

Polycom® RMX Series Demonstration Script

Demonstrate Seamless Connectivity Between Groups of People

C-Level Demonstration

Context: Give a C-level executive, or non-technical end user, a demonstration of RMX benefits.

Items to Demonstrate:

- 1) Dial into an on demand meeting room
- 2) Dial into a entry queue or enter an existing conference
- 3) Create ad-hoc conference
- 4) Conference management (Click & View and Personal Conference Manager)
- 5) Show content

Preparation for Demonstration:

- 1) Know meeting room numbers
- 2) Know RMX prefix
- 3) Know entry queue number
- 4) Know VBP IP address (if you are going to be dialing from outside Polycom facility)
- 5) Verify dial pad works on endpoint

Demonstration Steps:

Meeting Rooms

- 1) Dial into an RMX meeting room.
- 2) Give an analogy of what an on-demand meeting room is and how it could apply to the particular customer situation.

Entry Queues (conference lobby) on the RMX 2000 and RMX 1000

- 3) RMX 2000: Dial into the RMX entry queue by dialing the RMX prefix plus entry queue number.
 - a. Bring up the dial pad. Typically this is accomplished by pressing the # key on the remote control.
- 4) RMX 1000: Dial into the RMX entry queue by dialing the prefix of the bridge.
- 5) Enter the meeting room number followed by the # key (RMX 2000) or choose the ongoing conference you want to enter via RMX 1000 onscreen interface. Point-out that entrants can view unlocked, ongoing conferences via RMX 1000 conference lobby.
- 6) Give an analogy of what the entry queue (conference lobby) is and how it could apply to the particular customer situation.

Ad-hoc meetings on RMX 2000 and 1000

- 7) Dial into the RMX lobby by dialing the RMX prefix plus entry queue number or just the RMX prefix on the RMX 1000.
- 8) Bring up the dial pad on the RMX 2000. Typically this is accomplished by pressing the # key on the remote control.

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- 9) On RMX 1000 Use Far End Camera Control to show how to join an on-going conference and create an ad-hoc conference. Choose four-digit conference i.d. Mention that user has the option to either “pound (#)-through” to conference or the option to create a conference password and conference chairperson password for additional security. The first entrant to an ad-hoc conference is automatically made chairperson.
- 10) Enter the four-digit ad-hoc meeting room number for the RMX 2000 followed by the # key. The ad-hoc meeting room number is not preprogrammed on the RMX.
- 11) If another endpoint is available, dial into the RMX ad-hoc meeting room by dialing the RMX prefix plus the ad-hoc meeting room number.

In-conference features

- 12) RMX 2000: Dial into a meeting room on the RMX 2000 that is configured to dial out to multiple sites and has Click and View enabled.
- 13) Press the # key to display the dial pad.
- 14) Press the ** key to display the Click and View Menu (C&V can be brought up this way on RMX 1000 as well).
 - a. Pressing the number of layout you choose multiple times, two for example, shows all the different layouts for two-way conferences.
 - b. Pressing # on any multi-square layout forces the current speaker to the top left window.
 - c. Pressing # in full view forces the next participant to full view
 - d. Pressing 0 returns the video layout to the conference layout
- 15) Dial into an RMX 1000 meeting room (SDCP, CIF, or HD VSW; PCM is not available in HDCP mode on RMX 1000)
- 16) Once you join a conference, use any FECC key to show the Personal Conference Manager (PCM) menu. Explain the benefits of PCM: On-screen conference control vs. DTMF tones.
- 17) Show Click and view, Camera Control, and Video Force which are the PCM options for regular participants. Chairpersons have more options available to them: Click & View, Invite Participant, Camera Control, Video Force (puts participants in a particular window), Participants Mute/Status, Drop Participant, Terminate Conference
- 18) Send content to far end (RMX 2000 and 1000)
- 19) If HDCP is important to customer, dial into an HDCP conference on RMX 1000, but PCM is disabled.

Outside of a Polycom facility:

- 20) If out side the Polycom facility, dial the VBP address, then ##, then RMX prefix and meeting room number or entry queue number (for example, 140.242.126.1##81812000).
- 21) Follow the directions above once you dial into the appropriate conference.

For the IT Department:

Context: To give an IT manager or CIO an experience of how simple RMX bridging is to deploy, manage, operate and enable on a large scale for their network. Also give them a sense of how easy it is for their end users to participate in video conferences.

Items to Demonstrate:

- 1) C-Level demonstration above
- 2) Show web interface
- 3) Create Meeting Rooms
- 4) Create Conference Profiles
- 5) Show hardware monitoring
- 6) Show flexible resource capacity
- 7) Show transcoding and statistics
- 8) RMX Manager and Reservations on RMX 1000

Demonstration Steps:

- 1) Open your web browser and go to the RMX 2000/1000 web interface (note – you should have this bookmarked on your PC).
- 2) Show the different sections of the dashboard web interface (address book and RMX management).
- 3) Create a meeting room.
 - a. Under frequently used, click on Meeting Rooms and click the green plus sign at the top, middle of the web interface.
 - b. Discuss how a meeting room can be design to blast dial out to several endpoints.
- 4) Create a conference profile.
 - a. Under rarely used, click on Conference Profiles and click the green plus sign at the top, middle of the web interface.
 - b. Discuss how these profiles can be set up for Telepresence, automatic recording with an RSS2000, Video Settings, and the different IVR Services. Allows flexibility, but also speeds conference setup and user provisioning.
- 5) Show the Hardware Monitoring.
 - a. Under frequently used, click on Hardware Monitor. Double click LAN 1 and show the statistics for the network port.
- 6) Dial into a HD voice switched conference and look at the resources used in the bottom right hand corner of the web interface. Dial into a HD CP conference and look at the resources used in the bottom right hand corner of the web interface.
- 7) Show statistics of the call and point out the individual endpoint statistics. Discuss the difference between the resources used and how Polycom uses Flexible Resource Capacity, depending on the call type. Please be aware of different capacities used by RMX 1000/2000.
- 8) Open your web browser and go to the RMX1000 web interface (note – you should have this bookmarked on your PC).
- 9) Show the on-board scheduling program.
 - a. To configure a reservation, click Reservation in the RMX Management pane.
 - b. Create a new reservation.
 - c. Discuss the differences on the recurring reservation and a one time reservation and where this might apply.