

Video Media Center -

VMC 1000

Getting Started Guide

Version 1.0.5



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Setting Up the VMC 1000 Appliance

Overview

This guide explains how to configure the VMC 1000 appliance as part of the Polycom video conferencing solution. This chapter contains the following sections:

- [Preparations](#)
- [VMC 1000 Appliance Specifications](#)
- [General Safety Precautions](#)
- [Setting Up the VMC 1000 Appliance](#)
- [Next Steps](#)

Preparations

To configure the VMC 1000 appliance as part of the Polycom video conferencing solution, you must have the:

- VMC 1000 appliance.
- PC to initialize and configure the VMC 1000 appliance.
- Network cross over cable to connect the PC to the VMC 1000 appliance.
- Provided IP address to log into the VMC 1000 appliance.

The following are minimum requirements for the PC to configure the VMC 1000 appliance:

- Operating System
 - Windows 2000, Windows XP, or Windows Vista
- Web Browsers
 - Viewer Portal
 - » IE 6.0 with SP2 (XP)
 - » IE 7.0 (XP and Vista)
 - » Firefox 2.0, patch 2.0.0.12 (Firefox on XP and Vista)
 - Administrator and Management App
 - » IE 6.0 with SP2 (XP)
 - » IE 7.0 (XP and Vista)
- Monitor Resolution: 800 x 600, 256 colors or higher
- A NIC card

VMC 1000 Appliance Specifications

The following are the specifications for the VMC 1000 appliance:

- Hardware: VMC 1000
- Form Factor: 1U Rackmount
- Height: 1.7" (43 mm)
- Width: 16.8" (427 mm)
- Depth: 22.6" (574 mm)
- Gross weight: 30 lbs 13.6 kg)
- Power Supply: 520 AC to DC power supply w/PFC
- AC Voltage: 10-240V, 50-60Hz
- Processor: Intel XEON 3 Gigahertz
- Hard Drive: 750 Gigabytes
- Operating System: Windows 2003 Server
- Video: 7500 Hours (at 400k bit rate) and 500 concurrent connections (multicast)

General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the VMC 1000 appliance unit clean and free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the VMC 1000 appliance, 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 uninterruptible power supply (UPS) to protect the VMC 1000 appliance 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.

Setting Up the VMC 1000 Appliance

In order to setup the VMC 1000 appliance, you must:

- 1 Unpack the VMC 1000 appliance.
- 2 Connect the PC to the VMC 1000 appliance using the network cross over cable.

The following sections explain how to do these activities.

Unpacking the VMC 1000 Appliance

- Place the VMC 1000 appliance on a stable flat surface in the selected location.



IMPORTANT: Please write down the serial number of the VMC 1000 that is on the bottom of the appliance prior to installing it in the rack.

The example serial number here is 0030488DD190:



- Remove the VMC 1000 appliance from its package. You can install it either in a rack or place it on a flat surface:
 - Install the VMC 1000 appliance on a rack using one of two methods:
 - » Install the brackets supplied by the rack manufacturer on each side of the rack on which the VMC 1000 appliance is placed. Secure the system by fastening four screws to the rack on the front panel.
 - » Install a shelf supplied by the rack manufacturer on top of which the VMC 1000 appliance is placed. Secure the system by fastening four screws to the rack on the front panel.
 - Place the VMC 1000 appliance on a secure, flat, and clean surface.

Connecting a PC to the VMC 1000 Appliance

This section explains how to connect the VMC 1000 appliance.

To connect the PC to the VMC 1000 appliance:

- 1** Turn on the VMC 1000 appliance.
- 2** From the PC, go to **Start>Control Panel>Network Connections**.
- 3** Right click **Local Area Connections** and select **Properties**.
- 4** Scroll down to the Internet Protocol (TCP/IP) option and highlight it.
- 5** Click **Properties**.
- 6** Click the **Use the following IP address** button.
- 7** Turn on the PC and configure your PC (LAN) with:
 - Static IP: **192.168.1.10**
 - Mask: **255.255.255.0**
 - Gateway: **192.168.1.1**
- 8** Plug the cross over network cable into the network connection (LAN 1) for the VMC 1000 appliance.
- 9** Plug the cross over network cable into the network connection for the PC.

Next Steps

After you have completed setting up the VMC 1000 hardware, please proceed to the next chapter, [“Licensing the VMC 1000 Appliance”](#) on page 7, to license the VMC 1000.

Licensing the VMC 1000 Appliance

Overview

The VMC 1000 requires a Polycom product license key and a Polycom permanent license file. The following sections explain how to get these items and how to license your VMC 1000.

- [Getting the VMC 1000 Serial Number](#)
- [Getting the Product License Key From Polycom Support](#)
- [Adding the Product License Key to the VMC 1000 Appliance](#)
- [Getting a Permanent VMC 1000 License File From Polycom Support](#)
- [Uploading the Permanent VMC 1000 License File](#)
- [Setting Up the Network Connection](#)
- [Editing the Network Configuration](#)
- [Restarting the VMC 1000 Appliance](#)
- [Next Steps](#)

Getting the VMC 1000 Serial Number

If you did not write down the serial number for the VMC 1000 before you installed it in a rack, you can log into the VMC 1000 to obtain the serial number. Also, you can obtain the license file once you log into the VMC 1000.

To get the VMC 1000 serial number:

- 1 Make sure your PC and the VMC 1000 appliance are still connected using a cross-over cable, per the instructions in [“Connecting a PC to the VMC 1000 Appliance”](#) on page 5.
- 2 Open Internet Explorer on your PC.
- 3 In the URL field, enter the default static IP address for the VMC 1000 appliance: *http://192.168.1.200/setup*.







- 4 For the username, enter **Administrator**.
- 5 For password, enter **polycom**.
- 6 Click **Login**.

The **VMC Initialization & Licensing** page appears.

System Status

This page shows the services currently running and the current Network Configuration and Licensing Information.

Component Services

Service Name	Status
Database Service	
Queue Service	
RSS Monitor Service	
VMC Service	
Alert Service	
Windows Media Service	
Free Disk Space	95% free

- 7 From the **VMC Initialization & Licensing** menu, click **License Management**.

The **License Management** page appears. The product serial number is located under the section of the page called **Serial Number**.

License Management

Serial Number

0030488DD190

License Key

Enter your 20 digit license key, including any dashes, and click "Submit".

20 digit license key (including any dashes)

License File

Select the License file you wish to upload, and Click "Upload".

Select License file to upload

- 8 Write down the serial number.

You will need this serial number in order to get a product license key. For more information on how to use this serial number, see the next section in this guide entitled [“Getting the Product License Key From Polycom Support”](#) on page 9.

Getting the Product License Key From Polycom Support

Before you can configure the VMC 1000 appliance, you must register it and obtain a product license key.

To get the product license key from Polycom Support:

- 1 Gather all the paper licenses that came with the VMC 1000.
You should have a separate license for seats and options.
- 2 From the PC, access the Polycom **Support** page by entering the URL **www.polycom.com/support** in a web browser.

- 3** In the **Resource Center** section, click the **Register Your Product** link.
- 4** If required, select **New User Account** or enter your User ID and Password.
- 5** Click **Sign In**.
- 6** Click **Product Activation**.
- 7** In the **Single License Number** section, enter the license number from the paper license and the serial number of the appliance.
- 8** Click **Generate**.
- 9** Repeat steps 6-8 for each paper license.



NOTE: The system keeps track of each license activated, and each key code contains all the features of all previous licenses activated. As a result, the last key code generated is the only license you are required to enter into the VMC 1000.

- 10** Record the last key code generated for later entry into the VMC 1000 appliance.

Adding the Product License Key to the VMC 1000 Appliance

In order for the VMC 1000 to work, you must add the product license key you downloaded from Polycom Support to the VMC 1000.

To add the product license key for the VMC 1000 appliance:

- 1 Log back into the VMC 1000.
To log back into the VMC 1000, see the section in this chapter called [“Getting the VMC 1000 Serial Number”](#) on page 7.
- 2 From the **VMC Initialization & Licensing** menu, click **License Management**.
The **License Management** page appears.

The screenshot shows the 'License Management' web interface. It has a red header bar with the title 'License Management'. Below the header, there are three main sections:

- Serial Number:** A text box containing the value '0030488DD190'.
- License Key:** A section with the instruction 'Enter your 20 digit license key, including any dashes, and click "Submit".' Below this is a text box labeled '20 digit license key (including any dashes)' and two buttons: 'Cancel' and 'Submit'.
- License File:** A section with the instruction 'Select the License file you wish to upload, and Click "Upload".' Below this is a text box labeled 'Select License file to upload' with a 'Browse...' button to its right, and two buttons: 'Cancel' and 'Upload License'.

- 3 In the **License Key** section, enter the license key you downloaded from the **Polycom Support** page.
- 4 Click the **Submit** button.

Getting a Permanent VMC 1000 License File From Polycom Support

The VMC 1000 ships with a temporary license file, which you can use until you get a permanent one. To obtain a permanent license file with no expiration date, use the following procedure.

To obtain a permanent VMC 1000 license file from Polycom Support:

- 1 Go to www.polycom.com/activation.
- 2 Log in.
- 3 Select **Product Activation>Request VMC 1000 Activation** on the right of the page.
- 4 Fill in the requested information and submit it.

A permanent license file is sent to you by email within two weeks.

Uploading the Permanent VMC 1000 License File

To complete the licensing process for the VMC 1000, you must upload the permanent VMC 1000 license file.

To upload the permanent VMC 1000 license file:

- 1 From the **VMC Initialization & Licensing** menu, click **License Management**.
- 2 Click the **Browse** button to navigate to the directory on the PC where the VMC 1000 license file is located and select the file.
- 3 Click the **Upload License** button.

Setting Up the Network Connection

- 1 From the PC, go to **Start>Control Panel>Network Connections**.
- 2 Right click **Local Area Connections** and select **Properties**.
- 3 Scroll down to the Internet Protocol (TCP/IP) option and highlight it.
- 4 Click **Properties**.
- 5 Click the **Use the following IP address** button.



NOTE: Make sure you write down your network settings before you change them if you are using a static IP address.

- 6 Enter the following default IP address values:
 - a IP address: **192.168.1.10**
 - b subnet mask: **255.255.255.0**
 - c Default gateway: **192.168.1.1**
- 7 Click **OK**.



NOTE: You are not able to ping the VMC 1000 appliance.

Editing the Network Configuration

Use the **Network Configuration** link to replace the default static IP values originally entered for the appliance with the ones that you want to assign to the appliance.

To edit the network configuration:

- 1 From the **VMC Initialization & Licensing** menu, click the **Network Configuration** link.
- 2 Enter the **IP Address**.
- 3 Enter the **Subnet Mask**.
- 4 Enter the **Default Gateway**.
- 5 Enter the **DNS Servers**.

If you have more than one DNS server, separate each one using a comma delimiter.

- 6 Click **Save and Reboot**.
- 7 Remove the cross over cable from the VMC 1000 and connect the VMC 1000 to your corporate network.



NOTE: Reset your PC back to its original settings.

Restarting the VMC 1000 Appliance

To complete the licensing process, you must restart the VMC 1000.

To restart the VMC 1000 appliance:

- 1 From the **VMC Initialization & Licensing** menu, click **System Status**.
- 2 Click the **Restart Server** button.

You can also restart the VMC 1000 appliance if any of the service's status lights are red instead of green.

Next Steps

After you have completed the licensing process, please proceed to the next chapter, [“Configuring the VMC 1000 Appliance”](#) on page 17, to finish configuring the VMC 1000 appliance.

Configuring the VMC 1000 Appliance

Overview

This guide explains how to configure the VMC 1000 appliance as part of the Polycom video conferencing solution. This chapter contains the following sections:

- [Configuring the VMC 1000 Appliance](#)
- [Monitoring the Status of the VMC 1000 Appliance](#)
- [Port Information for the VMC 1000](#)
- [Setting Up the Network Configuration with a Serial Port \(Optional\)](#)
- [Next Steps](#)

Configuring the VMC 1000 Appliance

To configure the VMC 1000, you must:

- Log into VMC 1000 Administrator UI.
- Set the VMC 1000 Site URL.
- Adjust VMC 1000 time settings.
- Set alerts for CPU, disk, and memory usage.
- Configure the Viewer Portal.
- Reboot the VMC 1000 appliance.

Logging into the Administrator UI

To log into the VMC 1000 Administrator UI:

- 1 Make sure the VMC 1000 appliance is plugged into your network and turned on.
- 2 From your network connected PC, open Internet Explorer.
- 3 In the browser URL field, enter the IP address you created for the VMC 1000 appliance:

[ip address]/admin

- 4 Enter **Administrator** for the default login.
- 5 Enter **polycom** for the default password.
- 6 Click **OK**.

You are now logged into the VMC 1000 Administrator UI.

Setting the Site URL



WARNING: You MUST make sure that the Site URL is set to the IP address of the domain name assigned to the VMC 1000. If you do not, you cannot configure the RSS 2000 to work with the VMC 1000, nor can your users access the Viewer Portal.


To set the Site URL:

- 1 From the VMC 1000 Administrator UI, click **System Configuration**.
- 2 Click **Setup**.

The **System Setup** page appears.

System: Setup

Below you will find all of your domain information, including system and setup properties. To edit domain properties, click the "Edit" button below. To choose a different domain, click on the "Change Domain" link above.

 Edit

Domain Information

Domain ID	vmc
Display Name	Video Media Center
Description	
Domain Status	Active

Domain System Properties

Site URL	http://10.1.199.16
Security Realm	users

- 3 Click **Edit**.
- 4 In the **Site URL** field, enter the IP address of the VMC 1000.
- 5 Click **Commit**.

Synchronizing the VMC 1000 Time Settings

Use the **Time Settings** page to synchronize time on the VMC 1000. You can either synch the time of the VMC 1000 with your PC or with an NTP server.

To synchronize the VMC 1000 time settings with your PC:

- 1 From the **VMC Initialization & Licensing** menu, click the **Server Time Settings** link.

The **Time Settings** page appears.

Time Settings

Current VMC server time settings

Date & Time on Server	Wednesday, October 08, 2008 11:30:44 AM
Time Zone	(GMT-08:00) Pacific Time (US & Canada); Tijuana
Time Server	time.windows.com

New VMC server time settings

Synchronize Synchronize Date & Time with my PC Date & Time on PC Wednesday, October 08, 2008 11:31:41 AM

Synchronize with NTP Server Time Server

Select Server Time Zone

Date and Time on Server will be set to Wednesday, October 08, 2008 11:31:41 AM

- 2 Select the **Synchronize Date and Time with my PC** radio button.
- 3 From the **Select Server Time Zone** drop-down list, select the time zone you want to server to use.
- 4 Click the **Synchronize** button.

To synchronize the VMC 1000 with an NTP server:

- 1** Select the **Synchronize with NTP** radio button.
- 2** In the **Time Server** box, enter the URL for the Time server.
- 3** From the **Select Server Time Zone** drop-down list, select the time zone you want to the server to use.
- 4** Click the **Synchronize** button.

Other Configurations














Setting Alerts for CPU, Disk, and Memory Usage

The VMC 1000 allows you to set up a notification system for when your CPU, disk space, or memory usage on the appliance meets or exceeds a pre-assigned level. When these levels are met or exceeded, VMC 1000 sends an e-mail to the system administrator to take the appropriate action.

To set an alert for CPU usage:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.

Other Configuration		
Below is a list of Alerts & Email Configuration properties. Click "Edit" to change the value of the property.		
Configuration Name	Value	Edit
The Admin UI connectivity parameters - Configuration parameters used to connect to Admin UI		
Require HTTPS for Login to Admin Portal	false	
Alert thresholds - Alert threshold definitions		
CPU Usage Alert Threshold	50	
Disk Usage Alert Threshold	10	
Available Memory Usage Alert Threshold	200	
Alert System configuration - Configuration parameters used by Alert System		
Alert email subject	VMC Alert	
Send emails for alerts of level	ERROR	
Remove alerts after days	30	
Email configuration - Email configuration		
Email "To" address	arodkin@qumu.com	
Email "From" address	dbukhan@qumu.com	
Email host	mpex04.mediapublisher.media-publisher.com	
Viewer Portal configuration - Configuration parameters used by Viewer Portal		
Require HTTPS for Login	false	
Bypass Timezone Selection by User	false	
Appliance Configuration - Appliance specific configurations		
Remote Desktop Enabled	true	

- 2 In the **CPU Usage Alert** row, click the **Edit** button.
- 3 In the **Value** field, enter the percent of used VMC 1000 CPU resources before a system administrator is alerted by mail.
The default value is **50**.
- 4 Click the **Save** button.

To set an alert for disk usage:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.

- 2 In the **Disk Usage Alert** row, click the **Edit** button.

- 3** In the **Value** field, enter the percent of disk space available on the VMC 1000 before a system administrator is alerted by mail.

The default value is **10**.

- 4** Click the **Save** button.

To set an alert for memory usage:

- 1** From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.

- 2** In the **Memory Usage Alert** row, click the **Edit** button.

- 3** In the **Value** field, enter the value (in megabytes) of available system memory on the VMC 1000 before a system administrator is alerted by mail.

The default value is **200**.

- 4** Click the **Save** button.

To add email addresses for alerts:

- 1** From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.

- 2** In the **Email "To" address** row, click the **Edit** button.

- 3** Enter the email addresses for any system administrators you want to receive an alert.

There is no limit to the number of email addresses you can add.

- 4** Separate each email address by a semicolon.

- 5** Click the **Save** button.

- 6 In the **Email “From” address** row, click the **Edit** button.
- 7 Enter the mail address for the VMC 1000 appliance that sends the alert.
- 8 Click the **Save** button.
- 9 In the **Email host** row, click the **Edit** button.
- 10 Enter the address of the smtp email server.
- 11 Click the **Save** button.

Configuring the Viewer Portal

The VMC 1000 allows you to:

- Require Viewer Portal viewers to use the HTTPS protocol for secure sign prior to viewing a broadcast.
- Remove the requirement for Viewer Portal viewers to select a time zone before they can see a broadcast.

To configure the Viewer Portal secure sign on:

- 1 From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.

- 2 In the **Require HTTPS for Login** row, click the **Edit** button.

The default value is “false” (the VMC 1000 does NOT to require Viewer Portal viewers to use HTTPS to login).

- 3 Check the **Value** checkbox to require Viewer Portal viewers to use HTTPS to login.
- 4 Click **Save**.

The value in the **Require HTTPS for Login** row changes to “true” and users are required to login using HTTPS.

To bypass the Viewer Portal time zone selections:

- 1** From the **VMC Initialization & Licensing** menu, click the **Other Configuration** link.

The **Other Configuration** page appears.

- 2** In the **Bypass Timezone Selection by User** row, click the **Edit** button.

The default value is “false” (the Viewer Portal displays time zones that viewers must select in order to watch a broadcast).

- 3** Check the **Value** checkbox to NOT allow viewers to select time zones on the Viewer Portal.

- 4** Click **Save**.

The VMC 1000 time zone displays for all broadcasts.

Restarting the VMC 1000 Appliance

In order for the configuration to be complete, you must restart the VMC 1000 appliance.

To restart the VMC 1000 appliance:

- 1** From the **VMC Initialization & Licensing** menu, click **System Status**.
- 2** Click the **Restart Server** button.

You can also restart the VMC 1000 appliance if any of the service’s status lights are red instead of green.

Monitoring the Status of the VMC 1000 Appliance

The **System Status** page allows you to check the status of the VMC 1000 services. The status for all the services should be green. If not, click the **Restart Server** button. If you still have issues, contact Technical Support.

Port Information for the VMC 1000

Your network's firewall could interfere with the VMC 1000 and the RSS 2000's ability to share data using certain ports. The following table explains important port requirements you should observe when setting up data sharing between the VMC 1000 and the RSS 2000.

Function	In/Out Bound	Port Number	Protocol	IP Resolution
VMC 1000 UI	From any PC to VMC 1000	80 8080	HTTP	VMC 1000 DNS/IP must be resolved
VMC 1000 Streaming	From any PC to the VMC 1000, port 554 must be open in both directions.	For TCP: 554 For UDP: 5004 5005	RTSP/TCP Or RTSP/UDP	DNS/IP must be resolved. Ports 5004 and 5005 are not mandatory. They are needed for UDP. If not open, use port 554 for TCP.
RSS 2000 API calls	From the VMC 1000 to the RSS 2000	81	TCP	The VMC 1000 must be able to resolve the RSS 2000 address.
VMC 1000 Backup	From the VMC 1000 to the FTP server on a backup server	21	FTP	The VMC 1000 must be able to resolve the FTP server address.
VMC 1000 Email	From the VMC 1000 to the email server, configured in VMC 1000 to send emails	25	SMTP	The VMC 1000 must be able to resolve the email server address.
VMC 1000 downloading recorded files from the RSS 2000	From the VMC 1000 to the RSS 2000	80	HTTP	The VMC 1000 must be able to resolve the RSS 2000 address.
VMC 1000 receiving live stream from the RSS 2000	From VMC 1000 to the RSS 2000	1800 1801 1802	NMS	The VMC 1000 must be able to resolve the RSS 2000 address.

Setting Up the Network Configuration with a Serial Port (Optional)

Optionally, using a serial port connection between your PC and the VMC 1000, you can:

- Display the IP address of the VMC 1000.
- Set the IP address of the VMC 1000.
- Reboot or shut down the VMC 1000.
- Restore the VMC 1000 to factory defaults.

To set the VMC 1000 network configuration parameters using a serial port connection:

- 1 Connect the PC to the VMC 1000 using a serial port connection.
- 2 Turn on the PC and the VMC 1000.
- 3 From the PC, go to the **Windows Start** menu and select **All Programs>Accessories>Communication>Hyper Terminal**.

The **Connection Description Information** window appears.

- 4 Enter the name of the serial port connection.

Example: **VMC 1000**.

- 5 Click **OK**.

The **Connect To** window appears.

- 6 In the **Connect using** field, select a COM port.

Example: **COM3**.

- 7 Click **OK**.

The **Port Settings** window appears.

- 8 Enter the following settings:

— Baud rate: **9600**

— Data bits: **8**

— Stop bits: **1**

— Parity: **None**

— Flow: **None**

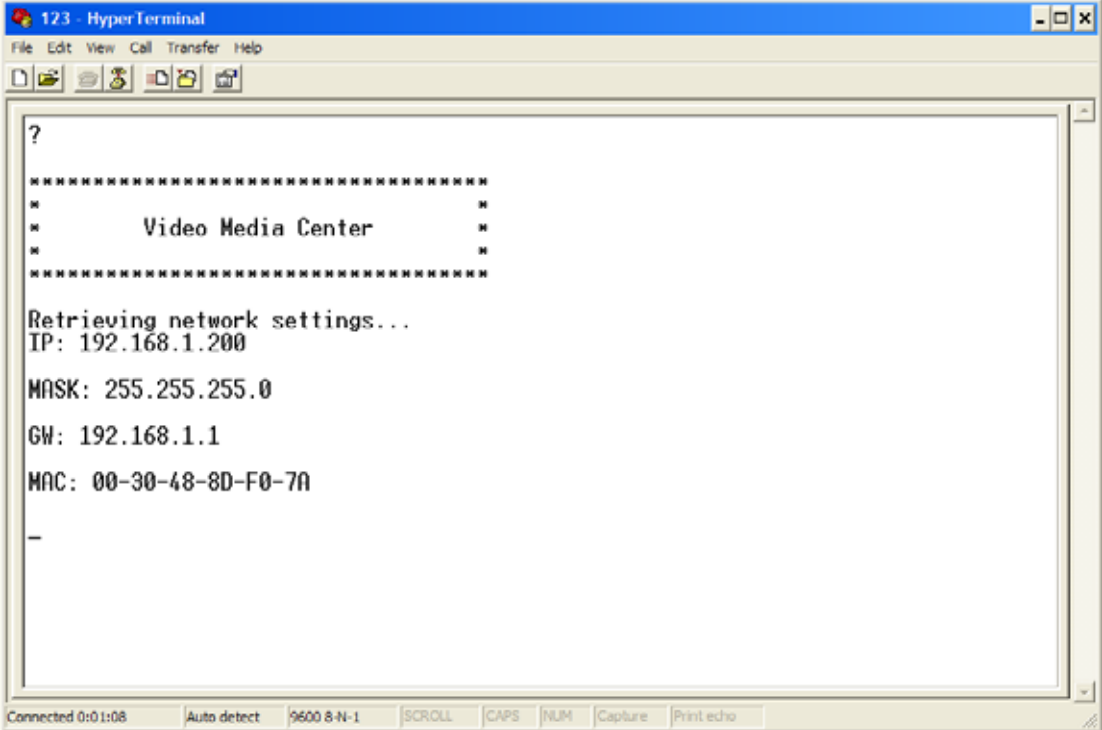
- 9 Click **OK**.

- 10 Hit the **Enter** key.

The **Enter Password** field appears.

11 Enter **polycom**.

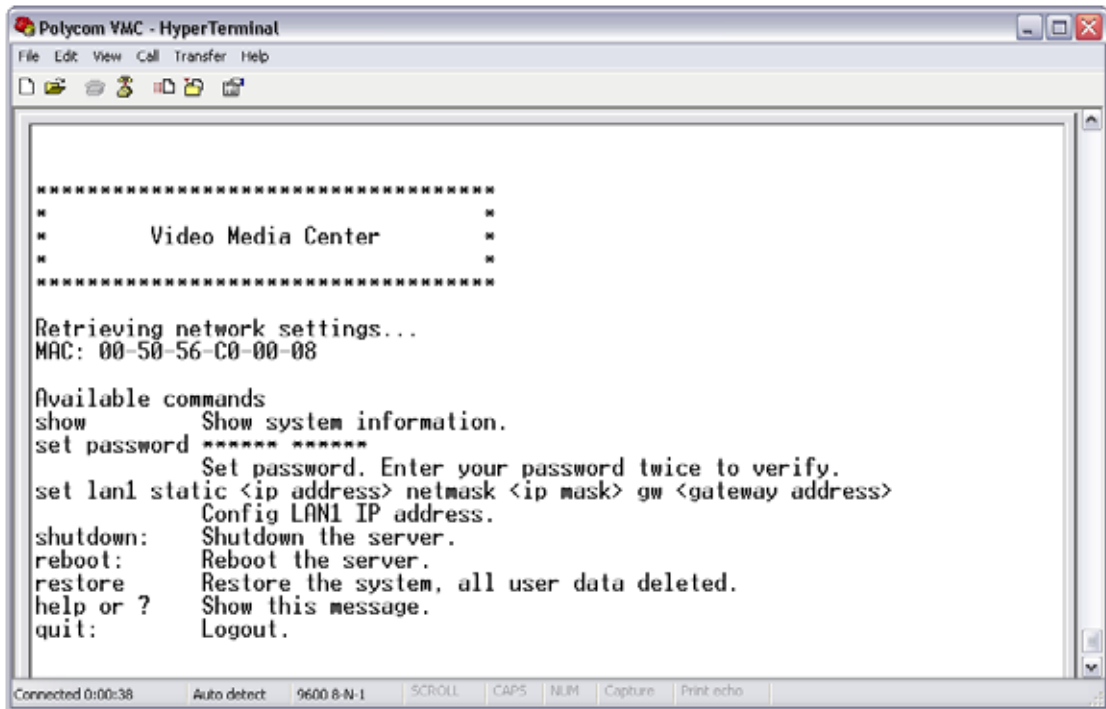
The **Video Media Center** window appears.



```
123 - HyperTerminal
File Edit View Call Transfer Help
?
*****
*           Video Media Center           *
*                                         *
Retrieving network settings...
IP: 192.168.1.200
MASK: 255.255.255.0
GW: 192.168.1.1
MAC: 00-30-48-8D-F0-7A
-
Connected 0:01:08  Auto detect  9600 8-N-1  SCROLL  CAPS  NUM  Capture  Print echo
```

12 Type **help** to get a list of commands.

A list of commands appears.



13 From the command line, modify the following network settings, as required:

- Show system information by entering: **show**.
- Set the password to enter this serial port interface by entering: **set password** (and then enter your password twice to verify).



NOTE: Changing the password here only changes the password for this serial connection. It **DOES NOT** change the password for the VMC 1000 Administrator UI.

- Change the IP address of the VMC 1000 by entering: **set lan1 static <IP address> mask <IP address> gw <gateway address>**
- Shut down the server by entering: **shutdown**.
- Reboot the server by entering: **reboot**.

- Restore the factory default settings and delete all user data by entering: **restore**.



WARNING: The **restore** command deletes all configuration and video files from the VMC 1000.

- Show a list of commands by entering: **help** or **?**
- Log out of the VMC 1000 serial port interface by entering: **quit**

Next Steps

After you have logged into the VMC 1000, use the Administrator interface to configure your users to broadcast and view programs. For more information about configuring users, see the *Video Media Center - VMC 1000 Administrator Guide*. For more information about user tasks, see the *Video Media Center - VMC 1000 User Guide*.

Use the following procedure to access these guides and the *Getting Started Guide* on the Polycom Customer Support website.

To access VMC 1000 documentation on the Polycom Customer Support website:

- 1 Go to **www.polycom.com/support**.
- 2 In the menu on the left side of the page, click **Network**.
- 3 Under **Video Recording, Streaming and Content Management Solutions**, click **VMC 1000™ Polycom Video Media Center**.

