

Using the Rescue Mode

Polycom® RSS™ 4000 System, Version 6.0



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When the Polycom® RSS™ 4000 system fails to start or encounters severe problem, the rescue mode should be used before initiating an RMA (Return Material Authorization) or DOA (Damage on Arrival) Process with Polycom Support team. This document provides the information about operations under the rescue mode of the system.

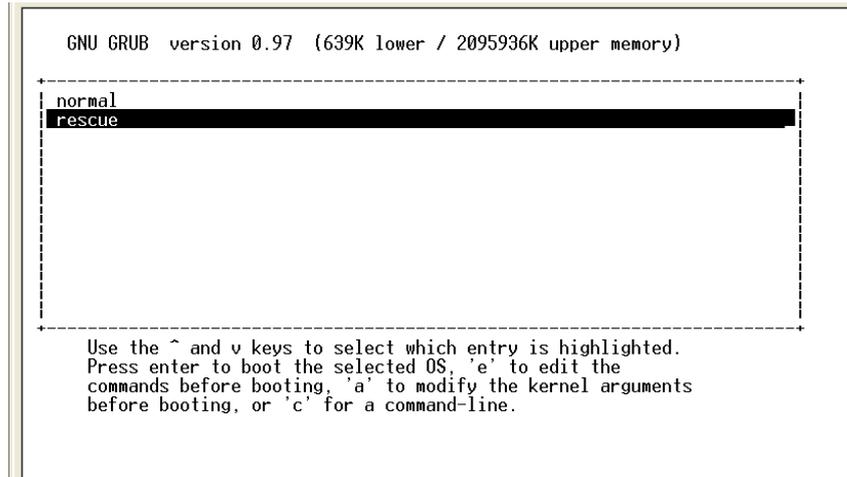
For more information on configuring and managing the system, refer to the *Polycom RSS 4000 User Guide* included with the system.

Starting up the System in Rescue Mode

You can start the system in Rescue mode with a serial port cable.

To start up the system in rescue mode:

- 1 Connect the serial port cable to your computer and the system (through the serial port on the back panel of the system).
- 2 Launch the HyperTerminal on the computer and set the parameters as follows:
 - Port: COM1 (subject to the port used in the computer)
 - Bits per second: 115200bps
 - Data bits: 8
 - Parity check: none
 - Stop bit: 1
- 3 In the Console session, press the **Enter** key. The login interface appears.
- 4 Enter login password and press **Enter**. The default password is **POLYCOM** (case sensitive).
- 5 Enter the command *Reboot* and then Y to confirm. You can also restart the system manually.
- 6 When the system displays the following menu, select **rescue** and press **Enter**.

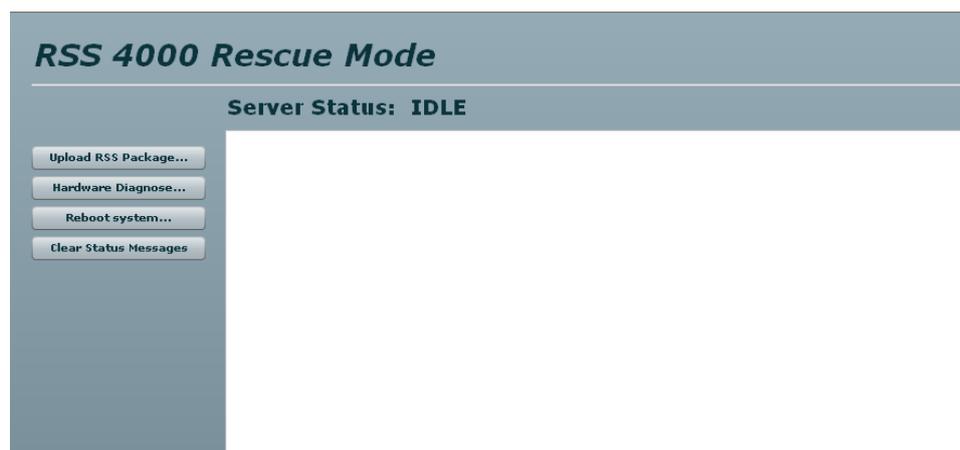


If the idle time lasts for five seconds on this page, the system will automatically enable normal mode. You need to restart the system all over again for the opportunity for selecting rescue in such case.

- 7 The system remains in a startup state for approximately 1 minute. When the screen shows the current system IP address, the system now is running under the rescue mode successfully.

Rescue Mode Operations

After the system is restarted, log in the system Web interface via the IP address of the system. You are brought to the *RSS 4000 Rescue Mode* page.



Rescue mode menu lets you do the follows:

- Upload the software package to restore the system.
- Diagnose the system hardware (not including hard disk).
- Reboot the system.

Uploading the software package

If the Polycom® RSS™ 4000 system will not start up or develops serious problems, you may be able to recover the system by uploading the software package.

To upload the software package:

- 1 In the rescue mode page, click **Upload RSS Package** on the right.
- 2 Browse to the software package file that you want to use for recovery, and then click **Open**.

The system rapidly scrolls information on the screen, indicating the package is being uploaded.

- 3 When prompted whether to reboot the system, click **Yes**.
- 4 Click **Reboot system** on the right of page to restart the system.

The system will start up normally if the recovery process works.

Diagnosing the Hardware

Hardware diagnostics feature allows you to check the installation and work status of the system hardware for debugging problems.

To diagnose the hardware:

- 1 In the rescue mode page, click **Hardware Diagnose** on the right.
- 2 Click **Yes** in the box popped up to start diagnosing.

The screen displays the diagnostics results of the system hardware status. You can click **Clear Status Messages** to clear up the screen.

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