



GETTING STARTED GUIDE

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RealPresence[®] Collaboration Server 1800/2000/4000/Virtual Edition



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About This Guide

Topics:

- [Polycom RealPresence Collaboration Server System Editions](#)
- [Get Help](#)
- [Polycom and Partner Resources](#)
- [The Polycom Community](#)
- [Audience, Purpose and Required Skills](#)

This guide provides the first time setup information that you need to configure a Polycom RealPresence Collaboration Server system. Once you've completed first time setup, see the *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator Guide* for additional configuration and customization tasks you can perform.

Polycom RealPresence Collaboration Server System Editions

The Polycom RealPresence Collaboration Server system is available in an Appliance Edition (for use with a Polycom Rack Server) and a Virtual Edition (packaged as software only).

Most of the functionality described in this document applies to both editions, and so the product references are general—that is, the Polycom RealPresence Collaboration Server system. However, when information applies to a specific edition, the reference will be specific—that is, Polycom RealPresence Collaboration Server, Virtual Edition or Polycom RealPresence Collaboration Server, Appliance Edition.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Polycom and Partner Resources

In addition to this guide, the available documentation that describes the RealPresence Collaboration Server includes:

- *Polycom RealPresence Collaboration Server Release Notes*
Provides the information users need to know about the specific release of the system you're implementing.
- *Polycom RealPresence Collaboration Server Administrator Guide*
Provides more detailed and specialized configuration, operation, and administration information users need to know when using the RealPresence Collaboration Server.
- *Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000 Hardware Guide*

Gives detailed information on system installation, conferencing capacities, and system specifications.

- *Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000 Installation Quick Start Guide*

Provides a quick guide on system cabling and initial settings.

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Audience, Purpose and Required Skills

This guide is written for a technical audience.

This guide assumes that you are starting with a Polycom RealPresence Collaboration Server that has never been previously configured.

Virtual Edition Installation

Topics:

- [Install Polycom RealPresence Collaboration Server, Virtual Edition Software with Your Virtual Environment Tools](#)
- [Deploy RealPresence Collaboration Server Using a 3rd Party Virtual Environment Tool](#)

Before you install the Polycom RealPresence Collaboration Server system in your environment, review the Polycom RealPresence Collaboration Server 1800/2000/4000 Release Notes and ensure that your host machine has the capacity for your planned Virtual Edition deployment. In addition, ensure that it meets the host guidelines recommended by Polycom.

Install Polycom RealPresence Collaboration Server, Virtual Edition Software with Your Virtual Environment Tools

Typically, you install the Polycom RealPresence Collaboration Server, Virtual Edition, system software using your virtual environment tools.

However if your RealPresence Platform Director system was installed in a VMware vCenter environment with the required credentials, you can use the RealPresence Platform Director system to deploy Polycom software. For complete instructions on how to use the RealPresence Platform Director system to deploy the Polycom RealPresence Collaboration Server, Virtual Edition, see the *RealPresence Platform Director System Administrator Guide*.

Complete the following tasks to install the Polycom RealPresence Collaboration Server, Virtual Edition system:

Procedure

- To install Polycom RealPresence Collaboration Server using your virtual environment tools:
 - » Use your virtual environment tools to install an instance of the Polycom RealPresence Collaboration Server system.

Host Installation Guidelines

Before deploying your Polycom RealPresence virtual edition software, review the following planning guidelines for your deployment. Polycom recommends the following guidelines.

- [CPU Allocation](#) on page 6
- [Memory Allocation](#) on page 6
- [Disk](#) on page 6

Note: Specific requirements on RealPresence Collaboration Server Virtual Edition installation

The RealPresence Collaboration Server Virtual Edition installation has the following specific requirements on installation:

- Network Interface Card - Depending on the environment, the virtual machine may require a Network Interface Card (NIC) from the host dedicated for the virtual machine.
- Dedicated VM Server - To maximize audio and video quality Polycom strongly recommends a dedicated VM server per RealPresence Collaboration Server.

CPU Allocation

- Leave 2 cores unallocated, regardless of the number of cores present, how many licenses are purchased, and what other virtual machines will be present.
- For VMware, do not allocate CPU core 0. Host operating system performance may be affected if this core is assigned to the virtual machine.
- When possible, allocate cores on one CPU. This will enhance performance by reducing CPU-to-CPU communication times.
- Do not use processor oversubscription; maintain a 2:1 ratio of virtual CPU to physical CPU. For example, a system with 8 physical cores can support up to 16 virtual processors divided up into any combination among the virtual machines running on that host.
- When you are using Hyper-V, Polycom recommends disabling the Virtual Machine Queue of the Network Interface Card (NIC). For more information, see <https://support.microsoft.com/en-us/kb/2902166>

Note: CPU reservations can only be done after shutting down the virtual machine.

Memory Allocation

In a Microsoft Hyper-V environment, you must not overprovision memory at the hypervisor layer. Dynamic memory for virtual machines is not supported.

Disk

Hypervisors add overhead to disk operations. For best performance, ensure that the virtual machine is able to achieve the recommended IOPS listed in the following table.

	Lab Environment	Production Environment
Disk Performance	170 Random IOPS (write) 170 Random IOPS (read)	230 Random IOPS (write) 450 Random IOPS (read)
Network	1GB Shared	1GB Dedicated 10GB Shared

Capacity information such as storage space and memory varies according to virtual edition. Please see release notes for your RealPresence virtual edition software for the minimum capacity requirements for your product.

Deploy RealPresence Collaboration Server, Virtual Edition, through RealPresence Platform Director

The RealPresence Platform Director provides the flexibility to deploy, license and monitor all virtual edition RealPresence products, including the RealPresence Collaboration Server, Virtual Edition, using general purpose hardware in a data center or in the cloud.

The RealPresence Platform Director is available at no charge from [Polycom Support](#).

If your RealPresence Platform Director system was installed in a VMware vCenter environment with the required credentials, you can use the RealPresence Platform Director system to deploy Polycom software. For complete instructions on how to use the RealPresence Platform Director system, see the *Polycom RealPresence Platform Director Administrator Guide*.

You cannot use the RealPresence Platform Director system to deploy a Hyper-V Virtual Edition. For a Hyper-V Virtual Edition, you must deploy the software using Hyper-V tools and then add the instance to the RealPresence Platform Director system.

Procedure

To install the RealPresence Collaboration Server, Virtual Edition, through RealPresence Platform Director:

1. Deploy the RealPresence Platform Director in your environment.
2. Create a new instance for RealPresence Collaboration Server, Virtual Edition, in the RealPresence Platform Director.

When creating the new instance in the RealPresence Platform Director, you can choose to configure a static IP address and assign it to the RealPresence Collaboration Server, Virtual Edition, or to assign a IP address to the RealPresence Collaboration Server, Virtual Edition, through a DHCP server.

- If the static IP address is configured in the RealPresence Platform Director and assigned to RealPresence Collaboration Server, Virtual Edition, the DHCP function is turned off on the RealPresence Collaboration Server, Virtual Edition.
 - If the DHCP is selected in the RealPresence Platform Director, the DHCP server will assign an IP address to the RealPresence Collaboration Server, Virtual Edition. Meanwhile, the RealPresence Platform Director will learn the IP address by querying the VMWare or Hyper-V.
3. Allocate licenses to RealPresence Collaboration Server, Virtual Edition, in the RealPresence Platform Director.

For more information, refer to the *RealPresence Platform Director System Administrator Guide*.

Deploy RealPresence Collaboration Server Using a 3rd Party Virtual Environment Tool

The RealPresence Collaboration Server, Virtual Edition, can be installed using a 3rd party virtual environment tool such as VMware vSphere or Microsoft Hyper-V.

For the full list of supported virtual environment tools, refer to the Release Notes of RealPresence Collaboration Server.

For more information on the virtual environment tools, refer to their respective documentation on VMware or Microsoft website.

Note: When you are using Hyper-V, you are recommended to disable the Virtual Machine Queue of the Network Interface Card (NIC). For more information, see <https://support.microsoft.com/en-us/kb/2902166>.

Note: Polycom recommends that a VMware or Hyper-V administrator install the software. After installation into the virtual environment, additional configuration should be done by someone who understands video conferencing.

Appliance Edition Installation

Topics:

- [Prepare for System Installation](#)
- [Unpack RealPresence Collaboration Server \(RMX\) 1800/2000/4000](#)
- [Installing the RealPresence Collaboration Server \(RMX\) 1800](#)
- [Installing the RealPresence Collaboration Server \(RMX\) 2000](#)
- [Installing the RealPresence Collaboration Server \(RMX\) 4000](#)
- [First Entry Power-up and Configuration](#)

If you purchased the Polycom RealPresence Collaboration Server, Appliance Edition, you need to install the server. If the system software is not pre-installed on the server, you need to download the software from the Polycom support site and create a DVD to install the software on your server.

Follow the process outlined in the following topics to install the Polycom RealPresence Collaboration Server, Appliance Edition: Review the most recent *Polycom RealPresence Collaboration Server 1800/2000/4000 Release Notes*

Prepare for System Installation

Before you start, you must gather network addresses to be used for the configuration from your Network administrator.

IP Services

The IP addresses and network parameters which enable communication among the RealPresence Collaboration Server, its management application and the conferencing devices.

Completing the First Time Setup Worksheet

Before you begin install and system setup, fill out the **My System Values** column of this worksheet.

Item	My System Values	Factory-Set Default Values	Description
Control Unit IP Address		192.168.1.254	Enables communication between the RealPresence Collaboration Server and the RMX Web Client, and is used to manage the MCU. DHCP is not supported for the Control Unit IP Address.
Shelf Management IP Address		192.168.1.252	This is not applicable to RealPresence Collaboration Server 1800.

Item	My System Values	Factory-Set Default Values	Description
Signaling Host IP address			Configures and manages communications between the RealPresence Collaboration Server and conferencing devices. The IP is configured through Fast Configuration Wizard. This is required for RealPresence Collaboration Server 2000/4000 systems only. For RealPresence Collaboration Server 1800, this IP is the same as the Media Card IP Address and defined by the Media Card IP address.
Media Card 1 IP Address			This is mandatory for RealPresence Collaboration Server 1800 systems. This is optional for RealPresence Collaboration Server 2000/4000 systems.
Media Card 2 IP Address			This is optional to RealPresence Collaboration Server 2000/4000 systems. This is not applicable for RealPresence Collaboration Server 1800 system.
Media Card 3 IP Address			This is optional to RealPresence Collaboration Server 4000 systems. This is not applicable for RealPresence Collaboration Server 1800/2000 systems.
Media Card 4 IP Address			This is optional to RealPresence Collaboration Server 4000 systems. This is not applicable for RealPresence Collaboration Server 1800/2000 systems.
Control Unit Subnet Mask		255.255.255.0	
Default Router IP Address		192.168.1.1	
Gatekeeper IP address			This is optional for all RealPresence Collaboration Servers.
DNS IP address			This is optional for all RealPresence Collaboration Servers.
SIP Server IP address			This is optional for all RealPresence Collaboration Servers.

ISDN Services

The ISDN Network Service is used to define the properties of the ISDN switch and the ISDN lines running from the ISDN switch to the ISDN card installed in the Collaboration Server, which also can be initially configured through Fast Configuration Wizard.

Before configuring the ISDN Network Service, obtain the following information from your ISDN Service Provider:

- Switch Type
- Line Coding and Framing
- Numbering Plan
- Numbering Type
- Dial-in number range

Note: Connection to public ISDN network

If the RealPresence Collaboration Server is connected to the public ISDN Network, an external CSU or similar equipment is needed.

Preparing the Installation Site

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

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.
- Each 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 RealPresence Collaboration Server 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 RealPresence Collaboration Server clean and free of clutter.
- Decide on a suitable location for the equipment rack that will hold the RealPresence Collaboration Server 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' trays and card's slots closed when not servicing, to maintain proper cooling.

Installation Precautions

The RealPresence Collaboration Server 2000 can weigh up to 16.5 kg, and the RealPresence Collaboration Server 4000 can weigh up to 40 kg when all slots are occupied. Two people are required to lift the MCU out of the box and also when installing it in a rack.

Warning: 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 RealPresence Collaboration Server.

The following precautions should be followed with regards to installation of the Collaboration Server:

- Use a regulating uninterruptable power supply (UPS) to protect the RealPresence Collaboration Server from power surges and voltage spikes, to keep your MCU operating in case of a power failure. The RealPresence Collaboration Server 4000 requires either two DC or three AC power supply cables, each connected to a power supply.
- Place the RealPresence Collaboration Server on a hard, flat surface such as a desktop or mount it on 19" rack.
The RealPresence Collaboration Server 4000 can also be mounted on a 23" rack.
- The RealPresence Collaboration Server 4000 has a height of 6U. Ensure this space is available on the rack.
- The airflow of the RealPresence Collaboration Server 1800 is from front to back. Be sure that the areas in the front and rear side of the system are clear for proper ventilation.

The airflow of the RealPresence Collaboration Server 2000/4000 is from right to left. Be sure that the areas in the right and left side of the system are clear for proper ventilation.

Warning: Breaking the seal voids the warranty

The RealPresence Collaboration Server 1800 is a sealed system, breaking the seal and opening the chassis voids the warranty.

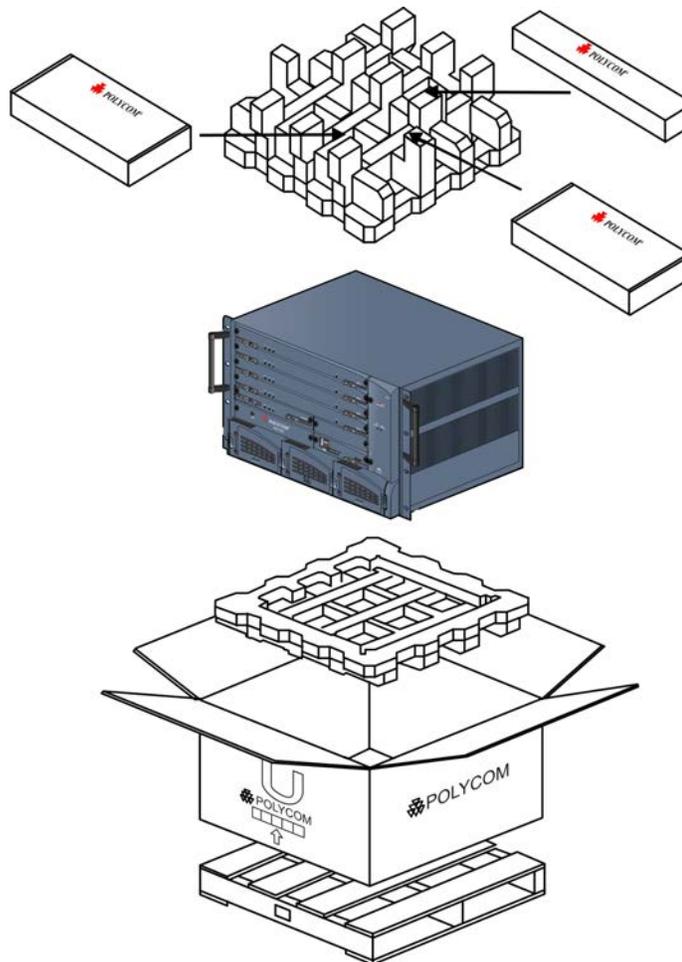
Unpack RealPresence Collaboration Server (RMX) 1800/2000/4000

Perform the following procedures when unpacking the RealPresence Collaboration Server (RMX) 1800/2000/4000.

Procedure

To unpack and lift the RealPresence Collaboration Server (RMX) 1800/2000/4000:

1. When you receive the RealPresence Collaboration Server (RMX) 1800/2000/4000 packing case, inspect the equipment for damage and verify that the components match the packing slip.
2. The RealPresence Collaboration Server (RMX) 1800/2000/4000 is shipped in a packing case with Stratocell® packaging, and the top cover must be unlocked and lifted. Boxes are placed on the top Stratocell and contain installation accessory kit, Telescopic rail runners accessory kit, and optional ISDN card package.



3. Write down the RealPresence Collaboration Server (RMX) 1800/2000/4000 serial number that is on a sticker on the back of the unit. It will be needed for product registration later.

4. Holding the handle on each side, lift the RealPresence Collaboration Server (RMX) 1800/2000/4000 from the box, and place it on a flat surface or in a rack. Remove and packaging materials prior to positioning the RealPresence Collaboration Server (RMX) 1800/2000/4000.

Contents of Shipment

The following tables list accessories in the installation accessory kit and Telescopic rail runner accessory kit of the RealPresence Collaboration Server (RMX) 1800/2000/4000 boxes.

In the box of RealPresence Collaboration Server (RMX) 2000/4000, an optional ISDN package with ISDN card and printed ISDN license is available.

In the box of RealPresence Collaboration Server (RMX) 1800-3, an optional ISDN printed ISDN license is available.

Installation Accessory Kit

RMX 1800	RMX 2000	RMX 4000
1 AC power cable	1 power cable	3 power cables
2 Ethernet cables	1 Ethernet cable	4 Ethernet cables
1 USB Key	1 USB Key	1 USB Key
1 Serial Cable	NA	NA

Telescopic Rail Runners Accessory Kit of RealPresence Collaboration Server (RMX) 2000/4000

Part/Kit no.	Item	Item no.	Item Sample	Item Quantity
ASY2716A-L0				
Rail runner	Left rail runner (two types available: item (a) with or (b) without rail runner clip) Note: The rail runner clip is designed to attach and clip onto the chassis runner frame.	1	 Note: Rail runner end views	1
	Right rail runner (two types available: item (a) with or (b) without rail runner clip) Note: The rail runner clip is designed to attach and clip onto the chassis runner frame.	2	See previous figure	1

Part/Kit no.	Item	Item no.	Item Sample	Item Quantity
Rack spacer assembly kit	Rack spacer	3	 Front & Rear	4
	Flat head screw - M5*10mm	4		8
Rail runner assembly kit	Flat head screw - M3*8mm	5		4
	Flat washer M3	6		4
	Nut spring M3	7		4
Collaboration Server chassis assembly kit	Pan head screw - M5*12mm	8		2
	Flat washer M5	9		2

Install the Telescopic Rail Runners on the Rack

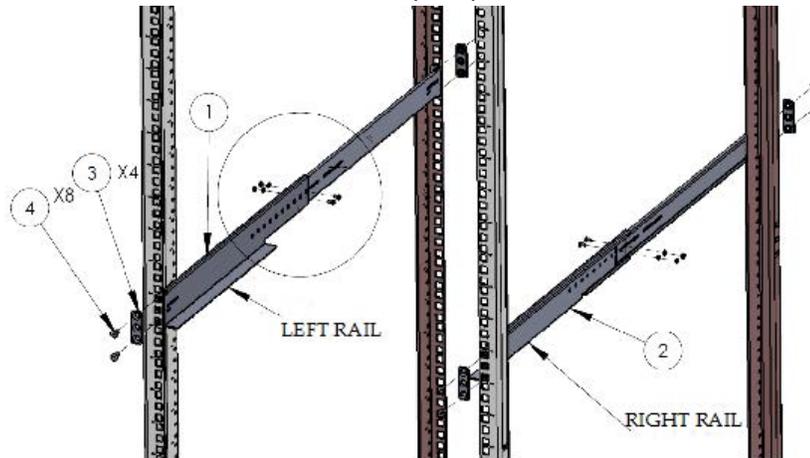
Rack Rail Runners require a minimum of 48 cm and a maximum of 80cm within the rack for installation.

Procedure

To install the Telescopic rail runners on the rack:

- Determine the location of the Collaboration Server 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.

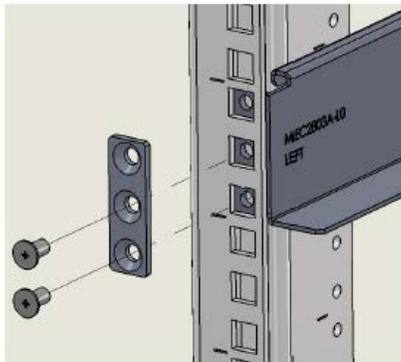
Front view of RealPresence Collaboration Server (RMX) 2000/4000 rail runner assembly



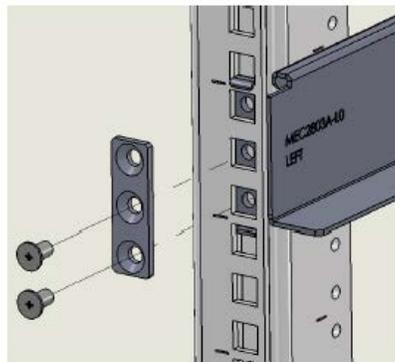
2. Position the Rack Spacer (3) onto the marked rack post together with left rack rail runner (item no. 1 which is labeled LEFT) and fasten the flat head screws 3*10 mm (4) as shown in the following figure.

Detail of front rack spacer assembly for RealPresence Collaboration Server (RMX) 2000/4000

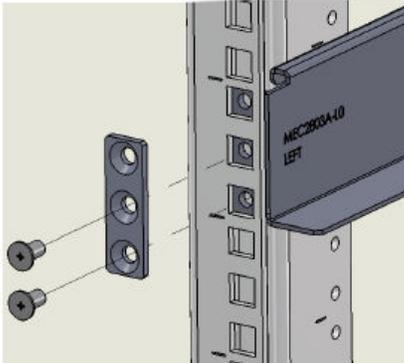
*RMX 2000 rack assembly view
without rail runner clip*



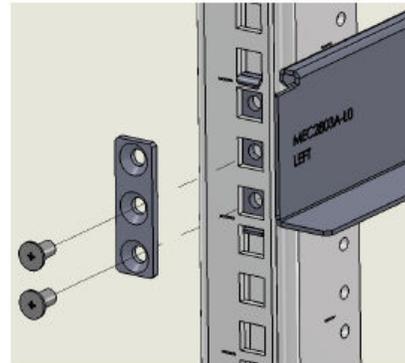
*RMX 2000 rack assembly view
with rail runner clip*



*RMX 4000 rack assembly view without
rail runner*



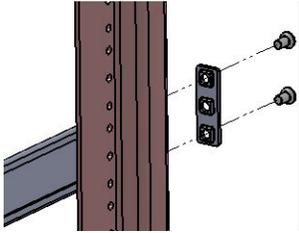
*RMX 4000 rack assembly view with
rail runner*



- On the RealPresence Collaboration Server (RMX) 2000/4000 the top hole on the Rack Spacer must be left clear as it is required for fixing the Collaboration Server to the rack post.

- Adjust the telescopic rack rail runner to the rack opening and mount it onto the marked position of the rear post as described in [Step2](#).

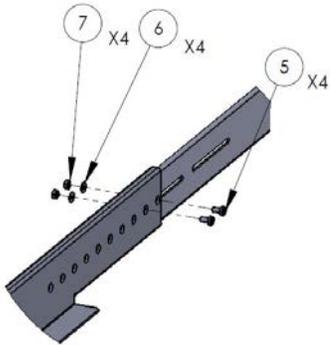
Detail of rear rack spacer assembly for RealPresence Collaboration Server (RMX) 2000/4000



- Repeat [Step2](#) and [Step3](#) for the right rack rail runner.
- Install the flat head screw (5), flat washer (6) and nut spring (7) in the middle of the telescopic rack rail runner for added stability.

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

Detail of left rail runner from front internal view



- Repeat [Step5](#) for the right rack rail runner.

Installing the RealPresence Collaboration Server (RMX) 1800

The Polycom RealPresence Collaboration Server 1800/2000/4000 Appliance Edition can be installed in a rack.

For the RealPresence Collaboration Server 1800 system, you also need a shelf to mount it in a rack. This system can also be placed directly on a level surface.

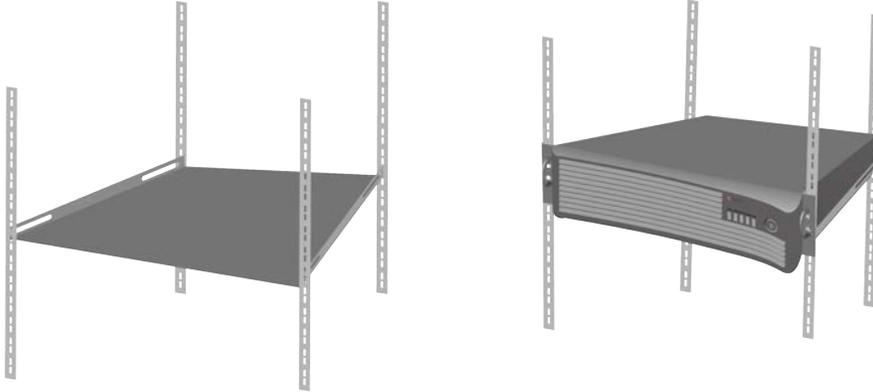
Mount the RealPresence Collaboration Server (RMX) 1800 in a Rack

You need a shelf to mount the RealPresence Collaboration Server (RMX) 1800 in a rack.

Procedure

To mount the system in a rack:

- Install the shelf, supplied by the rack manufacturer, in the rack.
- Mount the RealPresence Collaboration Server (RMX) 1800 on the shelf.
- Fasten the RealPresence Collaboration Server (RMX) 1800 to the rack with screws through the four holes in front mounting brackets of the RealPresence Collaboration Server (RMX) 1800.



Connect the RealPresence Collaboration Server (RMX) 1800 to a Power Source

The following restrictions apply to the conductors and connectors that may be used to ground the unit when rack mounted:

- When using bare conductors, they must be coated with an appropriate antioxidant compound before crimp connections are made. Tinned, solder-plated or silver-plated connectors do not have to be prepared in this manner.
- The same bolt assemblies should not secure multiple connectors.
- Listed fastening hardware must be compatible with the materials being joined and must be preclude loosening, deterioration and electrochemical corrosion of the hardware and joint materials.

Procedure

To connect RealPresence Collaboration Server (RMX) 1800 to AC power:

- » Insert the power cable into the power connector on the rear panel of the RealPresence Collaboration Server (RMX) 1800 system.

Warning: Use only the Polycom-supplied AC power cable

- Do not connect the green or green-yellow wire to the system single-point ground screw.
-

Connect Cables to the RealPresence Collaboration Server (RMX) 1800

This section outlines the way to connect the cables to the RealPresence Collaboration Server (RMX) 1800.

Procedure

To connect the cables to the RealPresence Collaboration Server (RMX) 1800:

1. Connect the management network cable to **LAN 1** port.

When LAN redundancy is enabled, LAN 1 is used for both the management and the media and signaling network connection.

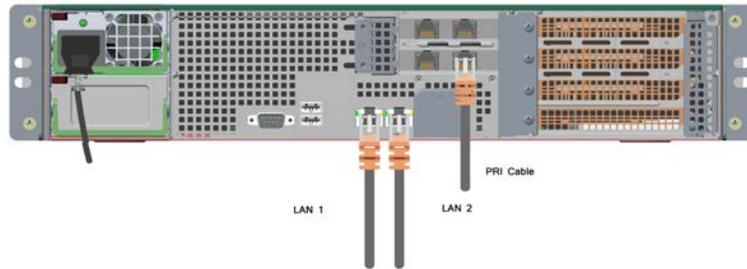
2. Connect the media and signaling cable to **LAN 2** port.

By default this port is used for signaling, but when LAN redundancy is enabled, LAN 2 is the backup of LAN 1 port.

3. Connect the PRI cable into any **PRI** port.

Note: Only the RealPresence Collaboration Server (RMX) 1800-3 with built-in ISDN module provides PRI ports, as shown next.

RealPresence Collaboration Server (RMX) 1800-3 rear panel



Installing the RealPresence Collaboration Server (RMX) 2000

The Polycom RealPresence Collaboration Server 1800/2000/4000 Appliance Edition can be installed in a rack.

Install RTM ISDN Card on the RealPresence Collaboration Server (RMX) 2000/4000

If the ISDN option was purchased with your RealPresence Collaboration Server, the ISDN card is shipped separately and must be manually installed into the rear of the system. It is recommended to install the ISDN card before the system is placed in a rack.

An RMX Software License is included with the ISDN card and must be registered as part of the Product.

Remove the blank cover from the rear of the RealPresence Collaboration Server (RMX) 2000

Before you can install an RTM ISDN card into the RealPresence Collaboration Server (RMX) 2000 system, you must remove the blank cover first.

Procedure

To remove the blank cover from the rear of the RealPresence Collaboration Server (RMX) 2000:

1. Ensure that the power switch/circuit switch on the RealPresence Collaboration Server (RMX) 2000 is turned OFF (O).
2. Unscrew the captive screws on the rear panel of the RealPresence Collaboration Server (RMX) 2000 that secure the blank panel.
- 3.



Use the metal ejector levers to pull off the blank panel.

Install RTM ISDN Card on RealPresence Collaboration Server

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 MPMRx card located in the top slot on the front of the RMX.

Procedure

To install RTM ISDN Card on RealPresence Collaboration Server:

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 RealPresence Collaboration Server slot.

An RTM ISDN card must connect directly to an MPMRx card in the opposite-facing front slot.

Install RTM ISDN Card on RealPresence Collaboration Server 2000

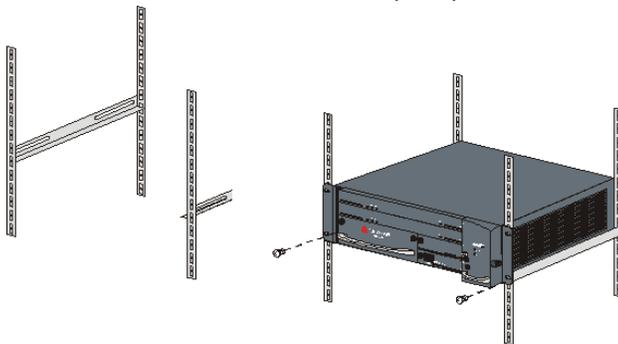
3. Push the card into the slot until the ejector levers touch the front edge of the card cage.
4. Push the ejector levers to their fully closed position.
5. Tighten the captive screws on each side of the rear panel of the card, securing the RTM ISDN card to the RealPresence Collaboration Server.

Mounting the RealPresence Collaboration Server (RMX) 2000/4000 in a 19" Rack

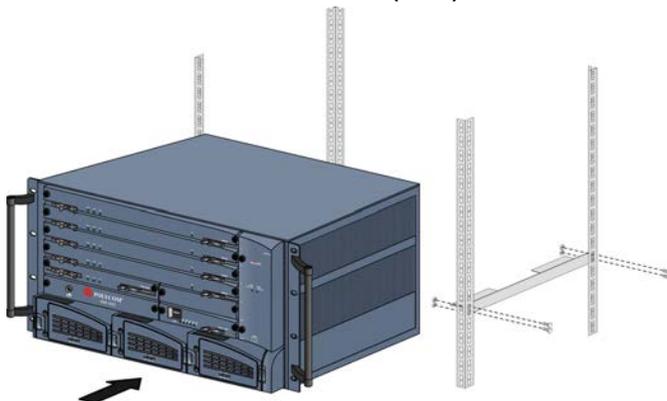
There are two methods for installing the RealPresence Collaboration Server 2000/4000 in a 19" rack:

- **Using the rack rail runners on the rack**
 - Install the telescopic rail runners.
 - Mount the RealPresence Collaboration Server on top of the rail runners.
 - Fasten the RealPresence Collaboration Server to the rack spacers using the flat head screw  (item 8) with flat washer  (item 9) through the two holes in the RealPresence Collaboration Server front mounting brackets.

Install the RealPresence Collaboration Server (RMX) 2000 in a rack



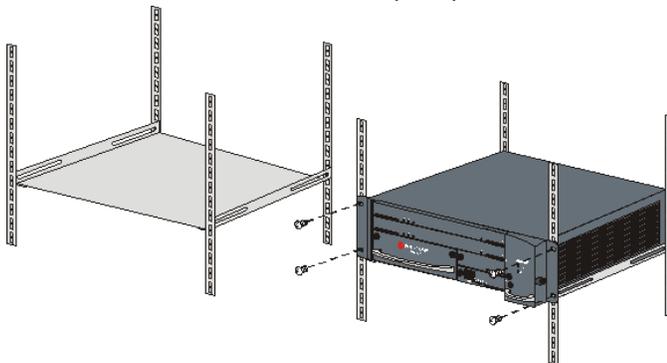
Install the RealPresence Collaboration Server (RMX) 4000 in a rack



- **Using a shelf**

- Install the shelf, supplied by the rack manufacturer, in the rack.
- Mount the Collaboration Server unit on the shelf.
- Fasten the RealPresence Collaboration Server to the rack with screws through the four holes in the RealPresence Collaboration Server front mounting brackets.

Install the RealPresence Collaboration Server (RMX) 2000 on a shelf



Connect Cables to RMX 2000

Do not remove the protective caps from LAN1, LAN3 and ShMG ports when you connect the cables to RMX 2000.

Connect the following cables to the back panel:

Procedure

- Connect power cable.
- On the RTM IP card, connect the LAN cable to LAN 2.

A RealPresence Collaboration Server (RMX) 2000 always requires that an RTM IP card be installed in the bottom slot on the rear of the RealPresence Collaboration Server (RMX) 2000.

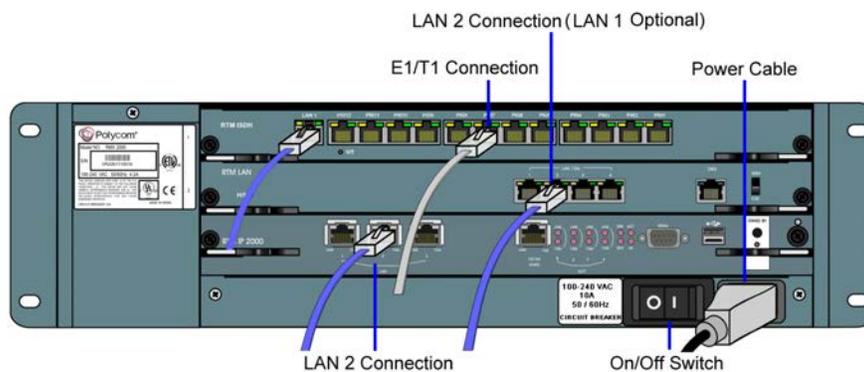
- Install a 4 LAN ports RTM LAN card and connect the LAN cable to LAN 2.

In MPMRx Card mode, an MPMRx card on the front of the RMX must always be seated or connected opposite to either a 4 LAN ports RTM LAN card or RTM ISDN card on the rear of the chassis. The 2 LAN ports RTM LAN card is not supported with MPMRx card.

An RTM LAN card is always required with Multiple Networks and LAN Redundancy configurations. With Multiple Networks and LAN Redundancy configurations, connect the LAN cable to LAN 1.

- If either RTM ISDN card is selected to install with MPMRx card, perform following steps:
 - a) Connect the RJ-45 terminated E1/T1 cables to PRI ports.
 - b) When the one LAN port RTM ISDN card is installed, connect the LAN cable to LAN 1; In MPMRx card mode and when the four LAN ports RTM ISDN card is installed, connect the LAN cable to LAN1 and LAN 2.

RMX 2000 rear panel view with cables



Installing the RealPresence Collaboration Server (RMX) 4000

The Polycom RealPresence Collaboration Server 1800/2000/4000 Appliance Edition can be installed in a rack.

Install RTM ISDN Card on the RealPresence Collaboration Server (RMX) 2000/4000

If the ISDN option was purchased with your RealPresence Collaboration Server, the ISDN card is shipped separately and must be manually installed into the rear of the system. It is recommended to install the ISDN card before the system is placed in a rack.

An RMX Software License is included with the ISDN card and must be registered as part of the Product.

Remove an RTM LAN or Existing ISDN Card

If your RTM LAN or ISDN card is broken, you can remove and replace it with a new one.

Procedure

To remove an RTM LAN or existing ISDN card:

1. Ensure that the power switch on the Collaboration Server is turned OFF (O).
2. Remove the RTM LAN or blank cover by unscrewing the captive screws that fasten the card or the cover to the Collaboration Server.

When removing a card, use the metal ejector levers to pull the RTM LAN card out of its slot from the backplane.

3. Slide out the RTM LAN or RTM ISDN card.



Install RTM ISDN Card on RealPresence Collaboration Server

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 MPMRx card located in the top slot on the front of the RMX.

Procedure

To install RTM ISDN Card on RealPresence Collaboration Server:

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 RealPresence Collaboration Server slot.

An RTM ISDN card must connect directly to an MPMRx card in the opposite-facing front slot.

Install RTM ISDN Card on RealPresence Collaboration Server 2000

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 the RealPresence Collaboration Server.

Install the RMX 4000 as a Standalone System

Instead of installing the RMX 4000 in a rack, you can also put it on a flat surface, or desktop, as a standalone system.

The RMX 4000 must rest on the four feet at the base of the MCU and must be shifted or moved into position using the two handles attached to the front.

To install the 4000 as a standalone system:

Procedure

- » Place 4000 on a hard and flat surface or desktop.

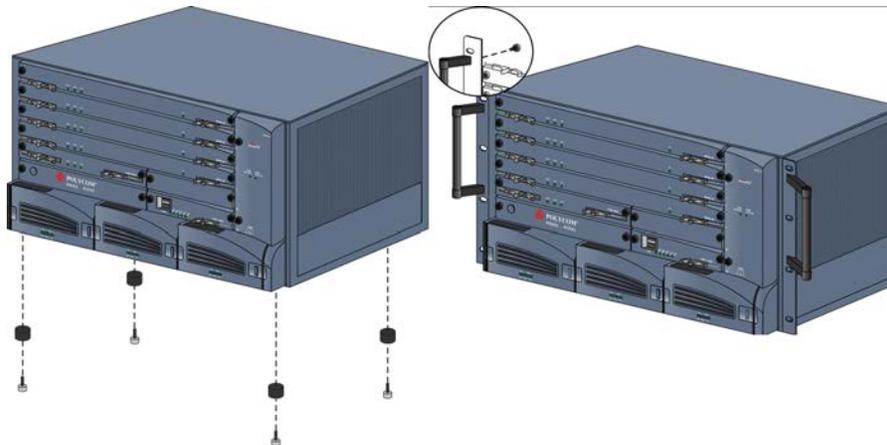
Mounting the RealPresence Collaboration Server (RMX) 4000 in a Rack

Perform the following steps to mount the RealPresence Collaboration Server (RMX) 4000 in a Rack.

Rack Mount Preparations

- Depending on the rack installed in your site, you may need to remove the handles if they are attached to the RealPresence Collaboration Server (RMX) 4000.
- If the opening in the rack that is allocated to the RealPresence Collaboration Server (RMX) 4000 is exactly 6U, the feet must be removed from the RealPresence Collaboration Server (RMX) 4000 to install it in the rack.

Optional feet and handle removal

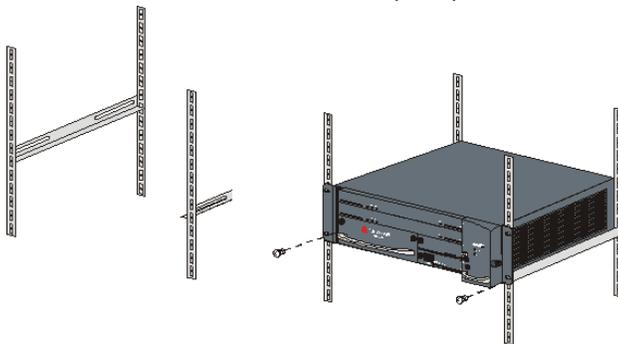


Mounting the RealPresence Collaboration Server (RMX) 2000/4000 in a 19" Rack

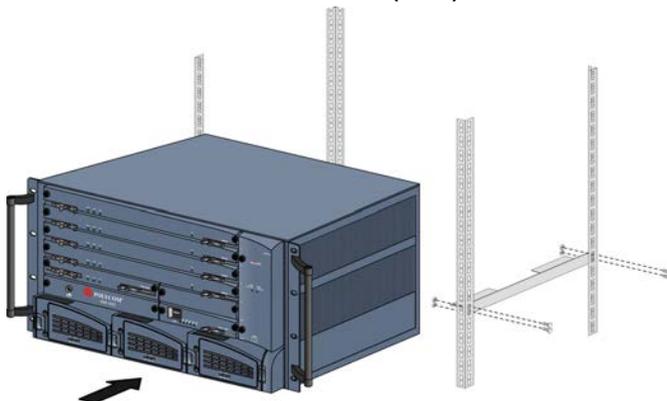
There are two methods for installing the RealPresence Collaboration Server 2000/4000 in a 19" rack:

- **Using the rack rail runners on the rack**
 - Install the telescopic rail runners.
 - Mount the RealPresence Collaboration Server on top of the rail runners.
 - Fasten the RealPresence Collaboration Server to the rack spacers using the flat head screw  (item 8) with flat washer  (item 9) through the two holes in the RealPresence Collaboration Server front mounting brackets.

Install the RealPresence Collaboration Server (RMX) 2000 in a rack

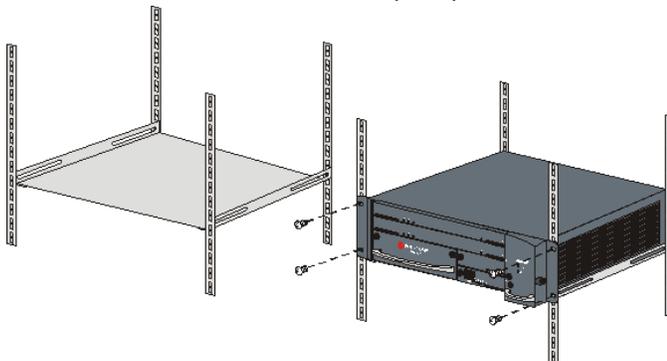


Install the RealPresence Collaboration Server (RMX) 4000 in a rack



- **Using a shelf**
 - Install the shelf, supplied by the rack manufacturer, in the rack.
 - Mount the Collaboration Server unit on the shelf.
 - Fasten the RealPresence Collaboration Server to the rack with screws through the four holes in the RealPresence Collaboration Server front mounting brackets.

Install the RealPresence Collaboration Server (RMX) 2000 on a shelf



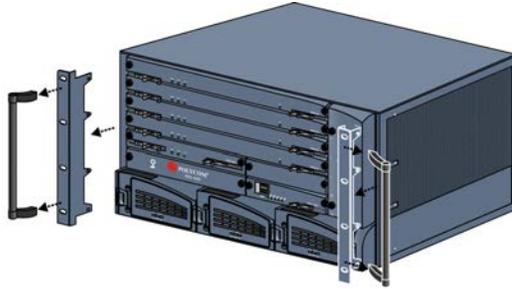
Install the RealPresence Collaboration Server (RMX) 4000 in a 23" Rack

To install the RealPresence Collaboration Server (RMX) 4000 in a 23" rack:

Procedure

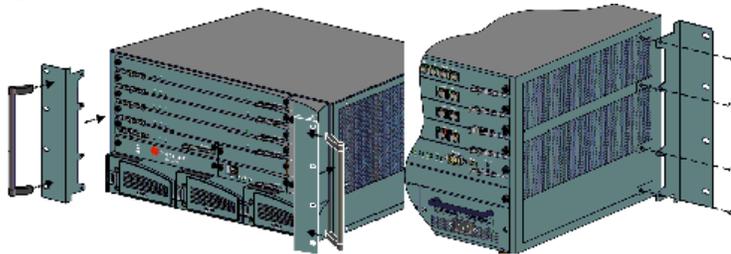
1. Mounting the RealPresence Collaboration Server (RMX) 4000 on a 23" rack requires that first the handles and then the 19" brackets be removed from the MCU, as shown in the figure below.

Removing and attaching 19" and 23" brackets



2. After removal, attach the 23" brackets as provided in the Rack Installation Accessories kit, and re-install the handles to the 23" brackets, as shown in the figure below.

Installing the handles and brackets & detailed rear view of 23" bracket attachment



3. Mount the RealPresence Collaboration Server (RMX) 4000 on top of the rack brackets using the blades or place it on a rack mount shelf with chassis runners.
4. Fasten the RealPresence Collaboration Server (RMX) 4000 to the rack with eight screws into the holes provided on the RealPresence Collaboration Server (RMX) 4000 front as shown in figure above.

Rack mounting screws must be supplied by the rack manufacturer.

Warning: Ground connection

When the unit is installed on a rack, the rack must be properly grounded to the central office ground. The rack must be grounded with two-hole compression-type connectors using copper conductors (tinned or untinned). Wire, bus bar or braided strap connectors are acceptable.

The procedures of reverse mounting RealPresence Collaboration Server (RMX) 4000 from 23" brackets to 19" brackets are the same with the procedures described above.

Connect the RMX 4000 to Power Sources

You can connect either an AC or a DC powers according to the power system required at your site.

The following restrictions apply to the conductors and connectors that may be used to ground the unit when rack mounted:

- When using bare conductors, they must be coated with an appropriate antioxidant compound before crimp connections are made. Tinned, solder-plated or silver-plated connectors do not have to be prepared in this manner.

- The same bolt assemblies should not secure multiple connectors.
- Listed fastening hardware must be compatible with the materials being joined and must be preclude loosening, deterioration and electrochemical corrosion of the hardware and joint materials.

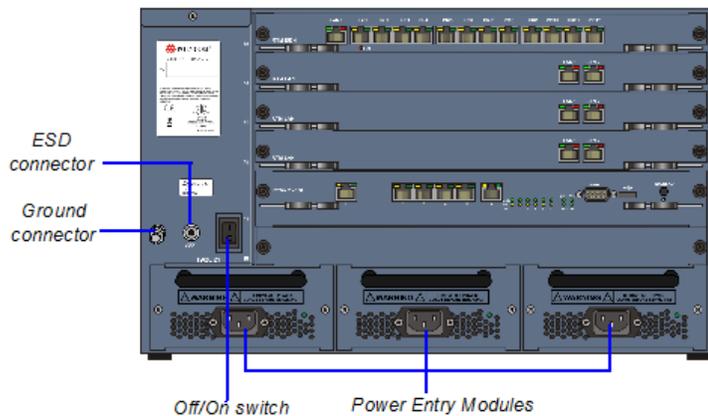
Connect the RMX 4000 to AC power

For systems with AC Power, up to three power supplies can be installed with one being redundant.

To connect the Collaboration Server 4000 to AC power:

Procedure

1. Make sure that the power button is switched OFF on the RealPresence Collaboration Server (RMX) 4000.



2. Insert the power cables into the power connectors on the rear panel of the RealPresence Collaboration Server (RMX) 4000.

Warning: AC power

- Do not connect the green or green-yellow wire to the system single-point ground screw.
 - Customers are required to only use AC power cables supplied by Polycom.
 - The size of the protective earthing conductor should be a minimum of 10 AWG.
 - All three outlets intended for connection of the three power cords must be protected with an external overcurrent protection device either in building or in the rack with the rating not higher than 20 Amp.
 - Do not use an Extension cords with any of the cables.
-

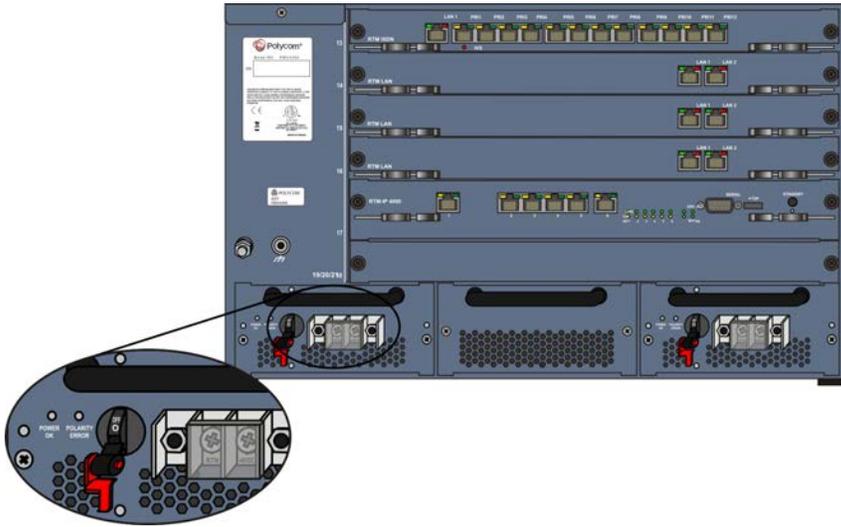
Connect RMX 4000 to -48DC SELV power

For systems with DC Power, up to two power supplies can be installed with one being redundant, and each power supply has a built in circuit breaker. With DC power, slot 10 (the center slot) must remain unoccupied.

To connect RMX 4000 to -48DC SELV power:

Procedure

1. On the DC PEMs, set the two circuit breakers to OFF.
2. Ensure that the cables from the Main that supplies electricity to the DC power units are OFF or disconnected.
3. Remove the transparent plastic caps on the terminal block.
4. Using the two wires of an 10 AWG cable running from the DC power distribution unit, connect the black wire into the -48 VDC terminal block and the red wire to the RTN terminal block.



Warning: DC power

- A 10 AWG cable must be used to connect the mains with the RealPresence Collaboration Server (RMX) 4000 DC PEM.
- The supply wires for DC version must be terminated using quick connectors.
- Extension cords may not be used.

The center PEM slot/module is fitted with a blank panel and the slot cannot be used on a system with DC Voltage.

5. Connect the green or green-yellow wire to the system single-point M6x15 "Ground" bolt

Warning: Protective earthing conductor

The rating of the protective earthing conductor should be a minimum of 10 AWG.

If the unit is rack mounted, the single-point ground on the MCU must be connected to the rack with a single conductor and fixed as to prevent loosening. When using bare conductors, they must be coated with an appropriate antioxidant compound before crimp connections are made. Tinned, solder-plated or silver plated connectors do not have to be prepared in this manner.

6. Replace the transparent plastic cap on the terminal block.
7. Turn ON the circuit breaker on each of the DC PEMs.

On the RealPresence Collaboration Server (RMX) 4000, two types of circuit breakers can be installed:

- ON/OFF circuit breaker-Type A

- ON/OFF circuit breaker with locking mechanism-Type B

Connecting Cables to RealPresence Collaboration Server (RMX) 4000

Perform following steps to connect cables to the RealPresence Collaboration Server (RMX) 4000.

Connect Cables to the RTM-IP 4000 Card

To connect cables to the RTM-IP 4000 card of RealPresence Collaboration Server (RMX) 4000:

Procedure

- Connect the Signaling cable to LAN 3. This port is also available for Signaling and Management Redundancy.
- Connect the Management Network cable to LAN 2.
For more information, see in the *RealPresence Collaboration Server (RMX) 1800/2000/4000/Virtual Edition Administrator Guide*, LAN Redundancy and Multiple Network Services.
- Connect the Shelf Management cable to LAN 6.

When an NTP Server is used for the RMX Time, the Shelf Management cable must be connected to the shelf port.

Connect Cables to the RTM LAN Card

To connect the cables to the RTM LAN Card of RealPresence Collaboration Server (RMX) 4000:

Procedure

- When a 4 ports RTM LAN card is installed on the RealPresence Collaboration Server (RMX) 4000, connect the LAN cable to LAN 2.

With LAN Redundancy and Multiple Network Services configurations, connect the LAN cable to LAN 1.

- An MPMRx card on the front of the RMX must always be seated or connected opposite to either a 4 ports RTM LAN card or RTM ISDN card on the rear of the chassis.
- The RTM LAN type card is always required with Multiple Networks and LAN Redundancy configurations.

- When a 2 ports RTM LAN card is installed on the Collaboration Server 4000, connect the LAN cable to LAN 2.

With LAN Redundancy and Multiple Network Services configurations, connect the LAN cable to LAN 1.

- The RTM LAN type card is always required with Multiple Networks and LAN Redundancy configurations.

For more information, see the *RealPresence Collaboration Server(RMX)1800/2000/4000/ Virtual Edition Administrator Guide*, LAN Redundancy and Multiple Network Services.

Connect Cables to the RTM ISDN Card

RTM ISDN cards come in two versions: 12 PRI ports, 1 LAN port version, and 9 PRI ports, 4 LAN ports version. The cabling for these two versions are different.

Connect Cables to the 12 PRI Ports, 1 LAN Port RTM ISDN Card

To connect cables to the 12 PRI ports, 1 LAN port RTM ISDN card:

Procedure

- Connect the E1/T1 cables to PRI.
- Connect the LAN cable to LAN 1 ports.

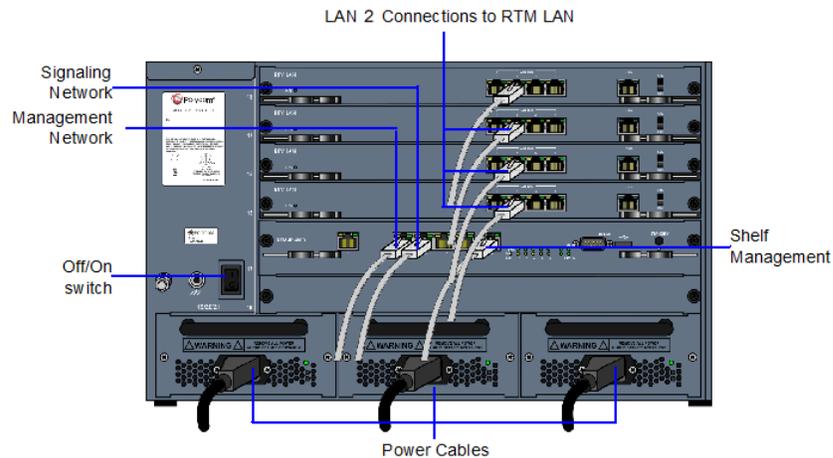
When LAN redundancy is enabled, LAN 1 is used for both management, media and signaling network connection. Connect the media and signaling cable to LAN 2 port. By default this port is used for signaling, but when LAN redundancy is enabled, LAN 2 is the backup of LAN 1 port.

Connect Cables to the 9 PRI Ports, 4 LAN Ports RTM ISDN Card

To connect cables to the 9 PRI ports, 4 LAN ports RTM ISDN card:

Procedure

1. Connect the E1/T1 cables to PRI.
2. In MPMRx card mode, connect the LAN cable to LAN1 and LAN 2.

RealPresence Collaboration Server (RMX) 4000 rear panel with AC powers and communication cables

First Entry Power-up and Configuration

Before power up the system for the first time, you must configure it to your local network settings using the **LAN Configuration Utility** in the USB Key.

Modify Network Settings in USB Key

The USB Key contains a text file, *lan.cfg*, which holds the factory default IP address parameters. These parameters must be modified to your local network settings using the **LAN Configuration Utility** in the USB Key.

Note: LAN configuration utility

The RealPresence Collaboration Server (RMX) 1800 must use the LAN configuration utility in a USB Key to change the IP address.

Procedure

To modify the USB Key settings:

1. Take the USB Key from the Installation Accessories kit and insert it into the PC workstation.
In Windows XP:
 - The **Polycom Documentation** option is automatically selected. Click **OK**.
 In Windows 7:
 - Select **Open Folder to view files using Windows Explorer**.
2. Double-click the *index.hta* file.
3. In the Language Menu window, click the documentation language hyperlink, for example **English**.
4. In the Polycom End User Licenses Agreement window, read the agreement and click the **Accept Agreement** button.
5. In the **Product Type Selection** window, click the RealPresence Collaboration Server type hyperlink, for example **RMX 2000**.
6. Under the **Initial Setup Utility**, click the **LAN Configuration Utility** hyperlink.
7. In the **LAN Configuration Utility** window, modify default IP addresses to IP addresses in your local network provided by your network administrator.
 - **Control Unit IP Address** (the Management IP address for the MCU)
 - **Shelf Management IP Address** (only for RMX 2000/4000)
 - Subnet Mask
 - Default Router IP Address
8. Click **OK**.

Power-up for the Collaboration Server First Time Using the USB Key

When inserting the USB in the RealPresence Collaboration Server, then powering up the server, the modified network configurations in USB will upload to the server.

Procedure

To power-up for the Collaboration Server first time using the USB Key:

1. Insert the USB Key containing the modified IP addresses in USB port the RealPresence Collaboration Server 1800/2000/4000 back panel.
2. Power the Collaboration Server ON.
 - RealPresence Collaboration Server 1800: Press on the **ON/OFF** button on the front panel, the **ON/OFF** button is light.
 - RealPresence Collaboration Server 2000: Switch on the **ON/OFF** switch on the rear panel, the **FAN STATUS** and **PWR STATUS LEDs** are light.
 - RealPresence Collaboration Server 4000 with AC power supply: Switch on the **ON/OFF** switch on the rear panel, the **FAN STATUS** and **PWR STATUS LEDs** are light.
 - RealPresence Collaboration Server 4000 with DC power supply: Switch on the **ON/OFF** switch on the rear panel, then turn on each of the DC PEMs, the **FAN STATUS** and **PWR STATUS LEDs** are light.

When the system is powered on, the configurations in the *lan.cfg* file are uploaded from the USB key to the memory of Collaboration Server and applied during the power-up sequence. System power-up sequence may take up to five minutes.
3. Wait for the upload process to complete by observing following LED status.

- Initially, **ERR/RDY/ACT** LEDs on the RealPresence Collaboration Server (RMX) 2000/4000 flicker and flash.
- Upload is completed when all the LEDs turn off and only the red **ERROR/ERR** LEDs on the CTNL unit of the RealPresence Collaboration Server 2000/4000 remain ON.
- When the configuration of the Collaboration Server is completed including the Management and IP Network Services, and if there are no System Errors, the **STATUS** LED on the front panel of Collaboration Server turns green.
- On the MPMRx card of the RealPresence Collaboration Server (RMX) 2000/4000, initially, the **ERR/RDY/ACT** LEDs all flicker and flash, until only the **RDY** LED turns ON on the media card, while the ERR LED on the CTNL unit is still ON. Do not remove the USB Key from the RealPresence Collaboration Server until the connection with the MCU is established and the Login screen of the RMX Web Client is displayed. For more details, see [Login to RealPresence Collaboration Server](#) on page 35.

System Licenses

Topics:

- [License Your System with RealPresence Resource Manager](#)
- [License Your System with RealPresence Platform Director](#)
- [License Your System with an Activation Key](#)

Once you have finished first time setup, you will need to license your Polycom RealPresence Collaboration Server system. This process depends on the type of license you have for your product.

- Polycom RealPresence Clariti™ customers who have a Polycom RealPresence Resource Manager system version 10.0 or later must use the RealPresence Resource Manager system to license their product. If you have not deployed a RealPresence Resource Manager system or if you have not upgraded your RealPresence Resource Manager system to version 10.0 or later, you must license your product using the RealPresence Platform Director system version 3.0 or later.
- If you are not a RealPresence Clariti customer, you must use a license file or activation key code to license your product.

License Your System with RealPresence Resource Manager

The RealPresence Resource Manager system must be able to communicate with your Polycom RealPresence Collaboration Server system so it can be licensed and monitored. After you install your system, you need to add your Polycom RealPresence Collaboration Server system instance to the RealPresence Resource Manager system to establish communication.

For complete instructions on how to use the RealPresence Resource Manager system, see the *RealPresence Resource Manager System Operations Guide*.

License Your System with RealPresence Platform Director

If your deployment includes a RealPresence Resource Manager system version 10.0 or later, you cannot use the RealPresence Platform Director system to license your product. If you have not deployed a RealPresence Resource Manager system version 10.0 or later, the RealPresence Platform Director system version 3.0 or later is available for download from **Documents and Downloads** at [Polycom Support](#).

The RealPresence Platform Director system must be able to communicate with your Polycom RealPresence Collaboration Server system so it can be licensed and monitored.

- If you used the RealPresence Platform Director system to deploy your Polycom RealPresence Collaboration Server system, communication is established automatically.
- If you did not use the RealPresence Platform Director system to install your Polycom RealPresence Collaboration Server system, you need to add an instance of your system to the RealPresence Platform Director.

For complete instructions on how to use the RealPresence Platform Director system, see the *RealPresence Platform Director System Administrator Guide*.

License Your System with an Activation Key

Before the Collaboration Server can be used, it is necessary to register the product and the various software licenses, and obtain an Activation Key.

Note: Although RealPresence Collaboration Server (RMX) 1800 is available as part of RealPresence Clariti™, it still follows the same licensing procedures described in this section.

Obtain the Activation Key

During first-time power-up, you need to enter an Activation Key. You can get this key from Polycom Service & Support page of the Polycom website at <http://support.polycom.com>.

Procedure

To obtain the Activation Key:

1. Access the Service & Support page of the Polycom website at <http://support.polycom.com>.
2. Log in with your email address and password or register as a new user.
3. Select **Product Registration**.
4. Follow the on-screen instructions for product registration and product activation.

The MCU serial number on the product sticker on the back of the unit. For more information, refer to the Collaboration Server Software Licence document you received with your shipment.

Register all Polycom Software Licenses that you have purchased when obtaining the Activation Key. For example, ISDN, Encryption and Multiple Networks each have different Polycom Software Licenses.

From Version 8.1 onwards, a license is required for SVC conferencing.

5. When the Product Activation Key is displayed, write it down or copy it for later pasting into the Activation Key field of the **Product Activation** dialog box.

Login to RealPresence Collaboration Server

Topics:

- [Workstation Requirements](#)
- [Login to RealPresence Collaboration Server](#)
- [Set available languages in the Login Screen](#)
- [Default System Flags](#)

You can manage or monitor a Polycom RealPresence Collaboration Server with the RMX Web Client application, using Internet Explorer installed on your workstation, or using RMX Manager application.

The RMX Manager is the Windows version of the RMX Web Client. For more information, see *Polycom RealPresence Collaboration Server 1800/2000/4000 Administrator Guide*.

This section contains the following content:

Workstation Requirements

The RealPresence Collaboration Server Web Client and RMX Manager applications can be installed in an environment that meets the following requirements:

- Minimum Hardware—Intel® Pentium® III, 1 GHz or higher, 1024 MB RAM, 500 MB free disk space.
- Workstation Operating System—Microsoft® Windows® XP, Windows® 7 and Windows 8.
- Network Card—10/100/1000 Mbps.
- Web Browser—32-bit Microsoft Internet Explorer® Version 7, 8, 9, and 10.
- Collaboration Server Web Client and RMX Manager are optimized for display at a resolution of 1280 x 800 pixels and a magnification of 100%.

The following table lists the Web Browsers and Operating Systems with which the Collaboration Server Web Client and RMX Manager applications are supported.

Collaboration Server Web Client/ RMX Manager Environment Interoperability

Web Browser	Operating System
Internet Explorer 7	Windows Vista™ / Windows 7
Internet Explorer 8	Windows 7
Internet Explorer 9	Windows 7/ Windows 8
Internet Explorer 10*	Windows 8

Windows 7™ Security Settings

Before running the Collaboration Server Web Client or RMX Manager applications in Window 7 operation system or in other operation systems, following system factors need to be considered:

- Internet Explorer 10 has been tested on the RealPresence Collaboration Server (RMX) 1800. If for any reason it fails to run, right-click the Internet Explorer icon and select **Run As Admin**.
- In Windows 8, it is recommended to run Internet Explorer as an administrator by holding the shift key and right-clicking on the IE icon, and then select **Run as Administrator**.
- *.Net Framework 2.0* is required and installed automatically.
- If ActiveX installation is blocked, see *ActiveX Bypass* in the *Polycom RealPresence Collaboration Server 1800/2000/4000 Administrator Guide*.
- The RMX Web Client does not support larger Windows text or font sizes. It is recommended to set the text size to **100%** (default) or **normal**, otherwise, some dialog boxes may not appear properly. To change the text size, click **Control Panel > Display**.
 - Windows XP: Click the **Appearance** tab, select **Normal** for the Font size and click **OK**.
 - Windows 7: click the **Smaller - 100%** option and click **OK**.
- When installing the RMX Web Client, **Windows Internet Explorer Security Settings > Internet Options > Security Settings** must be set to **Medium** or less.
- It is not recommended to run Collaboration Server Web Client and Polycom Resource Manager applications simultaneously on the same workstation.
- If Windows 7 is installed on the workstation, protected mode must be disabled before downloading the software to the workstation.

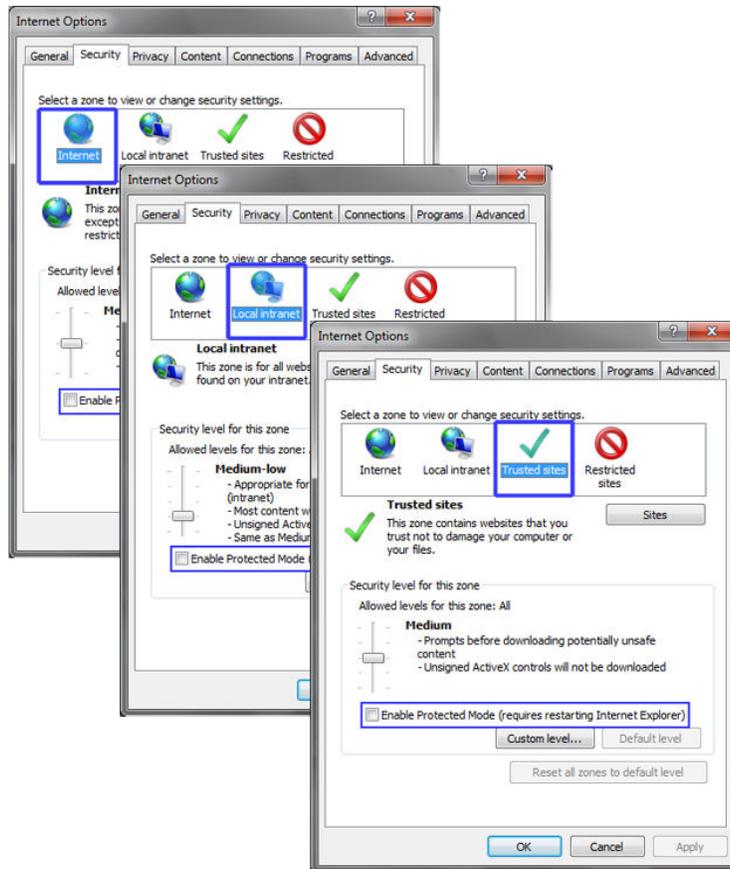
Disable Protected Mode for Windows 7

If Windows 7 is installed on the workstation, protected mode must be disabled before downloading the software to the workstation.

Procedure

To disable protected mode for Windows 7:

1. In the **Internet Options** dialog box, click the **Security** tab.
2. Clear the **Enable Protected Mode** check box for each of the following tabs:
 - **Internet**
 - **Local Intranet**
 - **Trusted sites**



3. After successful connection to Collaboration Server, the **Enable Protected Mode** check boxes can be selected to enable **Protected Mode** for the following tabs:
- **Internet**
 - **Local Intranet**

Configure Internet Explorer 8

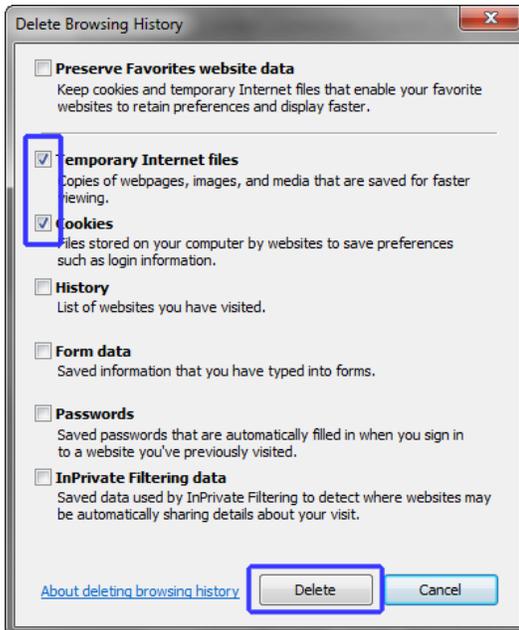
When using Internet Explorer 8 to run the Collaboration Server Web Client or RMX Manager applications, it is important to configure the browser according to the following procedure.

Procedure

To configure Internet Explorer 8:

1. Close *all* browsers running on the workstation.
2. Use the Windows Task Manager to verify that no *iexplore.exe* processes are running on the workstation.
If *iexplore.exe* processes are found, end the process.
3. Open Internet Explorer but do *not* connect to the MCU.
4. In the Internet Explorer menu bar, select **Tools > Internet Options**.
5. In the **Browsing history** area of the **General** tab, click **Delete** button.

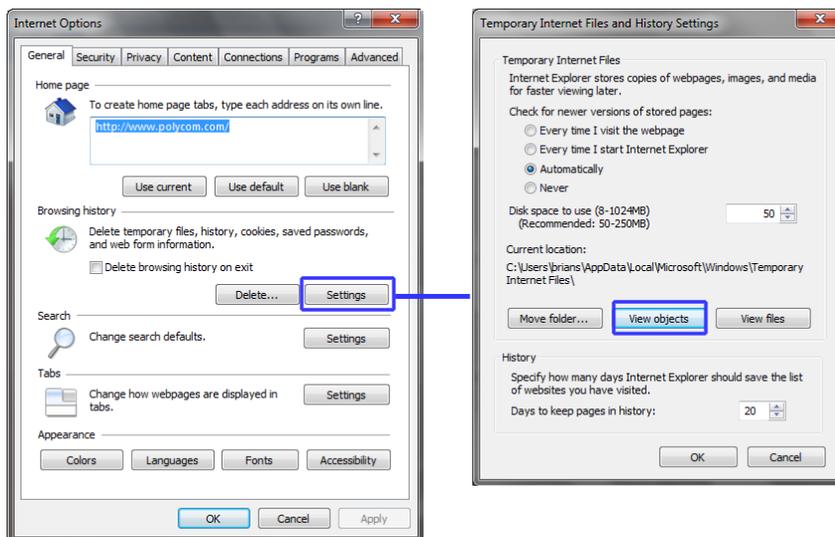
The **Delete Browsing History** dialog box is displayed.



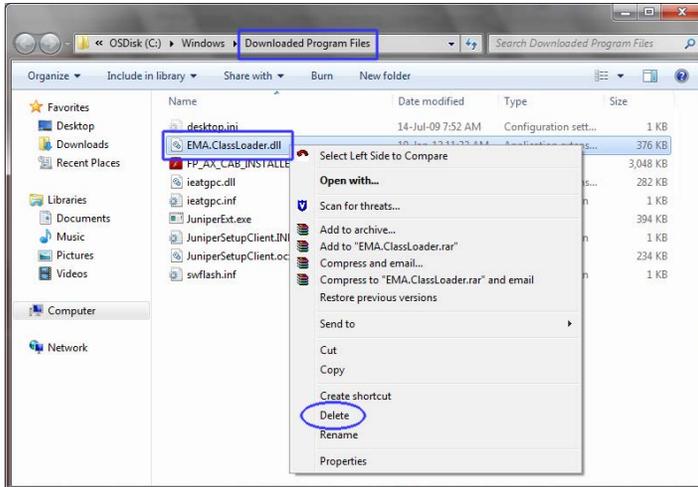
6. In the **Delete Browsing History** dialog box, select the **Temporary Internet files** and **Cookies** check boxes, then click the **Delete** button.

The **Delete Browsing History** dialog box closes and the files are deleted.

7. Again, in the **Browsing history** field of the **General tab**, click **Settings** button, The **Temporary Internet Files and History Settings** dialog box is displayed.



8. In the **Temporary Internet Files and History Settings** dialog box, click the **View objects** button. The **Downloaded Program Files** folder containing the installed program files is displayed.



9. Delete the *EMAClassLoader.dll* file.
10. Close the **Downloaded Program Files** folder and the **Temporary Internet Files and History Settings** dialog box. In the **Internet Options** dialog box, click the **OK** button to save the changes and close the dialog box.

Login to RealPresence Collaboration Server

If Windows 7™ is installed on the workstation, Protected Mode must be disabled before connecting to the MCU running Version 7.0 software. For more information, see [Windows 7™ Security Settings](#) on page 35.

Procedure

To log in to RealPresence Collaboration Server:

1. Start the Web Client application on the workstation.
 - a) In the Web browser's address line, enter the IP address of the *MCU* as assigned to it by the DHCP or as you assigned to it (if a DHCP is not configured in your environment) in the format: `http://<MCU IP Address>`.

For RealPresence Collaboration Server Virtual Edition, you must enter `https://<Control Unit IP Address>`.

- b) Click **Enter**.

The *RealPresence Collaboration Server Web Client* Login screen is displayed.

Note: Solve the browser environment error

If the error “Browser environment error. Please close all the browser sessions” appears, close all the browser sessions, and reconnect to the MCU. If the error message appears again, either run the automatic troubleshooter utility or manually preform the suggested troubleshooting procedures.

2. In the *RealPresence Collaboration Server Web Client* Login screen, enter the default *Username* (POLYCOM) and *Password* (POLYCOM) and click **Login**.

Set available languages in the Login Screen

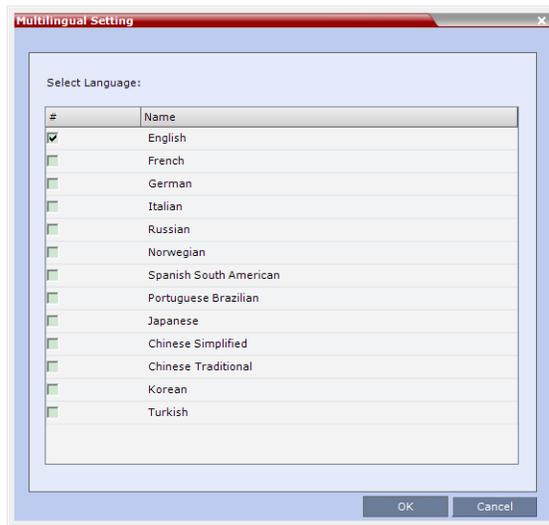
By default, the Collaboration Server Web Client interface is displayed only in English. However, the system administrator can choose the languages available for selection on the Login screen. These languages are represented by flags.

Procedure

To set available languages in the **Login** screen:

1. On the Collaboration Server menu, click **Setup > Customized Display > Multilingual Setting**.

The **Select Language** window is displayed as below:



2. Click the check boxes of the languages, then click **OK**.

If the selected language is not supported by the browser or the workstation Operating System, the Collaboration Server Web Client is displayed in English.

3. Log out and reconnect to the Collaboration Server.

The **Login** screen will display the flags of the selected languages.

For more information see *Multilingual Setting* in the related Administrator Guide.

Default System Flags

By default, the following system flags are used to define the system behavior when defining and running conferences:

Default System Flag Settings

Field	Description / Default	
Conference ID Length (MCU)	<p>The number of digits of the Conference ID to be assigned by the MCU.</p> <p>Range: 2-16 (Default: 5)</p>	<p>Note Selecting 2 digits limits the number of simultaneous ongoing conferences to 99.</p>
Minimum Conference ID Length (User)	<p>The minimum number of digits that the user must enter when manually assigning a numeric ID to a conference.</p> <p>Range: 2-16 (Default: 4)</p>	
Maximum Conference ID Length (User)	<p>The maximum number of digits that the user can enter when manually assigning a Numeric ID to a conference.</p> <p>Range: 2-16 (Default: 8)</p>	
MCU Display Name	<p>The MCU name is displayed on the endpoint's screen.</p> <p>Default name: <i>(Blank)</i></p>	
Terminate Conference when Chairperson Exits	<p>When Yes is selected (default), the conference ends when the chairperson exits even if there are other participants connected.</p> <p>When No is selected, the conference automatically ends at the predefined end time, or when all the participants have disconnected from the conference.</p>	
Auto Extend Conferences	<p>When Yes is selected (default), allows conferences running on the Collaboration Server to be automatically extended as long as there are participants connected and there are available resources.</p> <p>The maximum extension time allowed by the MCU is 30 minutes.</p>	

Starting Conferences Using Default Profiles

Topics:

- [Start a New Conference Using a Default Profile](#)
- [Joining a Conference Using Dialing Strings](#)

In the Polycom® RealPresence® Web Suite, the conferencing parameters are defined in the RealPresence CloudAxis suite using its RealPresence Virtualization Manager (DMA) component.

Start a New Conference Using a Default Profile

Your RealPresence Collaboration Server comes with default conference profiles, allowing you to immediately start conferences.

Predefined conference profiles are:

- **Factory_Video_Profile:** Immediately start standard ongoing AVC CP only conferences.
- **Factory_SVC_Video_Profile:** Immediately start standard ongoing SVC Only conferences
- **Factory_Mix_Video_Profile:** Immediately start a standard ongoing mixed AVC CP and SVC conference.

Note: More options available to set up and dial in to a conference

You can set up a conference in many ways, such as using your own profiles, meeting rooms, entry queues, and reservations. The dialing strings vary per the conferencing methods, conferencing network, and participant end point types.

For more information, refer to your system's Administrator Guide.

Procedure

To start a New Conference using a default profile:

1. In the **Conferences** pane, click **New Conference** .

The **New Conference-General** dialog box opens.

2. Select a conference profile from the **Profile** drop-down list.
3. If you know the IP address of your participants, you can add them to your conference: click the **Participants** tab > **New**.

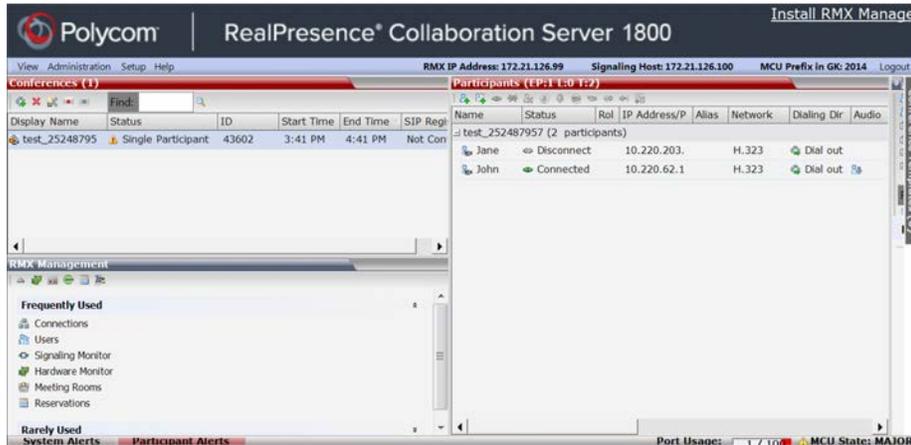
Enter a name and the IP address for the participant and click **OK**.

By default, the RealPresence Collaboration Server dials out to these specified participants when the conference starts.

You can also send the meeting dialing string to your participants so they can dial in to the conference themselves.

4. Click **OK** to accept default settings.
5. The conference starts immediately and appears in the **Conferences** list.

Your meeting participants appear in the **Participants** pane.



Note: Starting from version 8.1

- A license is required for SVC conferencing.
- In mixed AVC/SVC conferences, participants with SVC-enabled endpoints and AVC endpoints can participate in the same conference.

Joining a Conference Using Dialing Strings

When you set up a conference, you can add participants that the RealPresence Collaboration Server will dial out to when the conference starts. You can also send dialing strings to participants so they can dial in to the conference. Dialing string formats vary per different conferencing scenarios.

Example of dialing Strings for H.323 Participants (AVC CP Only and Mixed Conferences)

For H.323 participants, the dialing string can be of the following formats:

- <MCU Prefix in gatekeeper><Conference ID>
- <MCU Signaling Host IP address>##<Conference ID>

If your conference has the following parameters:

- MCU Prefix in gatekeeper: 2014
- Conference ID: 43602
- MCU Signaling Host IP address: 172.21.126.100

H.323 participants can dial one of the following strings to join the conference:

- 201443602
- 172.21.126.100##43602

Example of dialing Strings for SIP Participants (All Conferences)

For SIP participants, the dialing string can be of the following formats:

- <Conference routing name>@<MCU domain name>
- <Conference routing name>@<MCU Signaling Host IP address>

If your conference has the following parameters:

- MCU Signaling Host IP address: 172.21.126.100
- Conference routing name: test_25248795
- MCU domain name: polycom.com

SIP participants can dial one of the following strings to join the conference:

- test_25248795@polycom.com
- test_25248795@172.21.126.100

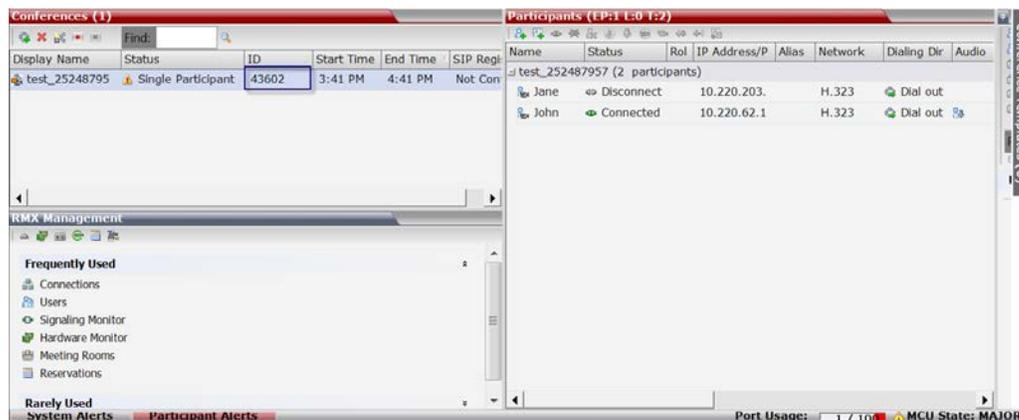
View Your Conference ID

You may need to know your Conference IDs so as to compose the dialing string. You can find your conference ID from the **Conference** pane.

Procedure

To view your conference ID:

- » Conference IDs appear in the **Conferences** pane.



View Your MCU Signaling Host IP Address or MCU Prefix in Gatekeeper

You may need to know your MCU Signaling Host IP Address or MCU Prefix so as to compose the dialing string. You can find your them from the **Conference** pane.

Procedure

To view your MCU signaling host IP address or MCU prefix in gatekeeper:

1. In the **RMX Management** pane, click **IP Network Services**.
2. Your **Singling Host IP address** and **MCU Prefix in Gatekeeper** appear in the **IP Network Service** row.



View Your Conference Routing Name

You may need your conference routing name so as to compose the dialling string. You can find your conference ID from the **Conference Properties**.

Procedure

To view your conference routing name:

1. In the **Conferences** pane, right-click your conference and select **Conference Properties**.



2. Your routing name can be found in the **General** tab.

You can also set your routing name when you create a conference. If not specified, the default routing name is the same as the **Display Name**.

