Polycom® RealPresence® Group Convene™ Product Information Bulletin

Version 1, May 18, 2015

General information:

In April 2015, an announcement was given to Polycom Partners describing Polycom's RealPresence Group Convene media center.

RealPresence Group Convene media center is a tabletop display, audio system, and power distribution 'docking' station for the RealPresence Group 300, 310 and 500 series codecs which provides a fully integrated look and modular flexibility for small group usage (huddle rooms) and personal workspace usage. The RealPresence Group Convene is designed to use the EagleEye Acoustic camera.

Product overview:

- 27-inch IPS (wide viewing angle) LG LCD display with LED backlighting, tilt able 5° forward and 15° backwards
- HD 1080p60 via a single HDMI input on the display
- Integrated Stereo sound system (10W/channel)
- Customized "Polycom" configuration for optimum video and audio performance with Polycom codecs.
- Sleep mode to follow the codec status
- Supports mounting, 'docking', of RealPresence Group Series 300, 310 and 500 series codecs
- Supports Eagle Eye Acoustic camera with alternate mounting positions
- Single power supply for the accessory and the 'docked' RealPresence Group codec
- Cable management
- 3.5 mm for headphone audio out
- Will support features of the 'docked' codec, including dual displays and the RealPresence Group microphone array.
- Wall mount option

Frequently Asked Questions

Product Information

Q: What is the RealPresence Group Convene media center?

A: The RealPresence Group Convene media center is a RealPresence Group accessory designed to exclusively be used with a separately provided RealPresence Group 300, 310 or 500 Series codec, an EagleEye Acoustic camera and the RealPresence Group Series remote in order to provide a complete solution for personal and small group spaces.

The RealPresence Group Convene media center provides a tabletop display, audio speakers, power distribution, cable management and the tabletop stand.

The RealPresence Group Series codec mounts behind a rear cover and the EagleEye Acoustic mounts into a bracket at the top of the display. The EagleEye Acoustic camera can be adjusted and will stay at that position if it needs to be angled differently, such as looking at an object on the table or desktop. Integrated into the RealPresence Group Convene media center is a cable management system so that the only cables which will exit the system in a standard installation will be to the external power supply and a LAN connection to the codec.

The RealPresence Group Convene media center uses a single external power transformer to power the display, the audio speaker system and the RealPresence Group Series codec. The kit includes 4 'adapter' cables for different regions which allow the use of the power cord from the RealPresence Group Series codec to connect the high output transformer to AC power. The power to the codec is provided from a power output in the RealPresence Group Convene media center.

The audio can be either from the integrated 10 watt/channel stereo speakers or the 3.5mm headphone jack which bypasses the audio to the integrated speakers.

If the customer desires to use dual monitors with the RealPresence Group 500 codec a 2nd RealPresence Group Convene media center can be used. The HDMI cable that comes with the RealPresence Group Series codec can be used to connect the 2nd display to the codec.

Q: In addition to ordering a new RealPresence Group 300, 310 or 500 series codec can an existing RealPresence Group Series 300, 310 or 500 be used with the RealPresence Group Convene media center?

A: Yes, the RealPresence Group Convene media center is being sold as an accessory so it can be used with new or existing RealPresence Group Series 300, 310 or 500 codecs. There are no software or hardware changes to the codec so all the functionality and peripherals supported by the docked codec will be available to the user.

Q: What alternate configurations and accessories might be used with the RealPresence Group Convene media center?

A: For control of the codec you can add the Polycom Touch Control.

With some applications the use of an EagleEye IV maybe desired instead of the EagleEye Acoustic. The recommendation for this use case would be to use the wall mount option and to wall mount the camera above the display. The RealPresence Group Series microphone array would be used in this case, either a table top or ceiling microphone. The RealPresence Group Convene does not support the use of the Universal camera mount on top of the display.

In open spaces the RealPresence Group Convene with a RealPresence Group Series 500 can use Polycom microphone arrays and the Acoustic Fence.

When used with the RealPresence Group 500 dual monitor configurations could be deployed.

Q: What I/O is available on the RealPresence Group Convene media center?

A: The display has one HDMI input for the video and audio from the first output on the RealPresence Group Series codec. It has a power input from the provided power supply and a power output to be connected with the provided cable to the RealPresence Group Series codec.

RealPresence Group Convene media center has a headphone jack under the front Polycom logo which is an audio output and when used it bypasses the internal speakers.

When used as a 2nd display on the RealPresence Group 500 Series codec the HDMI input will not have audio as it is not provided from the codec.

The RealPresence Group Convene media center is designed as a videoconferencing display for the RealPresence Group Series and does not support the direct connection of other video inputs. To use the display for displaying content input it

would be necessary to use the RealPresence Group codec as the 'input' via a hardwired connection or via People+Content IP.

Q: The camera mount supports 'alternate' camera positions, what is that?

A: The camera mount is hinged so it can be positioned pointed forward for the workspace, or it can be pointed down to show something on the desktop.
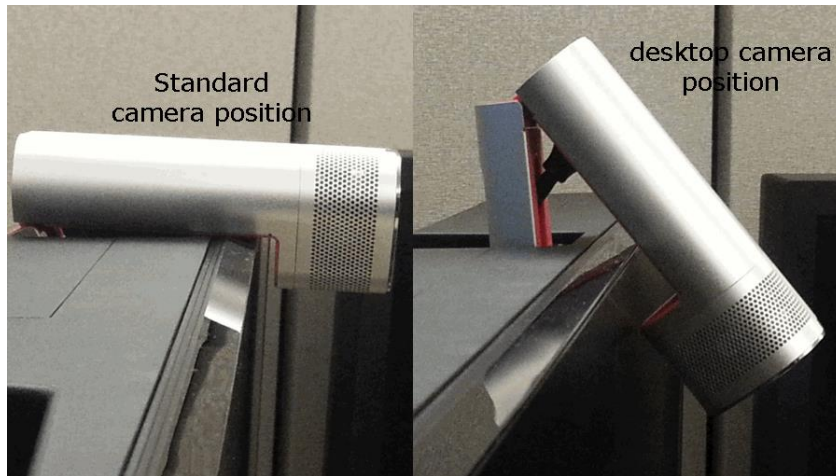
Q: What 'buttons' are available on the RealPresence Group Convene media center?

A: There is a power button that controls the power to the complete unit, including the Polycom codec. This is push to toggle switch on the right back underside edge of the display.

On the right front underside of the display are eight touch sensitive buttons. The first one sets the unit into "Polycom" mode, which sets the unit to Polycom engineering recommended settings for video and audio. The second button allows the user to 'customize' the video and audio settings. The third button is the menu button, and the next four buttons are the menu navigation buttons, left, right, down and exit. The last button is the display power button.

POLYCOM	CUSTOM	MENU / ⬆	<	>	v	EXIT	POWER

To power down the RealPresence Group codec separately the user will have to remove the rear cover of the RealPresence Group Convene media center to access the power button on the codec. The RealPresence Group Series remote can be used to power down the codec by pressing and holding down the "hang up" button. This functionality is configurable in the web UI so may not power down the codec.

Q: Can you explain the power functionality of the RealPresence Group Convene media center?

A: There are 2 power switches and a software setting that controls the power of the system. Additionally how you have the sleep mode of the codec affects the power.

There is a touch button with the display menu buttons on the right front underside of the display that will power the display and the audio system on and off.

There is a toggle switch on the right back underside of the display that controls the power to the unit, including the codec.

There is power setting, Automatic Standby, which is set to "on" when shipped in order to meet the ErP (Energy-related Products) EU power requirements. The first time the unit is powered up there will be a prompt about changing it for those locations what do not want that setting. This setting being 'on' means the power to the unit, including the codec, will be turned off after the time has lapsed. The default time is 4 hours.

Additionally, when the codec sleep mode is set to "no signal" the display and audio system will follow the codec and upon a no-signal will power off. You will need to power the display with the power on the right when this happens, or do an action (in-coming call, activate the codec with the remote) to active the power to the display. If you set the codec sleep mode to "black" the power of the display will not be changed.

Q: What are the components of the RealPresence Group Convene media center?

A: Shipping with the display will be:
- 2 pieces that make up the stand
- 4 screws will be used to assemble the display and stand
- A cover for the back of the leg which hides the cables from the system to the wall for power and LAN
- 2 screws with T-bolts to mount the codec to the RealPresence Group Convene display
- A power supply transformer which powers the display and the RealPresence Group Series codec
- A power connector from the RealPresence Group Convene display power distribution to the RealPresence Group Series codec
- Four adapters for regional use to connect the high output transformer to the AC cord from the RealPresence Group Series codec bundle.
- 1 short HDMI cable to connect the codec to the display.

Q: What are the basic steps for installing the unit?

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A: 1. Assemble the legs (2 pieces, 2 screws), if not using the wall mount
      2. Attach legs or wall bracket to the display (2 screws)
      3. Install EagleEye Acoustic
      4. Install the T-nuts (2) on the codec
      5. Install the cables (power, HDMI, power supply, LAN)
      6. Install the codec
      7. Dress out the cables down the leg channel, put cover on the leg
      8. Install back cover
      9. Connect AC power and LAN
      10.   Power up the unit

Total assembly time is less than 10 minutes.

Q: How does the RealPresence Group Convene unit ship?

A: The units ship "flat", and must be assembled by the customer.   The shipping box is approximately 17.25 x 27 x 7in, 19.75 pounds / 438 x 686 x 178mm 9kg.

Q: What are the dimensions and weight of the unit?
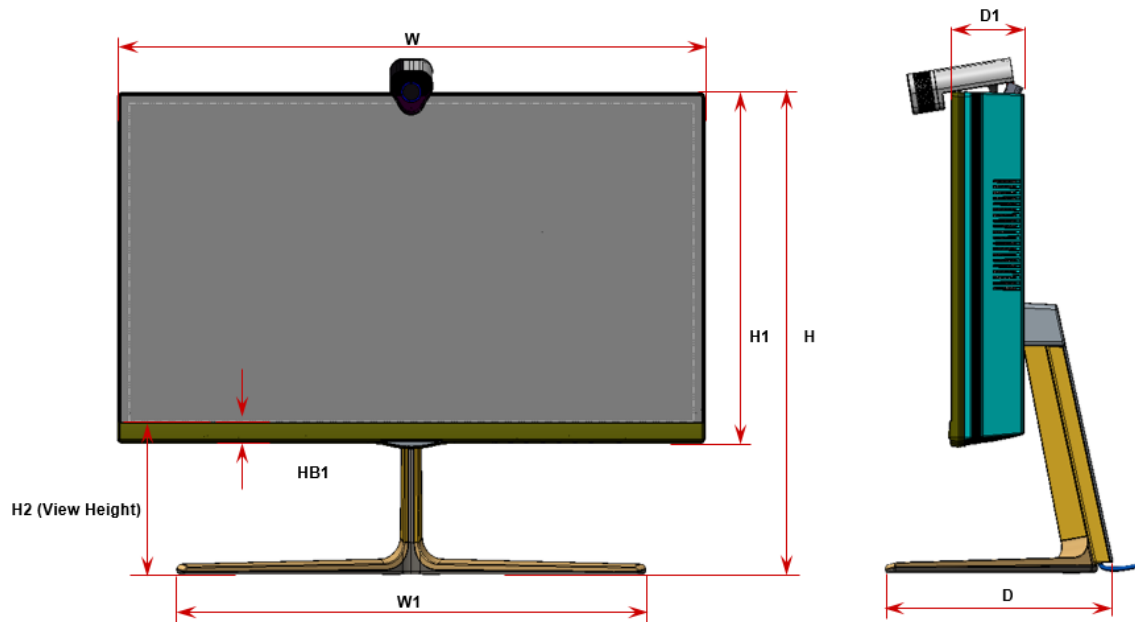
Weight with stand	W	W1	H	H1	HB1	H2	D	D1
6.8 kg	622.7	497.7	511.3	371.9	22.3	161.7	241.6	77.1

Marketing Information:

Q: What Polycom branding will be incorporated?

A: The Polycom logo will on the front of the RealPresence Group Convene centered on the bottom in full color.

Centered on the back will be a Polycom logo embossed into the plastic. It will be shinny whereas the rest of the back is a textured surface.

Q: What is the correct trademarking of the name?

A: Polycom® RealPresence® Group Convene™

Q: What are the primary use cases for the RealPresence Group Convene media center?

A: The primary use case of the system will be with a RealPresence Group Series codec and the EagleEye Acoustic camera. Control of the codec will be using the remote control which ships with the codec. All features and functionality of the docked codec are supported, the RealPresence Group Convene media center does not have any additional software which is needed on the RealPresence Group Series codec.

The applications which are targeted is the small conference areas sometimes referred to as huddle rooms, smart rooms, jump rooms or personal work space and personal workspace, like the home office or office worksurface. The use of the

EagleEye Acoustic and a 27" display suggest the smaller workspace, generally under a 12'x12' enclosed space.   Using a 27" display the typical viewing distance should be about 5.5' but not more than 8.5'.

Q: Is the RealPresence Group Convene media center an Executive Desktop system?

A: No it is not. Polycom announced they would exit that market category with our RealPresence Group Series. We continue to have an Executive Desktop offering with the HDX 4002.

The best way to position this product is a tabletop display, audio system, power distribution 'docking' station for the RealPresence Group 300, 310 and 500 series which provides a fully integrated look and modularity flexibility for huddle room usage and personal workspace.

The software used in the 'docked' codec is the same as all other RealPresence Group Series codecs.

This RealPresence Group Convene media center itself does not offer additional capabilities to the RealPresence Group Series codec docked in it.

Q: Why is there not multiple inputs on the RealPresence Group Convene?

A: The target of the Convene was a videoconferencing system for huddle rooms and personal workspace. Since about 75-80% of the Executive Desktop deployments were not using it as a computer display the decision was to not add an additional HDMI input and avoid the issues which would have surrounded it like:
* No way to share the information on the computer input to the codec, separate inputs not related. Would have been confusing to users to have 2 connections to the Convene, one for content sharing and one for display only.
* The confusion if the display was on computer when a video call came in (no software on a display so no way to detect it and alert) what to do. The call could have been answered and the user not known they were involved in a videoconferencing call.
* What do you do with the audio on both inputs, do you have the audio mixed and presented to users so they can hear the video call when using the computer or do you keep them separate.
* The confusion on how to use it as a computer display when you have a video call in progress.
* Calls to service desks when someone switches to the computer and leaves the room (target is huddle rooms – shared resource - with personal workspace second) and a video call does not show up on the display since it was on a wrong input.

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All things addressed with an Executive Desktop, but the Convene is not an Executive desktop.

Q: Please help me understand the positioning of this product against competitors like Cisco.

A: Some of our competitors have offerings that are defined in the Executive Desktop class of products. This is generally looked at as having a dual purpose, as a videoconferencing endpoint and as a display for their personal computing device or as an additional computing device.

The RealPresence Group Convene is not targeted at what is traditionally thought of as the Executive Desktop, as it is not a dual purpose device nor is it an additional computing device. The RealPresence Group Convene is a display/audio system that allows the integration of the Polycom premier videoconferencing endpoint, the RealPresence Group Series and thus can meet the demand of the professional's workspace which includes the executive's desktop. This gives you all the functionality of that endpoint in a compact, appealing package. It will not give any additional software features beyond the codec features.

The RealPresence Group Convene is targeted at those smaller spaces like the huddle room, open work spaces and home offices. When the RealPresence Group Series 500 is used with the RealPresence Group Convene and in noisy environments they can use the Acoustic Fence configuration setting and the RealPresence Group microphone arrays to create a productive work environment for both the local and the far participants.

The RealPresence Group Convene was designed to be used in environments where the back of the device will be seen as much from the front.   That is why the back does not expose any components of the system, has limited wiring exiting it. This will make it attractive for the professional and executive that wants a full-featured videoconferencing system in addition to their personal computing devices.

Q: Where can I get marketing information and product photography?

A: Marketing information is on the Sales Connect web site and the product photography will be available in PAL, Polycom Asset Library. Videos and other public facing information is available on the Polycom public web site.

Sales Information

Q: What options are available for the RealPresence Group Convene media center?

A: There is a wall mount kit that will replace the 'leg' and allow it to be easily mounted to a wall. There are 2 pieces, one attaches to the display, the other to wall and they mate.   The part that attaches to the display has a VESA 50/100 x 100 hole pattern so it can be used to mount the display to other wall mounts that accept the 50x100 or 100x100 pattern. Polycom installation will not include the mounting of the bracket to the wall.

It is ordered as a separate SKU, 2215-71937-001. It is encouraged that the components not used from the RealPresence Group Convene media center be stored for future use as they will not be offered as a separate item if lost.

Additionally all the software options that are available for the 'docked' RealPresence Group Series codec can be added to the codec used in the RealPresence Group Convene media center.

Q: Is this product in compliance to the TAA requirements for sales within the US government?

A: Yes, currently this product is being manufactured in a TAA country, South Korea, and can therefore be sold as a TAA compliant device. A notification will be sent if there is any change in manufacturing location.

Q: What are the SKUs/part numbers for the RealPresence Group Convene media center? Will these be in the published price lists?

A: The RealPresence Group Convene media center has limited part numbers. A Single SKU, 7200-52850-001 will be available worldwide. All geographies will be published except for CALA which will be unpublished for this part number.

The 7200-52850-001 includes 3-year Partner premier services in China and 1-year Premier service in CALA

In CALA there will be a part number, 7200-67190-034, that includes:
  • 7200-52850-001, The RealPresence Group Convene media center
  • 7200-65320-034, a RealPresence Group 300 series codec with the EagleEye Acoustic.
  • 1 year of premier services on both components will be included

The wall mount is ordered as a separate SKU, 2215-71937-001. The target is for it to follow the same launch schedule as the RealPresence Group Convene, but it may be delayed for a short period.

Q: Is support required for the RealPresence Group Convene media center?

A: As with other RealPresence Group Series systems and major accessories the RealPresence Group Convene media center will require service with the initial order. Additional years of service should be recommended that will cover the electronic components of the solution.

Service for the codec which is 'docked' with the RealPresence Group Convene media center will be a separate item and not part of the service of the RealPresence Group Convene display system.

Q: Are installation service available for the RealPresence Group Convene media center?

A: Yes, services are available from Polycom for the installation of the RealPresence Group Convene display. When installation is ordered it includes installation services for the codec.

The RealPresence Group Convene media center is designed to be easily installed so the customer and channel should consider if installation will be needed for the product.

| Version 1.0 | May 18, 2015 | Steven W Zabriski | Initial release |

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