 2000 must be lifted into the rack by two people.

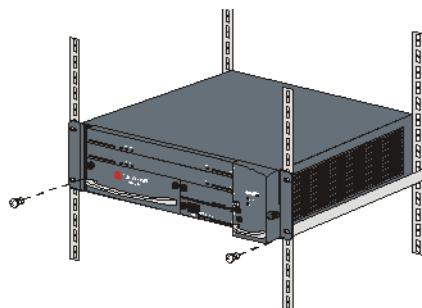


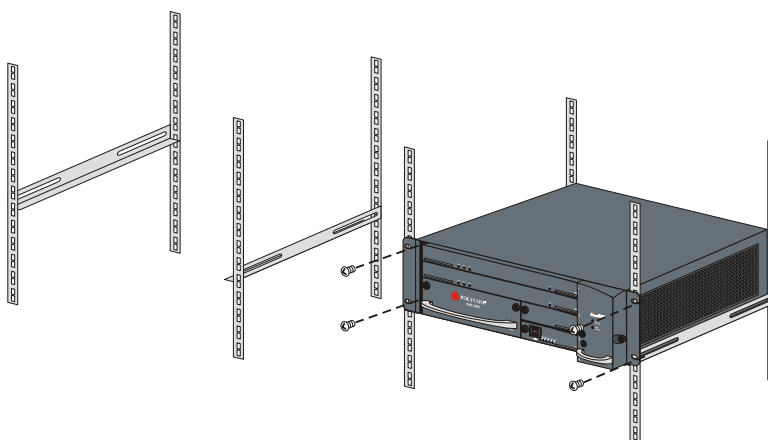
Figure 1-5 2000 Bolt Installation

The installation is complete.

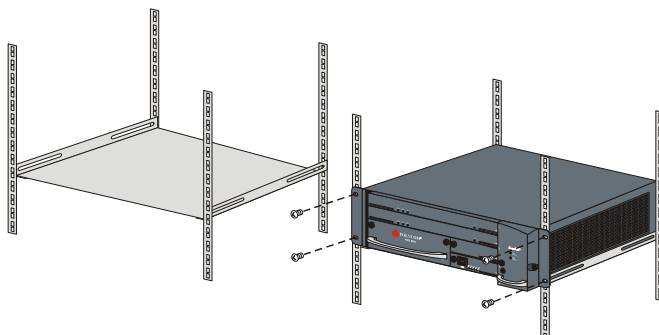
Other Rack Installation Options

There are two other methods for installing the RMX in a 19" rack:

- **Using rack brackets on the RMX 2000**
 - Install rack brackets, supplied by the rack manufacturer, in the rack. Mount the RMX 2000 on top of the rack brackets.
 - Fasten the RMX to the rack with screws through the four holes in the RMX's front mounting brackets.



- **Using a shelf**
 - Install the shelf, supplied by the rack manufacturer, in the rack.
 - Mount the RMX on the shelf.
 - Fasten the RMX to the rack with screws through the four holes in the RMX's front mounting brackets.



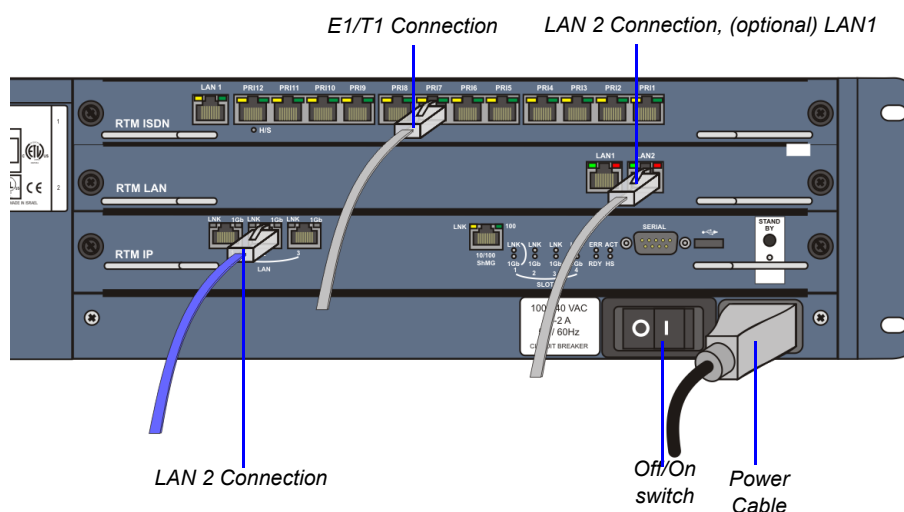
Connecting Cables to the RMX 2000



Do not remove the protective caps from LAN1, LAN3 and ShMG ports.

Connect the following cables to the back panel:

- Power cable
- On the RTM IP card connect the LAN cable to **LAN 2** Port.
- On the RTM LAN card connect the LAN cable to **LAN 2**.
 - **Optional.** Connect the LAN cable to **LAN 1**.
With *Multiple Networks* and *LAN Redundancy* configurations, **LAN 1** port is used. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, "LAN Redundancy" on page 15-32 and "Multiple Network Services" on page 15-48.
 - **Optional.** On the RTM ISDN card connect the E1/T1 Cables to **PRI** Ports.



RMX 2000 Components

On the RMX 2000 components are located on both the front and rear of the MCU as listed in Table 1-6, "RMX 2000 Component Description". For more information see the descriptions of the "RMX 2000 Front Panel" on page 1-13 and "RMX 2000 Rear Panel" on page 1-15.



Please verify the type of chassis used on your RMX 2000. Starting with version 4.0, a new environmentally friendly RMX 2000 chassis is in use. For more information, contact your next level of support.

RMX 2000 Front Panel

Figure 1-6 shows the front panel of the RMX 2000. The front panel provides access to the RMX 2000 main CNTL modules, MPM/MPM+/MPMx modules, Power Supply drawer, Status LEDs, and Fans.

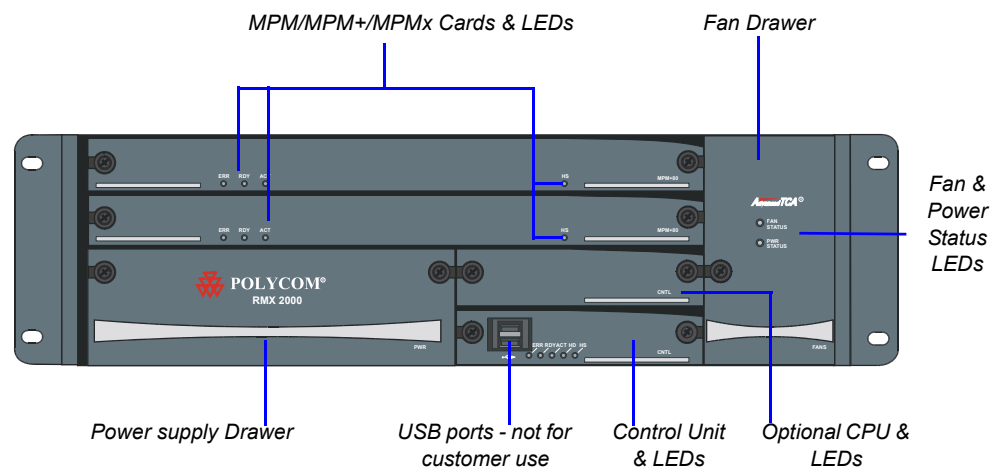


Figure 1-6 RMX 2000 Front Panel

Table 1-6 RMX 2000 Component Description

Component	Description
CNTL (CPU) Module	The CNTL module controls and manages the RMX 2000. The CNTL module has an ComExpress Pentium-M 1.4GHz processor, a 40GB hard disk drive, 1GB Compact Flash and 1GB of DDR RAM. The Operating System is Linux.
Power Supply Drawer	The Power Supply drawer is located below the MPM/MPM+/MPMx Cards and is connected to the backplane by means of a power connector. It operates at 100-240 volts AC 50/60 Hz, and provides +48VDC 700W output with built-in load sharing capabilities.
Fan Drawer	Three fans are mounted sideways in a drawer. Airflow is from right to left, and out the side of the MCU. The drawer is connected to the Back-plane by a connector.

Table 1-6 RMX 2000 Component Description (Continued)

Component	Description
Multi Processor Module (MPM) Card	<p>The MPM cards perform the various RTP, audio and video processing functions on the RMX 2000. MPM cards are based on the ATCA standard, with a card manager (CM) and up to 26 720MHz TI DSP's. Two types are available:</p> <ul style="list-style-type: none"> • MPM - F - 26 DSP's • MPM - H - 13 DSP's <p>Note: This card is not supported with version 7.1 or later.</p>
Multi Processor Module+ (MPM+) Card	<p>The MPM+ cards, perform the various RTP, audio and video processing functions on the RMX 2000 unit. TI C6455 processors are at the core of each MPM+ card which are available in the following assemblies:</p> <ul style="list-style-type: none"> • MPM+20 (20 CIF resources) • MPM+40 (40 CIF resources) • MPM+80 (80 CIF resources) <p>Notes:</p> <ul style="list-style-type: none"> • The MPM+ card(s) can only work with software version 4.0 or later. Ensure that software appropriate to the MCU hardware configuration is installed in the MCU. • The MPM+ card can work only with a new environmentally friendly D-type chassis and is disabled when inserted in a C-type chassis.
Multi Processor Modulex (MPMx) Card	<p>The MPMx cards, perform the various RTP, audio and video processing functions on the RMX 2000 unit. TI processors are at the core of each MPMx card which are available in the following assemblies:</p> <ul style="list-style-type: none"> • MPMx -S • MPMx -D <p>Notes:</p> <ul style="list-style-type: none"> • The MPMx card(s) can only work with software version 7.0 or later. Ensure that software appropriate to the MCU hardware configuration is installed in the MCU. • The MPMx card can work only with a new environmentally friendly D-type chassis and is disabled when inserted in a C-type chassis.

RMX 2000 Rear Panel

The RMX 2000 rear panel contains the RTM IP card and optionally, the RTM LAN and RTM ISDN card. The RTM IP card must be located on the bottom slot in the rear of the RMX 2000. In addition, the rear panel houses the main power switch, AC inlet, a circuit breaker, and additional communications ports.

RTM IP

The RTM IP card provides system management based on the ATCA standard and connects to the backplane. It controls and monitors the system fans and regulates power supply. This card contains an Ethernet Switch that manages the network of the system, routes data between the cards and components of the system and provides connectivity to external IP networks.

The RTM IP card connections include:

- 3 LAN ports
- 10/100Mb ShMG port (Future Use)
- 1 Serial port (Future Use)
- 1 USB port



LAN1*, LAN3 and the 10/100Mb ShMG ports shall not be used and the plastic caps covering those ports should not be removed.

* With Multiple networks and LAN redundancy configurations, LAN 1 port is used. For more information, see the *RMX 1500/2000/4000 Administrators Guide, Multiple Services and LAN Redundancy*.

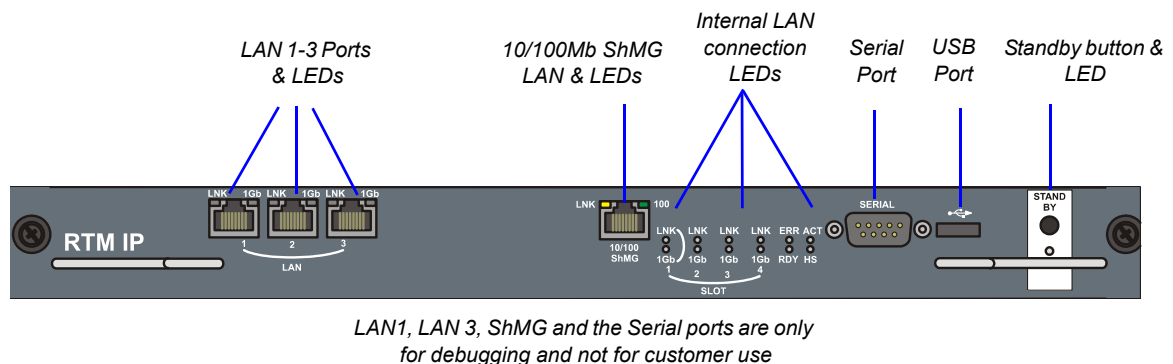


Figure 1-7 RMX 2000 RTM IP Rear Panel Layout

The following items appear on the RMX 2000 rear panel:

Table 1-7 RMX 2000 Rear Panel - RTM IP Component Description

Item	Description
LAN 1	NA - Disconnected. LAN 1 is covered with a plastic cap that should not be removed.
LAN 2	Used for the Network connection.

Table 1-7 RMX 2000 Rear Panel - RTM IP Component Description (Continued)

Item	Description
LAN 3	For Remote Access only using the <i>Alternate Management Network</i> . For more information, see the <i>RMX 2000 Administrator's Guide, Appendix F: "Alternate Management Network"</i> on page G-1 . Note: When not in use, LAN 3 is covered with a plastic cap that should not be removed.
10/100 ShMG	NA - For debugging purposes only. Note: 10/100 ShMG is covered with a plastic cap that should not be removed.
Serial	NA - For debugging purposes only.
USB	USB key connection. For more information, see the <i>RMX 2000 Getting Started Guide, "First Time Installation and Configuration"</i> on page 2-1 .
Standby button	Toggle between ON/OFF and standby. Use this button to either perform Diagnostics or Software Recovery on the RMX after turning the system ON. Short press (2 seconds) - MPMx Diagnostics. Long press - (10 seconds) Media and RTM IP 1500 Software Recovery.

RTM ISDN

The RTM ISDN card connects directly to an MPM/MPM+/MPMx. The RTM ISDN card routes data between the MPM/MPM+/MPMx cards and components of the system, converts ISDN T1/E1 media to IP packets and provides connectivity to external ISDN networks.

The RTM ISDN card is installed on the rear panel of the RMX interfaces between the RMX unit and the ISDN/PSTN switch. In an RMX with a single MPM/MPM+/MPMx card – the RTM ISDN card must be installed in the rear panel slot on the same level as the MPM/MPM+/MPMx card. In an RMX with two MPM/MPM+/MPMx cards – the RTM ISDN card can be installed in either of the two rear panel card slots.

Up to two RTM ISDN cards can be installed in one RMX 2000. Up to a total of 14 E1 or 18 T1 PRI cables can be installed with two MPM/MPM+/MPMx and RTM ISDN cards.

Each RTM ISDN card includes the following connections:

- 7 E1 or 9 T1 PRI lines that can be plugged into any of the 12 connections as shown in Figure 1-8.



E1 and T1 spans cannot be connected simultaneously to the same card, therefore, it is not possible to have a mixed E1 and T1 ISDN Network Service

- 1 LAN port

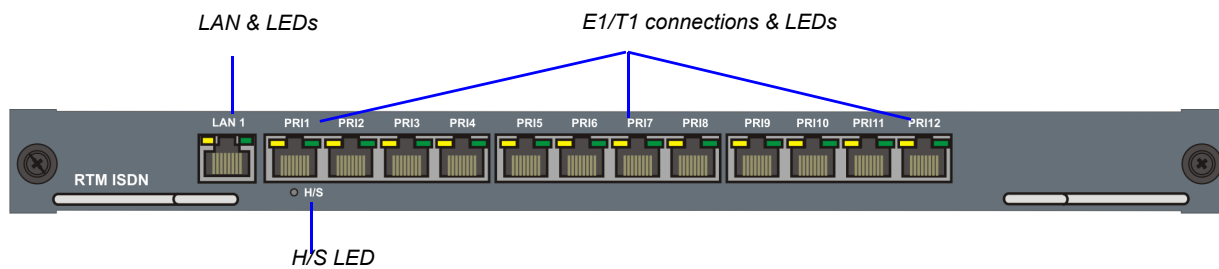


Figure 1-8 RMX 2000 RTM ISDN Rear Panel Layout



The RTM ISDN card supports 200 audio participants, regardless of whether the spans are E1 or T1.

ISDN/PSTN Clock Source

Each RTM ISDN card has its own primary and secondary clock source. The first span to synchronize becomes the primary clock source and the second span to synchronize becomes the secondary clock source. This clock is used to synchronize ISDN spans only (it is not the system clock).

A single clock source triggers an alarm that can be turned off by setting the appropriate flag in the system configuration.

RTM LAN

The RTM LAN card routes data between the MPM+/MPMx cards and components of the system, sends media by IP packets and provides connectivity to external networks.

An RTM LAN card must connect directly to an MPM+/MPMx card. In an RMX with a single MPM+/MPMx card, the RTM LAN card must be installed in the rear panel slot on the same level as the MPM+/MPMx card.

Each RTM LAN card includes 2 LAN ports and a maximum of two RTM LAN cards can be installed on the RMX 2000.

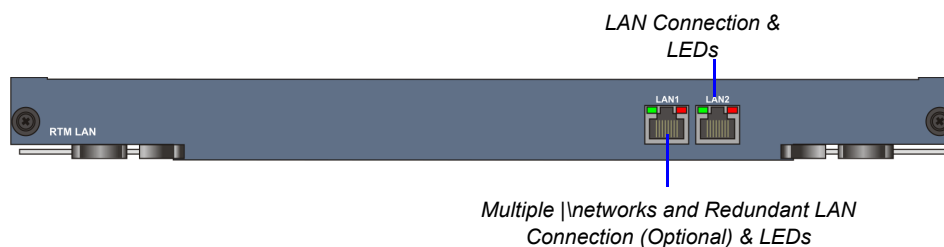


Figure 1-9 RMX 2000 RTM LAN Rear Panel Layout



With Multiple networks and LAN redundancy configurations, LAN 1 port is used. For more information, see the *RMX 1500/2000/4000 Administrators Guide, Multiple Services and LAN Redundancy*.

Cables Connected to the RTM IP, RTM LAN and RTM ISDN Cards

All external connectors are located on the rear panel.

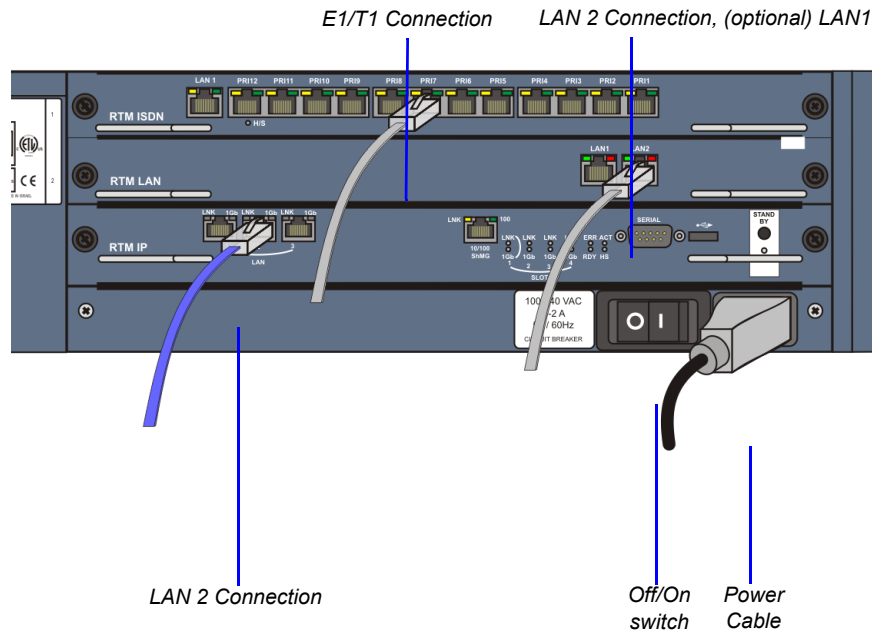


Figure 1-10 RMX 2000 Rear Panel View with Cables



Do not remove the protective caps from LAN1, LAN3 and ShMG ports on the RTM IP card.

MPM/MPM+ and MPMx Media Cards

The RMX unit can work with either MPM or MPM+/MPMx (but not with both simultaneously) media cards. The card type installed in the system determines the *Card Configuration Mode*.

MPM cards are not supported with version 7.1 and later.

MPM+ cards are supported only with D-type chassis and software version 4.x and later.

MPMx cards are supported only with D-type chassis and software version 7.x.

For more details about the chassis type, see "RMX Chassis Types" on page 1-28.

ISDN support is the same for all card types.

Table 1-8 summarizes the resource capacities of the various resolutions per card type in CP Conferencing Mode.

Table 1-8 MPMx, MPM+ and MPM Resource Capacity per Resolution in CP

Resource Type	Maximum Possible Resources Per Card		
	MPM	MPM+	MPMx
HD720p60/HD1080p30 Symmetric	Not Applicable	Not Applicable	15
HD720p60/HD1080p30 Asymmetric		10	15
HD720p30	10	20	30
SD	10	30	60
CIF (H.264)	40	80	90
CIF (H.263)	40	80	60
Audio only (VoIP)	200	400	360

Table 1-9 summarizes the resource capacities per line rate per card type in VSW Conferencing Mode.

Table 1-9 MPMx, MPM+ and MPM Resource Capacity per Line Rate in VSW

Resource Type	Maximum Possible Resources Per Card		
	MPM	MPM+	MPMx
VSW 2Mbps	40	80	80
VSW 4Mbps	20	40	40
VSW 6Mbps	-	20	20
Audio only (VoIP)	200	400	360

MPM+ Resource Capacities per Card Type Assembly

The MPM+ card offers increased resource capacities and capabilities. Three MPM+ card assemblies are available: MPM+ 80, MPM+ 40 and MPM+ 20 offering various resource capacities for CP conferences.

In CP conferences:

- Frame rate has been increased – with HD720p now up to 60fps.
- Video resolution has been increased up to HD1080p.
- Bandwidth is up to 4 Mbps.

Table 1-10 summarizes the increased video capacities of the various MPM+ card assemblies.

Table 1-10 MPM+ Card Assemblies and Capacities for CP Conferences

Card Type	Resources						Bandwidth
	Voice	CIF	SD @30fps	HD720p @30fps	HD720p @60fps	HD1080p @30fps	
MPM+ 80	400	80	30	20	10	10	Up to 4Mbps
MPM+ 40	200	40	15	10	5	5	
MPM+ 20	100	20	7	5	2	2	

MPMx Resource Capacities per Card Assembly

The MPMx card offers increased resource capacities and capabilities. Two MPM+ card assemblies are available:

- MPMx-D
- MPMx-S

Table 1-11 summarizes the video capacities of the two MPMx card assemblies.

Table 1-11 MPMx – Resource Capacity per Card

Resource Type	MPMx - S	MPMx - D
Voice (IP)	180	360
H.263 CIF	30	60
H.263 4CIF15	15	30
H.264 CIF/VSX	45	90
SD H.264	30	60
HD720p30	15	30
HD720p60/ HD1080p30	8	15 (Symmetrical)

MPMx, MPM+ and MPM Modes

MPMx, MPM+ and MPM cards installed in the system cannot be used simultaneously. The card type installed in the system determines the *Card Configuration Mode*. Therefore, the RMX can operate in either *MPM*, *MPM+* or *MPMx* mode.

- **MPMx Card Configuration Mode** is the mode in which the RMX operates to fully utilize the increased power and capacity of *MPMx* cards.
- G.719 audio algorithm is not supported with *MPMx*.

Operating Mode Selection During Startup / Restart

When started with Version 7.x installed, the RMX enters *MPMx Mode* by default when no media cards are installed.



- The RMX switches between *MPM*, *MPM+* and *MPMx Card Configuration Modes* when *MPM/MPM+/MPMx* cards are removed or swapped while the system is running.
- The switch between *Card Configuration Modes* occurs during the **next** restart.
- Installing or swapping *MPM/MPM+/MPMx* cards while the system is off will not cause a switch in the *Card Configuration Mode* when the system is restarted – it will restart in the *Card Configuration Mode* that was active previous to powering down.

System Information Changes

The *System Information* includes *License Information*, and general system information, such as system memory size and *Media Card Configuration Mode*.

Table 1-12 summarizes the *Operating Mode After Next Restart* resulting from adding or swapping *MPM/MPM+/MPMx* cards in a running system.

Table 1-12 RMX Card Configuration Mode After Next Restart

Current Operating Mode	Media Cards Installed	Card(s) Supported	Card(s) Disabled	Operating Mode After Next Restart
MPMx	MPM	None	All	MPM
	MPM+	None	All	MPM+
	MPM and MPMx	MPMx Only	MPM	MPMx
	MPM+ and MPMx	MPMx Only	MPM+	MPMx
MPM+	MPM	None	All	MPM
	MPM+	All	None	MPM+
	MPM and MPM+	MPM+ Only	MPM	MPM+
	MPM+ and MPMx	MPM+ Only	MPMx	MPMx

Table 1-12 RMX Card Configuration Mode After Next Restart

Current Operating Mode	Media Cards Installed	Card(s) Supported	Card(s) Disabled	Operating Mode After Next Restart
MPM	MPM	All	None	MPM
	MPM+	MPM Only	MPM+	MPM+
	MPM and MPM+	MPM	MPM+	MPM+
	MPM and MPMx	MPM Only	MPMx	MPMx

Example 1:

Current status

- An RMX has two *MPM* cards installed.
- The *Card Configuration Mode* is **MPM**.
- Both *MPM* cards are **enabled**.

Action

1. Remove one *MPM* card.
2. Insert one *MPMx* card.

Result

- The *Card Configuration Mode* remains **MPM**.
- The remaining *MPM* card remains **enabled**.
- The inserted *MPMx* card is **disabled**.

After Reset

- The *Card Configuration Mode* is **MPMx**.
- The inserted *MPMx* card is **enabled**.
- The remaining *MPM* card is **disabled**.

Example 2:

Current status

- An RMX has one *MPMx* card installed.
- The *Card Configuration Mode* is **MPMx**.
- and the *MPMx* card is **enabled**.

Action

1. Remove the *MPMx* card.
2. Insert one *MPM* card.

Result

- The *Card Configuration Mode* remains **MPMx**.
- The inserted *MPM* card is **disabled**.

After Reset

- The *Card Configuration Mode* is **MPM**.
- The inserted *MPMx* card is **disabled**.
- The remaining *MPM* card is **enabled**.

Example 3:**Current status**

An RMX has *MPM+* card installed.

The *Card Configuration Mode* is **MPM+**.

and the *MPM+* card is **enabled**.

Action

- Insert one *MPMx* card.

Result

- The *Card Configuration Mode* remains **MPM+**.
- *MPM+* card is **enabled**.
- The inserted *MPMx* card is **disabled**.

After Reset

The *Card Configuration Mode* is **MPMx**.

The inserted *MPMx* card is **enabled**.

The remaining *MPM+* card (if not removed) is **disabled**.

RMX 2000 LEDs

The RMX includes LEDs located on the front panel and rear panel. In the front panel, the LEDs reflect the state of the components. The LEDs on the rear panel indicate the state of the external connections and the status of the RTM IP card.

RMX 2000 Front Panel LEDs

The following items appear on the RMX 2000 front panel:

Table 1-13 RMX 2000 Front Panel LED's

Component	LED ID	LED Color	Description
Fan Status		Green	OK.
		Red	Warning - Fan or power failure.
Power Status		Green	OK.
		Red	Error - Problem with power supply. When the power cable is unplugged, the FAIL LED is lit 2-3 seconds before turning OFF.
MPM/MPM+/MPMx Card	ERR	Red	ON - Major error on card. Flashes - During card startup.
	RDY	Green	ON - The card has completed startup successfully, after the ERR, RDY & ACT LED's have stopped flashing. Flashes - During card startup.
	ACT	Amber	ON - At least one participant is connected to a conference. Flashes - During card startup.
	HS	Blue	Flashes - Shut down process initiated by lightly pulling the CPU ejector levers. This LED flashes in synchronization with the CNTL's card's HS LED. ON - Card is in a power down mode. Card removal Initiated - The card can be removed safely once the CPU ejector levers are fully open. Card Insertion Initiated - If during the startup phase the blue HS LED remains lit, please ensure that the card is properly seated in the chassis. If this problem persists, contact your next level of support.

Table 1-13 RMX 2000 Front Panel LED's (Continued)

Component	LED ID	LED Color	Description
CNTL Unit	ERR	Red	ON - Major system error. In case of an active alarm this light is ON, and the RDY green is OFF.
			OFF - Normal.
			Flashes - During system startup.
	RDY	Green	ON - CPU card has successfully completed startup. This light turns green after completing the entire system configuration.
			OFF - Turns OFF when the ERR red LED is activated.
			Flashes - During system startup.
	ACT	Amber	ON - At least one endpoint is connected to the system. Flashes - During system startup.
	HD	Red	OFF - Normal.
			Flashes - Hard disk is active.
	HS	Blue	Flashes - Indicates when the power down process is initiated on an MPM/MPM/MPMx + card. This LED flashes in synchronization with the MPM/MPM+/MPMx's cards HS LED. OFF - Normal
			ON - CPU may be removed.

RMX 2000 Rear Panel LEDs

RTM IP Card

The following LEDs appear on the RTM IP card:

Table 1-14 RMX 2000 RTM IP LEDs

Component	LED Name	LED Color	Description
LAN LEDs (1-3)	LNK	Green	ON with an active network connection, flickers with Packet activity.
	1 Gb	Green	ON with a 1Gb online connection.
10/100 ShMG LEDs	LNK	Amber	ON with an active network connection, flickers with Packet activity.
	100	Green	ON when active network is 10/100Mb.

Table 1-14 RMX 2000 RTM IP LEDs (Continued)

Component	LED Name	LED Color	Description
SLOT (1-4) LEDs	1Gb (1-4)	Amber	ON with a 1Gb online connection, flickers with Packet activity.
	LNK (1-4)	Green	ON with an active network connection, flickers with Packet activity.
ShMG LEDs	ERR	Red	ON - Major error on RTM card. Flashes - During system startup.
	ACT	Amber	ON - Packet flow to and from the MCU chassis. Flashes - During system startup.
	RDY	Green	ON - RTM IP card has successfully completed startup. Flashes - During system startup.
	HS	Blue	Hot swap not supported. OFF - Normal. Flashes for a second during initial power up.
STANDBY LED		Green	When the user in the RMX Manager/Client presses the <i>System Shut Down</i> (red) button in the <i>Hardware Monitor</i> tool bar, the system should enter a standby mode and the LED turns ON. Only the media and control unit cards are in a standby mode. Shelf Manager remains active. Turn the system OFF/ON to exit the standby mode.

RTM ISDN Card

The following LEDs appear on the RTM ISDN Card:

Table 1-15 RMX 2000 RTM ISDN LEDs

Function Name		LED Color	Description
LAN 1 LEDs	1 Gb	Amber	ON when 1Gb connection is online, flickers with Packet activity.
	LNK	Green	ON with an active network connection, flickers with Packet activity.
PRI LEDs		OFF	Span x not in use.
		Green	Span x is OK.
		Red	Span x red alarm (LOS - Loss of Signal)
ShMC LED	HS	Blue	OFF - Normal.

RTM LAN Card

The following LEDs appear on the RTM LAN:

Table 1-16 RMX 2000 RTM LAN LEDs

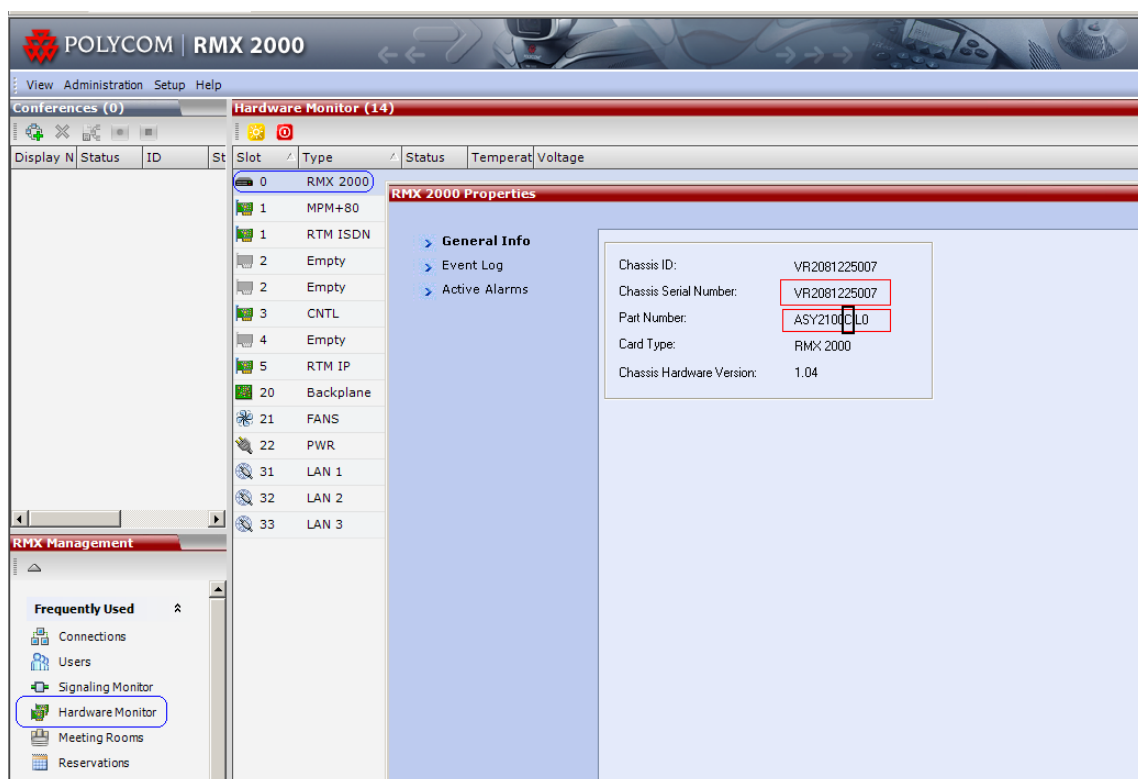
Function Name	LED Name	LED Color	Description
LAN 1 & 2 LEDs	1 Gb	Amber	ON when 1Gb connection is online, flickers with Packet activity.
	LNK	Green	ON with an active network connection, flickers with Packet activity.
HS LED		Blue	OFF - Normal.
			Flashes - During the startup of a media card and control unit. Also flashes when the RTM LAN card is powered down.
			ON - RTM LAN card may be removed.

RMX Chassis Types

The RMX chassis can be of type A/B/C or D. The environmentally friendly D-type chassis (indicated by the letter D in the Part Number) is required for use with MPM+/MPMx card(s).

The chassis type can be viewed in the Hardware Monitor, by right clicking **Slot 0** and then clicking **Properties**.

The *RMX 2000 - General Information* dialog box opens.



The RMX Part Number contains the letter A/B/C/D that represents the chassis type, as shown in the capture above.

For more details, see the RMX Administrator's Guide, Chapter 2, "RMX Hardware Monitoring".

Component Replacement

The RMX 2000 is designed with ease of maintenance in mind. Most components are swappable and are accessible directly via the front panel or the rear panel.



Only MPM/MPM+/MPMx cards are Hot Swappable. The RTM IP and RTM ISDN card are not Hot Swappable. System shutdown is required when replacing the RTM ISDN or RTM IP card.

The following components can be replaced when they are faulty:

- CNTL Module, see "Replacing the CNTL Module" on page [1-30](#).
- Power Supply Module, see "Replacing the Power Supply Module" on page [1-31](#).
- Fan drawer, see "Replacing the Fan Drawer" on page [1-32](#).
- MPM/MPM+/MPMx card. This card is hot-swap enabled. See "Replacing a Faulty MPM/MPM+/MPMx Card" on page [1-33](#).
- RTM ISDN card, see "Replacing the RTM IP Card" on page [1-34](#).
- RTM IP card, see "Replacing the RTM IP Card" on page [1-34](#).



Warning!

- All maintenance tasks are to be performed by qualified, authorized personnel.
- Use only replacement parts supplied by your dealer.
- Follow all procedures. Do not skip any steps.

Before replacing parts:

- To ensure a part needs replacing, complete the troubleshooting procedures.
- Identify exactly which part needs replacing.
- Make sure you have the correct replacement part on hand.
- Make sure you are using proper ESD equipment, to prevent damage to the system.



Note!

On all cards, if during the startup phase the blue HS LED remains lit, please make sure that the card is properly seated in it's slot. If this problem persists, contact your next level of support.

Types of Ejector Levers on RMX Components

On the RMX, two types of ejector levers can be attached to the cards:

- An all metal (silver) lever
- A modified PMC compatible ejector lever covered by plastic caps with a lock catch

Using the All Metal Ejector Lever

This ejector lever can be moved to 3 positions:

- **Closed** - The ejector levers are fully retracted and pushed up against the card's panel
- **Partially Open** - For card powering down mode. Partially open the ejector lever(s) until the blue *HS* LEDs on the card and the *Control Unit* start flashing. When the HS LED is constantly lit the card is in a powered down mode and you can remove the card.



Warning!

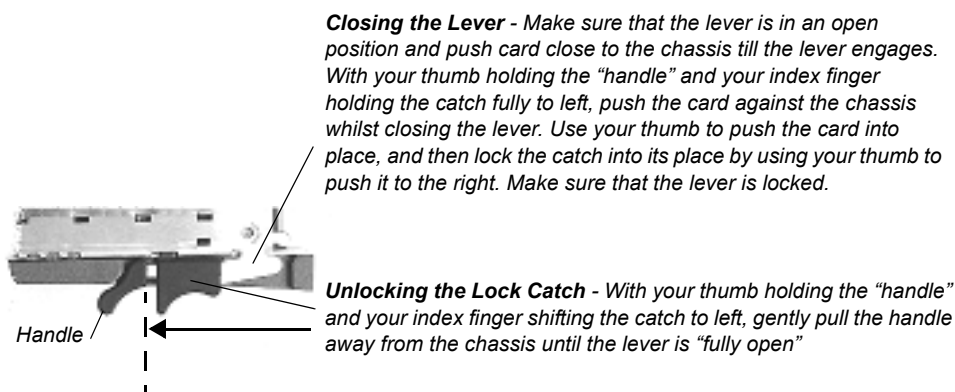
Once the removal sequence is initiated and the HS led flashes, the process cannot be terminated when activated.

- **Fully Open** - The card is released from the MCU housing

Using the Modified PMC Compatible Ejector Lever

This ejector lever can be moved to three positions:

- **Closed/Locked** - Ejector lever(s) are gently pushed up against the card's panel and is locked. Ensure that the lock catch is in the standard closed position (shifted to the right as shown below).



- **Partially Open** - For card powering down mode. Partially open the ejector lever(s) until the blue *HS* LEDs on the card and the *Control Unit* start flashing. When the HS LED is constantly lit the card is in a powered down mode and you can remove the card.



Warning!

Once the removal sequence is initiated the process cannot be terminated and the HS led flashes when activated.

- **Fully Open** - In this position the card is released from the MCU housing and can be removed.



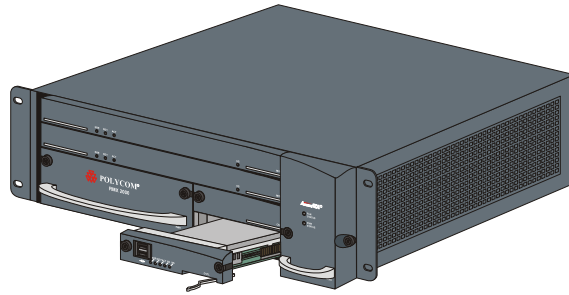
Lever Fully Open - Pull the lever handle(s) to a fully open position (approx. 70 degrees), as shown here

Replacing the CNTL Module

The CPU module is the management system of the RMX 2000. Use the following procedure to replace a CNTL Module:

- 1 Ensure that power switch on the RMX 2000 is turned OFF (O).
- 2 Unscrew the captive screws on the front panel of the RMX 2000 that secure the CNTL Module.
- 3 Use the metal ejector lever to pull the CNTL Module out of its slot in the Backplane.

- 4 Carefully slide the CNTL Module out through the front panel.



- 5 On the CNTL Module to be installed, move the ejector lever to the fully open position.
- 6 Slide in the replacement CNTL Module.
- 7 Push the CNTL Module firmly into the Backplane, making sure it is properly seated in its slot.
- 8 Ensure that the metal ejector lever is fully retracted into its housing.
- 9 Tighten the captive screws on the front panel of the RMX 2000 that secure the Functional CNTL Module.
- 10 Turn ON the RMX 2000.



For more information on the *Card Configuration Modes* after reset, see "*MPMx, MPM+ and MPM Modes*" on page 1-21.

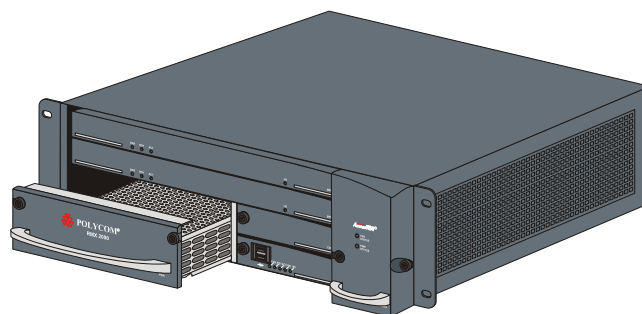
Replacing the Power Supply Module

A single supply unit powers the RMX 2000. Use the following procedure to replace a Power Supply:



Please verify the type of power supply used on your RMX 2000. Do not insert a different type of power supply than the current type installed on your system.

- 1 Ensure that the power switch on the RMX 2000 is turned OFF (O) and that the power cords are disconnected from the MCU.
- 2 Unscrew the captive screws on the front panel of the RMX 2000 that secure the Power Supply unit.
- 3 Use the finger grip to pull the Power Supply unit out of its slot in the Backplane.
- 4 Carefully slide the Power Supply unit out through the front panel.



- 5 Slide in the replacement Power Supply unit.
- 6 Push the Power Supply unit firmly into the Backplane, making sure it is properly seated in its slot.
- 7 Tighten the captive screws on the front panel of the RMX 2000 that secure the Power Supply unit.
- 8 Turn ON the RMX 2000.



For more information on the *Card Configuration Modes* after reset, see "*MPMx, MPM+ and MPM Modes*" on page [1-21](#).

Replacing the Fan Drawer

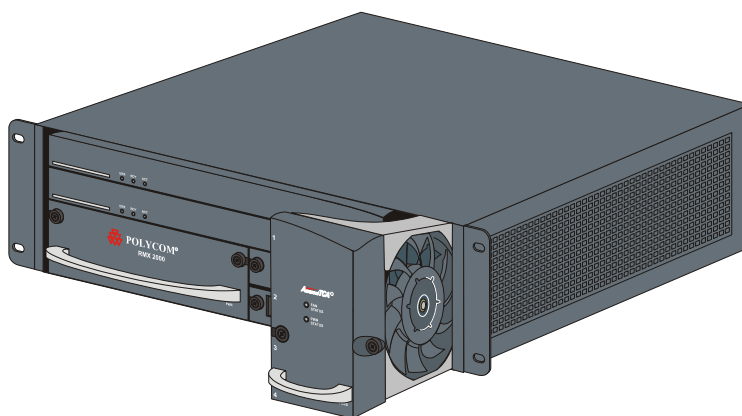
Three fans are mounted in the Fan drawer, where the airflow is from right to left. Should one of these fans fail as indicated by a Fan LED, you are required to replace the Fan drawer.

- 1 Unscrew the captive screws on the front panel of the RMX 2000 that secure the Fan drawer.
- 2 Use the metal ejector levers to pull the Fan drawer out of its slot in the Backplane.
- 3 Carefully slide the Fan drawer out through the front panel.



Warning!

The Fan drawer can be replaced when the RMX unit is ON, however a replacement drawer must be inserted immediately. The temperature increase is detected by the system, when critical, a system shutdown is initiated.



- 4 Slide in the replacement Fan drawer.
- 5 Push the Fan drawer firmly into the Backplane, making sure it is properly seated in its slot.
- 6 Tighten the captive screws on the front panel of the RMX 2000 that secure the Fan drawer.

Replacing a Faulty MPM/MPM+/MPMx Card

Removing the MPM/MPM+/MPMx Card from the MCU

All MPM/MPM+/MPMx cards can be installed or removed while the RMX 2000 is powered on and operating.

Prior to removing an MPM/MPM+/MPMx card the captive screws must be unscrewed and the ejector levers must be opened to initiate a “power down” on the card.

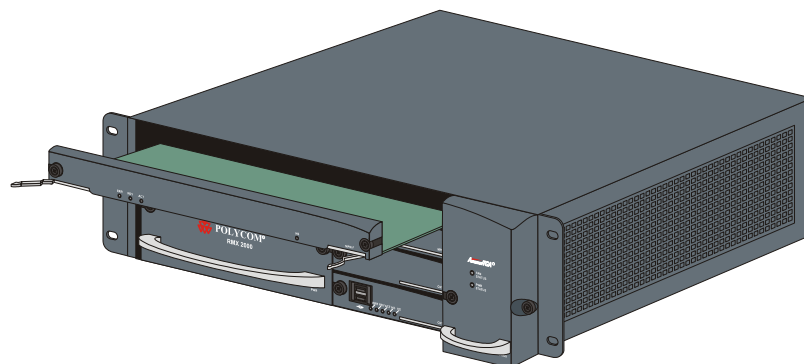
- 1 If applicable, loosen the captive screws and remove the slot cover.
- 2 Power down the card by partially opening the ejector levers until the blue *HS* LED on the card and the *Control Unit* start to flash.



Warning!

Once the removal sequence is initiated the process cannot be terminated and the *HS* LED flashes.

- 3 The power off sequence for the interconnected MPM/MPM+/MPMx and RTM ISDN cards are initiated as follows:
 - All participant connections on the card are disconnected.
 - A fault is generated on the system.
 - For each disconnected participant, a participant disconnection event is written to the CDR with the disconnection cause *Disconnected by Operator*.
 - New participant connections are blocked when the card is removed.
 - If an RTM ISDN card is connected to the MPM/MPM+/MPMx card it is also powered off and all ISDN and PSTN participants are disconnected.
 - When an RTM ISDN card is removed, its resources are deducted from the Resource list.
 - A *Log File* entry is written indicating MPM/MPM+/MPMx card removal.
 - Port usage is re-calculated and the *Port Gauges* and *Video/Voice Port Configuration* dialog boxes are updated.
- 4 When the blue *HS* LEDs on the MPM/MPM+/MPMx, RTM ISDN and Control Unit stop flashing and remain lit, unscrew the captive screws and move the ejector levers to their fully open position and remove the MPM/MPM+ card.
- 5 Carefully slide the MPM/MPM+/MPMx card out through the front panel.



Installing the Replacement MPM/MPM+/MPMx Card

If only one media card is installed in the system, it must be inserted in the top slot of the RMX chassis.

- 1 On the card to be installed, move the ejector levers to their fully open position.
- 2 Slide in the replacement MPM/MPM+/MPMx card.
- 3 Push the MPM/MPM+/MPMx card firmly into the Backplane, making sure it is properly seated in its slot.
- 4 Ensure that the metal ejector levers are fully retracted into their housings.
- 5 Tighten the captive screws on the front panel of the RMX that secure the MPM/MPM+/MPMx card to the chassis.

Installing a New MPM/MPM+/MPMx Card in a Powered On RMX 2000

If only one media card is installed in the system, it must be inserted in the top slot of the RMX chassis.

- 1 If applicable, loosen the captive screws and remove the slot cover.
- 2 On the card to be installed, move the ejector levers to their full open position.
- 3 Insert the card into the slot until the ejector levers touch the front edge of the card cage.
- 4 Push the ejector levers to their closed position and tighten the captive screws on each side of the card, securing the MPM/MPM+/MPMx card to the RMX.

The blue HS LEDs on the MPM/MPM+/MPMx card and the *Control Unit* start flashing and the power on cycle for the card is initiated:

- The card's resources are added to the system resources list
- The number of available resources on the RMX is usually increased to the current CFS license level
- Port usage is re-calculated and the *Port Gauges* and *Video/Voice Port Configuration* are updated

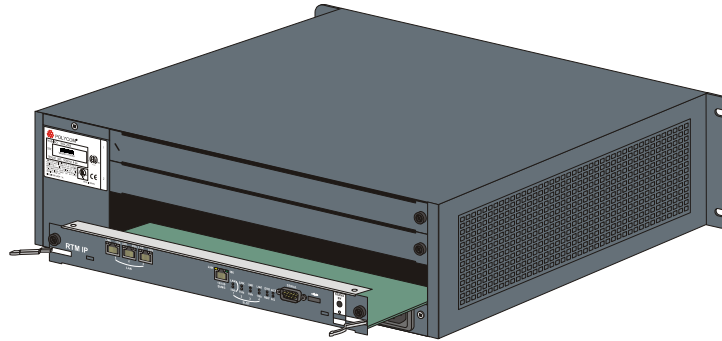
When the power on cycle of the MPM/MPM+/MPMx card is completed, the blue HS LEDs will turn OFF. The green RDY LED on the MPM/MPM+/MPMx card switches on and remains lit.

Replacing the RTM IP Card

The RTM IP card on the rear of the RMX 2000 provides connectivity to all the MCU modules. Use the following procedure to replace the RTM IP card:

- 1 Ensure that the power switch on the RMX 2000 is turned OFF (O).
- 2 Unscrew the captive screws on the rear panel of the RMX 2000 that secure the RTM IP card.

- 3 Use the metal ejector levers to pull the RTM IP card out of its slot in the backplane.



- 4 Carefully slide the RTM IP card out through the rear panel.
- 5 On the card to be installed, move the ejector levers to their fully open position.
- 6 Slide in the replacement RTM IP card.
- 7 Push the RTM IP card firmly into the backplane, making sure it is properly seated in its slots.
- 8 Ensure that the metal ejector levers are fully retracted into their housings.
- 9 Tighten the captive screws on the rear panel of the RMX 2000 that secure the RTM IP card.
- 10 Turn ON the RMX 2000.

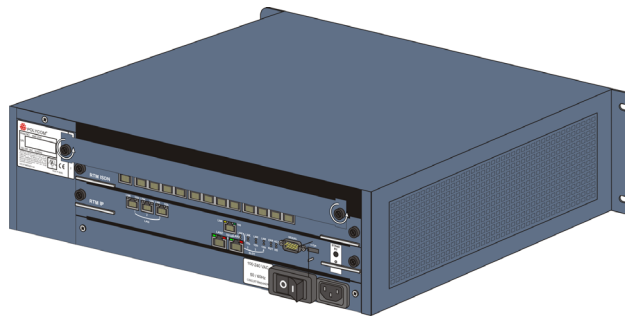


For more information on the *Card Configuration Modes* after reset, see "*MPMx, MPM+ and MPM Modes*" on page 1-21.

Removing the Blank Cover from the Rear Panel

Use the following procedure to remove the blank cover:

- 1 Ensure that the power switch/circuit switch on the RMX is turned OFF (O).
- 2 Unscrew the captive screws on the rear panel of the RMX that secure the blank panel.
- 3 Use the metal ejector levers to pull the blank panel.



Installing or Replacing the RTM ISDN Card

As a first installation, the RTM ISDN card must be installed in the top slot of the RMX chassis. The RTM ISDN card must be seated opposite to an MPM+/MPMx card located in the top slot on the front of the RMX.

Prior to adding the RTM ISDN card you must have your ISDN product license available. For more information see, *RMX 1500/2000/4000 Getting Started Guide*, "Procedure 2: Product Registration" on page 2-26.

Removing the Blank Cover

For details, see Table , "Removing the Blank Cover from the Rear Panel," on page 1-35.

Removing an Existing Card RTM ISDN Card

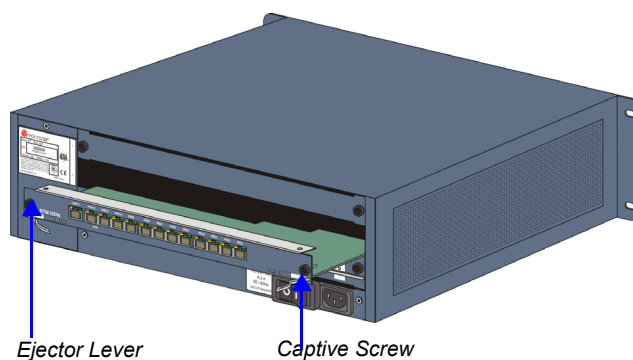
- 1 Ensure that the power switch on the RMX 2000 is turned OFF (O).
- 2 Unscrew the captive screws that fasten the card to the MCU. Use the metal ejector levers to pull the card out of its slot from the backplane.
- 3 Slide out the RTM ISDN card.

Installing a New or Replacement RTM ISDN Card

- 1 On the new RTM ISDN card move the ejector levers to their fully open position.
- 2 Slide in the RTM ISDN card in the RMX slot.

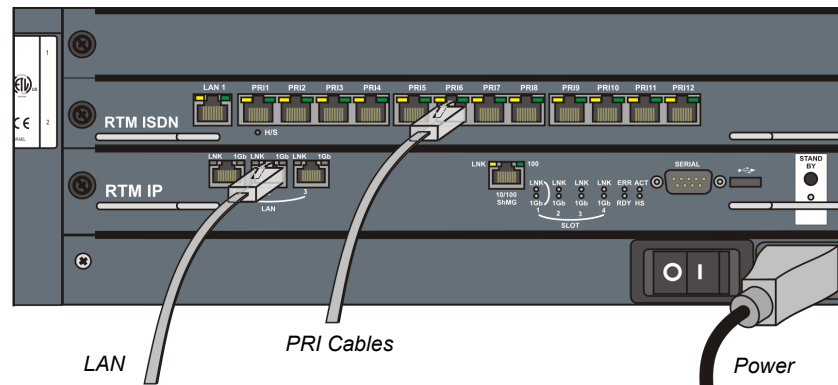


An RTM ISDN card must connect directly to an MPM/MPM+/MPMx card in the opposite facing front slot.



- 3 Push the card into the slot until the ejector levers touch the front edge of the card cage.
- 4 Push the ejector levers to their fully closed position.
- 5 Tighten the captive screws on each side of the rear panel of the card, securing the RTM ISDN card to RMX

- 6 Connect the RJ-45 terminated PRI cables into any of the slots labeled PRI1 - PRI12:



7 E1 or 9 T1 cables can be connected to each RTM ISDN card, up to a total of 14 E1 or 18 T1 PRI cables when two RTM ISDN cards are installed.

- 7 Turn ON the RMX.
- 8 Login on to the RMX Web Client.
- When a new ISDN card is installed you are required to do the following:
- Update your licence. For more information see, *RMX 1500/2000/4000 Getting Started Guide, Chapter 2, "Procedure 2: Product Registration"* on page 2-26.
 - In the *ISDN/PSTN Network Services* define a **New ISDN Network Service**. For more information see, *RMX 1500/2000/4000 Administrator's Guide, Chapter 15, "Adding/Modifying ISDN/PSTN Network Services"* on page 15-39.

Installing or Replacing the RTM LAN

The RTM LAN card on the rear of the RMX 2000 provides connectivity to all the MCU modules.

Removing the Blank Cover (for new installations)

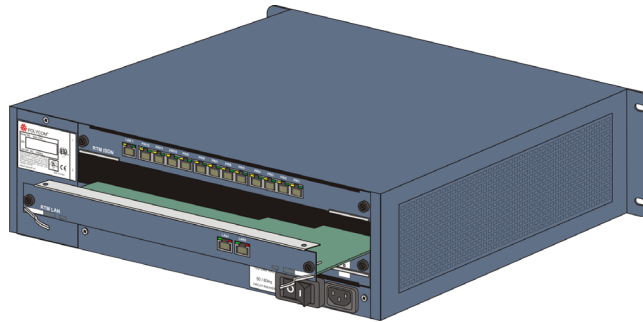
For details, see Table , "Removing the Blank Cover from the Rear Panel," on page 1-35.

Removing an Existing RTM LAN Card

Use the following procedure to remove the RTM LAN card from its slot (not required when installing a new card):

- 1 Ensure that the power switch/circuit switch on the RMX 2000 is turned OFF (O).
- 2 Remove the cables connected to the card.
- 3 Unscrew the captive screws on the rear panel of the RMX 2000 that secure the RTM LAN card.

- 4 Use the metal ejector levers to pull the RTM LAN card out of its slot in the backplane.



- 5 Carefully slide the RTM LAN card out through the rear panel.

Inserting the RTM LAN Card to its Slot

- 1 On the card to be installed, move the ejector levers to their fully open position.
- 2 Slide in the replacement RTM LAN card.



An RTM LAN card must connect directly to an MPM/MPM+/MPMx card in the opposite facing front slot.

- 3 Push the RTM LAN card firmly into the backplane, making sure it is properly seated in its slots.
- 4 Ensure that the metal ejector levers are fully retracted into their housings.
- 5 Tighten the captive screws on the rear panel of the RMX 2000 that secure the RTM LAN card.
- 6 Reconnect the cables.
- 7 Turn ON the RMX 2000.

Appendix A

Pin Assignment

PRI Port Assignment

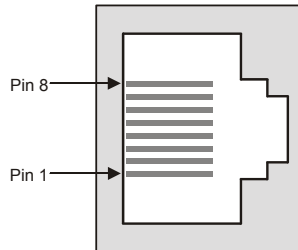


Table A-1: PRI Port Assignment

Pin	Signal Name
1	Receive Ring
2	Receive Tip
3	No connection
4	Transmit Ring
5	Transmit Tip
6	No connection
7	No connection
8	No connection

