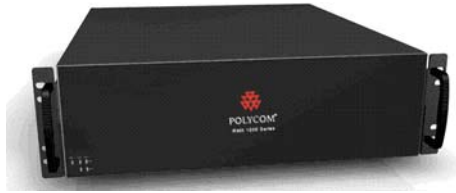




RMX 1000 V2.1 Getting Started Guide



General Safety Precautions

Follow these rules to ensure general safety:

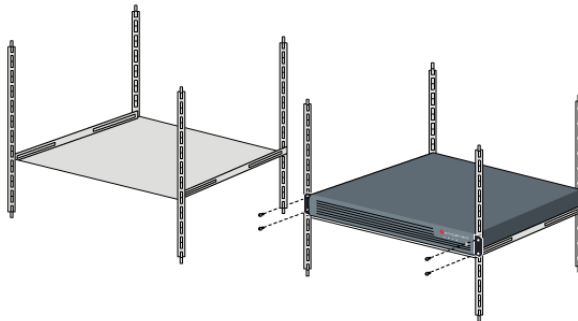
- Keep the area around the Polycom RMX 1000 unit clean and free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the RMX 1000, ensuring that it is near a grounded power outlet.
- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them. Always make sure the rack is stable before extending a component from the rack.
- In a single rack installation, attach stabilizers to the rack. In multiple rack installations, the racks should be coupled together.
- Use a regulating uninterruptable power supply (UPS) to protect the RMX 1000 from power surges and voltage spikes, and to keep it operating in case of a power failure.
- Allow the power supply units to cool before touching them.
- Always keep the rack's trays and board's closed when not servicing, to maintain proper cooling.

Hardware Specification

Parameter	Description
<i>Form Factor</i>	3U 19" rack mount
<i>Height</i>	5.20" (132 mm)
<i>Width</i>	16.93" (430 mm)
<i>Depth</i>	19.92" (506 mm)
<i>Gross Weight</i>	48.4 lbs (22 kg)
<i>Power Supply</i>	Thermal controlled 650W ATX AC power supply w/PFC
<i>AC Voltage</i>	100 - 240 VAC, 50-60 Hz, 5-9 Amps

Unpacking and Installing the RMX 1000

- 1 Put the RMX 1000 product on a stable surface at the installation site.
- 2 Carefully take the RMX 1000 device out of the package. You can install the device in the rack or position it on an even surface.
 - Mount the RMX 1000 in the rack: Install the brackets supplied by the rack manufacturer on each side of the rack on which the RMX 1000 is placed. Secure the system by fastening four screws to the rack on the front panel.



- Put the RMX 1000 on a safe, even, and clean surface.
- 3 Connect cables on the back panel of the RMX 1000:
- Power Cable: Firmly insert the plug into the power socket to prevent poor contact.
 - LAN Cable: Connect to the LAN1 port of the RMX 1000.

If you want to shut off the device, please first turn off the power switch. Do not directly cut off the power supply or unplug the power cable.

Configuration Preparations

Obtaining Network Information

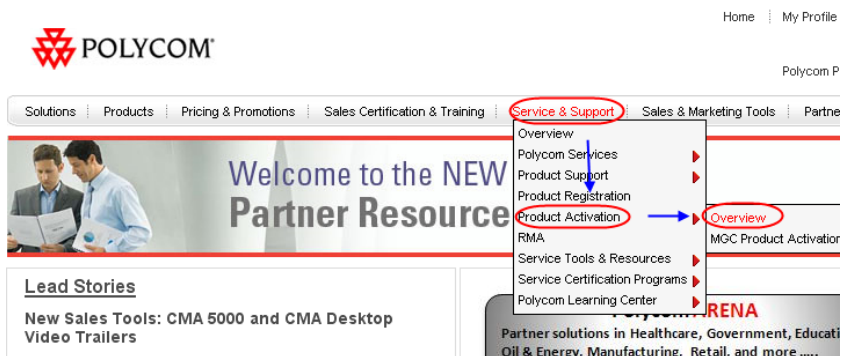
Before the first time configuration, obtain the following information from the network administrator. This helps you to configure the RMX 1000 in your local network:

- Confirm the IP network type (H.323, SIP or H.323&SIP) and related configuration information.
- The IP address, subnet mask, and default gateway IP address of the RMX 1000 LAN port.
- (Optional) DNS server address.
- (Optional) Gatekeeper address, and the H.323 prefix and E.164 number to be assigned to the RMX 1000.
- (Optional) SIP server address.

Obtaining Product Activation Key

Before using the RMX 1000, you need to register and activate the device. Follow the procedure below to obtain the product activation key. When you power on and log in to the RMX 1000 for the first time, the system displays the *Product Activation* dialog box, requesting you to enter a Product Activation Key.

- 1 Enter **http://portal.polycom.com** in the address bar of the browser to access the login page of the Polycom resource center.
- 2 In the login box, enter your Email address and password, and then click **Login**. If you are a new user, click the **Register for an Account** link for registration.
- 3 Click **Service & Support**-> **Product Activation** -> **Overview** in the upper navigation bar on the interface.



- 4 Enter the *Activate Your Product* page. Enter the **License Number** and **Serial Number** of the product in the *Single License Number* pane, and then click the **Generate** button. You can find the license number and serial number of the product from the document provided with the RMX 1000. Record the activation key displayed in the *Key Code* field.

Single License Number

Please enter the License Number and Serial Number of your product to generate a Key Code. To retrieve a previously enabled Key Code, please enter the product's serial number and leave License Number blank.

License Number:

Serial Number:

Key Code:

First Time Configuration

Connecting PC to RMX 1000

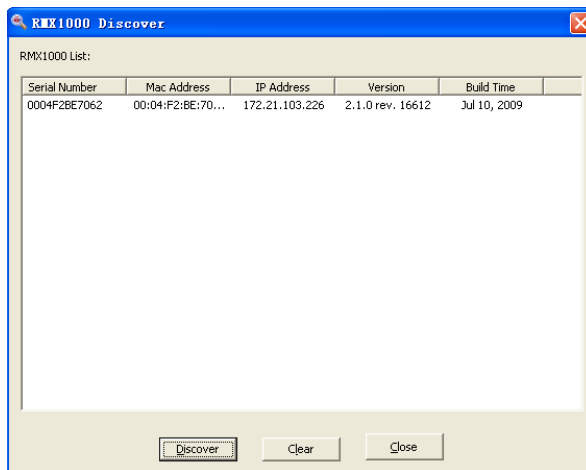
- 1 Connect your PC to the LAN1 port (the LAN1 port is enabled by default) of the RMX 1000 with a cross-over network cable, or connect your PC and RMX 1000 to the same switch in the LAN. Turn on the power switch at the RMX 1000.
- 2 Configure the IP address for your PC, which is in the same network segment as the IP address of the RMX 1000.

The default IP address of the RMX 1000 before delivery is:

- IP address of the LAN1 port - **192.168.1.254**
- Subnet mask - **255.255.255.0**
- Default gateway IP address - **192.168.1.1**

You can also view the current address information of the product using the RMX 1000 Discover tool provided with the device.

- a. Run the RMX 1000Discover.exe file in the CD provided with the product.
- b. Click the Discover button to display the current address information of the device.



You also have the third option to view and change the initial RMX 1000 IP address by connecting a serial cable to the RMX 1000 system and using the HyperTerminal. For details please refer to Telnet/Terminal Commands section of RMX 1000 User Guide.


Logging in to Web User Interface

- 1 Run the Web browser on the PC. Enter **http://<RMX 1000 IP address>** in the address bar, and then press **Enter**.
- 2 (Optional) Select a language for the Web interface from the drop-down menu. If the browser or OS of your PC does not support the selected language, the content is displayed in English.
- 3 On the Login screen, enter the default **User Name (POLYCOM)** and **Password (POLYCOM)**. Click the **Login** button to enter the *Web configuration* interface.





- 4 The *Product Activation* dialog box is displayed. Fill in the activation key obtained in *Obtaining Product Activation Key* in the *Activation Key* box, and then click the **Save** button. Click the **Close** button.

Product Activation

Serial Number :	0004F2BE70C6
Current Running Version :	V2.1.0 rev. 16274, Build: Jun 29, 2009
Activation Status :	
Uploaded Version :	2.0.0
Minimum Version Requirement :	0.0.0
Activation Key :	<input type="text"/> <input type="button" value="Save"/>

Click the button below to register your product at Polycom Resource Center and get an activation code.

If you do not have an *Activation Key*, click the **Polycom Resource Center** button to access the *Service & Support* page of the Polycom website. For more information, see *Obtaining Product Activation Key*.

- 5 The system displays a message asking whether to restart the system or not. Click **Restart Now** to validate the activation.
- 6 After the system restarts, you can enter the **Administration** -> **License Information** interface in the Web configuration interface to check the activated functions. For the activated functions,  is displayed, or else  is displayed.



Modifying the Default IP Address

After accessing the RMX 1000 Web configuration interface, you can modify the default IP address for the device based on the settings of your local network.

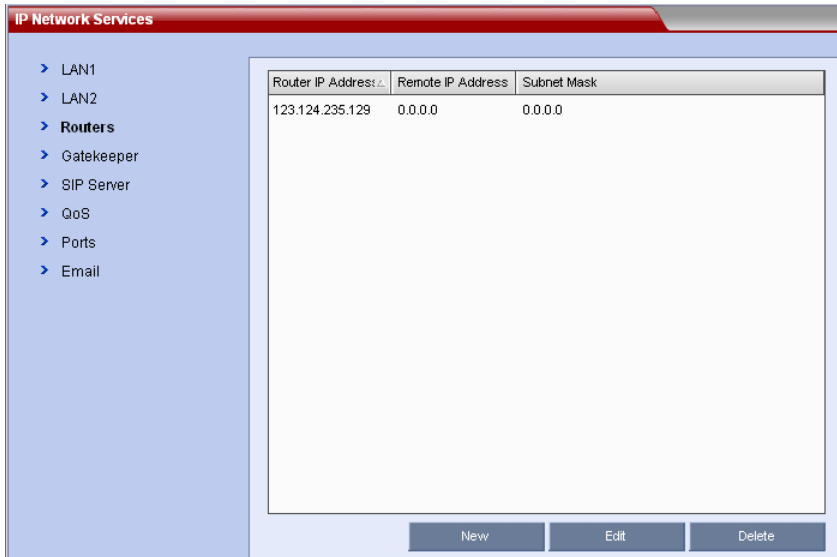
- 1 Click the **IP Network Services** configuration item in the *RMX Management* pane.
- 2 In the *IP Network Services* configuration pane, right-click, and select **LAN1 -> Properties**.
- 3 In the LAN1 settings dialog box, set the IP address obtained from the network administrator, and configure the device for use on your local network.

Parameter	Description
<i>Gateway</i>	Set the gateway address for this network port. If the Set as Default option is selected, the device packet will be forwarded through this gateway by default when there is no matched static route. In this case, a default route is displayed in the list of the <i>Router</i> page.
<i>NAT</i>	The Network Address Translation (NAT) function enables you to translate a private network IP address into a public network IP address before transmission. To enable NAT, select this box and then type the public network IP address to be displayed to the outside.
<i>Obtain DNS server address automatically</i>	Used in combination with the DHCP option. When the <i>DHCP</i> check box is selected, this option allows you to obtain the DNS server address automatically from a DHCP server in the network.
<i>Preferred/Alternate DNS Server</i>	If you did not select the option for automatic DNS address discovery, you must enter the preferred/alternate DNS server addresses here for the device to resolve domain names.
<i>LAN Speed</i>	Sets the speed/duplex modes for LAN ports. Supported speed/duplex modes include 10/100M, Full Duplex or Half Duplex, and the 1000M Network mode. You can also select Auto to use Auto-Negotiation with the switch port. Note: Contact the network administrator before setting LAN Speed, to ensure that the switch configuration is matched with the MCU port.
<i>MTU Size</i>	Specifies the Maximum Transmission Unit (MTU) size used in IP calls and Web communications. If the video becomes blocky or network errors occur, packets may be too large; decrease the MTU. If the network is burdened with unnecessary overhead, packets may be too small; increase the MTU.

Configuring Other Network Options (Optional)

If necessary, you can configure other network parameters according to the following procedure:

- 1 Click the **IP Network Services** configuration item in the *RMX Management* pane.
- 2 In the *IP Network Services* configuration pane, double-click or right-click **LAN 1** -> **Properties**.
- 3 Click the **Routers** tab, and set the routing table information according to the network topology.



Parameter	Description
<i>Router IP Address</i>	Set the IP address for the sending router of packet transmission.
<i>Remote IP Address</i>	Set the target network address for packet transmission

Parameter	Description
<i>Subnet Mask</i>	Set the subnet mask for the target network

- 4 If your IP network type is SIP only, go to step 7.
- 5 To register the system to the gatekeeper, click the Gatekeeper tab, and configure related parameters in accordance with the table below:

The screenshot shows the 'IP Network Services' configuration window. On the left is a navigation tree with the following items: LAN1, LAN2, Routers, **Gatekeeper**, SIP Server, QoS, Ports, and Email. The main area is titled 'IP Network Type : H.323'. Below this, there is a checkbox labeled 'Register to Gatekeeper' which is checked. The configuration parameters are as follows:

Primary Gatekeeper	Disabled
Gatekeeper IP Address :	172.21.103.231
Gatekeeper Port :	1719
Alternate Gatekeeper	Disabled
Gatekeeper IP Address :	
Gatekeeper Port :	1719
System Prefix/E.164 :	166
System H.323 Alias :	RMXCC

Parameter	Description
<i>IP Network Type</i>	<p>Set the IP network type for the RMX 1000 system to make a call. You need to set it based on the call type used for the participant's endpoint. It can be set to:</p> <ul style="list-style-type: none"> ▪ H.323: Only H.323 calls are supported. ▪ SIP: Only SIP calls are supported. ▪ H.323 & SIP: H.323 and SIP calls are supported at the same time. <p>Settings of the gatekeeper related parameters are available only when the H.323 network type is selected.</p>
<i>Register to Gatekeeper</i>	Set whether or not to register with the gatekeeper. You must check this option to set the following parameters.
<i>Primary (Alternate) Gatekeeper</i>	Indicates whether or not the device is registered with the primary (or alternate) gatekeeper.
<i>Gatekeeper IP address</i>	Set the IP address for the primary (or alternate) gatekeeper.
<i>Gatekeeper Port</i>	The port number for the primary (or alternate) gatekeeper.
<i>System Prefix/E164</i>	Set the E.164 number for the system.
<i>System H.323 Alias</i>	Set the H.323 alias for the system.

- 6 If your IP network type is H.323 only, go to step 8.
- 7 To configure the SIP server, click the **SIP Server** tab, and configure related parameters in accordance with the table below:

IP Network Services

- > LAN1
- > LAN2
- > Routers
- > Gatekeeper
- > **SIP Server**
- > QoS
- > Ports
- > Email

IP Network Type :

Transport Type :

Register to Server

Primary Server : Disabled

Server Address :

Server Port :

Server Domain Name :

Alternate Server Disabled

Server Address :

Server Port :

Server Domain Name :

User Name :

Password :

Outbound Proxy Server :

Server IP Address :

Server Port :

Parameter	Description
<i>IP Network Type</i>	<p>Set the IP network type for the RMX 1000 system to make a call. You need to set it based on the call type used for the participant's endpoint. It can be set to:</p> <ul style="list-style-type: none"> ▪ H.323: Only H.323 calls are supported. ▪ SIP: Only SIP calls are supported. ▪ H.323 & SIP: H.323 and SIP calls are supported at the same time. <p>Settings of the SIP server related parameters are available only when the SIP network type is selected.</p>
<i>Transport Type</i>	<p>Set the transport layer protocol used for communicating with the SIP server. It needs to be consistent with the protocol supported by the SIP server.</p>

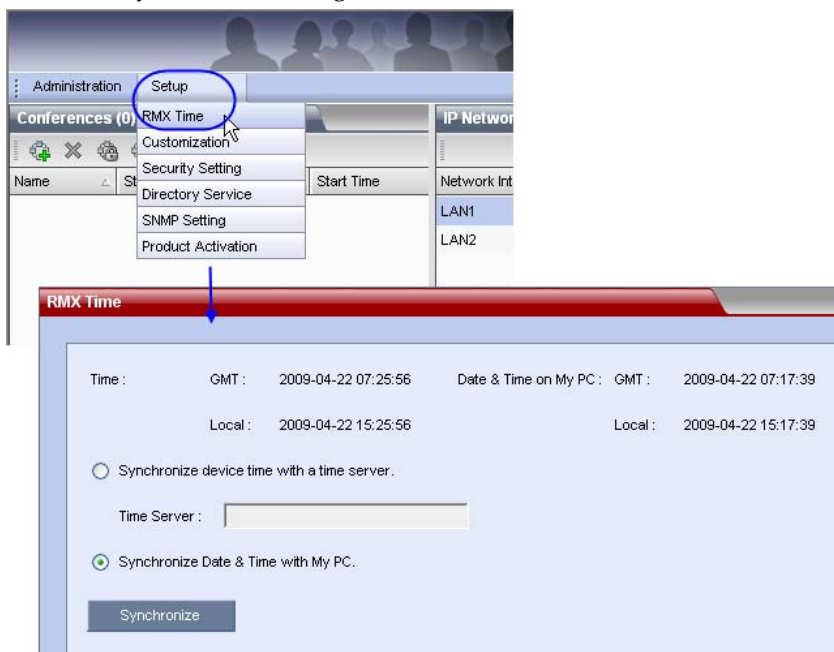
Parameter	Description
<i>Register to Server</i>	Specifies whether to register RMX 1000 to the specified SIP server. You need to set the SIP server related parameters after this function is enabled.
<i>Primary Server/Alternate Server</i>	Displays the registration status of the SIP server. When registration of the preferred server fails, the alternate server will function as the current in-use SIP server.
<i>Server Address</i>	Provides the IP address of SIP server for registration service.
<i>Server Port</i>	Provides the connection port of SIP server for registration service.
<i>Server Domain Name</i>	Provides the domain name of SIP server for registration service.
<i>User Name</i>	User name provided by the SIP server for the registered user.
<i>Password</i>	Password corresponds with the user name.
<i>Outbound Proxy Server</i>	For communication with the SIP server when the RMX 1000 system is configured on the internal network, an outbound proxy server is required to implement traversal of the firewall/NAT. In this case, you need to set the IP address and port number for the outbound proxy server.

8 Click the **OK** button to complete the configuration.

Synchronizing System Time

Before holding a conference using the RMX 1000 system, you need to first synchronize the system time to ensure that the conference scheduling time is consistent with your local time.

- 1 In the Web configuration interface, click **Setup** -> **RMX Time** to go to the system time configuration interface.



- 2 Select a time synchronization mode:
 - Select the **Synchronize device time with a time server** option to synchronize the device time with a network time server. In this case, enter the IP address or domain name for the time server in the Time Server field.
 - Select the **Synchronize Date & Time with My PC** option to synchronize the device time with your PC that is connected to the system.
- 3 Click the **Synchronize** button to proceed with the synchronization. Then, click **Close**.

The system is now ready for use, for additional configuration please refer to the *RMX 1000 User Guide*.

RMX 1000 V2.1 Release Notes

Version 2.1 - New Features List

Subject	Feature Name	Description
Ease of Use	Personal Skins and UI Customization	Version 2.1 allows users to upload their own Logo to the Web UI, skins to the video layout, and customized welcome message to display on the login screen.
	Integration with CMA GK/ LDAP Address Book	The RMX 1000 Address Book can be configured to synchronize with the Global Address Book of a CMA-Server, indicating presence status of each device.
	Calendar Reservation View	Version 2.1 adds the calendar view to Reservation operation enabling users to schedule a conference in an Outlook-like interface.
	Move between Conferences	Version 2.1 supports moving participants between Continuous Presence conferences. Moves between non-encrypted and encrypted conferences are not allowed.
	Participant Snapshot	In Version 2.1, a snapshot of the video from each connected participant is available to the administrator.

Subject	Feature Name	Description
	Online Help	Version 2.1 adds online help, which is available for users performing actions in the web UI. Online help is available in 2 languages: English and Japanese.
	Resource Usage Bar Improvements	Version 2.1 improves the resource usage bar to provide more detailed information and a graphical view of the resource availability.
	Invite Improvements	In Version 2.1 a user can generate an ad hoc call and invite other endpoints immediately via remote control.
	Echo Exterminator	Version 2.1 introduces echo exterminator technology to suppress echo and keyboard noise, improving the user experience in a conference.
	Stereo IVR	Version 2.1 supports stereo playback of IVR messages.
	Personal Conference Management (PCM) Improvements	Version 2.1 enhances the PCM interface to provide additional functionalities, such as inviting participants via the Global Address Book, requesting chairperson permissions, and recording the conference.

Subject	Feature Name	Description
Interoperability / Security	MTU Size Configuration	Version 2.1 supports MTU size configuration, enabling users to configure MTU size for each LAN connection.
	Content Support for Legacy Endpoint	The user can choose whether to allow a non H.239 endpoint to receive content in the video channel instead of the people video from the conference.
	SSL Support	Version 2.1 supports SSL/Https connections to the web UI for improved security.
	Auto terminate when one participant remains	This option enables users terminate a conference when only one participant is connected.
VC2	SIP Support	Version 2.1 supports SIP
	SNMP Support	Version 2.1 supports SNMP
	CMA Support	Version 2.1 can fully integrate with CMA
	Recording Indicator	The RMX 1000 can be configured to display a recording icon in the conference video to alert participants when the conference is being recorded.
	G.719 Support	Version 2.1 supports G.719
Innovation	Video Clarity	This algorithm improves the user experience when using low bit rate or low resolution endpoints by enhancing the video received from these endpoints.

Interoperability Table

The following are the list of devices that were tested with RMX 1000 V2.1.

Our recommendation is updating to the latest version of each standard device, however, we will make any reasonable effort to investigate any issues occur with other type of devices, as long as they follow the H.323 or SIP Standard, and provide with a conclusion and a suggestion on how and if the issue can be resolved.

Product Type	Vendor	Model	Version (From and Above)
Endpoints	Polycom	HDX product line	2.0.2.2461
		VSX product line	9.0.1
		QDX 6000	3.0
		V500	9.0.5
		VS FX	6.0.5
		VS 4000	6.0.5
		VS EX	6.0.5
		VS SP	7.5.4.1
		VS 512	7.5.4.1
		iPower 9000	6.2.0
		PVX	8.0.4
		CMA Desktop	4.1.0
		DST B5	2.0.0
DST K60	2.0.1		

Product Type	Vendor	Model	Version (From and Above)
	Tandberg	MXP 770/990	F4.0
		1700 MXP	F8.0
		Edge95 MXP	F8.0
		880 E	E5.3
	Aethra	Vega Star Gold	6.0.49
	Sony	PCS1	3.2.2
		PCS-G70	2.63
LifeSize	Room system	1_4.1(17)	
MCUs	Polycom	RMX 2000	2.0
		MGC	8.0
Gatekeepers	Polycom	CMA 5000	4.0.1
		SE 200	2.1
		PathNavigator	7.0.11
SIP Phone	Polycom	VVX 1500	3.1.2
	Polycom	soundpoint IP670	3.1.2
Recorder	Polycom	RSS 2000	4.0

Upgrade Procedure

Upgrading from Version 1.1 to Version 2.1

Please don't restart the system until both the two required packages are uploaded into RMX 1000 successfully. Otherwise the upgrade will failed and cause the unavailability of the Web UI. If that happens, you can use the RMX 1000 Rescue utility provided with the device to restore the upgrade. For details please refer to *System Recovery*.

- 1 Download the required software Version 2.1 (xx-File Systems-xx.ppm and xx-Kernel Systems-xx.ppm) from Polycom web site.
- 2 In the **Upgrade System** page, install the two upgrade packages of software Version 2.1.
- 3 Read the *License Agreement* and select **I Agree** if you accept the terms and conditions.
- 4 Click **Open** to select the *Kernel System* package (.ppm) in the folder where Version 2.1 files are saved and click **Upload File**.
- 5 The system displays "Software upload successfully - reboot system to activate new version now or later?", click **Reboot Later, do not restart the system**.
- 6 Continue to upload the *File System* package as described in Step 4.
- 7 When prompted whether to restart the system, click **Reboot Now** to restart your system.

This upgrade requires the installation of an upgrade activation Key. After the system reboot, you need to log into the Web UI to activate the system. Go to *Activating the Upgraded System* section for further operations.

If the upgrade failed due to restarting the system by mistake, move on to the following section for rescuing information.

System Recovery

The following step is required before initiating an RMA (Return Material Authorization) or DOA (Damage on Arrival) Process with Polycom Support team.

In the rare scenario where the upgrade fails (Due to the fact that accidentally, a reset was done between the two upgrade files uploading or any other reason), you can restore the upgrade by the following procedures:

- 1 Start up the RMX 1000 system in the rescue mode via HyperTerminal.
- 2 Use the **RMX 1000 Rescue** utility located in the CD (or you can contact Polycom Support team) to reload software packages.

Each of these steps is described in the following sections.

To start up the RMX 1000 system in the rescue mode:

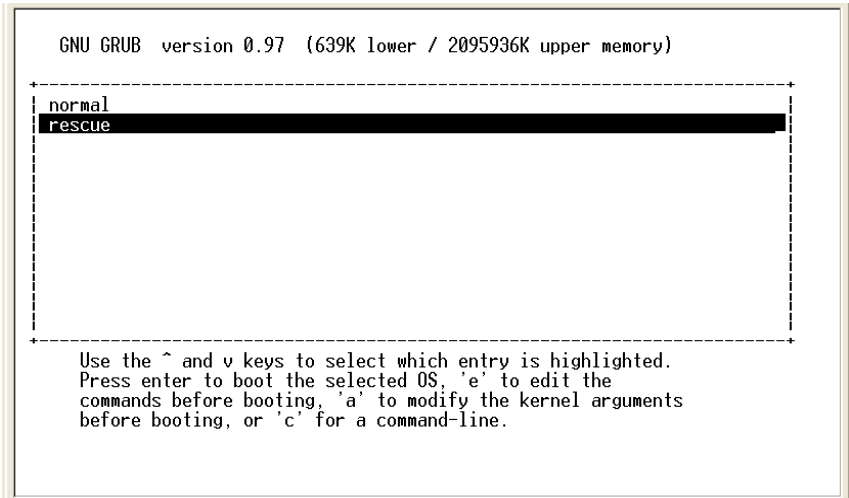
- 1 Use the RS232 serial cable to connect the serial port of RMX 1000 and the user's PC.
- 2 Run the HyperTerminal in the PC and set the parameters as below:
 - Port: COM1 (confirm on the basis of the port used on the PC)
 - Baud rate: 115200 bps
 - Data: 8
 - Parity: none
 - Stop bit: 1
- 3 In the Console session, press the **Enter** key. The login interface appears. Now enter the login password and press the **Enter** key. The default password is **POLYCOM**(case sensitive).

```
Welcome to Polycom RMX 1000 Console Utility
Copyright (C) 2008 POLYCOM
password: _
```

- 4 Enter the command **Reboot** and then **Y** to confirm. You can also restart the system manually. When the screen displays message as shown below, **do not press the Spacebar**.

```
Press <SpaceBar> to update BIOS.
```

- 5 Wait about 50 seconds, when the screen displays menu as shown below, highlight the **rescue** and press **Enter**.



If you have no operation for 5 seconds on the above interface, the system will automatically enter the normal mode. In that case you need to reboot the system again to recreate the opportunity to select **rescue**.

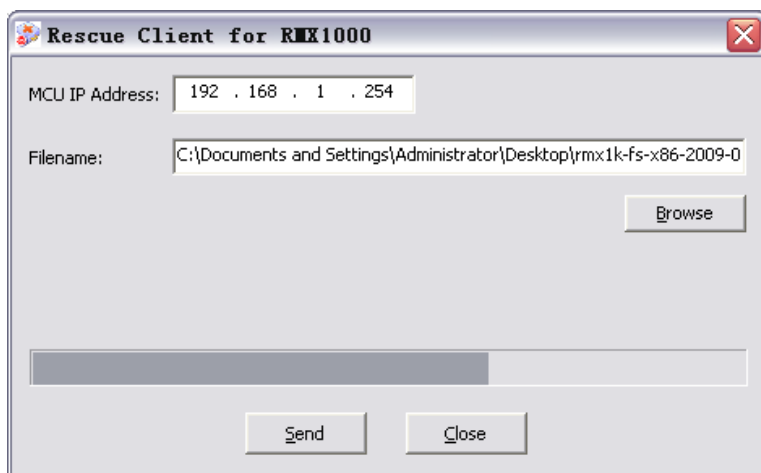
- 6 The system remains in a startup state for approximately 1 minute. When the screen shows the current system IP address, the system now is running under the rescue mode successfully.

```
EXT3-fs warning: maximal mount count reached, running e2fsck is recommended
EXT3 FS on hda1, internal journal
EXT3-fs: mounted filesystem with ordered data mode.
kjournald starting. Commit interval 5 seconds
EXT3-fs warning: maximal mount count reached, running e2fsck is recommended
EXT3 FS on hda2, internal journal
EXT3-fs: recovery complete.
EXT3-fs: mounted filesystem with ordered data mode.
kjournald starting. Commit interval 5 seconds
EXT3-fs warning: maximal mount count reached, running e2fsck is recommended
EXT3 FS on hda3, internal journal
EXT3-fs: mounted filesystem with ordered data mode.
kjournald starting. Commit interval 5 seconds
EXT3-fs warning: maximal mount count reached, running e2fsck is recommended
EXT3 FS on hda4, internal journal
EXT3-fs: recovery complete.
EXT3-fs: mounted filesystem with ordered data mode.
cat: can't open '/etc/resolv.conf.eth1': No such file or directory
System started.

-----
LAN1 IP: 192.168.1.254/24
-----
.....
```

To use the RMX 1000 Rescue tool to reload software packages:

- 1 In the PC used for uploading the software packages, run the RMX 1000 Rescue utility in the CD provided with the product. Please make sure the PC can communicate with RMX 1000.
- 2 In the **Rescue Client for RMX 1000** interface, input the MCU IP address and then click **Browse** button to select *Kernel System* package (.ppm) in the folder where Version 2.1 files are saved.
- 3 Click **Send**, the progress bar will appear indicating the uploading progress if the PC is establishing a connection with the MCU.




- 4 When prompted whether to restart the system, click **NO** to upload the other package.
- 5 Continue to upload the *File System* package as described in Step 2 and Step 3.
- 6 When prompted whether to restart the system, click **Yes** to complete the upgrade.

Activating the Upgraded System

- 1 Log in to the Web interface. The system displays the *Product Activation* page, requesting you to enter the activation key to activate the upgraded device. Click the **Polycom Resource Center** button on the page to enter the login page for *Polycom Resource Center*.
- 2 Enter your Email address and password in the login boxes, and then click **Sign In**. If you are a new user, click the **Register for an Account** link to be registered and obtain the login password.
- 3 After successful login, click **Service & Support -> Product Activation -> Overview** in the upper navigation bar on the interface.

Solutions | Products | Pricing & Promotions | Sales Certification & Training | **Service & Support** | Sales & Marketing Tools | Partner



Lead Stories
New Sales Tools: CMA 5000 and CMA Desktop Video Trailers

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- 4 Enter the *Activate Your Product* interface. At the *Software Upgrade Key Code* area, click the **Retrieve Software Key Code** button.
- 5 At the *Single Upgrade Key Code* area, enter the serial number and version number (2.1) of the device, and then click the **Retrieve** button to generate the Key Code required for system upgrade. You can find the serial number of the product from the document provided with the RMX 1000.

Retrieve Your Upgrade Key Code

Single Upgrade Key Code

To retrieve the latest software upgrade Key Code for your system, please enter the complete system Serial Number, the Version Number that you want to install and then click **Retrieve**.

***Serial Number:** **Model:**

***Version:** [Need Help?](#)

- 6 In the *Product Activation* page, fill the retrieved Key Code in the **Activation Key** input box. Finally, click the **Save** button to activate the RMX 1000.

- 7 After the system reboot, log into the Web UI and go to the *Administration>License Information* page, you will find the software version number changes to V2.1, and the purchased options are activated.

Total Number of Resources :	Video :	20	Voice :	20
RMX Version :	Hardware :	1.1	Software :	V2.1.0-Jul 10, 2009 rev. 16612
RMX1000 Mode :	Full Transcoding			
Internal Scheduling :	✓			
Encryption :	✓			
High Definition Continuous Presence(720P) :	✓			
Serial Number :	0004F2BE7062			

Now, the upgraded device is ready for use.

Corrected Issues (Compare with V1.1)

Jira#	Subject	Summary
DSTC-53	Time Synchronization	RMX 1000 cannot synchronize time when there are existing reservations.
DSTC-176	Time Synchronization	"RMX Time" will never be synced again after the first success synchronization or after the reboot procedure.
DSTC-62	Activation Key Code	RMX1000 keycode problems requiring 'cleankey' command in console to resolve web UI lockout.
DSTC-63	Integration with V2IU	RMX 1000 can only connect one site behind a V2IU, the second one coming from the same IP address gets dropped.
DSTC-73	Content	RMX1000 people video bit rate from RMX to HDX is not increased when H239 content is stopped.
DSTC-91	Video Improvements	RMX1000 video degraded when active speakers changes.
DSTC-108	Video Improvements	RMX1000 sends bad video (low actual video rate)
DSTC-150	Video Improvements	RMX1000 problems when bandwidth is + 8 MB. (CPU at %60+) Video issues seen include site names flickering and video artifacts.

Jira#	Subject	Summary
DSTC-124	Video Improvements	"Skin" and "Endpoint Name" flickers and audio drop on some point during HD conference on RMX1000.
DSTC-94	QoS	The QoS value set in the Web UI when selecting Differv type restores to default value after rebooting the RMX 1000 system.
DSTC-116	Audio Improvements	Cannot hear audio during 3-party call with RMX1000.
DSTC-174	Audio Improvements	RMX 1000 audio quality reduces over time until reboot.
DSTC-112	HDX Interoperability	RMX1000 transmit H264 CIF resolution to HDX4000 in a 1024K, Up to H264 720p conference.
DSTC-146	HDX Interoperability	HDX receives SIF instead of 4SIF when connected in a "Up to H264 4SIF/4CIF" conference in RMX1000.
DSTC-120	Reservations	Participants predefined in a reoccurring Reservation disappear after 1 or 2 days.
DSTC-139	Reservations	Reservation conference will not start if the Local Date and GMT Date differ.
DSTC-145	Meeting Room	Lost configuration and could not enter meeting room.
DSTC-137	Recording Link	RSS2000 did not start immediate recording configured from RMX1000 recording link.

RMX 1000 V2.1 Known Limitations

Subject	Description
GK Registering	If inviting other participants into conference from an endpoint registered with GK, the dialing string must be followed with * plus invitee's E.164 prefix.
GK Registering	When adding an endpoint which is registered with GK into Address book, it is recommended to only input E.164 prefix and leave IP Address option blank. Otherwise inviting the endpoint from RMX 1000 may fail if GK works in router mode.
GK Registering	Only one of LAN interfaces can be registered with GK.
GK Registering	ConferenceAdapter Ver 2.5.0 GK is not supported.
Recording	Recording indication is not supported in Video Switching profile and in HD 720p profile.
Recording	<ul style="list-style-type: none"> ▪ If recording is stopped, resuming recording cannot occur for 25 seconds. ▪ If GK is not enabled and recording link is configured with both of IP address and E.164 number, inviting the recording link will fail.
Reservation	No view of all occurrences in the reservation list, but it's still possible to delete a specific instance of the series.
Upgrading	If Internet Explorer is not closed after an RMX 1000 upgrade, IE will store the old buffer memory info and won't get the new buffer status info from RMX1000. To prevent this, restart Internet Explorer after upgrading an RMX 1000.
Integration with Viewstation	RMX 1000 negotiates H.261 with Viewstation endpoints in Video Switching conferences.

Subject	Description
Management UI	When the "Show window contents while dragging" option is disabled, Internet Explorer will not show the RMX1000 Management Interface correctly.
Cascading with MGC	The Conference rate of RMX 1000 conference should be equal or larger than the conference rate of the MGC.
Personal Conference Management	<p>PCM is not supported in the HD VSW and H.264 720p Profiles.</p> <p>In order to dial to those conferences user must dial in using one of the following options:</p> <ul style="list-style-type: none"> ▪ Lobby access (Conference Access by ID) ▪ IP ## NID ##password ▪ [Prefix][NID]##password
Email Notification	SMTP is supported for Email notification.
720P Conference	720p is supported for a conference with a rate of 832k and above.
4CIF Conference	4CIF is supported for a conference with a rate of 256k and above.
CIF Conference	CIF is supported for a conference with a rate of 64k and above.
AES Conference	<ul style="list-style-type: none"> ▪ It is not possible to access an AES conference via the lobby for H.323 endpoints. In order to dial to this conference type the endpoint is required to dial directly to the target conference. ▪ A Profile using AES encryption cannot be set as the default profile.(This is because it is not possible to access an AES conference from the lobby, and the default profile is used when creating an Ad Hoc conference via the lobby)
Integration with RMX 2000	H.239 cascading is supported with the RMX 2000. However, the conference cannot be defined with LPR and H.264 content.

Subject	Description
Integration with SE 200	In order to work properly with the SE 200, RMX 1000 should first be manually added to SE 200 device list. After that the RMX 1000 can register to the SE 200.
AES Supported for SIP	SIP proxy must support TLS
Connection Status of People	For video switching conference, video format of an endpoint is unknown.
Audio Only Endpoint	Cannot create conference or activate a meeting room.
DTMF	When an endpoint initially connects to the RMX 1000. DTMF tones sent by the endpoint will be ignored for the first 5 seconds.
LDAP	Presence information for Global Address Book participants imported via LDAP is not available.
Address Book	Only a local address book can be exported. Group associations in the address book are not exported.
IVR Files	The maximum size of a music file is 16MB, that of a ring tone is 1MB, and that of other IVR files is 500KB.
FECC for SIP	If the RMX 1000 is registered with a BroadSoft SIP server, FECC will not be supported.
FECC for iPower	FECC is not available when connecting RMX 1000 from iPower endpoints.
Integration with Tandberg Endpoint	PCM is available with the Tandberg Endpoint using DTMF commands only. FECC navigation is not supported.
OCS	Pool FQDN of OCS must be registered in DNS, otherwise SIP calls through OCS will be abnormal.

Pending Issues

Ticket#	Subject	Summary
MCS-645	Conference ID	RMX 1000 was able to establish a conference, although the conf ID is same with a reservation conference which will start 24H later.
MCS-468	CDR File Name	A file name of CDR file is with weird characters when the conference name is in Japanese characters.
MCS-473	Integration with Tandberg MXP	H.263 4CIF/4SIF conferences-Tandberg MXP display letter box video
MCS-439	Integration with VSX8000	RMX does not negotiate transmitting 2SIF to the VSX8000 in 4SIF/4CIF conferences.
MCS-438	Integration with LifeSize Room System	LifeSize Room system always negotiate G.722 audio
MCS-420	Integration with Tandberg MXP	Tandberg MXPs display random video freezing in 1920k VS HD conferences.
MCS-419	Integration with LifeSize Room HD System	The LifeSize Room HD system displays black borders on the top and bottom of its CP layout screen in the CP HD conference with the RMX1000.
MCS-408	Integration with Tandberg 880 and 6000E	Tandberg 880 and 6000 E series does not receive video
MCS-402	Integration with Tandberg Edge95 MXP	Videoswitched HD conference/HDX receives ghosting and tiling video when Tandberg Edge95 MXP sends content
MCS-1124	Integration with Tandberg and	Tandberg and Sony system cannot dial

Ticket#	Subject	Summary
	Sony system	into meeting rooms over SIP
MCS-1199	Integration with CMA Desktop	CMA Desktop receives 4CIF video intermittently in a 1920 HD conference.
MCS-403	1920k VSW HD Conference	RMX1000 displays packet loss on all the HDX HD sites when it hosts a 1920k Video switched HD conference.
MCS-1201	Recording Indication	The setting of "Recording Indication" should be gray-out on 720P and HD VSW profile.