


How To Perform a Software Upgrade For Your Polycom VSX or V Series Video Conferencing System



What You Need



Download Software



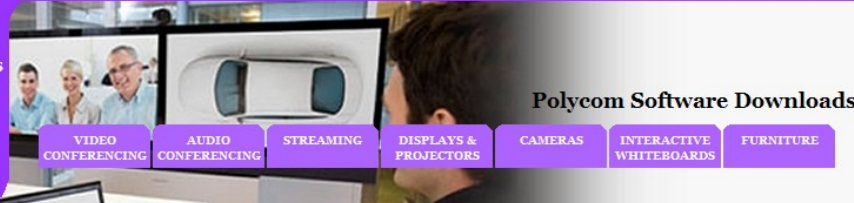
VIDEOCENTRIC

THE VIDEO OVER IP COMPANY

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Documentation
Firewall Config



Many of our partners provide software updates for their products through their websites or FTP servers. This page provides links directly to those areas.

It is our intention to maintain and update this page as regularly as possible. Please notify us at webmaster@videocentric.co.uk if you discover any problems.

If software updates/versions are not listed for the specific product, please contact us using the [Software Request Form](#) and we will be glad to provide you with details regarding your query.

[CLICK HERE FOR RELEASE NOTES](#)

RMX 2000

Software Version 5.0.0.46

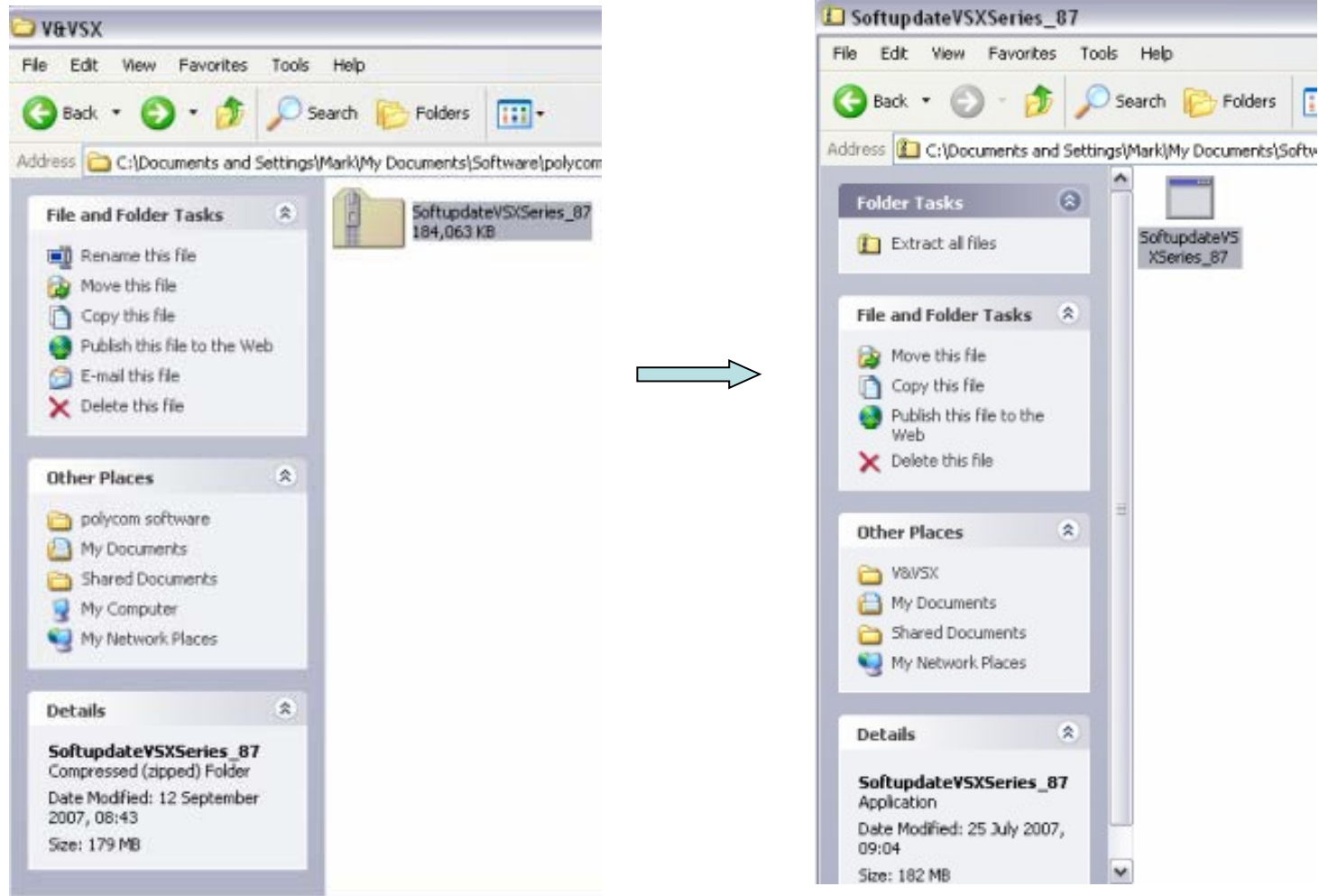


Download the software from the Software updates page on our website or follow the link if you have received an email from us.

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Open The Zip File



Once you have downloaded the software open the zip file then the exe file, ignore the warning and click run.

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Begin Softupdate



Check that the software is compatible with your system and click Softupdate.



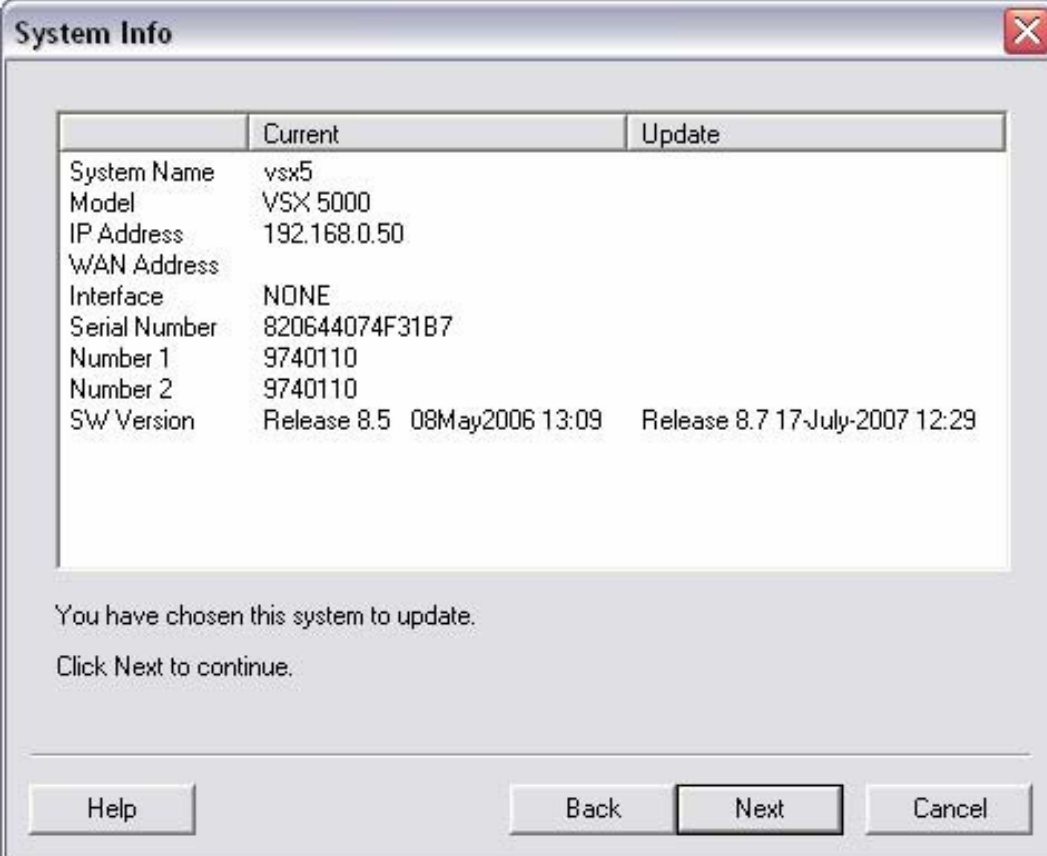
Connecting To The System



Enter the IP Address of the system, the Password and click OK.



Check Your Details



The image shows a 'System Info' dialog box with a table of system details. The table has two columns: 'Current' and 'Update'. The 'Update' column is currently empty. Below the table, there is a message: 'You have chosen this system to update. Click Next to continue.' At the bottom, there are four buttons: 'Help', 'Back', 'Next', and 'Cancel'. The 'Next' button is highlighted with a black border.

	Current	Update
System Name	vsx5	
Model	VSX 5000	
IP Address	192.168.0.50	
WAN Address		
Interface	NONE	
Serial Number	820644074F31B7	
Number 1	9740110	
Number 2	9740110	
SW Version	Release 8.5 08May2006 13:09	Release 8.7 17-July-2007 12:29

You have chosen this system to update.
Click Next to continue.

Help Back Next Cancel

Check your information is correct then click next.



Type Of Upgrade



Please choose the type of upgrade you wish to perform and click next. Unless told to otherwise by us please choose the Typical option.

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Tasks To Be Performed



Leave only Update Software ticked unless you have recently purchased a new option for your system that you have not yet activated.



Retain Files



Tick the boxes for the files you wish to keep. Unless instructed to by us please leave all of them ticked.



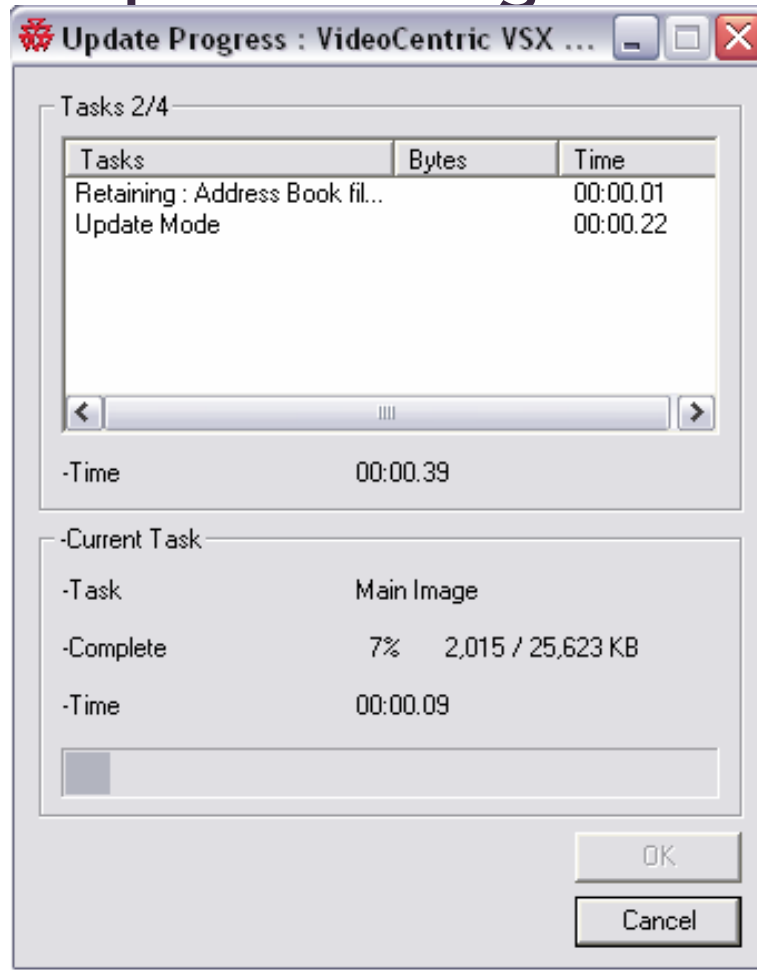
Start Update



Click Next to start the update.



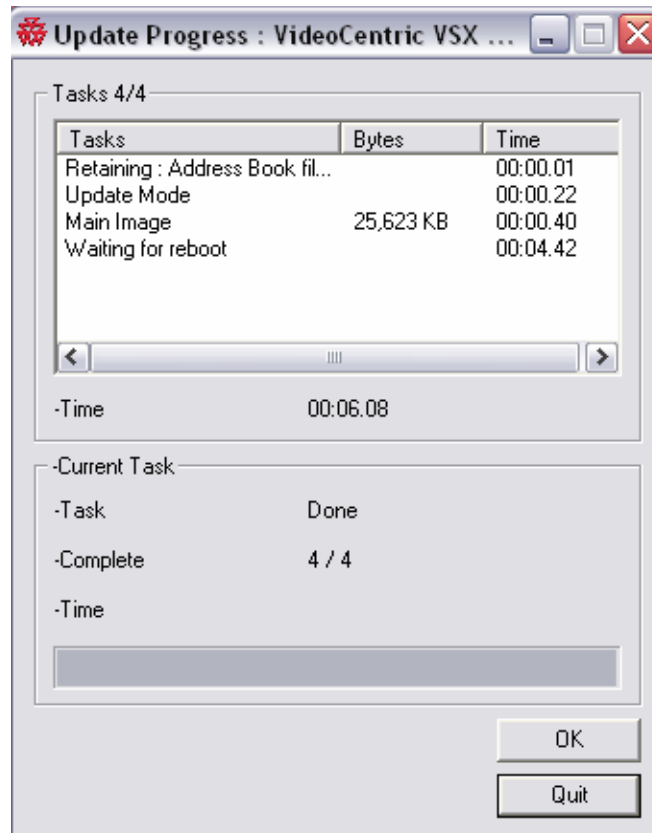
Update Progress



This shows the progress of the update. You will also get a progress report on the screen from your Polycom Video Conferencing System.



Update Complete



Once the update process has been completed the system will automatically restart and update its settings. Once this has been done click ok and that is the end of the update. Check the new version has been uploaded by selecting System - System Information. Make some test calls to our demo suite using the numbers on the following page,



Our Contact Details

- TANDBERG Edge 95 (HD System 720p) IP - 212.46.129.162
 - TANDBERG Edge 95 (HD System 720p (IP)) ISDN (512 kbps) - 0118 978 6985
 - Polycom HDX 8006 (HD System 1080p) IP - 212.46.129.163
 - LifeSize Room 200 (HD System1080p) IP - 212.46.129.164
 - TANDBERG C20 (HD System 1080p) IP - 212.46.129.165
 - LifeSize Express (HD System 720p) IP - 212.46.129.166
 - Polycom QDX 6000 (4 CIF) IP - 212.46.129.167
-
- Sales England & Wales - 0118 979 8910
 - Sales Scotland & Northern Island - 0131 473 2351
 - Technical Support - 0118 979 8905 / 0118 979 8904

