

# Administrator's Guide for the QSX System



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# About this Guide

This *Administrator's Guide for the QSX System* is for administrators of QSX systems who need to:

- Configure the system for use in the network environment.
- Obtain information about calls.
- Troubleshoot any issues that occur.

Other documents available for QSX systems include:

- Setting up the QSX System*, which describes how to install the hardware.
- Using Your Polycom QSX System*, a guide for meetings, which describes how to start calls and control meeting content.
- Release Notes for the QSX System*, which describes the latest features, feature limitations, and system requirements.

For support or service, please contact your Polycom distributor or go to Polycom Support at [www.polycom.com/support](http://www.polycom.com/support).

Polycom recommends that you record the serial number of your QSX system here for future reference. The serial number for the system is printed on the unit.

System Serial Number: \_\_\_\_\_



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## Limited Warranty, Disclaimers,

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# Introducing the QSX System

QSX™ systems allow users to instantly share anything on their computer screens, simply by dialing from a Polycom conference phone. They don't need to learn new applications, upload documents, pay monthly service fees, or pre-schedule meetings. It's an easy and secure way to share content with remote sites. QSX systems have the following features and benefits:

## ❑ Content Security

- Complete control over your content.
- AES (Advanced Encryption Standard) media encryption in calls between QSX systems.
- Secure login and encrypted password exchange for web access.

## ❑ Multipoint Capability

- Support for up to 15 sites in each call: five QSX system sites and ten web viewer sites.
- Ability to share content with anyone, anywhere an Internet connection exists using only one QSX system.
- Network Address Translation (NAT) configuration available for the web viewer feature.

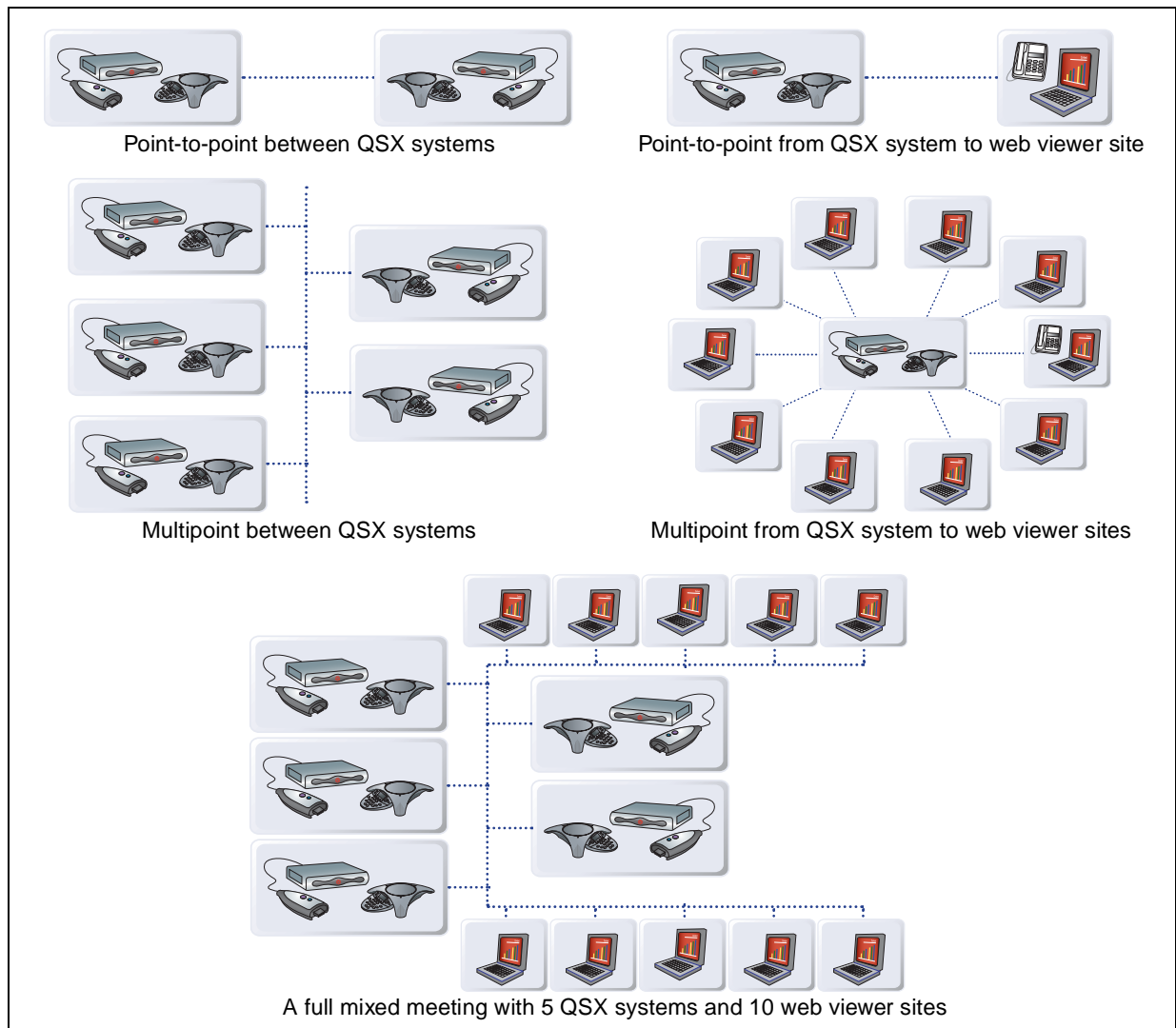
## ❑ Fast Setup, Flexible Management

- Plug-and-play installation with existing Polycom conference phones and VGA projectors.
- Standard network IP protocols and interfaces configurable with internal and external IP addresses.
- Multiple privacy and access options.
- Compatible with Polycom Global Management System™ and Polycom PathNavigator™

## How the QSX System Works

QSX systems allow content sharing with other QSX systems and with sites that have no QSX system but have access to a web browser and can view meeting content using the web viewer capability. For both modes of operation, the meeting starts by dialing the conference phone connected to a QSX system as you would for an ordinary phone call.

The following illustrations show several meetings you could have with a QSX system.



## **Calls Between QSX Systems**

In calls between QSX systems, the systems automatically identify each other over the phone line using standards-based Low Profile Signaling Protocol (LPSP). The signal is embedded in the standard audio frequency band. After the QSX systems identify each other, typically within 15-30 seconds, they automatically establish a H.239 content sharing channel over the LAN. One QSX system becomes the initial meeting controller and its IP address becomes the Meeting Web Address. Whenever a different QSX system starts sending content, its IP address becomes the new Meeting Web Address.

## **Calls with Web Viewer Sites**

In calls with web viewer sites, participants without a QSX system can view meeting content by entering the Meeting Web Address in a Java enabled web browser and logging on with any user name and the Meeting Password. QSX system participants can view the Meeting Web Address and Meeting Password on the Info screen after the call is established and provide that information to web viewer sites. By default, a new Meeting Password is generated every time a conference phone connected to a QSX system establishes a new call. You can configure the QSX system to use a predetermined password instead, as described on page 3-7.






Web viewer sites do not necessarily need to participate in a phone call with the QSX system, but the QSX system must be in a call with at least one phone before it can send content.

If a different QSX system starts sending content during the meeting, the web viewer is automatically redirected to the new presenting QSX system. Web viewer sites can continue to view meeting content until the QSX system hangs up or stops sending content.

## Compatible Conference Phones

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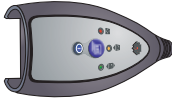






You must connect the QSX system to one of the following Polycom conference phones.

Model	Description
SoundStation VTX 1000 <b>Note:</b> The SoundStation VTX 1000 conference phone must have software version 1.6 or later before you connect it to the QSX system.	
SoundStation2	
SoundStation Premier	
SoundStation	
VoiceStation	

# Standard System Components









## QSX 400 Components

The QSX 400 system is designed for use with Polycom analog conference phones other than the SoundStation VTX 1000.

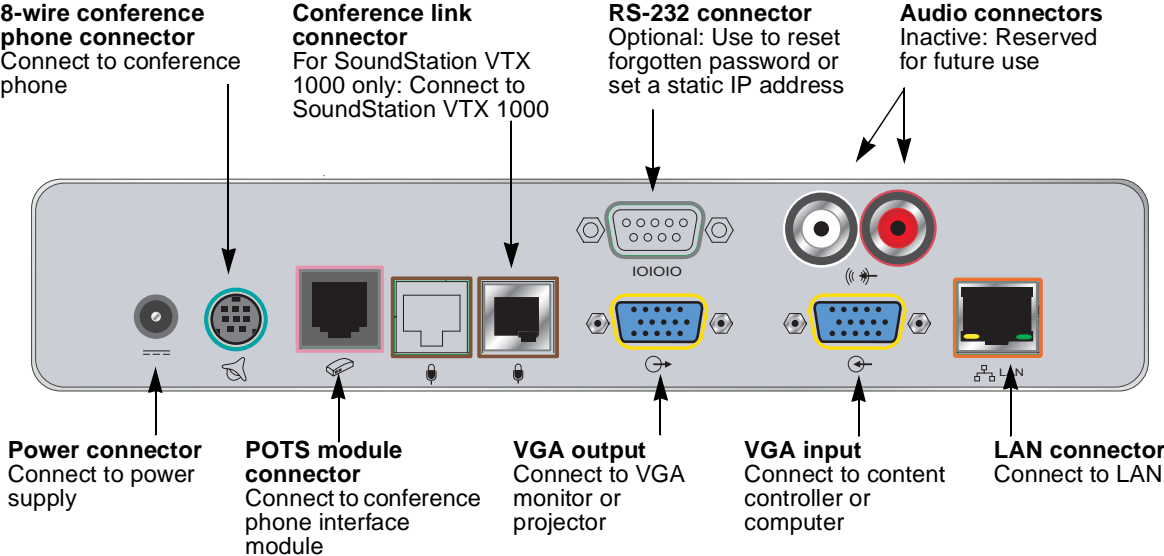
Name	Component	Description
<b>Hardware</b>		
QSX system base		Adds content sharing to phone calls. The base can be mounted on a rack, under a table, or on a wall, or it can be placed on a tabletop.
Content controller		Allows the presenter to send content with the push of a button.
Mounting kit		Includes screws and four brackets for mounting the QSX system base under a table or on a wall.
<b>Cables</b>		
LAN cable		Connects the QSX system to the IP network.
8-wire phone cable		Connects the QSX system's 8-wire connector to the conference phone.
VGA cable		Connects the content controller to a computer or other VGA source.
<b>Power Supply</b>		
Power supply adapter and power cord assembly		Connects power to the QSX system base.
<b>Documentation</b>		
Setting up the QSX System QSX System documentation CD		Provides information on setting up, configuring, operating, and troubleshooting the system.

## QSX 300 Components

The QSX 300 system is designed for use with the SoundStation VTX 1000 conference phone.

Name	Component	Description
<b>Hardware</b>		
QSX system base		Adds content sharing to phone calls. The base can be mounted on a rack, under a table, or on a wall, or it can be placed on a tabletop.
Mounting kit		Includes screws and four brackets for mounting the QSX system base under a table or on a wall.
<b>Cables</b>		
LAN cable		Connects the QSX system to the IP network.
Conference link to VTX 1000 cable		Connects the QSX system's conference link connector to a SoundStation VTX 1000 conference phone.
8-wire phone cable		Connects the QSX system's 8-wire connector to the conference phone.
VGA cable		Connects the QSX system to a computer or other VGA source.
<b>Power Supply</b>		
Power supply adapter and power cord assembly		Connects power to the QSX system base.
<b>Documentation</b>		
Setting up the QSX System QSX System documentation CD		Provides information on setting up, configuring, operating, and troubleshooting.

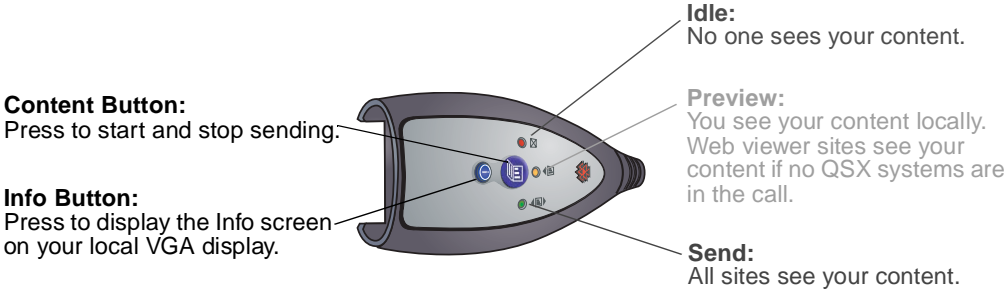
# QSX System Back Panel



For installation information, refer to *Setting up the QSX System* that was provided with your system.

# Content Controller

If you have a content controller, you can use the functions shown in the following illustration.



## SoundStation VTX 1000 Conference Phone Controls

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If you have a SoundStation VTX 1000, you can use the functions shown in the following illustration.

**PREVIEW:**

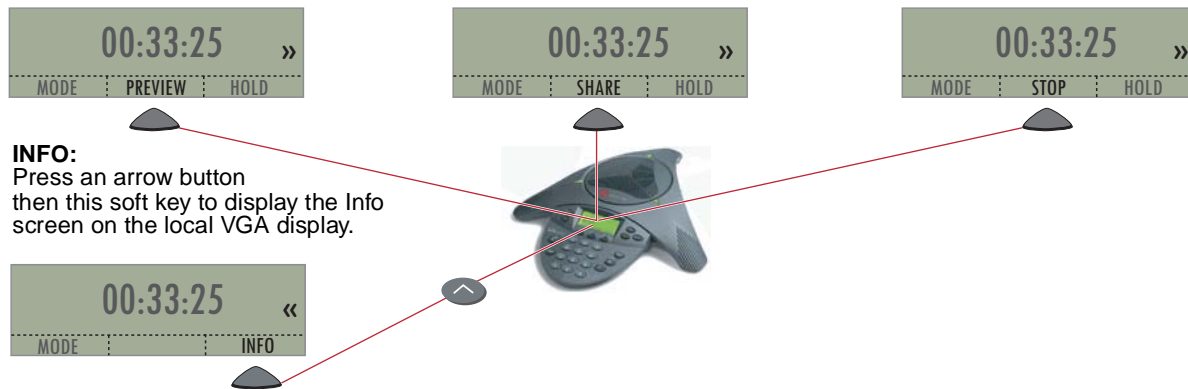
No one sees your content.  
Press to preview your content locally.

**SHARE:**

You see your content locally. Web viewer sites see your content if no QSX systems are in the call.  
Press to send content.

**STOP:**

All sites see your content.  
Press to stop sending content.



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If your QSX system is connected to both a content controller and a SoundStation VTX 1000 phone, you can use either device to control meeting content and access the Info screen.

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## Info Screen

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The Info screen displays status information for the meeting and your QSX system, such as the following:

- Meeting Web Address
- Meeting Password
- Meeting Participants, including the current presenter
- Number of Web Viewers

To access the Info screen on the local VGA display:

- ❑ On a content controller, press the  Info button.
- ❑ On a SoundStation VTX 1000 conference phone, press an  arrow button to scroll, then press the **INFO** soft key.



The **Meeting Web Address** is the address that web viewer participants use to access meeting content. The **Internal IP** is the address of the presenting QSX system. The **External IP**, if configured, is the address that allows access to meeting content from outside the LAN. For information about configuring an external IP address, refer to page 3-4.

The **Meeting Participants** list includes QSX systems only. The pie chart icon denotes the current presenter.

The current **Number of Web Viewers** is updated on the presenter's Info screen only.



# 2

## Accessing the QSX Admin Web

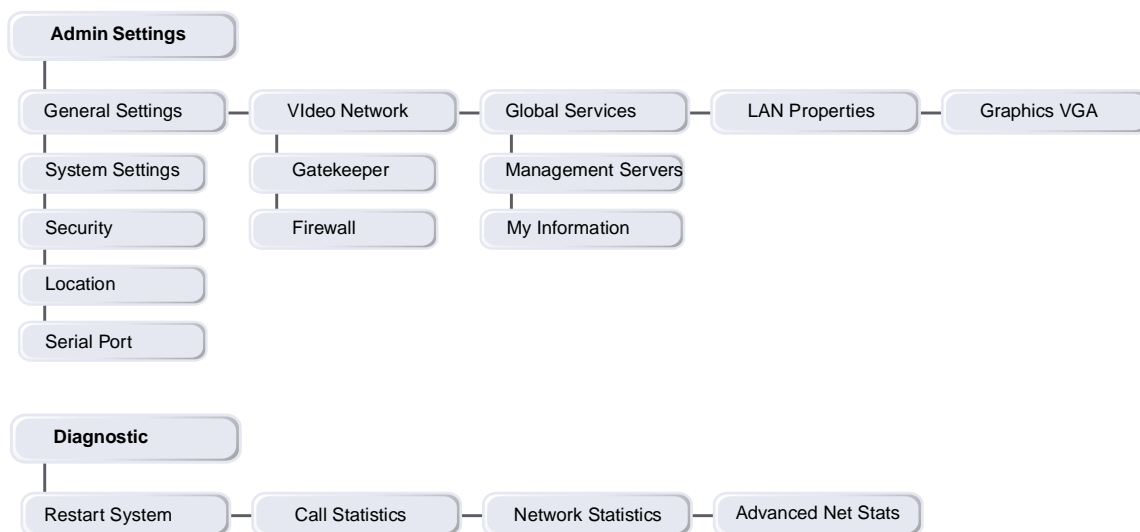
This chapter describes how to access the QSX Admin Web for configuring and troubleshooting a QSX system.

When you set up your QSX system for the first time, it is configured with the most common settings. If you need to change any of these initial settings, you can adjust them using the QSX Admin Web interface. If you establish an administrator's password, you must enter it each time you access the QSX Admin Web.

### QSX Admin Web Options

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The QSX Admin Web provides access to the following options.



To access these options, you must log on to the QSX Admin Web using the QSX system IP address.

## Logging On to the QSX Admin Web

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After the QSX system is set up, you can log on to the system's QSX Admin Web interface.

1. On a computer, open Windows Internet Explorer version 6.0 or later.
2. In the browser address line, enter the IP address of the QSX system followed by `/admin.htm`, for example `xxx.xx.xx.xx/admin.htm` where `xxx.xx.xx.xx` is the **My IP** shown on the Info screen.
3. Enter the administrator's user name and password.  
The default administrator's user name is `admin`. The password is blank until you establish one.

## Obtaining the QSX System IP Address

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You need the QSX system IP address to access its QSX Admin Web interface. By default, the QSX system obtains its IP address automatically.

- If your QSX system obtains its IP address automatically, it is displayed as **My IP** on the Info screen when you press the  Info button on the content controller, or the  **INFO** soft key on the SoundStation VTX 1000 conference phone.
- If your location does not allow dynamic IP address assignment, contact your IP network service provider or system administrator to obtain your IP address and system name. You must manually assign the static IP address to the QSX system before you use it.

### **To set a static IP address for the QSX system before you use it:**

If you need to assign a static IP address to the QSX system, follow these steps before you try to set up and use the QSX system:

1. Connect a serial cable from the QSX system to a computer.
2. Power on the QSX base with only the power cable and serial cable connected.
3. Start the HyperTerminal application on the computer.
4. Open a connection to the COM port being used for the serial cable.

5. Set the bits per second to 115200. Other settings can remain at their defaults (data bits=8, Parity=none, stop bits=1, and Flow control=Hardware).
6. When a connection is established, type `ipconfig`.
7. Follow the instructions to set a static IP address. Enter the appropriate IP address, default gateway, subnet mask, and DNS servers.
8. When finished, select Yes to accept the changes. The QSX system restarts.

**To set a static IP address for the QSX system after it obtains one automatically:**

>> Change the **IP Address** setting as described on page 3-1.



# 3

## Configuring Admin Settings

This chapter describes the administrator settings available on the QSX Admin Web. Refer to Chapter 2, Accessing the QSX Admin Web, for information about logging on to the QSX Admin Web.

### LAN Properties

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**To configure LAN properties:**

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > LAN Properties**.
3. Configure these settings:

Setting	Description
<b>Host Name</b>	Indicates the system's DNS name. If you change the Host Name, the system restarts. (default: serial number)
<b>IP Address</b>	Specifies how the system obtains an IP address. <ul style="list-style-type: none"><li>• <b>Obtain IP address automatically</b> — Select if the system gets an IP address from the DHCP server on the LAN.</li><li>• <b>Enter IP address manually</b> — Select if the IP address will not be assigned automatically.</li></ul> (default: Obtain IP address automatically)

Setting	Description
<p><b>Your IP Address is</b></p> <p>or</p> <p><b>Use the Following IP Address</b></p>	<p>Displays the IP address currently assigned to the system if the system obtains its IP address automatically.</p> <p>Allows you to enter the IP address for the system if <b>Enter IP address manually</b> is selected.</p>
<b>DNS Servers</b>	Displays the DNS servers currently assigned to the system. If the system does not automatically obtain a DNS server address, enter up to four DNS servers here.
<b>Default Gateway</b>	Displays the gateway currently assigned to the system. If the system does not automatically obtain a gateway IP address, enter one here.
<b>Subnet Mask</b>	Displays the subnet mask currently assigned to the system. If the system does not automatically obtain a subnet mask, enter one here.
<b>WINS Server</b>	Displays the WINS server currently assigned to the system. If the system does not automatically obtain a WINS server IP address, enter one here.
<b>WINS Resolution</b>	Sends a request to the WINS server for WINS name resolution. (default: disabled)
<b>LAN Speed</b>	Specifies the LAN speed to use. Note that the speed you choose must be supported by the switch. Choose <b>Auto</b> to have the network switch negotiate the speed automatically. If you choose 10 Mbps or 100 Mbps, you must also select a duplex mode. (default: Auto)
<b>Duplex Mode</b>	Choose <b>Auto</b> to have the network switch negotiate the Duplex mode automatically, or specify the Duplex mode to use. Note that the Duplex mode you choose must be supported by the switch. (default: Auto)

## Gatekeeper Settings

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If your network uses a gatekeeper, the system can automatically register its H.323 name and extension. If your network uses a gatekeeper, get the gatekeeper information from your IP network service provider or system administrator.

H.323 is a protocol standard that defines how audiovisual conferencing content is transmitted over IP and LAN networks. It handles call control and management for point-to-point and multipoint conferences, as well as gateway administration of media traffic, bandwidth, and user participation.

**To configure gatekeeper settings:**

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > Video Network > IP Network > Gatekeeper**.
3. Configure these settings:

Setting	Description
<b>Enable H.239</b>	Specifies standards-based data collaboration.  H.239 is the international standard that defines multiple channels for delivering audio, video, and content in conferences.  (default: enabled)
<b>Use Gatekeeper</b>	Specifies whether to use a gatekeeper.  A gatekeeper manages H.323 endpoints within a network. Gatekeepers are optional but must be used if present. H.323 gateways work with gatekeepers to allow communication with endpoints in other types of networks. <ul style="list-style-type: none"> <li>• <b>Off</b> — Calls do not use a gatekeeper.</li> <li>• <b>Auto</b> — System automatically finds an available gatekeeper.</li> <li>• <b>Specify</b> — Calls use the specified gatekeeper. Enter the gatekeeper's IP address or name (for example, gatekeeper.companyname.usa.com, or 255.255.255.255).</li> </ul> (default: Off)
<b>H.323 Name</b>	Specifies the name that gatekeepers and gateways use to identify this system.  The H.323 Name is the same as the System Name, unless you change it. Your organization's dial plan may define the names you can use.  (default: serial number)
<b>H.323 Extension (E.164)</b>	Lets users place point-to-point calls using the extension if both systems are registered with a gatekeeper, and specifies the extension that gatekeepers and gateways use to identify this system.  The default H.323 Extension is based on the system serial number, but it can be changed. Your organization's dial plan may define the extensions you can use.
<b>Gatekeeper IP Address</b>	Lets you enter the gatekeeper IP address when <b>Use Gatekeeper</b> is set to <b>Specify</b> . Displays the gatekeeper address when <b>Use Gatekeeper</b> is set to <b>Auto</b> .

## Firewall Settings

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To make meeting content accessible to web viewer participants outside of your LAN, your QSX system must have an external IP address assigned to it by a network administrator. The Meeting Web Address (External IP) displayed on the Info screen is the Meeting Web Address that web viewer participants must use if they are outside the firewall. If your QSX system displays an external IP address, you can share content with other sites that are inside and outside your firewall. \*  
Note: This feature only enables web viewer access from outside the firewall. A QSX System cannot communicate with other QSX systems across a firewall.

### To assign an external IP address to the QSX system:

1. Ask your network administrator to assign both a static IP address and corresponding external IP address to it, and to allow only port 80 traffic.
2. Log on to the QSX Admin Web as described on page 2-2.
3. Go to **Admin Settings > LAN Properties** and select **Enter IP address manually**.
4. Enter the static IP address as **Use the Following IP Address**.
5. Go to **Admin Settings > Video Network > IP Network > Firewall** and set **NAT Configuration** to **Manual**.
6. Click **Update**.
7. Enter the external IP address as the **NAT Public (WAN) Address**.
8. Click **Update**.

After the QSX system restarts, both internal and external IP addresses appear on the Info screen

### To configure firewall settings:

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > Video Network > IP Network > Firewall**.

## 3. Configure these settings:

Setting	Description
<b>NAT Configuration</b>	<p>Lets you specify whether the system should determine the NAT Public WAN Address automatically.</p> <ul style="list-style-type: none"> <li>If the system is not behind a NAT or is connected to the IP network through a Virtual Private Network (VPN), select <b>Off</b>.</li> <li>If the system is behind a NAT that does not allow HTTP traffic, select <b>Manual</b>. Select <b>Manual</b> to assign an external IP address to the QSX system. Click <b>Update</b> to access the NAT Public (WAN) option.</li> </ul> <p>(default: Off)</p>
<b>Nat Public (WAN) Address</b>	<p>Lets you enter external IP address for web viewer access outside of your LAN when <b>NAT Configuration</b> is set to <b>Manual</b>. This is only for display on the Info screen. It does not set the external IP address.</p>




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Systems deployed outside a firewall are potentially vulnerable to unauthorized access. Visit the Polycom Security Center at [www.polycom.com](http://www.polycom.com) for timely security information.

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## Graphics VGA Settings

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The QSX system supports following resolutions and refresh rates for VGA input and output:

- 640x480 at 60Hz, 72Hz, 75Hz, and 85Hz
- 800x600 at 60Hz, 72Hz, 75Hz, and 85Hz
- 1024x768 at 60Hz, 70Hz, 75Hz, and 85Hz
- 1280x1024 at 60Hz (scaled to 1024x768 before being sent to the far site)

### To configure graphics VGA settings:

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > Graphics VGA**.

3. Configure these settings:

Setting	Description
<b>Preview with VGA Display</b>	Specifies whether to preview content locally when in a call with another QSX system. If this option is enabled, your content is previewed until you send it. If this option is disabled, preview mode is not available and content is sent to all meeting participants as soon as the call starts or you connect the computer.  (default: enabled)
<b>Default Output VGA Resolution</b>	Specifies the VGA resolution for your monitor.  Select the maximum VGA resolution that your monitor or projector can support, if your monitor is not specified through DDC information. Consult the user manual provided with the VGA monitor or projector for performance information.  (default: 60Hz, 800x600)

## System Settings

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**To configure system settings:**

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > General Settings > System Settings**.
3. Configure these settings:

Setting	Description
<b>System Name</b>	Specifies the system name in this field. This name is displayed to other meeting participants.  (default: serial number)
<b>Allow Participant Activity Status</b>	Allows the system to display the status messages and alerts.  (default: enabled)
<b>LPSP Gain</b>	Specifies the gain for the Low Profile Signaling Protocol (LPSP), the method that QSX systems use to transmit and decode site identification. Increase the gain to 300 or 400 if you expect the QSX system to handle international calls.  (default: 200)
<b>LPSP Delay</b>	Specifies the delay in seconds for LPSP activation. Increase the delay if conference bridges that require pass codes are being used. Extra delay might be necessary to prevent the QSX system from disrupting DTMF transmission of the audio conference pass codes.  (default: 15)

# Security Settings

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## To configure security settings:

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > General Settings > Security**.
3. Configure these settings:

Setting	Description
<b>Admin Password</b>	<p>Specifies the Admin Password.</p> <p>If an Admin Password is set, you must enter it to:</p> <ul style="list-style-type: none"> <li>• Update the QSX system software.</li> <li>• Manage or monitor the system using the QSX Admin Web.</li> </ul> <p>(default: no password)</p>
<b>Use Random Password</b>	<p>Specifies whether the QSX system automatically generates a new meeting password for each meeting. If this option is enabled, web viewer participants must supply the generated password displayed on the Info screen.</p> <p>Polycom recommends using this option, especially if calls will include web viewers outside of your LAN.</p> <p>(default: enabled)</p>
<b>Meeting Password</b>	<p>Specifies a static password that users must supply to view meeting content using the web viewer. The password must either be six digits or blank.</p> <p>(default: blank)</p>
<b>Enable Remote Access</b>	<p>Specifies whether to allow remote access to the system by:</p> <ul style="list-style-type: none"> <li>• FTP</li> <li>• Telnet</li> </ul> <p>You may select either of these, or both. You might need remote access to reset a forgotten administrator password or set a static IP address.</p> <p><b>Note:</b> The system restarts if you change the remote access settings.</p> <p>(default: FTP enabled, Telnet enabled)</p>

Setting	Description
<b>AES Encryption</b>	Specifies whether to enable AES encryption. The Advanced Encryption Standard (AES) is an encryption algorithm used by the US government and others to protect sensitive information. AES encryption is a standard security feature on the QSX system. When it is enabled, the system automatically encrypts calls with other AES-capable systems.  (default: disabled)
<b>Web Access Port</b>	Specifies the port to use when accessing the system using the web interface.  (default: 80)

## Location Settings

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### To configure location settings:

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > General Settings > Location**.
3. Configure these settings:

Setting	Description
<b>Country</b>	Specifies the country where the system is located.  Changing the country automatically adjusts the country code associated with your system number.  (default: United States)
<b>Language</b>	Sets the language for the local VGA display and web viewer interface. The QSX Admin Web interface automatically uses the same language as the computer operating system.  (default: American English)

4. Click **Next** and configure these settings:

Setting	Description
<b>Date Format</b>	Specifies your format preference for the date display and lets you enter your local date. (default: MM-dd-yyyy)
<b>Time Format</b>	Specifies your format preference for the time display and lets you enter your local time. (default: 12 Hour)
<b>Daylight Saving Time</b>	Specifies daylight savings time setting. When you enable this option, the system clock moves ahead one hour. When you disable this option, the system clock moves back one hour. (default: enabled)
<b>Time Difference from GMT</b>	Specifies the time difference between GMT (Greenwich Mean Time) and your location. (default: -06:00)
<b>Display Time in Call</b>	Specifies the time display in a call: <ul style="list-style-type: none"> <li>• <b>Elapsed Time</b> – Displays the amount of time in the call.</li> <li>• <b>Local Time</b> – Displays the local time on the screen during a call.</li> <li>• <b>Off</b> – Time is not displayed.</li> </ul> (default: Elapsed Time)
<b>Time Server</b>	Specifies connection to a time server for automatic system time settings. (default: Auto)
<b>Time Server Address</b>	Lets you specify the IP address of the server when <b>Time Server</b> is set to <b>Manual</b> .

## Serial Port Settings

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The QSX system provides an RS-232 serial port for configuring a static IP address and resetting a forgotten Admin Password. The QSX system is configured as DCE (Data Communications Equipment).

### To configure serial port settings:

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > General Settings > Serial Ports**.
3. Configure these settings, and make sure that they match the configuration of your computer serial port.

Setting	Description
<b>Baud Rate</b>	Fixed at 115200.
<b>RS-232 Mode</b>	Control or Debug (default: Debug)
<b>RS-232 Flow Control</b>	Fixed at None.

## Global Services

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If your organization uses the Polycom Global Management System, you can configure, manage, and monitor the QSX system using the Global Management System (GMS) server.

On networks managed by the Global Management System, several Global Servers may be configured to manage this system remotely. You can view information about these servers.

### To view the management servers list:

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > Global Services > Management Servers** to view the server information.

If your system is managed by GMS, you can configure the QSX system so that users can request help from the GMS administrator.

**To configure Global Management contact information:**

1. Log on to the QSX Admin Web as described on page 2-2.
2. Go to **Admin Settings > Global Services > My Information**.
3. Enter your contact information for the GMS administrator for technical support.



# 4


## Diagnostics and Troubleshooting

### Viewing QSX System Information

---

Administrators can view detailed system information on the System Information screen of the QSX Admin Web. The System Information screen displays information such as the system's serial number and software version.

**To view the System Information screen:**

1. Log on to the QSX Admin Web as described on page 2-2.
2. Click the  Info icon at the top of the window.

### Keeping your Software Current

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If you have Internet access, you can download the web-based SoftUpdate application to update the QSX system software. If you do not have Internet access, your reseller can supply you with the QSX system software upgrade on CD-ROM.



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Before you begin, read the *Release Notes for QSX Systems*, available at [www.polycom.com/voicesoftware](http://www.polycom.com/voicesoftware), for the latest information about this software version.

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**To upgrade your software via the Internet:**

1. From your computer, go to [www.polycom.com](http://www.polycom.com).

2. Log in to the Polycom Product Resource Center, navigate to the QSX systems product page, and download the QSX system software upgrade file in .zip format.
3. Double-click the software .zip file to extract the file.
4. Double-click **Softupdate.exe**.
5. Click **Softupdate**, then enter the IP address of the system you want to upgrade. Enter the administrator password, if required, and click **OK** to begin the upgrade.

You can disable the **Save my current system settings** option to return all admin settings to their default values when upgrading the QSX system software.

6. Click **Continue** to upgrade the QSX system software.



---


Do not power off the system during the software upgrade process. If the upgrade is interrupted, the system may become unusable.

---

## Resetting a Forgotten Admin Password

---

If you forget the administrator password and cannot gain access to the QSX Admin Web, follow these steps.

1. Put the QSX system in Boot UI mode:
  - If you have a content controller, hold down the  Info button while you disconnect and reconnect power to the QSX system base.
  - If you do not have a content controller, connect a serial cable from a computer to the QSX system base. Enter the command `swus`.
2. FTP into the QSX system using the IP address shown on the Boot UI screen.
3. Log in as admin.
4. Press <Enter> when prompted for a password.
5. Enter the following command to delete the current, unknown password:  
`del sw.dat`
6. Enter the following command to restart the QSX system without a password:  
`quote boot`

Now you can log in to the QSX Admin Web with a blank password and set a new password.

## Viewing Call Details

---

QX system meeting participants can view some information about the current call on the Info screen. Administrators can view statistics and call information on the Diagnostics screen of the QX Admin Web.

### To view call details and statistics:

1. Log on to the QX Admin Web as described on page 2-2.
2. Click **Diagnostics**, then select **Call Statistics**, **Network Statistics**, or **Advanced Net Stats**.

## Restarting the System

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Do not restart the QX system while it is in the process of a software update.

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### To restart the system:

1. Log on to the QX Admin Web as described on page 2-2.
2. Click **Diagnostics > Restart System**.
3. Click the **Restart System** button.


You can also restart the system by unplugging power from QX system and plugging it back in.

## Status Alerts

The following table describes the status alerts that appear on the local VGA display or web viewer, gives suggested steps to correct the problem.

Message	Description	Corrective action
No content detected	The QSX system VGA input is not receiving a signal.	Make sure that the VGA cable or content controller cable is firmly connected to the QSX system and your computer.  If necessary, press function keys on your computer to send video out to the QSX system.
Meeting is full	The maximum number of QSX system and web viewer sites are already in the meeting.	You can participate in the audio call and wait for another QSX system to disconnect.
Network disconnected	You have lost the connection to the LAN.	Make sure ethernet cable is firmly connected into QSX.
Far site can't send content to a browser	Message shown in web viewer when being redirected from a presenter that cannot send content.	Wait to be automatically redirected to a QSX system.
Maximum connections reached	Message shown in web viewer when the meeting is full.	You can participate in the audio call and wait for another web viewer participant to disconnect.
Please retry	Log on has failed.	Verify the logon information and try again.
PC resolution or refresh rate not supported	The display settings on your computer are not compatible with the QSX system.	Change your computer display settings to one of the compatible values listed on page 3-5.
(Web Viewer Screen) Java plug in must be enabled in order to run this application.	Web viewer location is not Java enabled and cannot see content.	Enable Java plug in by going to control panel on your Windows PC or download Plug in from <a href="http://www.java.sun.com/products/plugin/downloads/index.html">www.java.sun.com/products/plugin/downloads/index.html</a> .

# General Troubleshooting

Symptom	Problem	Corrective action
The system is not sending content.	The system is not connected correctly.	Ensure that all cables are connected as shown in <i>Setting up the QSX System</i> . If you are using a VTX 1000 conference phone, make sure that both the 8-wire cable and conference link cable are used to connect the QSX system to the phone.
The system does not respond at all.	The system is not connected to power.	Ensure that the power supply is connected to the system and to a power source, that the power cables are firmly seated, and that the phone's interface module is connected to power.
A computer is connected to the system but content does not appear on the local VGA display.	The system is idle or the QSX system base is not receiving a VGA signal from the computer.	Press the  Content button on the content controller, or the <b>PREVIEW</b> soft key on the VTX 1000 conference phone, until you see a preview on the local VGA display. Press the appropriate function keys, such as <F5>, on the computer to send a VGA signal out.
The conference phone does not have a dial tone.	The system is not connected correctly.	Ensure that all cables are connected as shown in <i>Setting up the QSX System</i> . The conference phone's floor/wall module must be connected to a POTS (analog phone) outlet.
The SoundStation VTX 1000 conference phone does not display the correct QSX soft keys.	The SoundStation VTX 1000 conference phone has software earlier than version 1.6.	Update the SoundStation VTX 1000 conference phone to use software version 1.6 or later.
The indicators on the front of the QSX base are flashing red and green.	The system is in Boot UI mode.	Start SoftUpdate to update the QSX system software, or disconnect the power cord and reconnect it to restart the system.

## How to Contact Technical Support

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If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact Polycom Technical Support by telephone or Internet as described below.

### By Telephone

Before calling Polycom Technical Support, please have the following information ready.

- Description of the issue – What is happening or not happening, and any related events you may be able to notice.
- The 14-digit serial number on the bottom of the system.

Contact Polycom Technical Support at 1-800-POLYCOM.

### By Internet

To contact Polycom Technical Support, go to [www.polycom.com/support](http://www.polycom.com/support).

Enter the following information, then ask a question or describe the problem. This information helps us to respond faster to your issue:

- The 14-digit serial number on the bottom of the system.
- The software version from the System Information screen in the QSX Admin Web.
- Information about your network
- Troubleshooting steps you have already tried

# Limited Warranty, Disclaimers, Limit of Liability

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**LIMITED WARRANTY.** Polycom warrants to the end user (“Customer”) that (a) the hardware product(s) will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller, and (b) the software product(s) will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date of receipt by Customer. Polycom does not warrant that use of the product(s) will be uninterrupted or error free, or that all defects in the product(s) will be corrected. You assume full responsibility for the selection of the product(s) to achieve your intended results and for the installation, use and results obtained from the product(s). Polycom’s sole obligation under this express warranty shall be, at Polycom’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Polycom may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned. Polycom warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

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# Safety and Legal Notices

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## Important Safeguards

Read and understand the following instructions before using the system:

- Close supervision is necessary when the system is used by or near children. Do not leave unattended while in use.
- Only use electrical extension cords with a current rating at least equal to that of the system.
- Always disconnect the system from power before cleaning and servicing and when not in use.
- Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static free cloth.
- Do not immerse the system in any liquid or place any liquids on it.
- Do not disassemble this system. To reduce the risk of shock and to maintain the warranty on the system, a qualified technician must perform service or repair work.
- Connect this appliance to a grounded outlet.
- Only connect the system to surge protected power outlets.
- Keep ventilation openings free of any obstructions.
- SAVE THESE INSTRUCTIONS.

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## Warning

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

## USA and Canadian Regulatory Notices

### FCC Notice

#### Class A Digital Device or Peripheral

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

In accordance with Part 15 of the FCC rules, the user is cautioned that any changes or modifications not expressly approved by Polycom Inc. could void the user's authority to operate this equipment.

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

#### Part 15 FCC Rules

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

## EEA Regulatory Notices

### CE Mark LVD and EMC Directive

This system has been marked with the CE mark. This mark indicates compliance with EEC Directives 89/336/EEC and 73/23/EEC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough UK SL1 4DX, UK.

### Mains Powered POTS Voice Telephony Without Emergency 000 Dialing

Warning: This equipment will be inoperable when mains power fails.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

## 声 明

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

### A급 기기 (업무용 정보통신기기)

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#### **Underwriters Laboratories Statement**

The system is intended to be powered only by the supplied power supply unit.

#### **Special Safety Instructions**

Follow existing safety instructions and observe all safeguards as directed.

#### **Installation Instructions**

Installation must be performed in accordance with all relevant national wiring rules.

#### **Plug Acts as Disconnect Device**

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.



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