

Frequently Asked Questions

1. What is the RMX 2000?

The Polycom RMX 2000[™] Real-Time Media Conferencing Platform is the heart of Polycom's visual communications infrastructure solution. It simplifies the delivery and management of multipoint video conferencing services within enterprise and service provider networks. A single system scales from 20-80 media processing resources (*see more on this term in question 4*) and efficiently supports audio and a range of video resolutions up to high definition (HD).

2. What are the major features & benefits of the RMX 2000?

Benefits of the RMX 2000 conferencing platform fall into three primary categories.

| 1. Advanced Open IP Platform | |
|--|---|
| Future-proof media conferencing platform | <ul style="list-style-type: none"> • AdvancedTCA platform designed to support advanced communications • Powerful processors, superior manageability • Extreme low latency (80-100ms) even in continuous presence (CP) conferences • Designed to scale with IMS-ready architecture and app/media server model |
| Standards-based design for fast integration | <ul style="list-style-type: none"> • AdvancedTCA, XML API, SIP/H.323, Linux OS, IPv.6 ready |
| 2. Simple & Accessible Conferencing | |
| Easy, on-demand conferencing | <ul style="list-style-type: none"> • Intuitive, easiest-to-use interface yet with Advanced Click and View[™] • Up to 1000 on-demand meeting rooms (4 pre-configured options) • Auto Layout: 23 automatically adjustable layouts, up to 16 screens in CP mode • IP & PSTN support; ISDN--MGC as gateway until v.3 |
| Out-of-the-box collaboration solution | <ul style="list-style-type: none"> • Web-based installation wizard for fast deployments • Extensive address book (up to 200 listings) – Fully integrates with the SE200 address book (no limit for listing) |
| Streamlined management & maintenance | <ul style="list-style-type: none"> • Tiered web-based management: administrator, operator, and chairperson views • Automated onboard systems management, field replaceable parts |
| 3. Ultimate User Experience | |
| Image clarity replicates in-person exchange | <ul style="list-style-type: none"> • Range of video resolutions: CIF/SD/HD (H.263/264 up to 30 fps) in continuous presence with full transcoding (CP/TX); HD in video switched (VS) mode • H. 239 content sharing VGA-XGA • Adjustable bandwidth (64kb-4mb) • Lecture and presentation modes |
| Lively discussions without missing a beat | <ul style="list-style-type: none"> • VoIP & PSTN, set resources for audio or video; 14 Khz, IVR & DTMF tones • QoS support: low latency (80-100ms), packet & jitter control; audio/video packet optimization |

Table 1. RMX 2000 Real-Time Media Conferencing Platform Features & Benefits

3. What's new in RMX 2000 Version 2.0?

RMX 2000 v.2 highlights and supplemental features are listed in the table below. General availability of v.2 is scheduled for August 23, 2007.

| Primary Features | |
|--|--|
| HD in Continuous Presence, Full Transcoding (HD CP/TX) | <ul style="list-style-type: none"> • RMX 2000 v. 2 supports HD at 720p with full transcoding at up to 30fps • Special HD promotion available! |
| E1/T1 Interface Card | <ul style="list-style-type: none"> • Up to 400 resources of PSTN/VoIP audio on fully loaded chassis • Same card will support ISDN in v.3 |
| Multilingual RMX Manager plus documentation support | <ul style="list-style-type: none"> • Multilingual RMX Manager (12 languages) • Documentation support in six languages |
| Double byte | <ul style="list-style-type: none"> • Multilingual site names presented (Unicode) |
| Strategic partner support | <ul style="list-style-type: none"> • Avaya video telephony solutions • Support for IBM Sametime and Lotus Notes applications |
| Supplemental features | |
| <ul style="list-style-type: none"> • Secure SIP: TLS, authentication • Improved Auto Layout • Fade-in, fade-out layout transitions • Site names transparency | <ul style="list-style-type: none"> • Increase in meeting rooms from 200 to 1,000 • Modem support • Improved resource reporting • Fragmentation management • Diagnostic improvements |

Table 2. RMX 2000 v.2 Feature Highlights

4. How does the RMX 2000 dynamically support different types of calls at different bandwidths and resolutions?

The RMX 2000 was designed to dynamically and flexibly maximize resources to prevent expensive oversubscription in mixed endpoint environments. This allows customers to cost-effectively support high-end HD applications as well as legacy endpoints and lower resolution desktop conferencing. Each call is setup to optimize the use of processors on the RMX 2000 media processing modules (MPMs) for the amount of bandwidth, resolution, and frames per second required by specific endpoints.

The RMX 2000 has flexible capacity depending on the type of call it is delivering. A CIF call in continuous presence takes only one resource, or port, on the RMX 2000, whereas an HD CP or SD CP call requires four media processing resources; these types of calls demand greater processing power, but deliver a higher-quality user experience.



Because it is often associated with TDM (time division multiplexing) and circuit switched technologies and not packet-based IP networks, Polycom is moving away from the term “port” when speaking about capacity on the RMX 2000. There are no physical ports on the RMX 2000, and the use of resources varies widely rather than being static. In light of this, capacity on the RMX 2000 is referred to as “**media processing resources**” or **MPRs** rather than ports, as it more accurately reflects RMX 2000 resource designation.

5. Which live video resolutions does RMX 2000 support in v.2?

The video resolutions supported by the RMX 2000 conferencing platform are listed below.

| Live Video Resolutions, RMX 2000 v.2.0 |
|--|
| • CIF CP/TX |
| • Standard Definition (SD) – 4CIF at 480p in CP/TX |
| • HD (720p) in video switched (VS) mode and CP/TX |
| • Up to 400 audio resources are also supported in RMX 2000 v.2 |

Table 2. RMX 2000 support for live video resolutions

6. How does the RMX 2000 fit into the overall Polycom collaboration solution?

Polycom has recently merged two of its divisions (video and network systems) into a single entity: video solutions. This change will streamline the delivery of end-to-end visual communication solutions by enabling shorter development cycles, tighter integration between development teams, and a more unified approach to product development and delivery.

The RMX 2000 conferencing platform sits at the core of the Polycom visual communication solution. It efficiently delivers multipoint conferencing from the network infrastructure and tightly integrates with other video solutions products, such as the HDX endpoints, the SE200 ReadManager, the RSS 2000 recording and streaming product, and MGC ReadConvene bridges to deliver a scalable and robust end-to-end visual communication solution.

7. How will the combination of AdvancedTCA® and IMS-readiness offer customers better conferencing?

The Advanced Telecom Computing Architecture (ATCA) is an industry standard that supports the latest trends in high-speed network fabrics and next-generation processors, as well as providing improved reliability, availability, and serviceability.

The IP Multimedia Subsystem (IMS) is a network architecture that uses IP and SIP (Session Initiated Protocol) as its cornerstones to deliver interactive multimedia services like VoIP, gaming, or conferencing over a single, converged IP infrastructure that allows for wireline or wireless access. IMS streamlines network traffic and allows for mass scale.

The motivation behind the RMX 2000 was to develop an exceptional, future-focused platform on which to build a range of functionalities. To help networks run seamlessly, Polycom united the ATCA and IMS standards in a single architecture. In accordance with IMS, the RMX 2000 splits



its signaling and media processing so that each works discretely, offering operators a flexible deployment scenario to control how bandwidth-intensive video packets make their way through the network. The ATCA design offers enhanced performance with its high-speed processing power, low latency via the IP backplane, and excellent serviceability with an onboard shelf management system that automatically monitors all key hardware components. The combination of IMS and ATCA lays the foundation for the most sophisticated conferencing solutions that can be extended by integrating with other service offerings via the RMX 2000 XML API.

8. How are the RMX 2000 and MGC conferencing platforms positioned?

The Polycom RMX 2000 and MGC conferencing platforms are compatible multipoint bridges.

The RMX 2000 is ideal for customers who are:

- Building out IP networks
- Moving their conferencing to on-demand versus scheduled environments
- Looking for simplified conferencing with ease-of-use features
- Interested in deploying high definition (HD)

The MGC made Polycom the undisputed leader in multipoint conferencing. It is best for customers who have:

- Heavy ISDN, MPI requirements
- Need an audio-only bridge
- May have specialty or legacy requirements

9. How do the MGC and RMX 2000 coexist in a network?

Customers with an MGC installed base can add the RMX 2000 to their existing network.

- MGC can be used for scheduled calls
- RMX 2000 can offer on-demand services for certain applications or departments (or geographies in a dispersed network), i.e. ad-hoc desktop applications for office, home and mobile users.
- RMX 2000 can provide additional IP ports or be used for HD applications
- ISDN calls can be bridged in through the MGC (RMX 2000 supports PSTN v.2, ISDN v.3)
- RMX 2000 and MGC can be jointly managed via the SE200 or a 3rd party application.
- The RMX 2000 and MGC can be joined in a simple cascade. No IVR or H.329 until RMX 2000 v3.
- Product similarities (admin. interfaces, XML API) make it easy to move between systems.

10. What are the top line RMX 2000 differentiators?

High performance, future-proof platform

- ATCA platform—Purpose built for advanced communications; offers performance, reliability, availability, and serviceability.
- IMS-ready—Flexible design enables streamlined traffic flow and mass scale.
- Advanced open IP platform—standards-based design for easy network integration.
- Expandable capacity—Grow from small to large video conferencing with a single RMX 2000.



Simple and Accessible Conferencing

Easy to use, on demand conferencing with always-on virtual meeting rooms.

Simplified management & maintenance

Fast deployment with web-based wizard, tiered administration levels, web-based manager, automated hardware systems management, field replaceable parts.

The ultimate user experience

Offers extreme low-latency and HD conferencing.

Complete collaboration solution

Part of Polycom's leading voice, video, and infrastructure collaboration solution.

11. Why is on demand conferencing important?

Organizations need tools to help them lower operational costs while increasing productivity. On-demand conferencing does several things to support the next-generation enterprise:

- It gets users up and running faster, by eliminating the need for IT to schedule and launch conferences;
- It delivers a high-quality conferencing experience, without requiring that end users understand (or even think about) the underlying technology;
- It enables companies to form project-focused teams comprising co-workers, partners, and even customers;
- It helps users integrate conferencing into daily business processes, to improve decision making, knowledge sharing, issue resolution and collaboration;
- Its simplicity and fixed cost encourages increased, enterprise-wide use, boosting productivity and driving ROI.

12. How does RMX 2000 support on demand conferencing?

The RMX 2000 supports a variety of on-demand dial-in options:

1. True ad-hoc conferencing: Users dial directly to the RMX 2000 and choose a four-digit pin which places them directly in conference;
2. Conference lobby: Users can dial a single number for a shared conference lobby (entry queue) and then proceed to an individual meeting room;
3. Easy-to-remember IP alias: Choose simple numbers to represent personalized meeting rooms. After dialing, users are placed directly into conference.

Automatic dial-out options are also available.

RMX 2000 conferences are user-initiated, but can be scheduled with the ReadManager SE200 or a custom management application (see questions 18 and 19). Meeting notices can be sent from calendaring applications.

13. What types of networks does the RMX 2000 support?

- Upon release, the RMX 2000 conferencing platform supports IP networks.



- In v.2, due out in mid-2007, the RMX 2000 supports PSTN networks.
- RMX 2000 v.3, scheduled to be released in early 2008, supports ISDN networks and IPv6.
- The MGC can be used as a gateway to ISDN networks in the interim.

14. How might the RMX 2000 be applied in different use-case scenarios with other video conferencing products?

The RMX 2000 can be used by small, medium, and large video conferencing networks. As a flexible and extensible conferencing solution, it is ideal for green-field applications; heavy video conferencing users, such as health care and education facilities; and large global organizations that may employ it in many different lines of businesses.

Customers with **small video conferencing networks** can use the RMX 2000 as a standalone, easy-to-manage, IP-only conferencing solution. It's on demand features offer low operational costs.

Medium-sized networks delivering 20-40 simultaneous multipoint conferences may use the RMX 2000 with the MGC as its gateway to support ISDN endpoints. The ReadIManager SE 200 can facilitate the management and scheduling of conferences and the RSS 2000 can provide recording and streaming capabilities. Conferences can be cascaded between existing MGC platforms and the RMX 2000.

Large conferencing networks, supporting upwards of 40 simultaneous multipoint conferences, may have similar, but expanded, infrastructures to medium-sized networks. If bridges and management applications are already in place, the RMX 2000 can provide additional IP ports or on demand services and support for HD applications. Additionally, customers can incorporate the V2iU with its firewall traversal capabilities to securely expand conferencing to out-of-network users.

15. Has the RMX 2000 been tested in environments external to Polycom?

RMX 2000 v.1.1 underwent rigorous testing at eight different beta sites worldwide with service provider and enterprise customers and channel partners. Some of the beta sites include:

- OneNet, an Oklahoma-based provider of telecommunications services for education and government;
- WR Grace, a US-based chemicals company;
- Hitachi Cable, a Japanese manufacturer of equipment for the information and communications industry.
- Testimonials from RMX 2000 beta customers are available on the RMX 2000 demo, accessible from www.polycom.com/rmx2000.

RMX 2000 v.2 has nine worldwide beta sites (including two from IBM).

16. What are the pricing and configurations available for the RMX 2000?

The RMX 2000 starts at US \$53,000 and comes in five standard configurations, complete with licensing. The five available RMX 2000 configurations are:



- 20, 30, 40, 60 and 80 resource configurations
- A special HD promotion is available through December 31, 2007.

17. Through which channels will the RMX 2000 be sold?

The RMX 2000 will be sold through standard video solution sales channels.

18. How do I schedule conferences on the RMX 2000?

Although the RMX 2000 is an on demand platform, any user can schedule a conference on it. End users can schedule conferences via ReadManager SE200 Web Scheduler or Outlook. Users simply choose people or conference rooms to invite. SE200 will reserve the conference in its database as well as resources on the RMX 2000 and launch the conference from the RMX 2000 at the scheduled time.

A special RMX 2000 and SE200 promotion is now available through December 31, 2007.

19. How do I manage conferences on the RMX 2000?

Conferences that occur on the RMX 2000 can be managed either from the SE200, a third party application, or directly from the RMX Manager Web interface.

Using the SE200, users can monitor and manage all conferences including RMX 2000 conferences on the network. Since the SE200 provides a portal view into the RMX 2000, many of the conferencing controls available on the RMX 2000 are available on SE200.

Alternatively, conferences can also be managed directly from the RMX 2000 Web interface.

Conferences held on a specific RMX 2000 can be viewed from a specific RMX 2000 web page. Unique conference management capabilities are available on the RMX 2000 Web interface:

- Mute/unmute
- Add/disconnect participants
- Block/resume video
- Obtain participant status

20. Which Web browsers are supported with RMX 2000?

Internet Explorer versions 6 and 7.

21. What is the maximum number of meeting rooms on the RMX 2000?

It is possible to configure up to 1000 meeting rooms on the RMX 2000 in v.2. By using LDAP or Active Directory, it is possible to create an unlimited number of virtual meeting rooms.

22. What versions of Linux does the RMX 2000 conferencing platform support?

RMX 2000 supports two versions of Linux: V.2.4.34.1 (For the MPM and RTM-IP modules) and V.2.6.20.1 (for the control module).

