



 Polycom[®] RSS[™] 4000 System
Getting Started Guide

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General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the Polycom® RSS™ 4000 unit clean, free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the Polycom® RSS™ 4000 unit and is near a grounded power outlet.
- Use a regulating uninterruptible power supply (UPS) to protect the Polycom® RSS™ 4000 unit from power surges and voltage spikes, and to keep it operating in case of a power failure.

System Hardware Installation

To unpack the system package:

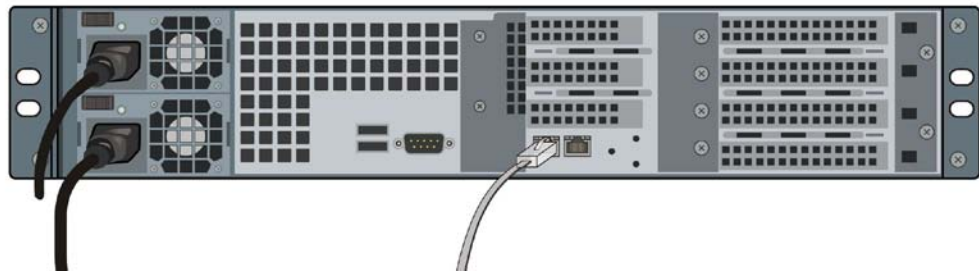
- 1 Check the package to ensure its completion.
- 2 Open the package and check the items included. The following items should be included:
 - One Polycom® RSS™ 4000 server unit
 - Two power cables
 - Two RJ-45 network cables
 - One DB-9 serial port cable
 - A CD
 - A license and a user registration card
- 3 Take all items out of the package and check if any of them is in poor condition.



If you find damage, file a claim with the delivery carrier. Polycom is not responsible for damage sustained during shipment of this product.

To install system hardware

- 1 Place the Polycom® RSS™ 4000 unit on a stable flat surface in the selected location.
- 2 Insert each power cord connector into the rear of the unit and connect each to an appropriately rated socket outlet. The Polycom® RSS™ 4000 unit is supplied with two power cords, BOTH power cords should be connected to the mains power supply during normal operation.
- 3 Connect the LAN cable to LAN1 in the back of the system. The LAN2 port is not used now, and is reserved for future use.
- 4 Turn on the power switch.



Plug Acts as Disconnect Device:

- The socket outlets to which this apparatus is connected must be installed near the equipment and must always be readily accessible.
- In order to fully isolate the equipment then both power cords should be disconnected otherwise the system will remain energized.

System Indicators

When the system is running, indicators on the front panel indicate operating conditions of the system. See the table below for the indicators and their explanations.

Indicator	Panel Identifier	Status	Explanation
LAN1 Activity Status Indicator	LAN1 LED	Green light on	Network port is functioning normally, with no data being transmitted
		Green light blinking	Network port is functioning normally, with data being transmitted
		Off	No Network connection
System Status Indicator	STATUS LED	Blue light on	System is functioning normally, with no resources being used (idle)
		Blue light blinking	System is functioning normally, with resources being used
		Red light on	System alert, with no resources being used (idle)
		Red light blinking	System alert, with resources being used
Hard Disk Status Indicator	HDD LED	Blue light on	Hard disk is functioning normally
		Blue light blinking	System is recording
		Red light on	Hard disk is functioning abnormally
Power Status Indicator	Power LED	Green light on	Power is functioning normally
		Red light blinking	Power alert

Preparations before Configuration

Obtaining the Network Information

Before the initial configuration, get the following information from your network administrator to configure Polycom® RSS™ 4000 to your local network:

- IP address, subnet mask, and default gateway IP address to be assigned to Polycom® RSS™ 4000.
- (Optional) DNS server address.
- (Optional) Gatekeeper address, and the H.323 prefix and E.164 number to be assigned to the Polycom® RSS™ 4000.

Obtaining the Product Activation Key

Before using Polycom® RSS™ 4000, you need to obtain the product activation key. When you power on and log in to the Polycom® RSS™ 4000 for the first time, the system displays the product activation page, prompting you to enter a product activation key.

To obtain the product activation key

- 1 Enter the following website address in the address bar of the browser: **<http://support.polycom.com>**, and go to the Polycom Support Center.
- 2 Enter your Email address and password to log in or register for a new account.
- 3 Go to **Licensing & Product Registration > Activation/Upgrade**.
- 4 Follow the page prompts step by step to generate the Key Code required for system activation.

If you are required to enter the License Number and Serial Number of the device, you can find them from the document provided with the Polycom® RSS™ 4000 device.

- 5 Record the activation key (Key Code) on the page.

Initial IP Address Modification

The system default IP address before delivery is:

IP Address: 192.168.1.254

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.1

There are two ways to change the system initial IP address:

- Via Web interface (Recommended)
- Via Console or Telnet connection

To change IP address via the Web interface:

- 1 Connect your computer to the LAN 1 port of the Polycom® RSS™ 4000 with a cross-over network cable, or connect your computer and Polycom® RSS™ 4000 to the same switch in the LAN.
- 2 Set your computer IP address to be in the same network segment as the Polycom® RSS™ 4000.
- 3 Run the Web browser on your computer, enter **<https://<system IP address>>** in the

address bar, and then press Enter.



By default, Polycom® RSS™ 4000 Web server has an untrusted certificate and uses the HTTPS protocol to set up SSL secure connection with client end.

- If you use Internet Explorer as a browser, you will be prompted that the security certificate for the website has some problem. Please choose Continue to this website to enter the Login page.
- If you use Firefox browser, you will be prompted that the connection is not trusted. Please add the site being connected to Security Exception as suggested on the page and enter the Login page.

After you install the security certificate issued by the Certification Authority in your system, you will not receive this alert again.

- 4 (Optional) Select a language for the Web interface from the *Select language* list in the top right of the page.
- 5 On the Login page, enter the administrator’s username and password, and then click the **Log In** button.

The default username and password are both **admin**.

- 6 The *Product Activation* page displays when you first-time log in. Enter the activation key in the **Activation Key box** and click **Update**.



If you do not activate the system, you can still use the Web interface, but cannot perform calling, recording, live streaming and video playing operations using the system.

- 7 When prompted to restart the system, select No to proceed with setting the IP address.
- 8 Click **System Config>IP Setting** to enter the IP Setting page. Set the following parameters:

Parameter	Description
Obtain an IP Address Automatically (DHCP)	<p>If the user network is configured with a Dynamic Host Configuration Protocol (DHCP) server, select this option to automatically obtain the IP address.</p> <p>Note: This option is not recommended as the address assigned by the DHCP server could change over time.</p>

Parameter	Description
Using the following IP Address	Select this option to use the static IP address. You may need to manually enter the IP address, subnet mask, and gateway IP address.
Obtain DNS Server Address Automatically	Used in combination with the DHCP option. When the <i>Obtain an IP Address Automatically (DHCP)</i> option is selected, the system will automatically obtain DNS server address from a DHCP server in the network.
Using the following DNS Server Address	If you did not select the option to automatically obtain DNS address, you must enter the preferred/alternate DNS server addresses here for the system to resolve domain names.
Using the following NAT Server	The Network Address Translation (NAT) function of the system enables you to translate the private network IP address of packet into a public network IP address before transmission. To enable NAT, select this check box and then enter the public network IP address to be displayed publicly.
LAN Speed	Sets the speed/duplex modes for LAN ports. Supports the 10/100M Full Duplex or Half Duplex mode and the 1000M network. Select <i>Auto</i> to use auto-negotiation. Note: When setting LAN port speed, contact your network administrator to ensure that the switch link rate matches the system port.

- 9 Click **Update** and a dialog box will pop up, in which you should confirm to restart the system to apply the setting.

To change IP address via RS-232 Console or Telnet:

- 1 Connect your PC to the RS232 port of the Polycom® RSS™ 4000 with a serial port cable and activate the console port (115200, 8bits).
- 2 After you logged in to the console port, input the default password **POLYCOM** to enter the system.
- 3 Enter "?" or "help" after the prompt "#" and the system displays available command information.
- 4 Change IP address using the command in the format below:

```
set lan1 ip {dhcp | static <ip> netmask <mask> gw <gateway>}
```

For example, to set the IP address of LAN1 port to 172.21.103.29, subnet mask to

255.255.255.0 and gateway address to 172.21.103.254, enter the following command:

```
# set lan1 ip static 172.21.103.29 netmask 255.255.255.0 gw 172.21.103.254

Reboot is require in order for the change to take effect. Reboot now? [Y for yes
 / N for no]Y

restart system ...
```

- 5 After the system is restarted, activate the device according to Steps 3 to 6 described in the section *To change IP address via the Web login page*.



- The same steps are also applicable for a Telnet connection.
- Only one console (Telnet or RS232) at a time can be connected.

(Optional) Installing Multicast Controls

When you activate the device and subsequently connect to the system's web management interface for the first time, you will be prompted that a Polycom RSS 4000 multicast add-in is required at the top of the browser. Make sure you use the Internet Explorer browser. If you have already purchased the multicast license, please install the controls according to the prompt on the screen. Only after this installation can your computer receive multicast videos sent by Polycom® RSS™ 4000 system.



- If you use an IE7.0 or IE8.0 browser, please first confirm the Security Mode option (**Tools->Internet Options->Security**) is disabled before installing the controls, to ensure successful installation and normal use of the multicast function.
- If you use the Windows 7 operation system, you must log in to the system as an administrator to be able to install the controls.

(Optional) Gatekeeper Configuration

If a gatekeeper is configured on your network, register the Polycom® RSS™ 4000 to the gatekeeper to simplify calling.

To register the system with the gatekeeper:

- 1 Click **System Config>Signaling Setting>Gatekeeper** in the Web configuration interface.

- 2 Set the following parameters in the gatekeeper page:

Parameter	Description
Register to Gatekeeper	Indicates whether or not to register the system with the gatekeeper. You must check this option to set the following parameters.
Primary (Alternate) Gatekeeper	Indicates whether or not the device is registered to the primary (or alternate) gatekeeper.
Gatekeeper IP Address	Specifies the IP address for the primary (or alternate) gatekeeper.
Gatekeeper Port	Specifies the port number for the primary (or alternate) gatekeeper.
System Prefix/E164.	Sets the E.164 number for the system.
System H.323 Alias	Sets the H.323 alias for the system.

- 3 Click **Update** and a dialog box will pop up, in which you should confirm to restart the system to apply the setting.

Ready for Use

The system is now ready for use. For additional configuration instructions, refer to the user guide.

Maximum Capacity

Feature	Description	Device maximum capacity		
		Small	Medium	Large
H.323 Connection	<p>How many H.323 devices can connect to a Polycom[®] RSS[™] 4000 simultaneously?</p> <p>Note: Include connection types: H.323 recording with live streaming, H.323 recording only and H.323 playback.</p>	15	15	15
Conference Recording	<p>How many conferences can be recorded simultaneously?</p> <p>Note: Include connection types: H.323 recording with live streaming and H.323 recording.</p>	5	10	15
Conference Live Streaming	<p>How many conferences can be live streamed simultaneously?</p> <p>Note: The conferences being live streamed can also be recorded.</p>	4	6	8
H.323 Playback	<p>How many endpoints can connect to Polycom[®] RSS[™] 4000 to view playback simultaneously?</p>	15	15	15
Web Playback / Live Streaming	<p>How many web connections are supported to view playback (or live streaming) simultaneously?</p> <p>Note: After purchasing and activating the HD Live Streaming option, the web playback (live streaming) connections will increase from 100 to 200.</p>	100/200 [128 kbps ~ 1024 kbps] – It supports 200 simultaneous archived playbacks / live streaming; (1024 kbps ~ 2048 kbps) – It supports 100 simultaneous archived playbacks / live streaming; (2048 kbps ~ 4096 kbps) – It supports 50 simultaneous archived playbacks / live streaming.		



The resources used for H.323 playback, conference recording, and live streaming increase progressively; and they are exclusive. For example, on a Small Model device, if there are already 4 conferences being live streamed (also being recorded.), and then the fifth live streaming will be rejected, but one more recording and 10 H.323 playbacks are allowed.

TCP/UDP Port Usage

Usage		Type	Port Range
http		TCP	80
https		TCP	443
Trace (for technical support usage)		UDP	60001(configurable)
Telnet		TCP	23
SMTP		TCP	25
RTSP Streaming		TCP	554
		UDP(optional)	Random (for source port)
Endpoint / H.323	RAS	UDP	1721
	Q.931 Socket	TCP	1720
	H.245 Socket	TCP	10000 – 10199 (configurable)
	audio / video / data	UDP	30000 – 30600 (configurable)

Notes Regarding On Demand Archive and Live streaming

The UDP ports used for on demand archives and live streaming are randomly chosen on Polycom® RSS™ 4000. You need to configure firewalls and Windows Media Player for usage with Polycom® RSS™ 4000 on demand archives and live streaming.

Configuring Windows Media Player to receive streaming media

To use UDP ports to receive streaming media:

- 1 Launch Window Media Player on your computer;
- 2 Click **Tools->Options->Network**;
- 3 Enable **RTSP/UDP** (or **UDP**) and “**Use ports**”, and define the port range.



Open an outbound UDP port range matching what is used by Windows Media Player, or open all UDP ports outbound from Polycom® RSS™ 4000 to effectively bypass the firewall for outbound traffic. Also open the port range used by Windows Media Player for inbound traffic to the viewing PC.

To use TCP ports to receive streaming media:

- 1 Launch Window Media Player on your computer;
- 2 Click **Tools->Options->Network**;
- 3 Disable **RTSP/UDP** (or **UDP**).



Disable UDP connections in WMP will force to use TCP Port 554 only.

Hardware Specification

Parameter	Description
Hardware Capability	Intel Xeon 2.33GHzx2, 4G RAM, 1TBx2 Hard disk (Disk 1: 1TB / Disk 2(for mirroring): 1TB) Note: V5.0 system has same capacity on both Disk 1 and Disk 2, but 500GB out of 1TB is reserved for Linux upgrade. After migrating to v6.0, this 500GB is available.
Form Factor	2U 19" rack mount
Height	89 mm
Width	441 mm

Parameter	Description
Depth	485 mm
Gross Weight	19.5 kg
Power Supply	700W ATX AC power supply w/PFC, 1 + 1 Redundant Power Supply
AC Voltage	100 - 240 VAC, 60-50 Hz, 10-4 Amps
Operation System	Linux

Polycom Solution Support Services

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