

Polycom™ RSS 2000 V1.1.0.001 Getting Started guide



General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the Polycom RSS 2000 unit clean, free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the RSS 2000 unit and is near a grounded power outlet.
- Use a regulating uninterruptible power supply (UPS) to protect the RSS 2000 unit from power surges and voltage spikes, and to keep it operating in case of a power failure.

Hardware Specification

Pentium 4, 2.8Mhz,2G RAM,250G Hardisk.

- Form Factor: 1U 19" rack mount
 - Height: 1.73" (44 mm)
 - Width: 16.83" (430 mm)
 - Depth: 15.35" (390 mm)
 - Gross Weight: 22.4 lbs (10.2 kg)
 - Power Supply: Thermal controlled 220W ATX AC power supply w/PFC
 - AC Voltage: 100 - 240 VAC, 60-50 Hz, 5-3 Amps
- XP OS

Preparations

Obtain the following information from your network administrator:

- RSS 2000 unit, Subnet Mask and Default Gateway IP addresses
- Gatekeeper IP address, Prefix, and E.164 of the RSS 2000.

Unpacking and Installing the RSS 2000

1 Place the RSS 2000 unit on a stable flat surface in the selected location.

2 To connect to the power source, insert the power cable into the Power connector on the rear panel of the MGC+ unit and insert the Power cable into the power source socket.

3 Connect the lan cable to LAN1 in the back of the system.

4 Turn on the power switch.



Initial RSS 2000 IP Configuration

The system is shipped with a default IP address:

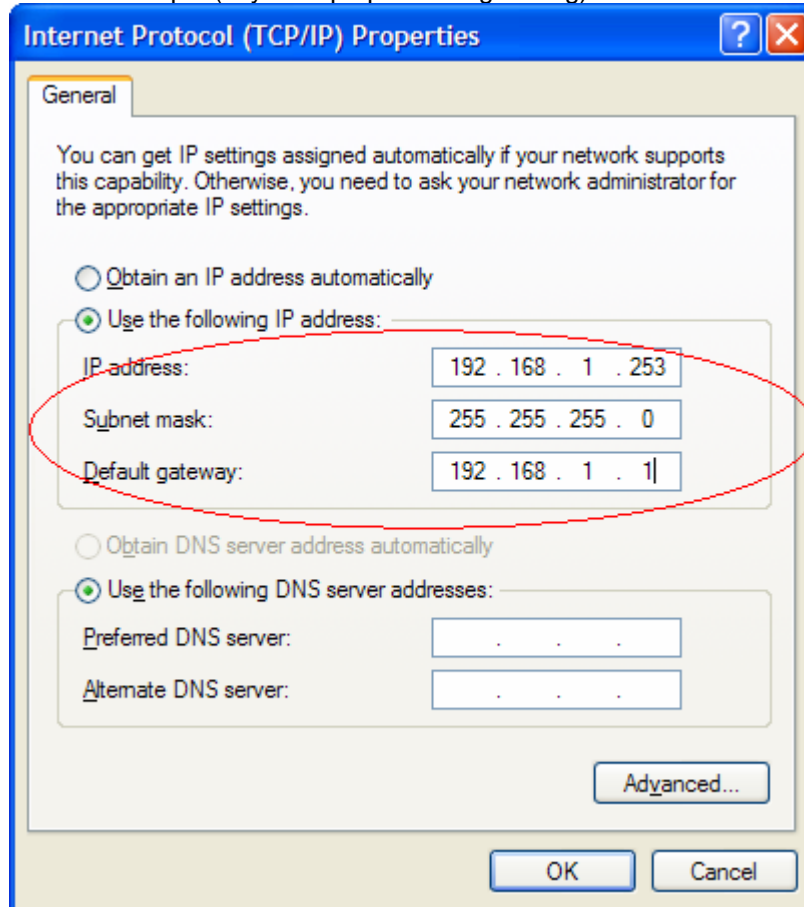
IP Address: 192.168.1.254
Subnet Mask: 255.255.255.0
Gateway: 192.168.1.1

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

1. Via a cross over lan cable
2. Via a RS232 or Telnet Console.

1. Changing the initial IP address via a cross over lan cable

1. Connect a cross over lan cable to LAN1 in the RSS 2000.
2. Set your laptop to the same segment of the RSS
 - a. For example (in your laptop IP config setting):



3. Open internet explorer and browse to:

<http://192.168.1.254>

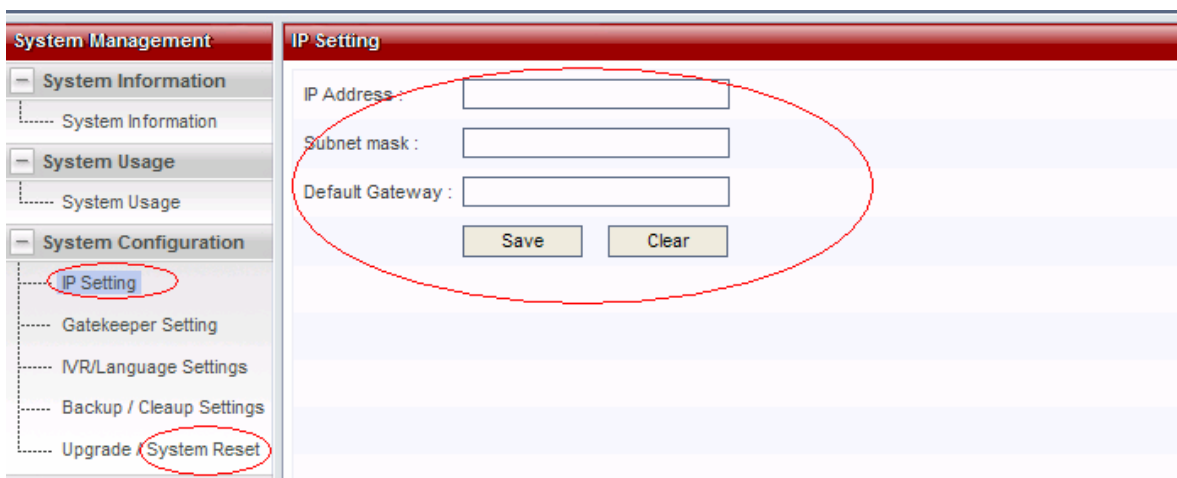
4. Login to the system.

User name: Administrator

Password: polycom



5. Go to system configuration->IP setting and modify the IP address. Click the save button and than reset the system.



2.Changing the initial IP address via an RS232 Console or Telnet

Another option to modify the IP address of the RSS 2000 is using the RS232 console.

1.Connect to the RS232 port – and activate the console (9600, 8bits)

Login: polycom (or any administrator password)

When login to the console, you will see the current IP address of the system.

Help

? – show all available commands

Changing the IP Address:

```
set lan1 static 172.21.100.20 mask 255.255.224.0 [gw 172.21.96.254]
```

Reset Password (back to polycom)

User may reset the password of the administrator to default to 'polycom'

```
reset password
```

```
Type ? or help to get the help information
#
# ?
?
  exit
  help
  password
  shutdown
  restart
  set lan1 static <ip> netmask <mask> [gw <gateway>]
  show
```

Note !

The same steps apply also for Telnet connection.

Only one console can be connected at any given time (either Telnet or RS232 not both).

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

RSS 2000 Maximum Capacity

Scenario	Description	Maximum Capacity
Conference Recording	How many conferences can be recorded simultaneously	2 conference or 2 EPs dialing in the same time 1 H239 recorded link at a time
Point to Point recording	How many point to point calls can be record (if both are dialing into the POLYCOM™ RSS 2000)	1
H323 Playback	How many conferences can be playback in H323	10
Archive view	How many streaming can be reviewed (unicast) – based on the Web Server capacity	60

Network TCP/UDP ports used by RSS2000

	Usage	Type	Port Range
	Manager	TCP	81
	Web	TCP	80
	Trace	UDP	30011
Endpoint/ H.323	Gatekeeper	UDP	1719
	RAS	UDP	1720
	Q.931 Socket	TCP	1720
	H.245 Socket	TCP	1730-1739
	Audio / Video / Data	UDP	2000-2099
Media	Live Broadcast	TCP	1800-1801
	On Demand Archive	TCP	2800-2859

New Features (Compare to V1.0.1.002 – November 29, 2006)

- Support of G.722.1 Annex C / SIREN 14 – No configuration require
- Japanese Support – IVR, UI and H323 Menu:



Default Web UI language is based on the Internet Explorer Language.

Corrections and enhancements (Compare to V1.0.1.002)

Description	Jira Bug# / Comments
When RSS2000 are configured to register to GK If the registration fails, Dial out and Recording will leave a blank (wrong) H.323 connection on the list of connections	RSS-92
IP setting changes are not functioning when changing the RSS 2000 IP address via the Web Interface.(Work around was to modify the IP address via the console)	RSS-159
A call connection to RSS2000 from any ViewStation model,except for ViewStation FX, is rejected by RSS2000.	RSS-135
<p>The archive list on the Web UI indicates a recorded video in 4SIF 30 fps as "H.264 HD"</p> <p>New H.264 SD" indication was added to this version – for 4CIF/SIF or SD connection indications.</p>	RSS-138
<p>VSX crash when playback a video recorded on the HDX.</p> <p>HD and 4CIF archives will not appear in the archives list in the VSX</p>	RSS-128
Connection to the RMX 2000 results in G.722 Audio Alg. For all rates, currently the RSS 2000 connected to the RMX at G.722.1 Annex C	RSS-140

Known Limitations

Subject	Description
H.323 Alias length	The maximum length of the system H.323 alias name is 16 characters
IVR message	The format for IVR message files is: WAV files, PCM 16bits
Console Service	RS232 configuration: Baud rate 9600, Data bits 8, Parity None, Stop bits 1, Flow control OFF. ONLY ONE connection to the Console service is allowed, either by RS232 or by Telnet, but not both.
Endpoint menu	<ol style="list-style-type: none"> 1. When schedule a dial out & record from the Web UI, RSS will loopback the video and NEVER show the menu unless a menu operation (FECC arrow keys or DTMF 2/4/6/8) is given from the endpoint. 2. When a pre-defined endpoint dials into the RSS and the endpoint has the "immediate recording" option, RSS will do the same as above. 3. When inviting an endpoint to a P2P recording room (using E.164 number of the P2P room followed by #/* and E.164 number of the invited endpoint), the inviting endpoint will have the menu and the invited endpoint won't have the menu 4. When two endpoints meet at a P2P recording room, only one of them can have the menu at a time.
P2P recording maximum bandwidth	Maximum bandwidth for a P2P recording room is 1024K. If video protocol for P2P recording room is H.264, then the maximum bandwidth is 768K
Archive file size	If the media file size exceeds 4GB, downloading it from Web UI may be incomplete.
Media Player Support	Windows Media Player 9/10 is required. WMP 10 is recommended. RealPlayer can also be used if WMP is properly installed. QuickTime player is not supported. Some third party media player such as Media Player Classic (MPC) and VLC can also be used, but they were not certify
Archive playback	Archive playback with WMP does not support playback controls: Pause/Resume/FF/Backward, etc
H.323 playback	During H.323 playback, if there is packet loss and endpoint requests I-Frame, RSS cannot apply the request. Since all audio/video data are from the media file.
System Reset	Hard reset (power off and on) is not recommended. Reset should be done via the Web UI or Console service whenever possible.
HD Support	<ol style="list-style-type: none"> 1.H.264 maximum rate is set to 1920K to allow HD connection 2. Live streaming is not available for HD calls 3. Point to point recording is not available for HD Calls 4. Creation of WMV archive for HD recording is done offline in background. The ratio is 1:6 (1 minute recording will be available for archive view after 6 minutes from the completion of the recording)

Known Limitations

Subject	Description	Jira#
VSX 5000-8000 Interoperability	The RSS 2000 support the VSX 5000-8000 when the VSX is set to motion (Not Sharpness nor Promotion)	RSS-136
RMX 2000 Interoperability	The RMX 2000 connects secondary to the RSS 2000 in the rate of 64Kbps (No support for G.728 at the RMX 2000 (RMX 2000 connect to the HDX and VSX at G.729A in 64K which is not supported by the RSS 2000)) – recording at this low video rate is not recommended in any case.	RSS-141 VNGR-4291
RMX 2000 Interoperability	While RSS2000 is connected to RMX2000 in SIF when the RMX is set to Sharpness , an archive of it is tagged as H.264 SD.	RSS-142
ViewStation Interoperability	ViewStation show blue then green screen at the beginning of a connection to RSS2000	RSS-137
IVRs	When recording an IVR message – it's require to add additional 1 second of silence for each recording, to prevent message truncation with VSX and Viewstations	RSS-121
Maximum frame rate for recording and playback	Maximum frame rate for recording and playback in the recording room is 20 fps in H.264 and 25 fps in H.261/H.263	RSS-129
Point to Point recording	HD is not supported in Point to Point recording. When using an HD endpoint it's recommended to dial <u>directly</u> to the recording room [RSS2000 Prefix][Recording Room Prefix] and <u>not</u> to connect to the Recording room via the H323 Menu.	RSS-130
Embedded Multipoint on the VSX	When recording a multipoint on a VSX – first connect the endpoint to the VSX and only than connect to the RSS 2000	RSS-157
Sony HG90 version: 2.11 Beta Interoperability	Sony HG90 can connect in HD only. The RSS 2000 menu is in CIF (Not in HD) as so the HG 90 will connect as secondary.	RSS-148
H239 Content resolution	The RSS 2000 support H263 content (Not H264) – as most endpoint currently support H263 content – in order to prevent interoperability issue, when playing back the stream (In H323) the RSS will not support H264 content (Lower common nominator)	RSS-153

Pending Issues

Subject	Description	Jira#
HDX Interoperability	Playback of H263 recording to the HDX may result with some video artifacts	RSS-132 RSS-133
Aethra Vega X7 Interoperability	When Aethra X7 is connected to RSS @384K the Aethra stats indicate 720p, Aethra cannot playback his own H.323 recording afterwards. In V2.0 of the RSS it will be able to disable the HD caps from the RSS 2000 – and prevent this issue	RSS-145

Installed Windows Security Updates List – RSS V1.1.0.001

Name	Description
KB883939	Security Update for Windows XP (KB883939)
KB885836	Windows XP Hotfix - KB885836
KB886185	Windows XP Hotfix - KB886185
KB890046	Security Update for Windows XP (KB890046)
KB893756	Security Update for Windows XP (KB893756)
KB893803v2	Windows Installer 3.1 (KB893803)
KB896358	Security Update for Windows XP (KB896358)
KB896423	Security Update for Windows XP (KB896423)
KB896424	Security Update for Windows XP (KB896424)
KB896688	Security Update for Windows XP (KB896688)
KB896727	Update for Windows XP (KB896727)
KB898461	Update for Windows XP (KB898461)
KB899587	Security Update for Windows XP (KB899587)
KB899588	Security Update for Windows XP (KB899588)
KB899591	Security Update for Windows XP (KB899591)
KB900725	Security Update for Windows XP (KB900725)
KB901214	Security Update for Windows XP (KB901214)
KB902400	Security Update for Windows XP (KB902400)
KB903235	Security Update for Windows XP (KB903235)
KB904706	Security Update for Windows XP (KB904706)
KB905414	Security Update for Windows XP (KB905414)
KB905749	Security Update for Windows XP (KB905749)
KB905915	Security Update for Windows XP (KB905915)
KB908519	Security Update for Windows XP (KB908519)
KB908531	Update for Windows XP (KB908531)
KB910437	Update for Windows XP (KB910437)
KB911280	Update for Windows XP (KB911280)

KB911562	Security Update for Windows XP (KB911562)
KB911927	Security Update for Windows XP (KB911927)
KB912919	Security Update for Windows XP (KB912919)
KB913446	Security Update for Windows XP (KB913446)
KB913580	Security Update for Windows XP (KB913580)
KB914388	Security Update for Windows XP (KB914388)
KB914389	Security Update for Windows XP (KB914389)
KB917344	Security Update for Windows XP (KB917344)
KB917422	Security Update for Windows XP (KB917422)
KB917734_W MP10	
KB917953	Security Update for Windows XP (KB917953)
KB918899	Security Update for Windows XP (KB918899)
KB920670	Security Update for Windows XP (KB920670)
KB920683	Security Update for Windows XP (KB920683)
KB920685	Security Update for Windows XP (KB920685)
KB921398	Security Update for Windows XP (KB921398)
KB921883	Security Update for Windows XP (KB921883)
KB922616	Security Update for Windows XP (KB922616)
KB922819	Security Update for Windows XP (KB922819)
KB923191	Security Update for Windows XP (KB923191)
KB923414	Security Update for Windows XP (KB923414)
KB924191	Security Update for Windows XP (KB924191)
KB924496	Security Update for Windows XP (KB924496)