

ReadiConvene™

Getting Started Guide



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About this Guide

The term ReadiConvene™, used in this documentation, refers to the Polycom® MGC+ that houses the ReadiConvene Integrated Application Module (IAM). The ReadiConvene IAM is the hardware platform that runs the ReadiManager® software application. The ReadiConvene appliance combines the capabilities of the MGC+ appliance and its MGC Manager with the ReadiManager application.

This document provides the first-time setup information you need to install and set up the ReadiConvene appliance and ReadiManager application.

This document includes these chapters:

Chapter 1, “ReadiConvene™ System Setup,” provides information about the physical ReadiConvene appliance and how to prepare it for use.

Chapter 2, “ReadiManager® Software Setup,” describes how to complete the First Time Setup screens with information the ReadiManager software needs, connect the ReadiConvene appliance to your network, change necessary configuration settings in the MGC+, and obtain necessary licensing key codes.

Chapter 3, “System Specifications,” provides specifications about the unit.

Other documentation resources describe how to use the ReadiManager application, including:

- *ReadiManager Operations Guide*
- *ReadiManager Web Scheduling Guide*
- *ReadiManager Scheduling Guide for Microsoft® Outlook*
- *ReadiManager Scheduling Guide for IBM® Lotus® Notes®*

The following manuals describe the MGC+ unit and the MGC Manager application:

- *MGC+50/100 Getting Started Guide*
- *MGC+50/100 Hardware and Installation Manual*
- *MGC Manager User's Guide - Volume I*
- *MGC Manager User's Guide - Volume II*
- *MGC Manager User's Guide - VoicePlus Edition*
- *MGC Administrator's Guide*

ReadiConvene™ System Setup

This chapter describes the steps to set up a ReadiConvene IAM system and connect it to the network.

Collect Necessary Materials

Before you install a ReadiConvene IAM system, collect these materials:

- ReadiConvene IAM shipment
- Completed Site Survey and First-Time Setup Worksheet
- Computer with a serial or ethernet port

To connect to the ReadiConvene IAM system through an ethernet port, make sure you also have:

- A crossover cable OR
- A hub or a switch and two ethernet cables

Complete the First-Time Setup Worksheet

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

Table 1-1 First Time Setup Worksheet

Information Item	My System Value	Factory-Set Default Value	Description
System Information			
System Name			NetBIOS name of the Windows server. The name must be between 6 and 15 characters and can include dashes and underscores.
System IP Address		192.168.1.254	Static physical IP address for the unit Note: If there is no active network connection, the IP address will display 0.0.0.0 instead of the actual IP address of the device.
System Subnet Mask		255.255.255.0	Network subnet mask for the server.
Default Gateway IP		192.168.1.1	IP address of the server gateway
DNS Server IP		192.168.1.1	IP address of the DNS server Note: This is a required entry. If there is no DNS Server, enter the system address or gateway address.
Current Date			
Current Time			
Time Zone			
Database Information			
Internal Database			No additional information required
External Database			
Server IP Address			IP address of the database server
Port			Port for the database server
Database Server Instance Name			See your SQL server administrator

Table 1-1 First Time Setup Worksheet

Information Item	My System Value	Factory-Set Default Value	Description
Username and Password			
LDAP Integration			
IP Address of LDAP Server or DNS Name			
Username and Password			This LDAP user must have at least read access to the LDAP server.
SMTP Integration			
IP Address of SMTP (email) Server			
Username and Password			
Information Required for Polycom Customer Support			
Serial Number			
License Number			

Unpack the Unit

Review the following information when you unpack the unit:

- Contents of the ReadConvene Package
- Inspect the ReadConvene/ReadConvene IAM Upgrade Package Contents
- Disclaimer

Inspect the Package

The ReadConvene package includes the MGC+ unit with an installed ReadConvene IAM blade.

The ReadConvene IAM upgrade package is an IAM blade that can be installed in the MGC+ unit.

Contents of the ReadiConvene Package

The ReadiConvene package includes the following:

- MGC+ unit with the pre-installed ReadiConvene IAM blade
- ReadiManager software

A full documentation set is provided online in PDF format.

- MGC+ Software & Documentation CD
- A set of printed manuals:
 - *ReadiConvene Getting Started Guide*
 - *MGC+ Getting Started Guide*

Contents of the ReadiConvene IAM Upgrade Package

The ReadiConvene IAM Upgrade package contains the following:

- ReadiConvene IAM blade (requires installation from the front of MGC+)
- I/O card for the ReadiConvene IAM (requires installation from the rear of MGC+)
- A set of printed manuals:
 - *ReadiConvene Getting Started Guide*
 - *MGC+ Getting Started Guide*

Inspect the ReadiConvene/ReadiConvene IAM Upgrade Package Contents

You should inspect the shipped box and note if it was damaged in any way. If the box items show damage, you should file a damage claim with the carrier who delivered it.

When deciding on a setup location for the ReadiConvene system, refer to the section [“System Safety”](#) on page 1-5.

Disclaimer

Polycom is not responsible for damage sustained during shipment of this product.

System Safety

This section includes the follow topics related to system safety:

- “General Safety Precautions” on page 1-5
- “Rack Mount Safety Precautions” on page 1-5
- “ReadiConvene Precautions” on page 1-6

General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the ReadiConvene system clean and free of clutter.
- The MGC+50 weighs approximately 24 kg (53 lbs) and the MGC+100 weighs approximately 48 kg (106 lbs). When lifting the system, two people at either end should lift slowly with their feet spread out to distribute the weight. Always keep your back straight and lift with your legs.

Rack Mount Safety Precautions

To ensure rack-mount safety, follow these guidelines:

- Find a good location for the equipment rack. Choose a clean, dust-free, area with good airflow near a grounded power outlet. Avoid areas with high-levels of heat, electrical noise, or electromagnetic discharge.
- Fully extend the leveling jacks on the bottom of the rack to the floor, so the full weight of the rack rests on them.
- In a single-rack installation, attach stabilizers to the rack. In multiple-rack installations, couple the racks together.
- Make sure the rack is stable before you extend a component from the rack.
- You should extend only one component at a time. If you extend two or more components at the same time, the rack can become unstable.
- Install the heaviest components on the bottom of the rack and work up.
- Use a regulating, un-interruptible power supply (UPS) to protect the system from power surges, voltage spikes, and power failures.
- To let the components cool adequately, keep the rack's front door and all panels and components on the systems closed, except during maintenance.

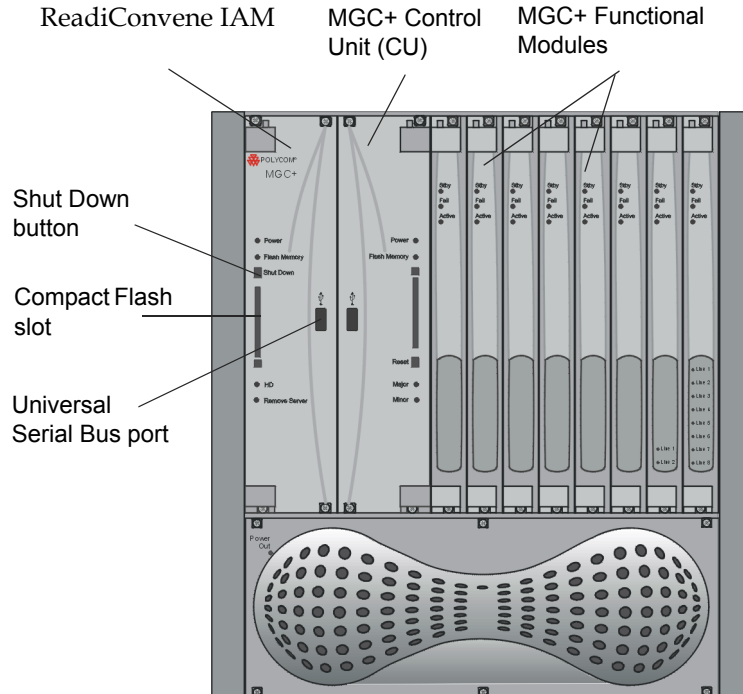
ReadiConvene Precautions

When installing the ReadiConvene appliance, use a regulating UPS to protect the ReadiConvene system from power surges and voltage spike and to keep it operating in case of a power failure.

MGC+50/100 Component Locations

Figure 1-1 shows part of the front panel of the MGC+50/100. The front panel provides access to the ReadiConvene IAM blade, the MGC+50/100 Main Control Module, Functional Modules, and Power Supply Modules. Status LEDs on the ReadiConvene IAM, Main Control Module, Functional Modules, and Power Supply Modules indicate the status of the system. The ReadiConvene IAM blade is located on the left side of the appliance.

Figure 1-1 MGC+50/100 Partial Front View



ReadiConvene IAM Front Panel

The following items appear on the ReadiConvene IAM front panel:

Table 1-2 Polycom ReadiConvene IAM Front Panel

Name	LED Color	Description
Power LED	Yellow	ON
	Not lit	OFF
Flash Memory LED	Red	Read or write enable. Lit when active.
Shut Down button	NA	Turns the ReadiConvene IAM blade ON or OFF. OFF - Closes all ReadiConvene IAM processes and applications. ON - Starts all ReadiConvene IAM processes and applications.
Compact Flash Slot	NA	Future use.
USB port	NA	Future use.
HD LED	Red	Flashes when the hard disk is active.
Remove Server LED	Green	When lit, you can remove the ReadiConvene IAM blade. This button is lit when you press the <i>Shut Down</i> button on the ReadiConvene IAM.

Figure 1-2 shows part of the rear panel of the MGC+50/100 with the ReadiConvene IAM blade and the MGC+ Control Unit (CU) installed. I/O cards are inserted via the rear panel. The I/O card for the ReadiConvene IAM is located on the right side of the MGC+50/100 rear panel. In addition, the rear panels house the main power switch, AC inlet, fans, fuse, and additional communications ports.

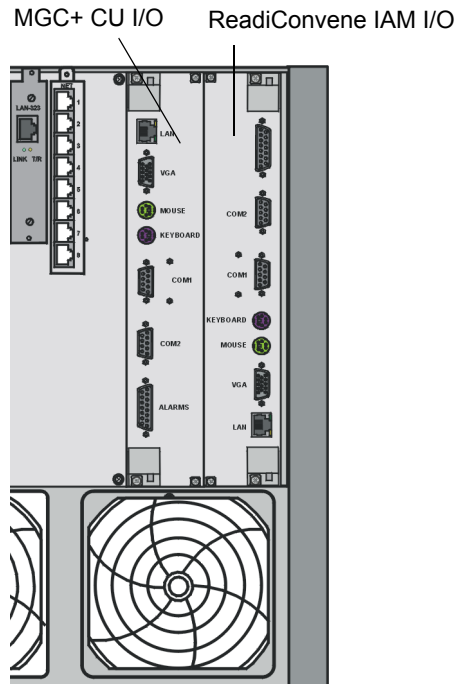


Figure 1-2 MGC+50/100 Partial Rear View

ReadiConvene IAM Input/Output (I/O) Connections

The I/O card is connected to the Backplane of the ReadiConvene IAM. This I/O card enables connections to the ReadiConvene IAM.

The following ReadiConvene IAM I/O connections are available:

- Alarms port (proprietary) - Not connected, DO NOT USE
- COM2 – RS-232 port
- COM1 – RS-232 port
- Keyboard and Mouse port
- VGA – VGA monitor port
- LAN – Ethernet port

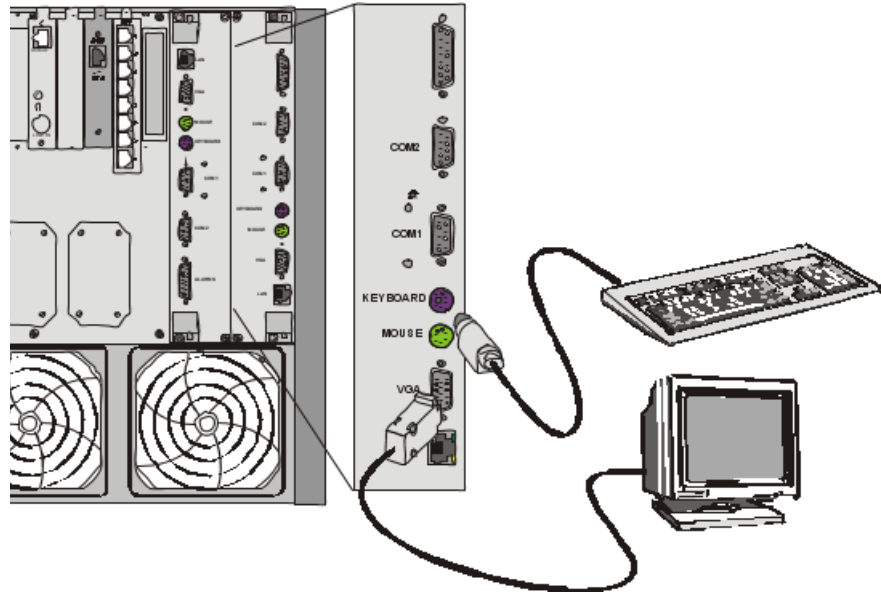


Figure 1-3 ReadiConvene IAM I/O Connections

Install the ReadiConvene IAM Blade in the MGC+ Unit

This section is relevant only to MGC+ systems that are being upgraded to the ReadiConvene by installing the ReadiConvene IAM blade.

The ReadiConvene IAM blade can be installed with the MGC+ unit ON or OFF. Refer to Table 1-3 on page 1-10 for more detailed instructions.

Note

It is important that you follow the sequence of steps as defined in sections below.

Table 1-3 MGC+ Power Setting During ReadiConvene IAM Blade Installation

MGC+ Power Setting	Do This
OFF	<ol style="list-style-type: none"> 1 Make sure the MGC+ is turned OFF. 2 Remove the blank panel from the front of the MGC+ unit. (This is where the ReadiConvene IAM blade will be inserted.) See “Remove the Blank Panel from the MGC+ Unit” on page 1-11. 3 Remove the rear I/O panel and install the I/O card on the chassis. See “Install the I/O Card for the ReadiConvene IAM Blade” on page 1-12. 4 Install the ReadiConvene IAM blade. See “Insert the ReadiConvene IAM Blade into the MGC+ Unit” on page 1-13. 5 Turn ON the Power switch on the MGC+.
ON	<ol style="list-style-type: none"> 1 Remove the rear I/O panel and install the I/O card on the chassis. See “Install the I/O Card for the ReadiConvene IAM Blade” on page 1-12. 2 Remove the ReadiConvene IAM front panel. See “Remove the Blank Panel from the MGC+ Unit” on page 1-11. 3 Install the ReadiConvene IAM blade. See “Insert the ReadiConvene IAM Blade into the MGC+ Unit” on page 1-13. The ReadiConvene IAM blade automatically starts/boots when inserted into its slot on the backplane. <p>Note: If you did not follow this procedure and installed the ReadiConvene IAM blade prior to installing the I/O card for the ReadiConvene IAM blade, then:</p> <ol style="list-style-type: none"> 1 Turn the ReadiConvene IAM OFF, by pushing the <i>SHUT Down</i> button. 2 Turn the ReadiConvene IAM ON, by pushing the <i>SHUT Down</i> button again.

Remove the Blank Panel from the MGC+ Unit

To remove the blank panel from the front of the MGC+ unit:

- 1 Remove the left panel (labelled *MGC+*) from the front of the MGC+ unit.
- 2 Unscrew four screws as shown in the following illustration.

Note

When power on the MGC+ is turned ON, you must install the I/O card for the ReadConvене IAM card before installing the ReadConvене IAM.

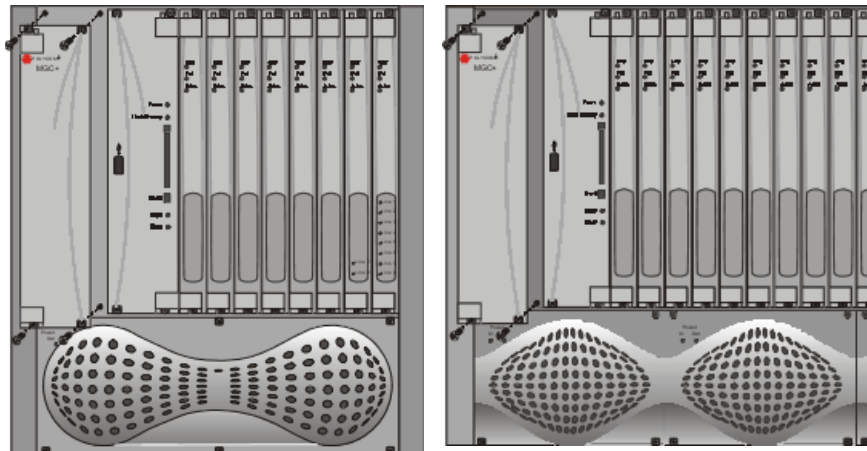


Figure 1-4 MGC+ 50/100 front panels removed

Install the I/O Card for the ReadiConvene IAM Blade

To install the I/O card for the ReadiConvene IAM blade:

- 1 Remove the right rear I/O cover by loosening the four screws as shown in the following illustration.

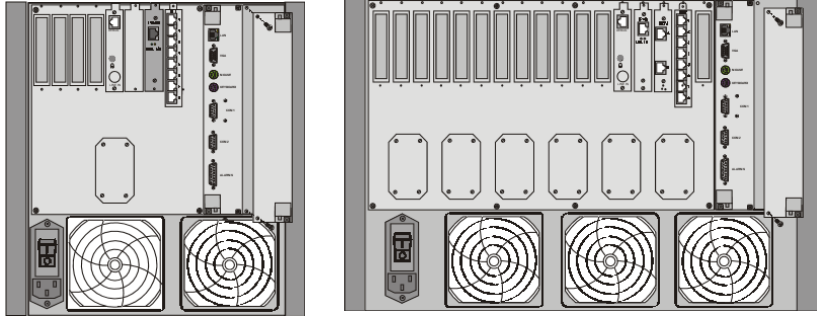


Figure 1-5 MGC+ 50/100 rear panel detachment

- 2 Remove the I/O card for the ReadiConvene IAM blade from its package and insert it in its slot as shown in the following illustration.

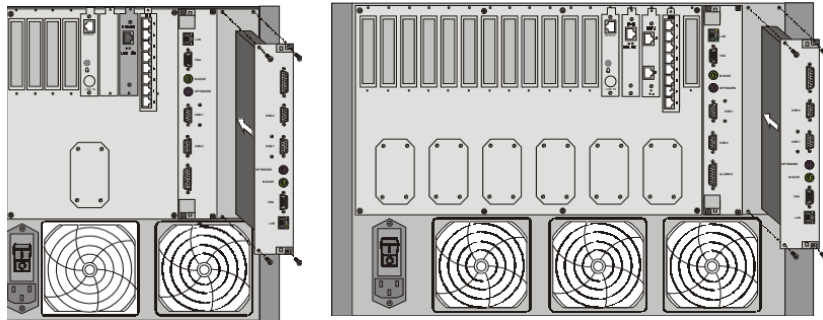


Figure 1-6 MGC+ ReadiConvene IAM rear I/O Insertion

- 3 Push the I/O card firmly into the MGC+ backplane. Make sure it is properly seated in its slot.
- 4 Tighten the four screws that secure the I/O card to the MGC+ chassis.
- 5 Attach the required cables or connections to the I/O card for the ReadiConvene IAM blade.

Insert the RediConvene IAM Blade into the MGC+ Unit

To insert the RediConvene IAM blade:

- 1 After removing the left front panel from the MGC+ chassis, unpack the RediConvene IAM blade.
- 2 Insert the RediConvene IAM blade into its slot and carefully slide it firmly into the backplane, making sure that it is properly seated in its slot.

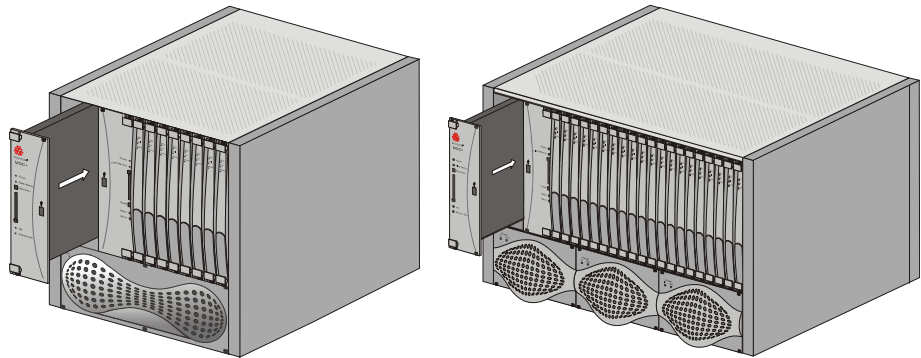


Figure 1-7 RediConvene IAM blade insertion on the MGC+ unit

- 3 Tighten the four screws, securing the RediConvene IAM blade to the MGC+ chassis.

Note

When power on the MGC+ is ON, the RediConvene IAM blade automatically boots when it is inserted into its housing on the backplane. For more information see Table 1-2 on page 1-10.

Set Up the System

You can configure the RاديConvene IAM through a serial port or ethernet port connection. This section gives the two connection procedures.

To connect to the RاديConvene IAM through the serial port

- 1 With an RS-232 serial cable, connect a computer to the 9-pin, serial port on the RاديConvene IAM.
- 2 Connect the RاديConvene IAM to the LAN2 port.
- 3 Turn on the computer and the RاديConvene IAM.
- 4 From the **Start** menu, select **All Programs > Accessories > Communications> HyperTerminal**.
- 5 In the **Connection Description** dialog box, enter **SE200** in the **Name** field, accept the default icon selection, and click **OK**.
- 6 In the **Connect To** dialog box, select the appropriate comport number from the **Connect using** menu.
- 7 In the **Properties** dialog box, enter these values for port settings and click **OK**.
 - **Bits per second:** 19200
 - **Data bits:** 8
 - **Parity:** None
 - **Stop bits:** 1
 - **Flow control:** None
- 8 Click **OK**.
- 9 In the **SE200 - HyperTerminal** window, press **Enter**.
- 10 From the **SE200 Menu**, enter **2** for **System Setup** and press **Enter**.
- 11 Enter these values from Table 1-1.
 - a Enter **1** for **DNS Server IP** and press **Enter**. At the prompt, enter the DNS Server IP address and press **Enter**.
 - b Enter **2** for **Default Gateway IP** and press **Enter**. At the prompt, enter the Default Gateway IP address and press **Enter**.
 - c Enter **3** for the system name, IP address, and subnet mask, and press **Enter**. At the prompt, enter the necessary information and press **Enter**.

12 Enter **x** and press **Enter** to exit.

Go to [Chapter 2](#), “ReadiManager® Software Setup.”

To connect to the ReadiConvene IAM through an ethernet port

- 1** Choose one of the following procedures:
 - Connect the appliance directly to an Ethernet port on the computer through a crossover cable.
 - Connect the appliance and the computer to the same Ethernet switch or hub through standard Ethernet cables.
- 2** Turn on the power for the two devices.
- 3** Record the original IP address and subnet mask of your computer, so you can restore these values after completing system setup.

Note

Use these steps for Microsoft Windows XP. If you have a different version of Windows, the steps may differ slightly.

- 4** From the **Start** menu, choose **Control Panel > Network Connections > Local Area Connection Properties**.
- 5** Select **Internet Protocol (TCP/IP)** and click **Properties**.
- 6** In the **Internet Protocol (TCP/IP) Properties** dialog box, enter these values from Table 1-1.
 - **IP address:**
 - **Subnet mask:** 255.255.255.0
 - **Default gateway:** Keep blank, or do not change.
 - **Preferred DNS server:** Keep blank, or do not change.
 - **Alternate DNS server:** Keep blank, or do not change.
- 7** Click **OK** and close the **Internet Protocol (TCP/IP) Properties** and **Local Area Connection Properties** dialog boxes.

Go to [Chapter 2](#), “ReadiManager® Software Setup.”

ReadiManager[®] Software Setup

This chapter describes the ReadiManager software setup tasks.

Note

Once the ReadiConvene system hardware has been properly installed, the remaining setup is done in the ReadiManager application software, as described in the procedures that follow.

Log into the ReadiManager System

To log into the ReadiManager system, you need:

- An internet browser
- Adobe[®] Flash[®] Player 9.x
- The IP address of the ReadiConvene IAM. See the Table 1-1.

Note

The ReadiManager user interface is best viewed with an SXGA display resolution of at least 1280x1024 pixels. The minimum support display resolution is XGA 1024x768 pixels.

To log into the ReadiManager system

- 1 Open a browser window and in the **Address** field enter the ReadiConvene IAM IP address.

If prompted to install the Adobe Flash Player, click **OK**.

If you receive a **Security Alert**, click **Yes**.

- 2 When the **ReadiManager** system login screen appears, enter the administrator **Username** and **Password**. The factory default is `admin/admin`
- 3 If necessary, select a different **Language** or **Domain**.
- 4 Click **Login**.

Notes

Once you've completed the First Time Setup, you should change the default admin password.

- 5 Click **Login**.

The ReadiManager **First Time Setup** wizard appears.

Run the First-time Setup Wizard

To run the First-time Setup Wizard:

- 1 Read the license agreement and click **Accept** to accept the terms and continue.

When the **Network Information** screen appears, the fields contain the network information you entered previously.

- 2 Make sure that the network information is correct and click **Next**.

Note

If you change the IP address of the ReadiConvene IAM, the system will reboot at this point. Wait 5 minutes and when the system completely reboots, log into the ReadiManager system again.

- 3 From the **System Time Information** screen, select the correct **System Time Zone** for the system.
- 4 If necessary, check **Auto adjust for Daylight Savings**.
- 5 Click the **Use Current Time** checkbox and set the current date and time.
- 6 After you set the initial system date and time, we recommend synchronizing the system with an external NTP server. To do this:

- a Select **Use External NTP Server Time Synchronization**.
- b Enter the IP address or full DNS name for the NTP server.
- c Set the **Minutes between synchronization attempts**.

Note

If you set the system to use an external NTP server without first setting the current date and time, the system time may be wrong until the system's first synchronization.

7 Click Next.

The **Database Setup** screen appears. By default, the ReadiManager system uses its own internal database.

8 To continue to use the default internal database, skip to step 10 on page 2-4.**9 To use an external Microsoft SQL database server:**

- a Select the **Use an external SQL Server database** check box.
- b Click **Database Setup** and download the **Remote Database Setup Utility**, `DBSetup.exe`, to your computer.
- c Run the **Remote Database Setup Utility** and complete the information requested in the setup screens.
 - » Make sure you know the path to the Microsoft SQL server.
 - » If you use Microsoft Windows authentication, be sure the login ID has administrator privileges on the SQL server.
 - » If you use Microsoft SQL authentication, be sure the login ID is a member of the `sysadmin` role.
 - » If a ReadiManager database was installed previously on the server, make sure you overwrite it.
- d Enter the database server's IP address, SQL server port number, and the database instance name (if necessary, otherwise leave it blank) in the **Database** screen.
- e Click **Next**.

The system connects to the server, and when the operation completes, it reboots.

- f** Wait 5 minutes and when the system completely reboots, log into the ReadManager system again.

The ReadManager **First Time Setup** wizard reappears.

10 Click Next.

The **LDAP Server Setup** screen appears.

11 To use only the default internal user directory, skip to step **13** on page 2-4.

By default, the ReadManager system accesses an internal user database. However, the ReadManager system does support the Microsoft Active Directory implementation of LDAP.

12 To use an external LDAP server:

- a** In the **First Time Setup - LDAP Server Setup** screen, select the **Integrate with LDAP Server** check box.
- b** Enter the IP address or DNS name of the LDAP server.

Note

When entering the DNS Name of the LDAP server, make sure to enter the fully qualified domain name e.g., `<server.domain.com>`.

- c** Enter an LDAP server user login ID and password to access the LDAP server.

Notes

- This user ID must have read access to the LDAP server.
- This user ID is automatically associated to a ReadManager Administrator role.

13 Click Next.

If you selected an internal database, the system reboots. If you selected an external database, the **First Time Setup Completed** screen appears.

Complete the Setup

After finishing **First Time Setup**, refer to the *ReadiManager Operations Guide* to perform these tasks and test the installation:

- Add licenses to your system
- Set up users, rooms, and devices
- Associate devices with users and rooms
- Schedule a test conference
- Set up client computers with Internet Explorer
- Download the ReadiManager Scheduling Plug-ins for Microsoft® Outlook® and/or IBM® Lotus® Notes®

System Specifications

MGC+ Unit Specifications

Table 3-1 lists the specifications of the MGC+50 and the MGC+100 units.

Table 3-1 MGC+ Specifications

Physical	MGC+50	MGC+100
Height	16"	16"
Width	15", 19" with mounting plate	23" with mounting plates, 19" with unit at 90°
Depth	19.5"	19.5"
Weight	Up to 24 kg	Up to 48 kg
Free space above the MCU rack	3" in standard installations	3" standard installation, 9" if a MPI-8 is to be fitted
IP Protocols	MGC+50/MGC+100	
Audio	G.711, G.722 (48), G.722.1, G.728, G. 723.1, G.729A, Siren 7, Siren 14	
Video	H.261, H.263 (Annexes N, F, P), H.264	
Data	T.120	

Table 3-1 MGC+ Specifications

H. 320 Protocols	MGC+50/MGC+100
Audio	G.711, G.722 (48), G.722.1, G.728, G. 723.1, Siren 7, Siren 14
Video	H.261, H.263 (Annexes N, F, P), H.264
Data	T120
Cascading	H.243
Channel aggregation	H.221, BONDING, Multi-Rate (H0)
Network interfaces	ISDN: T1 PRI, E1 PRI, Multirate ISDN, NFAS, Leased lines-T1/E1, Switched 56 T1-CAS: T1-CAS lines for Audio Only connections IP (H.323 and SIP): LAN Serial: V.35, RS449, RS530/A
External Communications	MGC+50/MGC+100
Data rates	56 Kbps - 1920 Kbps (E1)
Network interfaces	ISDN T1/ E1, T1-CAS, LAN, serial (MPI)
MGC+ Manager control connection	An independent LAN connection (separate from the Network connection)
Clock synchronization	Synchronizes to external network
Local/Remote External Equipment	MGC+50/MGC+100
Operator workstations	LAN/RS-232/Modem/Internet
Reservation systems	LAN/Internet/Modem
Environment	MGC+50/MGC+100
Operating temperature	10°–40°C (50°–104°F)
Storage temperature	-40°–70°C (40°–158°F)
Relative humidity	15%-90% no condensing

Table 3-1 MGC+ Specifications

Environment	MGC+50/MGC+100 (continued)	
Operating altitude	Up to approx. 3,000m (10,000ft)	
Storage altitude	Up to approx. 12,000m (40,000ft)	
Operating ESD	+8kV	
Storage ESD	+15kV	
System Communications	MGC+50/MGC+100	
Integrated scheduler	Yes	
API to 3rd party reservation systems	Yes	
Conference Setup (Scheduled/Unscheduled)	MGC+50/MGC+100	
Meet Me Per	Conference MCU Channel Party	
Dial-out/Dial-in	Yes	
Diagnostics	MGC+50/MGC+100	
Power up	Yes	
On-line	Yes	
Remote	Yes	
Serviceability /Reliability	MGC+50/MGC+100	
Hot plug-in modules	Yes	
Front panel removable modules	Yes	
Power Supply	MGC+50	MGC+100
AC Input	100-240 VAC, 50/60 Hz	100-240 VAC, 50/60 Hz

Table 3-1 MGC+ Specifications

Power Consumption	MGC+50	MGC+100
AC Maximum Power consumption	AC Voltage - 10Amp at 100 VAC, 5 Amp at 240 VAC protected by a 15 Amp circuit breaker.	AC Voltage - 15 Amp at 100 VAC and 7.5 Amp at 240 VAC protected by a 15 Amp circuit breaker.