

► Frequently Asked Questions

Polycom® EagleEye Director

How does EagleEye Director find active speakers?

EagleEye Director leverages innovative, patent-pending technology. A seven microphone array finds the active speakers in the room using voice triangulation. Face-detection technology is deployed to ensure the voice is directly associated with a complete face (eyes, nose, mouth).

The dual-camera solution then automatically performs precise pan, tilt, and zoom motions to properly frame the speaker in the viewing window. By utilizing these methods, the EagleEye Director eliminates any 'false positives' that have plagued competitive solutions.

Are the microphones in the camera used for voice pickup?

No. The HDX microphone arrays, the IP 7000 or SoundStructure microphones are still used to capture voices in the room – including discrete left and right channels of audio for Polycom's unique Conversational Stereo support.

What HDX systems does the EagleEye Director work with?

When connected to an HDX codec, the camera type is listed in the Admin / Cameras area of the user interface. They will be listed as Polycom EagleEye II or Polycom EagleEye III.

Why are there two cameras?

One camera captures the wide-shot of the room when transitioning between speakers and the second camera will pan-tilt-and zoom into the active speaker. This gives the conference a TV production feel without anyone having to use the remote control.

What EagleEye cameras are supported on the EagleEye Director?

EagleEye II and EagleEye III.

What happens when there are multiple speakers in the room?

The EagleEye Director's intelligent algorithms will properly frame multiple active speakers or revert to the wide-shot of the room if the speakers are widely spread throughout the room.



How can I tell what camera I have?

The camera type is listed in the Admin / Cameras area. They will be listed as Polycom EagleEye II or Polycom EagleEye III.

How large of a room does the EagleEye Director work in?

It is recommended that the furthest participant is no more than 23 feet from the camera?

Can I use multiple EagleEye Directors?

Not at this time.

Do I need to have the vertical bar on the unit?

Yes. The system uses voice triangulation and is not operational without the vertical component.

Can I use a second camera if my codec supports it?

Yes, if the HDX supports multiple EagleEye cameras, you can connect a secondary camera to it. Users would simply change the camera source to go to a different camera.

Does the EagleEye Director require a power supply?

Yes, a power supply ships with the EagleEye Director package.

Will the EagleEye Director work if there are ceiling speakers in the conference room?

Yes, a special audio cable ships with the system that will capture the far end audio and the EagleEye Director will cancel out that audio eliminating the possibility of the camera tracking to an overhead speaker.

Can the cameras be mounted somewhere other than on the base?

The camera capturing the active speaker must be mounted on the base. The wide shot camera can be mounted in a different location for your application
(Cables are not included for non-standard mounting)

How is the EagleEye Director sold?

- 1) Base only – includes cables, vertical array and power supply.
- 2) Base + One Camera – adds one EagleEye III camera
- 3) Base + Two Cameras – add on two EagleEye III cameras

Is Far End Camera Control supported while EagleEye Director is activated?

No, FECC is not available while EagleEye Director is activated.

Can an extension cable system be used between the HDX codec and the EagleEye Director base?

Yes.

Does Polycom Touch Control support EagleEye Director?

Yes, a new button will appear on the Touch Control under cameras when an EagleEye Director is detected.

How do you mount the EagleEye Director?

A standard EagleEye camera shelf (2215-24143-001) has the proper mounting holes to accommodate an EagleEye Director. HDX Media Center camera shelves will also accommodate the EagleEye Director base.

Is service required on the EagleEye Director?

Yes, and customers are free to choose from multiple service options.