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**.
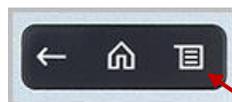
Menu key on the remote control

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,

1. 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**

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

   On that tab, make sure that the local IP address range uses *Local Codec*.
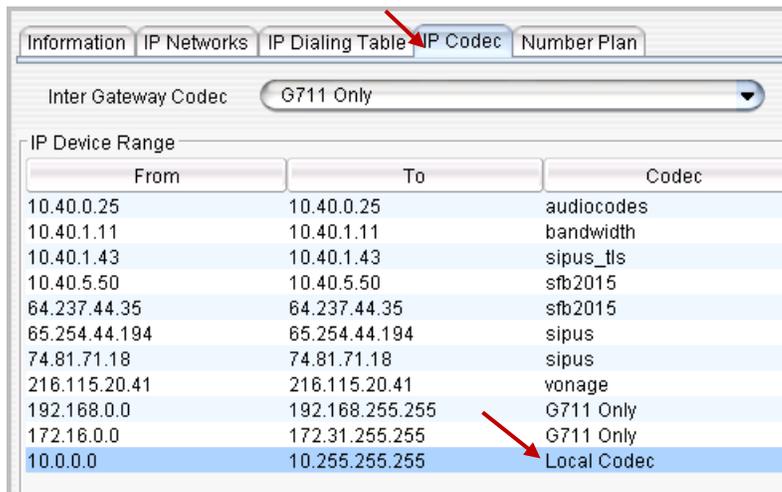
Note: If your device is on the Internet, you can also change the *Default* profile setting to be the same as the *Local Codec* profile.

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.
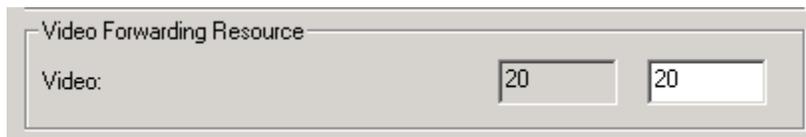
6. Select **PBX** > **Extension Configuration**. Create an extension; we use extension 209 in this example. Configure the following parameters:

    - 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**
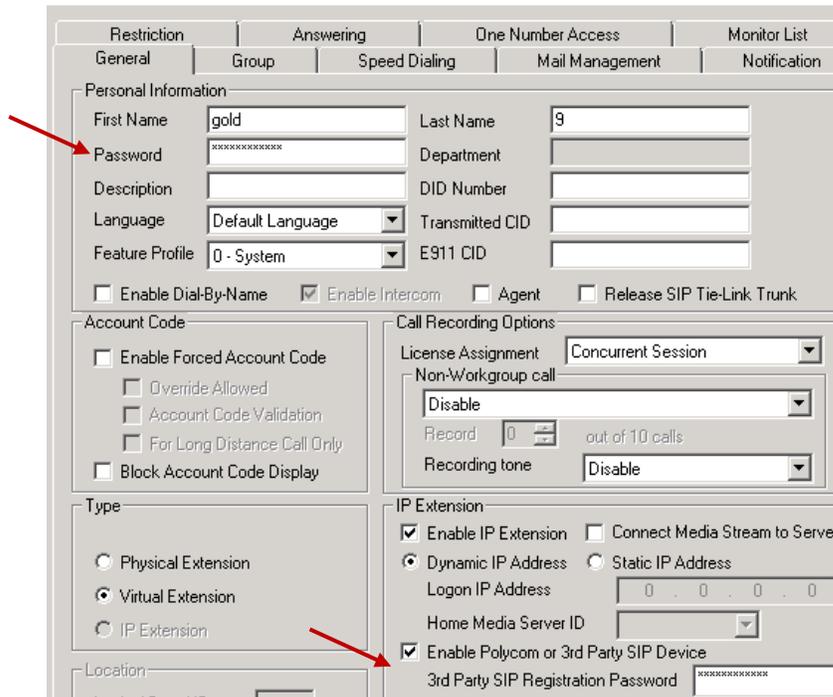
7. Select **PBX** > **AltiGen IP Phone Configuration**. Select extension 209 and configure the following parameters:

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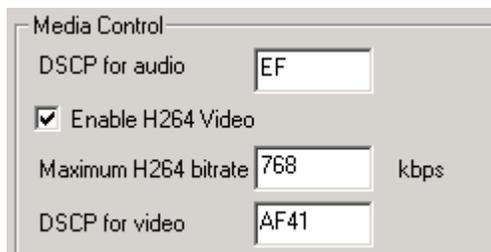
9. In a browser, open your Polycom device's configuration web page (https://<ip address>/).

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**
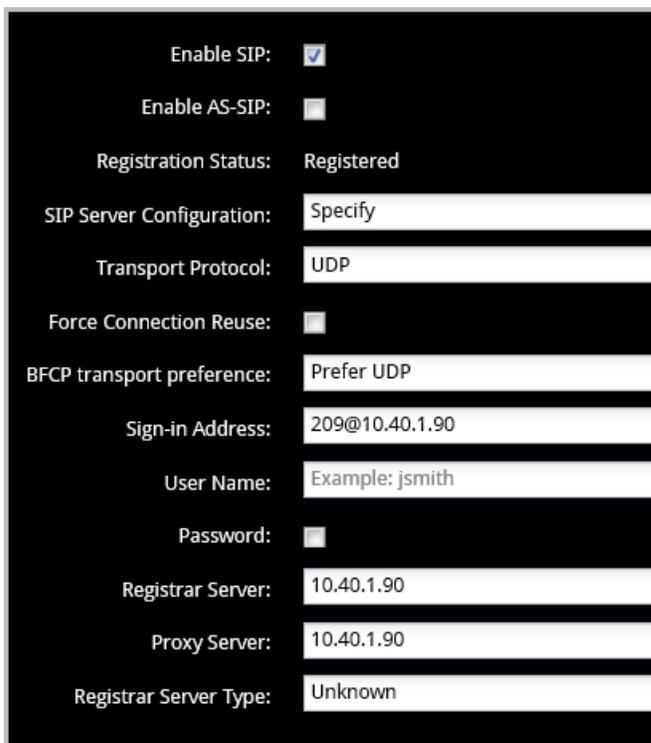
12. Repeat steps 6 – 11 to create another extension, *208*. Extension 208 can be another RealPresence device, a VVX500/600 device with a camera, or a VVX1500 model. You can find the configuration guide for the VVX models in the AltiGen Knowledgebase, at http://know.altigen.com (search on the phrase "Polycom 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**.
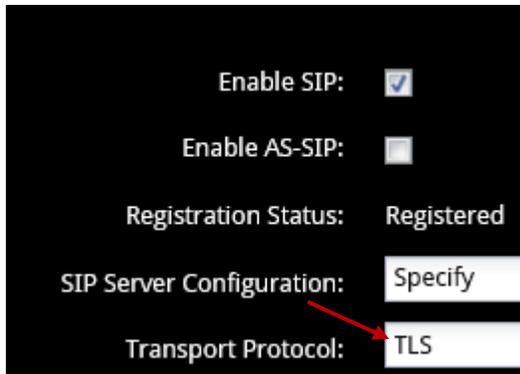
4. Open MaxCS Administrator and select **PBX** > **AltiGen IP Phone Configuration**.

5. Select extension 209 and configure the following parameters:

   - Check the option **Persistent TLS**

   - Check the option **SRTP**
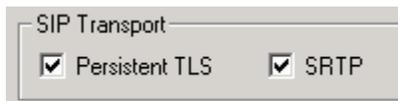
You do not need to reboot your RealPresence 500 device in order for the change to take effect.

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.