AudioCodes RX Suite of Meeting Room Solutions

RXV100 Meeting Room Solution for Microsoft Teams



Microsoft Partner



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Related Documentation

https://docs.microsoft.com/en-us/microsoftteams/rooms/rooms-deploy RXVCam50M/L AI 4K UHD Video Conference Camera User Manual



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1 Before Getting Started

Before you connect the RXV100, make sure:

A Microsoft Teams Rooms (MTR) account is created and licensed. Before installation, everything must be synchronized. The account is used to access the calendar as well as to accept or decline calendar invites for the Meeting Room. Those who set up a meeting can invite the Meeting Room and can book this resource by scheduling a meeting with it. MTR will be able to join that meeting and provide various features to the meeting attendees.

Note:

- Without a device account, none of these features will function.
- MTR is a resource account and shouldn't be configured to use multi-factor authentication (MFA). For more information, see https://docs.microsoft.com/en-us/microsoftteams/rooms/rooms-authentication#modern-authentication
 - Refer to:
 - <u>https://docs.microsoft.com/en-us/microsoftteams/rooms/with-office-365#add-a-device-account</u> for information about adding a device account when deploying MTR with Microsoft 365 or Office 365.
 - <u>Configure accounts for Microsoft Teams Rooms Microsoft Teams | Microsoft Docs</u> for information on how to create accounts used by MTR in Microsoft Exchange and Skype for Business.
 - <u>Prepare your Environment Microsoft Teams | Microsoft Docs</u> CCCC for the steps to take to prepare your environment so you can use all of the features of MTR.



Note: Updates to the app are automatically installed from the Microsoft Store during nightly maintenance; this is the recommended method to get updates. For manual update, see MTR Application and Windows Upgrade.

- There is a working network/internet connection for the device to use.
 - It is strongly advised to use a LAN connection over a wireless connection.
 - It must be able to receive an IP address by using DHCP (MTR cannot be configured with a static IP address at the first startup, but afterwards a static IP address for the device can be configured on the device or on the upstream switch or router).
 - Must have the following ports open (in addition to opening the normal ports for media):
 - HTTPS: 443
 - HTTP: 80
 - If your network runs through a proxy, you'll need the proxy address or script information as well.
- The following items are in your possession:
 - An Ethernet cable to connect the RXV100Hub to the network
 - A PoE port to connect the RX50 (bundle-dependent) to the network and power (it can only be powered via PoE)
 - An HDMI output cable (HDMI out) to connect the display to the RXV100Hub
 - (Optional) A second HDMI cable if using 2 monitors
 - (Optional) A third HDMI input cable (for HDMI ingest) for sharing content from a PC

• A 10-meter long USB cable available from AudioCodes (recommended) if you need a longer cable than the supplied 3m USB cable to connect the RXV50Cam (bundle-dependent) to the RXV100Hub

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2 RXV100 Components

AudioCodes' RXV100 bundled product suite acts as Microsoft Teams Rooms (MTR for Windows) on Windows devices to bring meetings to life and deliver an optimal collaboration experience for everyone.

RXV100 bundles are scalable and can be mixed and matched to various options per room requirements. For detailed information, contact AudioCodes.

The core of the suite includes the RXV100Hub which offers smart control, share and collaboration technology for conference rooms, the RXVCam50M/L video camera which provides vivid image quality, smart zoom and face detection technology, and the optional RX50 Conference Phone that can be used as a peripheral device.

Elements in the RXV100 topology are shown in the figure below. The RXVCam50M/L is uppermost.



Make sure you receive the following RXV100 components:

- RXV100Hub
- RXVCam50M/L (bundle-dependent)
- RX50 (bundle-dependent)
- Lenovo ThinkSmart One Cable 6ft
- ThinkSmart Cable Management Security Box (black block)
- Compatible power adapter



Note: No HDMI cables are provided. Users must provide all HDMI cables.

2.1 RXV100Hub

The core of the RXV100 is the RXV100Hub, shown in the figure below.



Use the table as reference.

Table 2-1:	RXV100Hub
------------	-----------

Legend	Description
1	RGBW LED Lens
2	Microphone (four)
3	10.1" Display
4	Speaker Column
5	Motion Sensor
6	RGBW LED Lens
7	3.5 mm audio jack
8	Power / Reset

The RXV100Hub is based on the Lenovo ThinkSmart Hub certified for Microsoft Teams. Built on the MTR platform that enterprise employees already know and use, the RXV100Hub lets participants communicate and collaborate via video, voice or content sharing in real time. The device's rotatable 10.1-inch touchscreen display makes it easy for members of the group to share and control the meeting.

2.1.1 Assembling the RXV100Hub

The RXV100Hub delivers a custom single cable management solution designed to cleanly run the cables off the tabletop while keeping all connections secure. Once connected, the back of the device will consist of the One Cable and the HDMI input cable (HDMI ingest).

Single Management Cable Connected to Base





2.1.1.1 Getting Familiar with the RXV100Hub Ports

Use the figure below to familiarize yourself with the ports located on the RXV100Hub.



2.1.1.2 Connecting with One Cable the Red Side to the Hub Base

- > To connect the red side to the Hub base with One Cable:
- 1. Lay the device on its side with the ports facing upward.



2. Insert an HDMI cable into the HDMI ingest port on the inner right sidewall of the base shown in the figure below, lace it through the security channel and set it into the rounded notch.



3. On the red side of the One Cable, slide the plastic cover down to reveal the block of connectors.



4. Align the connectors labeled 'Step 1' and 'Step 2' to the ports on the base shown in the figure below. Gently push the connectors into the corresponding ports, moving from right to left.



5. Keeping the device on its side with the ports/cables facing up, slide the red cover along One Cable, align the HDMI ingest cable to the notch and snap the cover into place. You may find it easier to hold the cables in one hand while sliding the cover with the other hand.

Version N/A





2.1.1.3 Connecting Peripherals to the Block Side of One Cable

> To connect peripherals to the block side of One Cable:

1. Power, Internet Connections, in-room Displays, and Peripherals are connected to the Hub by using the ports on the Block Side of One Cable.



2.1.1.4 Connecting the Power Cable

> To connect the power cable:

Take the yellow end of the power cable and insert it into the lower right port.

2.1.1.5 Mounting One Cable inside the Security Box (Optional)

To mount One Cable inside the security box:

When all four blocks are connected, drop into the security box. Then connect your accessories and displays, securing with a zip tie (not included). Add the box top and security screw. The box can then be mounted under a table, on a wall or behind a display



2.1.1.6 Connecting the TV Screen to the RXV100Hub

The RXV100Hub features two HDMI ports located on the One Cable that can drive two external screens of up to 4k resolutions. Plan to connect at least one external display.



Single External Screen

When the RXV100Hub is connected to a single external screen, both remote participants and remote content share the screen space. When two external screen are connected to the RXV100Hub, an optional setting allows the screens to be swapped (the remote video feed and the content feed).



Dual External Screens

> To connect the TV screen to the RXV100Hub:

Insert the cable(s) for HDMI screen(s) into the HDMI ports. If connecting one external screen, either port will work.

2.1.2 Activating the RXV100

Two Windows accounts are by default built into the out-of-the-box RXV100:

Skype user account

Skype is the default account from which the MTR app runs. It's limited to running the MTR app. **It's the recommended account from which to run MTR**. No administrator privileges are available from this account. When the RXV100Hub boots, it automatically logs in to the **Skype** account and automatically launches the MTR app. No user intervention is required.

Administrator account

The local Windows Administrator account has been disabled by default. An additional administrator account has been created named **admin**. This account is used to log into the Windows Desktop as needed. Note that this "**admin**" account displays as **Administrator** on the device.



Note: It's recommended to change the Administrator password after installation.

2.1.2.1 Using the Setup Wizard

When the RXV100Hub is turned on for the first time, appropriate MTR device account credentials are required in order to sign in and the Windows Administrator password is needed to switch to Administrator mode for further device pairing.

- To use the Setup Wizard:
- 1. In the RXV100 Setup Wizard, select Language, Input Keyboard and Region.
- 2. Accept the license agreement and select Next.
- 3. Under 'Supported meeting mode', select Skype for Business and Microsoft Teams (default).



- **4.** As of MTR version 4.13, 'Modern Authentication' is enabled by default and is the only authentication mechanism.
- Enter the MTR device account credentials and select Next > Next > Next > Finish; the device is signed in and ready to use



Note: Updates to the app are automatically installed from the Microsoft Store during nightly maintenance; this is the recommended method to get updates. For manual update, see MTR Application and Windows Upgrade.

2.1.2.2 Logging in to RXV100 as Windows Administrator

- > To log in to the RXV100 as Windows Administrator:
- 1. From the Main Menu, touch More, and then touch Settings.
- 2. Enter the Administrator password, and then touch Yes.
- 3. Select **Windows Settings**, and then select the Administrator account displayed in the lower left corner; a prompt appears requesting the Administrator password.



 Enter the password; upon successful validation, you are logged in as an Administrator to manage the RXV100.



Note: The default Windows Administrator password is **RXV100MTR**. It is recommended to replace it as shown next.

2.1.2.3 Replacing Windows Administrator Password

- > To change the Windows Administrator password:
- 1. Log in to the RXV100 as Windows Administrator (as shown in Section 2.1.2.2).
- 2. Choose the Settings menu > Sign-in Options > Password.
- 3. Change the password.

::	Windows Hello Face This option is currently unavailable—click to learn	n more
5	Windows Hello Fingerprint This option is currently unavailable—click to learn	n more
ų	Windows Hello PIN Sign in with a PIN (Recommended)	
	Security Key Sign in with a physical security key	
0	Password Sign in with your account's password	
	Your account password is all set up to sign in to V apps, and services.	Vindows,
	Update your security questions	
	Learn more	
		Change

2.1.2.4 Signing out and Resetting the MTR Application

If you need to sign out from the current MTR account, perform a device reset. Resetting the RXV100 is required to clear the MTR account credentials and peripheral settings. This only affects the Skype/MTR account. It doesn't affect the Windows Operating System.

To reset the RXV100:

Click More and select the gear icon 3 ; the Settings are displayed, select Reset Device and then confirm.

2.2 RXVCam50M/L

The RXVCam50**M** is intended for *small to medium rooms* with a wide field of view (FOV). The RXVCam50**L** is ideal for *large meeting rooms* with a *narrow* FOV.

Bundle Name	Room Size	Video	Audio
RXV100- B20	Small-Medium. 8-12 people.	RXVCam50	Integrated in RXV100Hub
RXV100- B40	Medium-Large: Up to 20 people	RXVCam50	RX50

Table 2-2: B20 | B40 Bundles

2.2.1 Positioning and Connecting the RXVCam50M/L

> To position and connect the RXVCam50M/L:

1. For the best viewing angle, position the device at a height of between 1.8 m and 2.1 m (6 ft to 7 ft) (as shown below left) within a radius of a 100/81-degree angle (as shown below right).





- 2. Tips:
 - Don't point your camera at a busy background. This includes busy patterns or interior and exterior windows that have a lot of traffic.
 - Don't mount cameras at extreme heights and then point them down like surveillance cameras. Mounting cameras at extreme heights may cause eye contact issues and skew the images of people. Detections may also become a problem.
- **3.** Position the device on the TV display. If you have *two displays*, i.e., content sharing and video, position the device on the video display so that there'll be eye contact.
- 4. Connect the camera using the supplied three-meter-long USB cable to the RXV100Hub.
- 5. Configure RXVCam50M/L settings using the Remote Control; see the *RXVCam50 User's Manual* for detailed information.



Note: It's not necessary to configure or select the camera in the Peripheral menu. The Peripheral page refers only to use of an optional 'content' camera.

2.3 RX50

If the RXV100-**B40** bundle is purchased, the RX50 is included. Developed in partnership with Dolby®, the device serves as a peripheral speaker producing clear, natural-sounding voice quality regardless of acoustic room design (wall contour and surface material). Full-room pickup and dynamic leveling automatically increase the volume of quiet or distant voices, while unwanted noise is filtered, ensuring every participant's voice is heard regardless of room shape, size, or orientation within the room. Optional satellite microphone kit extending pickup reach by 2 meters/6.5 feet is available (see Section 12.3.2 for more information).

To connect the RX50:

- 1. Connect the RX50 to the network. Note that the RXV100 and the RX50 **must** be on the same subnet.
- 2. After connecting to the network, the RX50 automatically powers up via Power over Ethernet (PoE) and establishes itself on the network.

2.3.1 Pairing the RX50 with the RXV100Hub

Pairing is automatically performed.

- > To set up automatic pairing, make sure:
- RXV100Hub and RX50 are in the same network and same subnet. Note that when the devices boot/reboot, they look for each other on the network. They must be on the same subnet or they will not pair / re-pair.

You're notified 'Pairing activated':



You can also look for the pairing icon **()** in the top right corner and **MTR Audio** (instead of **Offline**) in the top left corner. After they're paired, log in to the RXV100Hub as Administrator and set RX50 to be its default audio device.



Note:

- It may take up to 90 seconds for the RXV100 and RX50 to show as paired after the RXV100 or RX50 is rebooted.
- If the devices are not paired, the audio will come from the RXV100Hub, not the RX50.

2.3.2 [Optional] Connecting an External Satellite Microphone

A kit comprising two optional satellite microphones is supplied, extending pickup reach. The Satellite Microphone Kit allows you to increase the pickup range of the conference phone, delivering impeccable voice capture in a larger meeting room.

> To connect an external satellite microphone:

Remove the two 2-meter/6.5 feet cables from the supplied kit and insert each cable's connector shown in the figure below left, into the satellite mic ports shown in the figure below right, indicated by the mic icon





Note: The external mic must be connected *before* powering up (in addition to the internal mics), for it to be used in the call.

3 Setting up the RXV100Hub

When powered on, the Hub automatically logs in to the **Skype** account and launches the MTR app.

To initialize the RXV100Hub:

 After turning on the Hub for the first time, you'll need to provide appropriate Teams rooms (MTR device) account credentials for signing in and using the device; the License Terms page opens.

Microsoft Software License Terms

Setup	App version 4.7.15.0 Windows version 10.0.18363.1316 Provisioning version 14
EULA	Microsoft Software License Terms
ခ Account	Last updated March 2020
⊟ Advanced	MICROSOFT SOFTWARE LICENSE TERMS MICROSOFT TEAMS ROOMS APPLICATION
✓ Finish	Thank you for choosing Microsoft! Depending on how you obtained the software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or if a business where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft. This agreement describes your rights and the conditions upon which you may use the software. You should
	By clicking this box you agree to the above Software License Terms and acknowledge that you have read the privacy statement at https://aka.ms/privacy
	Exit Next

2. Agree to the terms and click **Next**.

etup		App version 4.8.19.0	Windows version 10.0.18363.1500
EULA	Email		
Account	example@example.com		
Advanced	Password		
h	Supported meeting mode		
	Skype for Business and Microsoft Teams (default) $\qquad \qquad \qquad$		
	Modern Authentication		



3. Enter the Teams credentials and make sure Skype for Business and Microsoft Teams (default) is selected for 'Supported meeting mode'.

n			
etup		App version 4.8.19.0	Windows version 10.0.18363.15
EULA	Exchange sign-in (usually same as Teams or Skype)		
e Account	example@example.com		
⊟ Advanced	Domain\username (optional)		
	domain\example123		
✓ Finish	Configure domain		

4. If you have an advanced sign-in or domain configuration, enter the details, select **Next** and then **Finish**; the device restarts; the MTR app attempts to sign-in with the credentials; once successfully authenticated, the app displays the signed-in state. The current time and Room Name appear in the top-right corner of the screen and any future meetings for the day are also displayed. The Hub is signed-in and is ready to use.

3.1 Configuring RXV100Hub

This section shows how to configure RXV100Hub.

- **To configure RXV100Hub:**
- 1. Log in as administrator as described in Section 2.1.2.2.



2. Click More.

				# Join with an ID
				G Invite this room
				e Accessibility
				🖔 Restart Device
				段 Settings
	G	<u>ک</u>	000	
				ి Send Feedback to Microsoft
				🔿 Cortana 🛛 💽
				⊲»

3. Click the **Settings** icon.

User Account Control X	
Do you want to allow this app to make changes to your device?	
Windows Explorer	
Verified publisher: Microsoft Windows	
To continue, enter an admin user name and password.	
Administrator	
RXV100\Admin	
Yes No	

4. Enter the Admin password (default is **RXV100MTR**) and then click **Yes**.

Setti	ings				
(i) Abou	out	App version	Microsoft Teams third party notice	es	
ළ Acco	ount		View Notice		
⊞ Adva	ranced	Windows version 10.0.19044.1889			
🛱 Mee	etings	IP v4			
🖵 Devi	rice	192.168.0.64 172.21.32.1			
≓ Coor	ordinated meetings	IP v6			
🔞 Perip	pherals	fdfe:83a3:2d11:489a:c903:2ba4:2014:742e			
රු Selec	ect a theme	Host name			
🕂 Wind	idows Settings 🛛 🖓				
Re	leset Device			Exit without saving	Save and exit

- 5. Under the **About** setting, view and verify the information about the device and then exit.
- 6. Click the Account setting.

Settings			
 About 	Email		
은 Account	audiocodesdemoroom@audiocodes.com		
⊟ Advanced	Password		
🛱 Meetings	Skype for Business (default) and Microsoft Teams Skype for Business and Microsoft Teams (default)		
	Skype for Business only		
$\vec{\leftarrow}$ Coordinated meetings	Microsoft leams only		
🔞 Peripherals	Modern Authentication		
仑 Select a theme			
🖶 Windows Settings 🛛			
Reset Device		Exit without saving	Save and exit

- 7. Configure your Account and then exit.
- 8. Click the **Advanced** setting.

Settings		
	Further and size in (our life and an Tarma an Flore)	
C About	exchange sign-in (usually same as learns or Skype) audiocodesdemoroom@audiocodes.com	
- Advanced	Domain\username (optional)	
Advanced	domain\example123	
	Configure domain	
Coordinated meetings	domain1.company.com, domain2.company.com, domain3.company.com	
Coordinated meetings Poriphorals		
 Select a theme 		
Windows Settings		
Reset Device		

- 9. Configure the **Advanced** settings and then exit.
- **10.** Click the **Meetings** setting.



Settings		
③ About	Options	
🐣 Account	Automatic screen sharing	
≔ Advanced	Show meeting names	
🛱 Meetings	Leave meetings automatically if everyone else has left	
Device	Third party meetings	
$\overrightarrow{\leftarrow}$ Coordinated meetings	Cisco Webex	
le Peripherals	Com Zoom	
仑 Select a theme	Join with room info	
🖶 Windows Settings 🛛 🖓	O Join with custom info	
	Disclaimer: 3rd-party services may store name and email info. The device may restart when you saw your changes.	
Reset Device		Exit without saving Save and exit

- **11.** Configure the meetings settings and then exit.
- **12.** Click the **Device** setting.

Se	ettings			
0	About	Options		
) I	Account	Dual monitor mode		
	Advanced			
Ē	Meetings			
D	Device	Bluetooth beaconing		
₽	Coordinated meetings	 Automatically accept proximity-based meeting invitations Allow remote control from personal devices 		
®	Peripherals	Send loas with feedback		
순	Select a theme	example@example.com		
4	Windows Settings 더			
	Reset Device		Exit without saving	Save and exit

- **13.** Configure device settings and then exit.
- 14. Click the Coordinated meetings setting.

Settings			
① About	Options		
င္ Account	Coordinated meeting Join meetings along with another room device.		
≔ Advanced			
🗰 Meetings			
Device			
$\vec{\leftarrow}$ Coordinated meetings			
® Peripherals			
윤 Select a theme			
🖶 Windows Settings 🛛 🖓			
Reset Device		Exit without saving	Save and exit

15. Select the **Coordinated meeting** option if applicable (it's used only when you have a Microsoft Surface in the same room as the RXV100), and then exit.

Settings					
O About	Audio		Cameras		
은 Account	Microphone for Conferencing		Default Video	Camera	
≔ Advanced			HD Camera	RXVCam50	
			Preview		
Meetings	Speaker for Conferencing				
Device	Remote Audio		Content Came	era (Preview)	
$\vec{\leftarrow}$ Coordinated meetings	▷	50			
le ipherals					
A) Select a theme	Default Speaker				
	Remote Audio				
🖶 Windows Settings 🛛 🖓	▷	50			
Reset Device				Exit without saving	Save and exit

16. Click the **Peripherals** setting.



17. Use the figure below as reference to the **Peripherals** setting.

Settings		
 ④ About ④ Account ☆ Advanced ☞ Meetings 	Audio Microphone for Conferencing AudioCodes RX50 (2- AudioCodes RX50) Speaker for Conferencing AudioCodes RX50 (2- AudioCodes RX50)	Cameras Default Video Camera HD Camera RXVCam50
 □ Device <i>i</i> Coordinated meetings 	Default Speaker	Content Camera (Preview) None
PeripheralsSelect a theme	Internal Speaker (Lenovo ThinkSmart Audio) ~	1
Windows Settings		Exit without saving Save and exit
Reset Device		

Note: The RXVCAM50M/L is *not* a Content Camera and should not be selected as one.

- **18.** Click Save and exit.
- 19. Click the Select a theme setting.

Sottings			
Settings	Default		
 About 	Custom		
	No Theme		
🐣 Account	Blue Wave		
≔ Advancod	Digital Forest		
Auvanceu	Dreamcatcher		
Meetings	Limeade		
	Pixel Perfect		
Device	Purple Paradise		
$\overrightarrow{\leftarrow}$ Coordinated meetings	Roadmap		
	Sunset		
🔞 Peripherals			
순 Select a theme			
🕂 Windows Settings 🛛 🖓			
Reset Device		Exit without saving	Save and exit

20. Select the theme of your choice and then click **Save and exit**.

21. Click the Windows Settings setting.



22. Click the **Administrator** option as shown in the preceding figure and then log in as Admin. The administrator account provides system-wide administration capabilities and is password protected. After successful validation, the administrator can manage the device.



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4 MTR Application and Windows Upgrade

The MTR app is distributed through the Microsoft Store. **Updates to the app are automatically installed from the Microsoft Store during nightly maintenance; this is the recommended method to get updates**. However, there are some situations where a Teams Rooms device can't receive updates from the Microsoft Store. For example, security policies may not allow devices to connect to the internet or may not allow apps to be downloaded from the Microsoft Store. Or you may want to update a device before performing setup, during which the Microsoft Store isn't available.

If a manual upgrade is needed, go to:

https://docs.microsoft.com/en-us/microsoftteams/rooms/manual-update



Note: You can perform a manual upgrade of the MTR app only after setting the account, and before downloading any Windows updates. This ensures correct OS version and Windows updates are installed on your device. Devices that run the MTR app automatically update to an appropriate Windows 10 release during the nightly maintenance reboot.

For more information about MTR application version support and Windows10 release support, go to:

https://docs.microsoft.com/en-us/microsoftteams/rooms/rooms-lifecycle-support



This page is intentionally left blank.

5 Troubleshooting

5.1 Sign-in fails

If sign-in fails, try the following:

- 1. Switch to Admin Windows account.
- 2. Open the Edge Browser.
- 3. Navigate to teams.microsoft.com
- 4. Sign-in with your Teams Rooms account credentials; if you cannot sign in using teams.microsoft.com, there's either a network connectivity issue or a licensing issue.; in this way, you can ensure there is no issue related to the network or to the Teams Rooms account. If you cannot sign in using the Teams web, check your network and account licensing.



Note: MFA is not supported on the MTR app as it is used as a common resource device.

5.2 No display on the integrated display

- 1. Check if the Hub is powered on by ensuring the power button has the LED on.
- 2. Ensure the LED ring below the speaker grill is lit (white for Idle, red for mute, green for incall)
- 3. Double-tap on the integrated screen to wake up, if the Hub is sleeping, this will wake it up
- 4. Unplug any USB or HDMI cables that are connected to the Hub
- 5. Shutdown the Hub by pressing and holding the power button for 4 seconds
- 6. Connect an external keyboard via a USB port
- 7. Power-on the hub by pressing the power button
 - a. Immediately after the power button repeatedly keep tapping the F1 key
 - b. Do you see the BIOS on the integrated screen?
 - (i) If Yes, there is no display hardware problem. Turn off the Hub by pressing the power button and turn it back on normally. If there is still no display, follow the steps outlined in <u>PBR</u> to restore Windows.
 - (ii) If No, contact support or representative.

5.3 No display on the external display

1. Ensure an HDMI cable is properly connected to one of the HDMI OUT ports on the back of the Hub



- 2. Ensure the HDMI cable is not faulty or loose
- 3. Ensure the external display Video source is set to the correct source HDMI port
- 4. Try to connect the HDMI cable to another HDMI OUT port in the back of the Hub
- 5. Try another HDMI cable
- 6. Try restarting the Hub

5.4 Dialpad is not visible

- 1. For on-prem Skype for Business Server credentials, make sure PSTN capability is enabled on the credentials used in the Hub.
- 2. If Office 365 credentials are used, make sure they are E1 or E3 with Enterprise Voice enabled.

5.5 No content shown on the second display

- 1. Make sure both displays are properly connected to HDMI OUT 1 and HDMI OUT 2 on the back of the hub. See the previous figure for reference.
- 2. Make sure the Dual Monitor mode is turned on in MTR settings

Settings			
① About	Options		
e Account	Dual monitor mode		
⊟ Advanced			
🛱 Meetings			
Device	Bluetooth beaconing		
Coordinated meetings	Automatically accept proximity-based meeting invitations Allow remote control from personal devices		
1 Peripherals			
谷 Select a theme	Send logs with feedback example@example.com		
📕 Windows Settings 🛛 🖓			
Reset Device		Exit without saving	Save and exit

For further troubleshooting, follow steps outlined in No display on the external display.

5.6 No audio from the speakers

- 1. Log in to the RXV100Hub as Administrator.
- 2. Make sure the correct speaker is selected in the MTR Setup page.

Settings				
() About	Audio		Cameras	
은 Account	Microphone for Conferencing		Default Video Camera	
			HD Camera RXVCam50	
i≡ Advanced				
🖻 Meetings	Speaker for Conferencing		Preview	
Device	Remote Audio		Content Camera (Preview)	
$\vec{\leftarrow}$ Coordinated meetings	▷	50	None	
leripherals				
Δ Select a theme	Default Speaker			
Ly select a theme	Remote Audio			
🖶 Windows Settings 🛛 🖓	▷	50		
Reset Device			Exit without saving	Save and exit

To set the RX50 as the default audio device:

- 1. Under Peripherals, select AudioCodes RX50 as 'Microphone for Conferencing'.
- 2. Select AudioCodes RX50 as 'Conferencing' and 'Default Speaker'.
- 3. Click Save and Exit.

5.7 Microphone is not working

Make sure the correct microphone is selected in MTR Setup page.

Settings				
(i) About	Audio		Cameras	
e Account	Microphone for Conferencing		Default Video Camera	
⊟ Advanced			HD Camera RXVCam50	
Meetings	Speaker for Conferencing		Preview	
Device	Remote Audio		Content Camera (Preview)	
$\vec{\leftarrow}$ Coordinated meetings	▷	50		
le interals				
仑 Select a theme	Default Speaker			
■ Windows Settings □	Remote Audio	50		
Reset Device			Exit without saving	Save and exit

5.8 Reset MTR credentials

Refer to Section 2.1.2.4.

5.9 RXV100 does not present automatically when connected to a laptop/client device

1. Make sure the HDMI ingest port is properly connected inside the Hub with a compliant HDMICable



2. Make sure Auto Screen Sharing is enabled in MTR Settings.

Settings		
① About	Options	
🐣 Account	Automatic screen sharing	
⊟ Advanced	Show meeting names	
Meetings	Leave meetings automatically if everyone else has left	
	Third party meetings	
$\vec{\leftarrow}$ Coordinated meetings	Cisco Webex	
🗞 Peripherals	Coom	
仑 Select a theme	Join with room info	
📲 Windows Settings 🛛 🖓	O Join with custom info	
	Disclaimer: 3rd-party services may store name and email info. The device may restart when you save your changes.	
Reset Device		Exit without saving Save and exit

- 3. Ensure the HDMI Cable is not faulty
- 4. Ensure the laptop/device connected has a functional HDMI port and appropriate video driversinstalled.

5.10 Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit AudioCodes website at https://www.audioCodes.com/services-support



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6 Specifications

6.1 RXV100Hub

The following table shows the RXV100Hub specifications.

Table 6-1: RXV100Hub Specifications

Feature	Details
Processor	 Intel Core ™ i5-8365U vPro®
Operating System	Windows 10 IoT Enterprise SAC 64 bit
Memory	 8 GB (Dual-Channel) DDR4-2400 MHz
Storage	128 GB PCIe TLC SSD
Graphics	Intel UHD Graphics 620
Audio	4x premium-tuned speakers4x omnidirectional mics for 360- degree audio capture
Sensors	 IR-based human proximity sensor
Indicator lights	 LED status light on hinge and top of screen
Security	 TPM 2.0 Kensington™ MiniSaver lock slot ThinkSmart One Cable connectivity
Input port	1x HDMI-In
User accessible and ThinkSmart one cable ports	 2x HDMI-Out 1x RJ45 Gigabit Ethernet 3x USB-A 3.2 Gen 1 1x USB-C 3.2 Gen 1 1x 3.5 mm audio (on base)
Wi-Fi	 WLAN 802.11 AC (2 x 2) Bluetooth® Low Energy (LE) 5.0
Design display	 10.1" touch screen (1920 x 1080 resolution, 320 nits) with 16:10 aspect ratio, 360-degree rotatable, anti-glare and smudge resistant
Dimensions (w x d x h)	 240.0 x 200.0 x 185.3 mm 9.45 x 7.87 x 7.30 in
Weight	 2.47 kg/5.45 lbs

6.2 RX50 Conference Phone

The following table shows the RX50 specifications.

Table 6-2: RX50 Specifications

Feature	Details	
Audio features	 G.711µ/a, G.729A/B, G.722, AEC, wideband acoustic EC, PLC, silence suppression, VAD, adaptive jitter, 20 ft (6.1m) microphone pickup range,360 degrees audio capture, full duplex, noise suppression, 	
Data protocols	 IPv4, TCP, UDP, ICMP, ARP, RTP, SRTP, RTCP-XR, 802.1x, static IP/DHCP IP assignment, IEEE 802.1p/Q, QoS/ToS, HTTP/HTTPS/DHCP, NTP, FTP/TFTP, CDP/LLDP VLAN configuration, SDES 	
Security	 802.1x, HTTPS, SIP over TLS and SRTP/SDES, configuration file encryption 	
Language support	English, German, French	
User interface	 Touch interface, 4.3 inch touch LCD display (480x272), external tactic keys, mute, volume control 	
Network and power	 Ethernet 10/100Base-T, IEEE 802.3af PoE (Class 3) 	
EMC and safety	 UL60950-1, CAN/CSA C22.2, No. 60950-1, CE Mark, FCC Class B ICES-003 Class B, EN55022 Class B, EN300 328, EN55024 	
Environmental	 Operating temperature: 32-1040 F / 0-400 C Relative humidity: 20-85% (noncondensing) Storage temperature: -22-1310 F / -30-550 C 	
Physical dimensions and weight	 HxWxD 2.2x11.8x12.6 inch (5.6x30x32 cm) Net weight: 4 lb (1.8kg) 	
Satellite microphone kit (optional)	 Pickup range extended by up to 6.5 ft (2m) per mic, 2 microphones per kit 	

6.3 RXVCam50M/L

The following table shows the RXVCam50M/L specifications.

Table 6-3: RXVCam50M/L	. Specifications
------------------------	------------------

Parameter	RXVCam50L	RXVCam50M	
Camera			
Image Sensor	1/2.5-inch high-quality 4K CMOS Sensor		
Effective Pixels	8.28MP 16:9		
Video output port	1* USB3.0, Type B, supports audio output over USB3.0		
View Angle	91°(D) / 81°(H) / 54°(V)	102°(D)/100°(H)/64°(V)	
Video Format	 Main stream: 3840×2160@30fps、1920×1080P@30fps/25fps、 1280×720P@30fps/25fps, etc. 		
	 Sub-stream:1280×720P@30fps/25fps; 640×480P@30fps/25fps; 320×172P@30fps/25fps, etc. 		
Min Illumination	0.1Lux (F1.8, AGC ON)		
Lens	f=3.24mm	f=2.26mm	
Aperture	F2.1	F1.8	
Digital zoom	4X		
Ultra-low illumination	On/Off		
White Balance	Auto / Manual/ One Push/ 3000K/ 3500K/ 4000K/ 4500K/ 5000K/ 5500K/ 6000K/ 6500K/ 7000K		
Focus	Auto / Manual		
Exposure	Auto / Manual		
Auto framing	On/Off/Sensitivity		
Backlight compensation	On/Off		
Dual stream	On/Off		
USB Feature			
Operation Systems	Windows 7 (1080p maximum), Windows 8.1, Windows 10; macOS™ 10.10 or higher, Linux (required for UVC support)		
Video Compression format	YUY2, NV12, MJPG, H.264		



Parameter	RXVCam50L	RXVCam50M		
USB communication protocol	UVC, UAC			
PTZ control	Supports EPTZ			
Hardware requirement	 2.4 GHz Intel@ Core 2 Duo processor or higher 2GB RAM or more USB 2.0/USB3.0 port (USB 3.0 is needed for 4K video) 			
Other Parameters				
Input Voltage	5V			
Input Current	1A (max.)			
Power consumption	5W (max.)			
Store Temperature	-10°C~+60°C			
Store Humidity	20%~90%			
Working Temperature	-10°C~+50°C			
Working Humidity	20%~80%			
Dimension	(W*H*D) 180mm×42.5mm×46.3mm			
Weight	Approximately 0.23 kg			
Application	Indoor			
Accessory	Wireless Remote Controller			
	 USB3.0 Type-A to Type-B 3-meter cable 			
	 2 * AAA batteries 			

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