

MaxCS Polycom RealPresence Group 500 Configuration Guide

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About This Guide

This guide describes how to configure the Polycom RealPresence Group 500 device to work with MaxCS Release 8.5.1 and later.

Unpack, connect, and plug in the RealPresence device according the manufacturer's instructions before you begin the procedures in this guide.

Requirements

In order to use your Polycom RealPresence Group 500 device with MaxCS, your environment must meet the following requirements:

- You must have a Polycom RealPresence Group 500 device, with the corresponding remote control
- You must be running MaxCS Release 8.5 or later

Step 1: Check the Device's Software Version

MaxCS supports RealPresence Group 500 devices that are running on system software version 5.0.2-290015.

To check your device's system software version, you will use the remote control to navigate the menu system. (Refer to your Polycom documentation for explanations of each key on the remote control.)

- You navigate through menu items using the **Up**, **Down**, **Left**, and **Right** arrow buttons
- You press the center button in the middle of the arrow keys -- the **Select** button to choose a highlighted menu item

First, press the **Menu** button (directly to the right of the **Home** button). Then use the arrow buttons and the **Select** button to choose **System** > **System Detail**.

Syste	em Name:	GroupSeries	←	ଜ	Е	
	Model:	RealPresence Group 500				Menu key on the
Hardwar	e Version:	15				remote control
System	Software:	<u>Release - 5.0.2-290015</u>				
Serial	Number:	8215034310CDCV				
MAC	Address:	00:E0:DB:43:10:CD				
Audio	Device 1					
	Type:	Polycom EagleEye Acoustic				
Softwar	e Version:	1.70				



If your device is running a system software version that is **not** version 5.0.2-290015, you will need to upgrade (or downgrade) to that version. Work directly with Polycom support in order to upgrade (or downgrade) your device's system software.

If your device is using the correct system software version, continue to the next section.

Step 2: Reset your Device to Factory Default Settings

If you purchased a new RealPresence Group 500 device, it is probably set to the original factory settings. In this case, you do not need to reset the device – *skip this section* and proceed directly to the steps in the section *Step 3: Configure the Device for MaxCS* on page 5.

If, however, you had previously configured your RealPresence device for use with another application, we advise you to reset it to the original factory defaults before you proceed. If you have any questions about the reset process, please work directly with Polycom Support.

To reset your device to the original factory defaults,

- 1. Press the **Menu** button on the remote control.
- 2. Select Settings, then select System Information.

You should see the serial number of your device; write this down.

- 3. Select Diagnostics.
- 4. Select Reset System.
- 5. Enter your ID. Press the **Next** key and enter your password. The password is the serial number that you wrote down in step 2.
- 6. After you log in, use the arrow keys and the **Select** key to check these options:
 - Delete System Settings
 - Delete Directory Entries
 - Delete Certificates
- 7. Select **Reset system**. It will take several minutes to reset the device.
- 8. After the resetting process has finished, you should see both the IP address and serial number of the device on the Polycom TV. Write these down, you need them during the next few steps.
- 9. Open a browser window on your computer and navigate to your device's configuration web page: https://<ip address>/. Use the IP address that you wrote down in step 8.

Make sure that you use HTTPS to connect to this site. Do not use HTTP.

If you see a certificate error or warnings, you can safely disregard those messages.

- 10. To log into the device's configuration web utility, enter the user name *admin*. For the password, enter the serial number that you wrote down in step 8.
- 11. Follow the instructions on the configuration web page to finish configuring your device. Use **Easy setup** and select your language and country.
- 12. For security reasons, change the device's password.



Step 3: Configure the Device for MaxCS

Note: If your RealPresence device is behind remote a NAT/Firewall where the MaxCS server is not behind the same NAT/Firewall, you may need to enable TLS/SRTP to avoid the incorrect SIPALG manipulation done by the NAT/Firewall device. The incorrect SIPALG manipulation will cause one-way and other voice video connectivity issues.

To configure the device for MaxCS,

- Open Enterprise Manager. One way to do this is to log into MaxCS Administrator and select VoIP > Enterprise Network Management.
- 2. Create a new codec profile. In this example, we will create a new profile named Local Codec.

On the top menu bar, select **Codec**. Click **Add**.

- Assign the name *Local Codec*
- Add G.722 and G.711 Mu-law to the profile
- For the Video Codec field, check the Enable H264 Codec option
- For DTMF Delivery, select RFC 2833

Codec Profile Table	Profile Setting	
Name ∧	Name:	Local Codec
G711 Only		
G729 Prefer		Released Codes
Local Codec		Selected Codec
aduiocodes tis		G.722
audiocodes		G.711 Mu-Law
bandwidth		
g722 2833	Codec:	
sfb2015	Couse.	
sipus		
sipus_tls		
vonage		
wsh_tls		
	Video Codec:	🔭 Enable H264 Codec
	DTMF Delivery	RFC 2833
	SIP Early Media	a Disable
	SIP Transport	UDP

3. Click the **IP Codec tab**.

On that tab, make sure that the local IP address range uses *Local Codec*.



Information IP Networks IP Dialing Table P Codec Number Plan					
Inter Gateway Codec G711 Only					
IP Device Range					
То	Codec				
10.40.0.25	audiocodes				
10.40.1.11	bandwidth				
10.40.1.43	sipus_tls				
10.40.5.50	sfb2015				
64.237.44.35	sfb2015				
65.254.44.194	sipus				
74.81.71.18	sipus				
216.115.20.41	vonage				
192.168.255.255	G711 Only				
172.31.255.255	G711 Only				
10.255.255.255	Local Codec				
	s IP Dialing Table IP Coo G711 Only To 10.40.0.25 10.40.1.11 10.40.1.43 10.40.5.50 64.237.44.35 65.254.44.194 74.81.71.18 216.115.20.41 192.168.255.255 172.31.255.255 10.255.255255				

- **Note:** If your device is on the Internet, you can also change the *Default* profile setting to be the same as the *Local Codec* profile.
- 4. Return to MaxCS Administrator. Open *Boards* view and double-click **HMCP**.
- 5. Click Board Configuration.

Make sure that you have enough resources assigned for the Video Forwarding Resource field.

Video Forwarding Resource		
Video:	20	20



- 6. Select **PBX** > **Extension Configuration**. Create an extension; we use extension 209 in this example. Configure the following parameters:
 - Check the option Enable Polycom or 3rd Party SIP Device
 - Set the extension's Password field and the 3rd Party SIP Registration Password field both to 565656

General	C					
dioniordi	Group	Speed	Dialing	Mail	Management	Notification
Personal Informati	on					
First Name	gold		Last Name	9		
Password	****		Departmer	t 🗌		
Description			DID Numb	er 🗌		
Language	Default Language	•	Transmitte	i CID 📔		
Feature Profile	0 - System	•	E911 CID			
🔲 Enable Dial-B	By-Name 🔽 Er	able Inte	rcom 🗖	Agent	🔲 Release SI	IP Tie-Link Trunk
Account Code			all Recording	Options		
🔲 Enable Force	ed Account Code	L	icense Assig	nment	Concurrent Ses	sion 💌
 □ Override	Allowed		-Non-Workg	roup call—		
C Account	Code Validation		Disable			
🔲 For Long) Distance Call Only		Record	0 🗄	out of 10 calls	8
🔲 Block Accou	int Code Display		Recording	tone	Disable	-
Туре			PExtension-			
		F	🗸 Enable IP	Extension	Connect I	Media Stream to Server
O Physical External	ension	(Dynamic I	P Address	🔿 Static IP /	Address
Virtual Extension	sion		Logon IP	Address	0.	0.0.0
C IP Extension	~		Home Me	dia Server	ID D	v
1 11		- L I	🗸 Enable Po	lycom or 3	rd Party SIP De	vice
Location			3rd Party	SIP Registi	ration Password	******

- 7. Select **PBX** > **AltiGen IP Phone Configuration**. Select extension 209 and configure the following parameters:
 - Check the option Enable SIP Telephony Service
 - Check the option Enable Polycom Advanced Features



- 8. Switch to the **Polycom** tab. Select extension 209 and configure this parameter:
 - Check the option Enable H264 Video

1	Media Control	
	DSCP for audio EF	
	🔽 Enable H264 Video	
	Maximum H264 bitrate 768	kbps
	DSCP for video AF41	

9. In a browser, open your Polycom device's configuration web page (https://<ip address>/).



- 10. Select Admin Settings > Network > IP Network > H.323. Clear the Enable IP H.323 option.
- 11. Select Admin Settings > Network > IP Network > SIP and configure the following parameters:
 - Check the option Enable SIP
 - Set Transport Protocol to UDP
 - Set Sign-in Address to 209@10.40.1.90
 - Check Password; set the password to 565656
 - Set Registrar Server to 10.40.1.90
 - Set Proxy Server to 10.40.1.90

Enable SIP:	V
Enable AS-SIP:	
Registration Status:	Registered
SIP Server Configuration:	Specify
Transport Protocol:	UDP
Force Connection Reuse:	
BFCP transport preference:	Prefer UDP
Sign-in Address:	209@10.40.1.90
User Name:	Example: jsmith
Password:	
Registrar Server:	10.40.1.90
Proxy Server:	10.40.1.90
Registrar Server Type:	Unknown

- Repeat steps 6 11 to create another extension, 208. Extension 208 can be another RealPresence device, a VVX500/600 device with a camera, or a VVX1500 model. You can find the configuration guide for the VVX models in the AltiGen Knowledgebase, at <u>http://know.altigen.com</u> (search on the phrase "Polycom IP Phone Configuration").
- 13. To test your configuration, make a call between extensions 209 and 208. you should see the video. You can use the RealPresence 500 configuration web page to place an outbound call or to answer an incoming call.

Step 4: (Optional) Configuring TLS/SRTP

This step is optional.

Note: If your RealPresence 500 device is behind remote a NAT/Firewall where the MaxCS server is not behind the same NAT/Firewall, you may need to enable TLS/SRTP to avoid the incorrect SIPALG manipulation



done by the NAT/Firewall device. The incorrect SIPALG manipulation will cause one-way and other voice video connectivity issues.

To enable TLS/SRTP on your device,

- 1. In a browser, open your Polycom device's configuration web page (https://<ip address>/).
- 2. Select Admin Settings > Network > IP Network > SIP.
- 3. Change Transport Protocol to TLS.

Enable SIP:	V
Enable AS-SIP:	
Registration Status:	Registered
SIP Server Configuration:	Specify
Transport Protocol:	TLS

- 4. Open MaxCS Administrator and select **PBX > AltiGen IP Phone Configuration**.
- 5. Select extension 209 and configure the following parameters:
 - Check the option Persistent TLS
 - Check the option SRTP

- SIP Transport-	
Persistent TLS	SRTP

You do not need to reboot your RealPresence 500 device in order for the change to take effect.

Operational Limitations

- The device cannot be used to initiate a transfer or a conference call.
- Conference video is not supported on this device. When in a conference, the video will not display.
- Remote call control on MaxAgent, MaxCommunicator, MaxOutlook, and AltiConsole is not supported on this device.