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USER GUIDE

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Polycom® EagleEye™ Producer

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Conventions Used in This Guide

This guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you successfully perform tasks.

Information Elements

This guide may include any of the following icons to alert you to important information.

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone, video, or network performance.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.

Typographic Conventions

A few typographic conventions, listed next, may be used in this guide to distinguish types of in-text information.

Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
Italics	Used to emphasize text, to show example values or inputs (in this form: <*example*>), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
`Courier`	Used for code fragments and parameter names.

Before You Begin

The *Polycom EagleEye Producer User Guide* is intended for users of the Polycom® EagleEye™ Producer For additional information about the EagleEye Producer, refer to the following documents that are available at Polycom Support:

- *Polycom RealPresence Group Series Administrator Guide,* which lists the features and limitations of the Polycom RealPresence Group Series system and the EagleEye Producer.
- *Setting up the Polycom EagleEye Producer*, which provides setup and cabling instructions for the EagleEye Producer.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at Polycom Support.

Polycom and Partner Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Polycom EagleEye Producer

The Polycom® EagleEye™ Producer is a camera-peripheral technology that works with Polycom® EagleEye™ III and IV cameras to provide room framing and participant counting.

Calibrate the Room View

The EagleEye Producer internal camera is aligned with the EagleEye camera. If the alignment changes, group framing is not accurate. You can realign the EagleEye Producer camera and EagleEye camera to display the best view of the room for group framing by manually calibrating the room view.

Note: **Remote control required for manual calibration**

If you are using a touch panel, you need a RealPresence Group Series remote control to manually calibrate the room view.

To manually calibrate the room view:

1. Ensure that the EagleEye camera is properly attached to the EagleEye Producer as shown in *Setting Up the Polycom EagleEye Producer*.
2. Ensure that the **Make This Camera Your Main Camera** video input setting in administration settings in the Group system web interface specifies the EagleEye Producer as the main camera. Refer to the *Polycom RealPresence Group Series Administrator Guide* for more information.
3. Turn **Self View** on in the local interface of the RealPresence Group Series system to view the room in the self view window.
4. Press the **Home** button on the RealPresence Group Series remote control for five seconds to enter Home mode. The EagleEye Producer LED changes to a fast blue blink when in Home mode.
5. Press the **Up** and **Down** arrow buttons on the remote control to align the webcam with the EagleEye camera to show the best room view when group framing.
6. To exit Home mode, press any key on the RealPresence Group Series remote control except the Up or Down arrow button. If no action is taken for five seconds, the system will automatically exit Home mode. The LED turns to blue.

Camera Tracking

When an EagleEye Producer is connected to a RealPresence Group system, camera tracking starts automatically when you initiate a call. You can also manually start camera tracking in the local interface of the RealPresence Group system. EagleEye Producer detects the people in the room and sets up the group framing. You can set the tracking mode and speed, and specify the type of group framing, as shown in the following table.

For information about enabling camera tracking and setting camera tracking features, refer to the *Polycom RealPresence Group Series Administrator Guide*.

Feature	Description
Tracking Mode	Specifies the tracking mode: • **Group Framing** - This is the default setting. Enables automatic tracking and framing of the group of participants in the room. • **Off** - Disables automatic tracking. All camera controls must be handled manually..
Tracking Speed	Specifies the tracking speed: • **Slow** - Detects meeting participants at a slow speed rate. • **Normal** - This is the default tracking speed. Detects meeting participants at a normal speed rate. • **Fast** - Detects meeting participants at a fast speed rate
Group Framing	Specifies the group framing view: • **Wide** - Establishes a wide view of meeting participants. • **Medium** - This is the default group framing view. Establishes a medium view of meeting participants. • **Tight** - Establishes a close-up view of meeting participants. Note that EagleEye Producer can detect the position of a person only within six meters.

Auto Calibration

Deviations in tracking results can occur when the EagleEye Producer is being installed or moved. In these instances, EagleEye Producer attempts to perform auto calibration that involves automatically detecting the deviations and adjusting itself to display the best views.

Auto calibration is triggered by the following conditions that must occur at the same time:

- The **Automatic Image Calibration** setting is enabled on the RealPresence Group system.
- **Tracking** is enabled. Please refer to the *Polycom RealPresence Group Series Administrator Guide* about how to change camera tracking settings.
- A single person is framed and in a webcam view.
- No movement is detected during the calibration period

Participant Count

When used with a RealPresence Group system and an EagleEye camera, EagleEye Producer tracks the number of conference participants in a room as shown in the following table. This information is collected in a Polycom RealPresence Resource Manager Call Detail Report (CDR) and provides detailed data to the system administrators.

Note: **Participant count accuracy**
To get the most accurate result of participant counting data, the number of participants in a single room should be no more than 10 people.

Participant	Description
People Mins	The total people count for each minute of the call. For example, if there are ten people in the meeting and the meeting lasts for ten minutes, the total People Mins will be 100 minutes.
People Count (call begin)	Number of people on the call during the first minute of the call, tracked with EagleEye Producer.
People Count (peak value)	Peak number of people participating on the call, tracked with the EagleEye Producer camera.
People Count (call end)	Number of people participating on the call during the last minute of the call, tracked with the EagleEye Producer camera.

Change the EagleEye Camera

If you want to change the EagleEye camera attached to the EagleEye Producer to another EagleEye camera, you must perform the following steps.

Note: Power off EagleEye Producer before changing the EagleEye camera.
The RealPresence Group Series system will not detect the new camera unless you power off the EagleEye Producer system first as described below.

To change the EagleEye camera:

1. Power off the EagleEye Producer.
2. Disconnect and remove the existing EagleEye camera.
3. Connect in the new EagleEye camera. For information about how to connect an EagleEye camera, see the *Set Up the Polycom EagleEye Producer*.
4. Power on the EagleEye Producer.

LED and System States

An LED is integrated into the front of the EagleEye Producer unit. Different LED lights refer to different system states. These allow you to identify the current system state for the EagleEye Producer system. Detailed LED and system states mappings are shown in the following table.

LED	System State
Blue	Power On, EagleEye Producer Normal State
Blinking Blue	On, Not in a Call, Receive IR EagleEye Producer Boot Up
Fast Blinking Blue	Calibrate Webcam Room View
Amber	Standby - Asleep
Alternate Amber and Blue	Software update, Factory restore, USB image update
Blinking Amber	USB disk plugged in
Green	On, In a call
Blinking Green	On, In a call, Receive IR in a call
Fast Blinking Red	System error
Blink	Needs attention, Receive IR

Update the EagleEye Producer System Image

To update the EagleEye Producer system image, use a USB device to perform a full system update.

To update the EagleEye Producer system image:

1. Use a USB drive with at least 200MB of space and make sure the USB file system is in FAT32 format.
2. Create a folder named `plcm-eep-cmd` in the USB root directory.
3. Create a subfolder named `update` in the `plcm-eep-cmd` folder.
4. Copy the EagleEye Producer update image (`polycom-eagleeyeproducer-xxx-1.0.0.xx-xxxx.img`) into the `update` folder.
5. Plug in the EagleEye Producer power cable to power it on and allow it to fully boot up.

   The LED turns solid blue.
6. Plug the USB drive into EagleEye Producer.

   The LED blinks amber and then turns solid blue in a few seconds.

Note: Do not unplug the USB drive.
Do not unplug the USB drive during the update process.

7. Unplug the EagleEye Producer power cable, but leave the USB drive plugged in.

8 Plug in the EagleEye Producer power cable and allow it to boot up.

The LED turns solid blue. The EagleEye Producer starts the image update and the LED blinks blue and amber. The image update takes approximately ten minutes to complete. The EagleEye Producer automatically reboots when the image update is complete. The camera tilts up and then down during the reboot and the LED returns to solid blue.

9 Remove the USB drive.

The update log is saved in `[USB root directory]/eepout/[EEP SN]/log`.

To update the EagleEye Producer that is connected to a RealPresence Group system

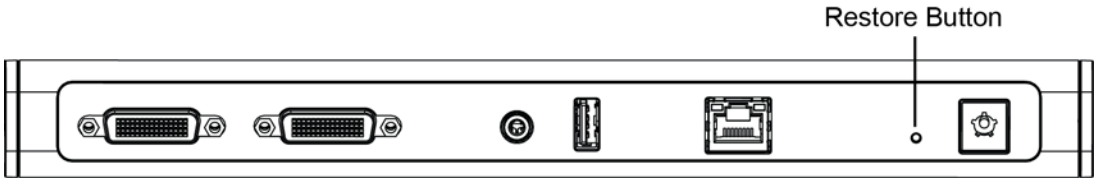
» Updates to the EagleEye Producer software are included with RealPresence Group system software updates. To update the EagleEye Producer, connect to the RealPresence Group system. The RealPresence Group system detects the EagleEye Producer and updates it, if necessary. No license number or key code is required to update the EagleEye Producer.

Update EagleEye IV Software

Software for an EagleEagle IV camera is automatically updated when the camera is attached to a Real Presence Group system with an EagleEye Producer. This feature does not require any configuration or intervention.

Perform a Factory Restore

You can use the hardware restore button on the EagleEye Producer system to perform a factory restore of the system. A factory restore completely erases the system and restores it to the software version and default configuration stored in its factory partition. During a factory restore, the LED indicator on the front of the system blinks blue and amber.



Note: Do not power off.
Do not power off the EagleEye Producer during the factory restore process.

To perform a factory restore:

1 While the EagleEye Producer system is powered off, insert a straightened paper clip through the pinhole and press and hold the **Restore** button.

2 While holding the **Restore** button, plug in the power cable to power on the EagleEye Producer.

3 Hold the **Restore** button for an additional five seconds, and then release it when the LED alternates amber and blue.

   The EagleEye Producer enters factory restore mode. The factory restore takes approximately eight minutes to complete. The EagleEye Producer automatically reboots when the process is complete.

4 Calibrate the room view when the reboot is complete. Refer to Calibrate the Room View for details.

Download System Logs and Configurations

EagleEye Producer system logs and configurations are not uploaded to the codec. You must use a USB disk to download the EagleEye Producer system logs and configurations.

To download system logs and configurations:

1 Use an empty USB drive and make sure the USB file system is in FAT32 format.

2 Create a folder named `plcm-eep-cmd` in the USB root directory.

3 Create a subfolder named `log` in the `plcm-eep-cmd` folder.

4 Create a blank text file named `downloadlogflg` in the `log` folder.

5 Plug the USB drive into the EagleEye Producer. The LED blinks amber and then turns solid blue.

6 Remove the USB drive.

   The downloaded files are located in the following locations.

   - The application logs and system information are in the `[USB root directory]/eepout/[EEP SN]/log/` folder.
   - Configuration files are in the `[USB root directory]/eepout/[EEP SN]/config/` folder.
   - The system current running status is recorded in a file called `sysstatus` and is in the `[USB root directory]/eepout/[EEP SN]/` folder. The system status file includes current CPU/memory usage and current running process information.