

# Polycom<sup>®</sup> RMX 2000 Real-Time Media Conferencing Platform

## Frequently Asked Questions

### 1. What is the RMX 2000 and when is it available?

The Polycom RMX 2000™ Real-Time Media Conferencing Platform simplifies the delivery and management of multipoint video conferencing services within enterprise and service provider networks. A single system scales from 20-80 unified ports. The RMX will be publicly announced on February 20, 2007 and will be generally available in March 2007.

### 2. What is the RMX 2000 value proposition?

The advanced RMX 2000 media conferencing platform leverages IP to:

- Simplify and enhance the conferencing experience;
- Easily conduct rich, on-demand multipoint conferences;
- Provide the highest video and audio quality; and
- Adeptly address current and future applications.

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

The RMX 2000 conferencing platform features fall into three primary categories: 1. Advanced Open IP Platform; 2. Simple & Accessible Conferencing; 3. Ultimate User Experience.

<i>Advanced Open IP Platform</i>	
Future-proof media conferencing platform	<ul style="list-style-type: none"> <li>• AdvancedTCA standard communications platform</li> <li>• Powerful processors, superior manageability</li> <li>• Ultra high-speed internal &amp; external connectivity on IP backplane; extreme low latency</li> <li>• Designed to scale with IMS-ready architecture and app/media server model</li> </ul>
Standards-based design for fast integration	<ul style="list-style-type: none"> <li>• AdvancedTCA, XML API, SIP/H.323, Linux OS, IPv.6 ready</li> </ul>
<i>Simple &amp; Accessible Conferencing</i>	
Easy, on-demand conferencing	<ul style="list-style-type: none"> <li>• Intuitive, easiest-to-use interface yet with Advanced Click and View™</li> <li>• Auto Layout: 23 automatically adjustable layouts, up to 16 screens in cont. pres.</li> <li>• IP &amp; PSTN support; ISDN--MGC as gateway; 3G networks w/ partner integrations</li> </ul>
Out-of-the-box collaboration solution	<ul style="list-style-type: none"> <li>• Web-based installation wizard for fast deployments</li> <li>• Up to 1000 meeting rooms (4 pre-configured options); expandable past 1000 MRs with LDAP/AD integration; entry queues for groups</li> <li>• Extensive address book (up to 200 listings) – Fully integrates with the SE 200 address book (no limit for listing)</li> </ul>
Streamlined management & maintenance	<ul style="list-style-type: none"> <li>• Tiered web management: administrator, operator, and chairperson views</li> <li>• Automated onboard systems management, field replaceable parts</li> </ul>
<i>Ultimate User Experience</i>	
Image clarity replicates in-person exchange	<ul style="list-style-type: none"> <li>• CIF/SD (H.263/264 to 30 fps) in CP TX; HD VS; H. 239 content sharing VGA-XGA; adjustable BW (64kb-4mb) ; Lecture mode and presentation modes</li> </ul>
Lively discussions without missing a beat	<ul style="list-style-type: none"> <li>• VoIP &amp; PSTN, set ports for audio or video (5:1 ratio); 14 Khz, IVR &amp; DTMF tones</li> <li>• QoS support: low latency, packet &amp; jitter control; audio/video packet optimization</li> </ul>

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



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

Polycom offers customers a complete collaboration solution with its market-leading voice, video, and infrastructure products, all designed to deliver in-person communications experiences.

The RMX 2000 real-time media conferencing platform is a core part of Polycom's infrastructure portfolio.

#### 5. What is the market outlook for conferencing infrastructure products?

Polycom is the leading player in the video conferencing infrastructure market with its line of MGC conferencing bridges and associated products. According to a Q306 Frost and Sullivan report on global video conferencing infrastructure the market will expand over 22% to \$294.6M in 2007.

By adding the RMX 2000 conferencing platform to its arsenal, Polycom should expand its lead in this high-growth market.

#### 6. 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 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.

#### 7. How are the RMX and MGC positioned?

The RMX and MGC are compatible multipoint conferencing bridges in Polycom's line of infrastructure products.

The RMX 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.

### 8. 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.

### 9. How does RMX support on demand conferencing?

RMX conferencing ports are not reserved. Conferences are user-initiated, but can be scheduled with the ReadManager SE 200 or a custom management application. Meeting notices can be sent from calendaring applications. The RMX supports a variety of on-demand dial-in options:

1. True ad-hoc conferencing: Users dial directly to the RMX 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.

### 10. Which customers would benefit most from the RMX 2000?

Organizations building out IP networks, interested in deploying on-demand conferencing services, and supporting high definition video are ideal RMX targets. Customers who want to take more of a hands-off approach with an easy to deploy and manage video conferencing solution would also benefit from the RMX.

### 11. 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 supports PSTN networks.
- The MGC can be used as a gateway to ISDN networks.



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

The RMX 2000, supporting up to 80 simultaneous multipoint conferences, 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 as a standalone, easy-to-manage, IP-only conferencing solution.

**Medium-sized networks** delivering 20-40 simultaneous multipoint conferences may use the RMX with the MGC as its gateway to support ISDN endpoints. The ReadManager 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.

**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 can provide additional IP ports or on demand services. Additionally, customers can incorporate the V2iU with its firewall traversal capabilities to securely expand conferencing to out-of-network users.

## 13. Which live video resolutions does RMX 2000 support?

Live Video Resolutions, RMX 2000 v. 1.1
• CIF in continuous presence/TX (transcoding)
• Standard Definition (SD) – 480p & 4CIF in CP/TX
• HD (720p) in video switched (VS) mode

Table 2. RMX 2000 Support for Live Video Resolutions, v. 1.1

## 14. How does the RMX 2000 dynamically support different types of endpoints?

The unified ports on the RMX dynamically support an array of different endpoints (EPs) commonly used today in order to provide a flexible and cost-effective solution for customers. Each call is setup to optimize the use of processors on the RMX media card for the amount of bandwidth and frames per second required by specific EPs. The RMX thus maximizes the use of resources while meeting the technology needs of the end user and avoiding expensive oversubscription in mixed EP environments.

## 15. How do the MGC and RMX coexist in a network?

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

- MGC can be used for scheduled calls
- RMX 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 can provide additional IP ports
- ISDN calls can be bridged in through the MGC



- RMX and MGC can be jointly managed via the ReadManager SE 200 or a 3<sup>rd</sup> party app.
- The RMX and MGC can be cascaded together.
- Product similarities (admin. interfaces, XML API) make it easy to move between systems.

#### 16. How does the RMX 2000 support a growing network with multiple users?

A single RMX 2000 conferencing platform can scale from 20 to 80 ports. If a customer's conferencing needs grow, other RMX units may be added which can be administered via a single management application.

The split signaling and media functionality of the RMX enables multiple RMX products to be controlled by a third party application server. This would allow RMX media processing to occur cost-effectively at multiple points throughout a distributed network, but function as a unified system.

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

The RMX has undergone rigorous testing at nine different beta sites worldwide with service provider and enterprise customers and channel partners.

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

The RMX comes in five standard configurations, complete with licensing. The standard NA list price is \$2650 per port with standard uplifts applicable in various countries.

- 20 ports
- 30 ports
- 40 ports
- 60 ports
- 80 ports

#### 19. Through which channels will the RMX 2000 be sold?

The RMX will be sold through all standard NSD channels.

#### 20. How do I schedule conferences on the RMX 2000?

Any user can schedule a conference on the RMX. End users can schedule conferences via Outlook or the ReadManager SE 200 Web Scheduler. Users simply choose people or conference rooms to invite. SE 200 will reserve the conference in its database and launch the conference from the RMX at the scheduled time.

#### 21. How do I manage conferences on the RMX 2000?

Conferences that occur on the RMX can be managed either from the SE 200, a third party application, or directly from the RMX Web interface.

Using the SE 200, users can monitor and manage all conferences including RMX conferences on the network. Since the SE200 provides a portal view into the RMX, many of the conferencing controls available on the RMX are available on SE 200.

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



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

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

**22. What Web browsers are supported with RMX 2000?**

Internet Explorer version 6.

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

It is possible to configure up to 1000 meeting rooms on RMX, but using LDAP or active directory it is possible to create an unlimited number of virtual meeting rooms.

**24. When can I start placing orders for the RMX?**

The RMX is available for purchase at the beginning of February 2007.

