



Customer FAQ

Polycom® Pano™

Frequently Asked Questions – June 2017

Purpose

This document describes the initial release of Polycom® Pano™ along with the companion app.

Value and benefit

Polycom® Pano™ is the easiest way to share content at work. From the moment, you walk into the room, Polycom Pano invites you to connect from your personal device with a simple touch - no special pucks, cables or apps required. Simply connect Pano to any monitor and then cast up to four simultaneous streams of high definition content for a richer, more productive meeting in the room.

Ease-of-use value isn't limited to those sharing content in the room. Polycom Pano also delivers high value to the IT administrator with easy installation leveraging existing investments in display and video conferencing technology. Turn any regular display into a collaborative solution in minutes and manage from anywhere.

Physical Setup and Configuration

Polycom® Pano™ can be installed in minutes with minimal technical knowledge. The most common deployment is with a non-touch, HD monitor or even a projection system. Optional touch displays can also be connected with the included USB cable.

Q: What is the minimum setup required for Pano?

A: Pano can be setup with an HDMI and network cable supporting PoE+. In the case where PoE+ is not available then a power connection is also required. A “how to” video located on www.polycom.com/pano will show you the steps to connect.

Q: How is Pano configured and managed?

A: Pano has a web interface similar to many consumer devices for ease of setup. The web interface is used to setup and manage Pano from any supported browser on the network. A “how to” video located on www.polycom.com/pano will show you the steps to connect.

Q: During the Out of Box process, I see the opportunity to “sign into my Cloud Service.” What is the Cloud Service?

A: Polycom has developed a *free and optional* service that allows IT administrators to monitor their global Pano deployment, provide software updates, and a Polycom Labs feature to authenticate users for accessing their content on their OneDrive for Business accounts. Please see the Admin Guide and the below dedicated sections for more information.

Q: What is the purpose of the 3.5mm audio input jack?

FREQUENTLY ASKED QUESTIONS

A: Some HDMI monitors are not equipped with speakers. The audio jack can be used to connect powered speakers.

Q: What is the difference and purpose between the USB Ports?

A: The top port is USB version 2.0 and can be used for manual software updates or USB pointing devices such as a mouse. The bottom port is USB 3.0 and is recommended for use when adding a touch-capable display via USB to HDMI dongle (sold separately).

Q: What is the purpose of the covered LAN Port?

A: In the interest of greater ROI and lower TCO, Polycom is reserving this port for future expansion capabilities.

Q: What are the most common modes of deployment?

A: Pano can be deployed in a standalone, integrated with a video conferencing system to provide in-room, wireless multi-stream content with any HD display. The Pano Admin Guide located on www.support.polycom.com illustrates the deployment diagrams.

Q: What non-touch displays are supported with Polycom Pano?

A: Pano can connect through an HDMI connection to any HD display or projector.

Q: What touch displays have been tested?

A: Polycom has tested and supports the Volanti Model D-6500-0Q0C-16P3 65", Sharp Model N-L703B 70", various ELO models and Dell C5518QT 55". *Other touch displays and devices that are HID-compliant may also provide an acceptable experience and we will continue to provide updates on tested and supported monitors. Displays using InGlass™ technology by FlatFrog produce optimal response time for response and annotation.*

Recommended Specs for Touch-Capable Displays	
Feature	Recommendation
Touch Technology	InGlass, capacitive, infrared, or optical (in order of responsiveness)
Touch Points	At least two
Resolution/Frame Rate	4K, 1080p, 720p running at 25, 30, 50, or 60fps
Aspect Ratio	16:9
Screen Size	At least 21 in.

Q: What HDMI input and output resolutions are supported?

A: Pano can accept up to 4K 30fps input and up to 4K 60 fps, frames per second output for maximum clarity

Q: Does Polycom sell bundled Pano and touch displays?

A: Polycom does not bundle monitors but will make recommendations for optimal use. Channel partners may similarly choose to preconfigure bundles to offer customers ease of purchase.

Q: Are there other options to using a touch display?

A: Yes. You can connect a USB mouse (wired or wireless) to experience most of the interactive features of Pano. For example, you can annotate, highlight, select colors, undo/redo, snapshot. You cannot, however, use multi-touch features like arranging content windows or zooming content with a mouse.

FREQUENTLY ASKED QUESTIONS

Q: What features are available with a non-touch, non-touch with USB mouse, and touch displays?

A: See Figure 1 below.

Figure 1

Display and Interactive Control Options			
Feature	Non-touch Display	Non-Touch display w/ USB Mouse	Touch Display
Multiple connections (4)	♦	♦	♦
Multiple streams (4)	♦	♦	♦
Annotate		♦	♦
Magic Highlighter		♦	♦
Color Pallet		♦	♦
Undo/Redo		♦	♦
Snapshot		♦	♦
Infinite Backboard			♦
Content layout			♦
Content full-screen		♦	♦
Content minimize		♦	♦
Content zoom			♦
Content pan			♦
Save (from Pano App)	♦	♦	♦

Q: Can Pano's home screen be customized?

A: The IT Admin can hide the Miracast, Airplay, and Pano App graphic and connection capability.

Q: Is the Security PIN code shown on the Pano home screen required?

A: No. The PIN code is defaulted on to protect data shared in the room but can be disabled from the Pano web admin UI. The PIN code is refreshed at the start of every new session.

Q: How can content be shared over distance?

A: Pano supports connecting directly to Polycom Group Series for extending the in-room content over distance. All supported configurations are list in the Polycom Pano Admin Guide

Polycom Pano Use

Polycom® Pano™ can enable any HD display with up to four simultaneous streams of content with a simple HDMI cable. This powerful deployment model enables end users with an intuitive way to share from their personal devices.

Q: Are there guides on how to use Miracast, Airplay and Pano App?

A: Yes, we have specific video tutorials for each on www.polycom.com/pano. There are also technical details in the Pano User Guide located at www.support.polycom.com.

Q: How does Airplay connect and share to Pano?



FREQUENTLY ASKED QUESTIONS

A: The Airplay protocol uses Bluetooth to *connect* to Pano. The Airplay device uses the wireless network to *send* the content to Pano.

Q: How does Miracast connect and share to Pano?

A: The Miracast protocol uses WiFi Direct to *connect and share* to Pano.

Q: What is the purpose of the Pano App?

A: The Pano App is primarily designed to enable non-Miracast and non-Airplay PCs. The secondary purpose is to capture and save anything shown through Pano to a local or shared drive on the network. Pano App also can direct-share a single stream of content to Group Series, Centro, Immersive Telepresence, and Debut without Pano. Going forward, the Pano App will replace the need for Polycom People + Content IP in most cases.

Q: How do I save snapshots?

A: The Pano App will allow users to save screen captures of anything shared in the session. Please review the “How To” video series on www.polycom.com/pano for more information.

Q: Where are my saved images?

A: The Pano App allows you to configure where the images are saved. They can be saved on a local PC or shared drive. Each new session is marked with the room name, date, and time of the session.

Q: How many simultaneous streams can be shown on-screen at once?

A: Pano supports up to 4 streams of live or static content shared on-screen. Up to 20 snapshots, 70 blackboards can be added to the content tray for retrieval.

Q: Why doesn't my Windows Miracast prompt for a security code on the next session?

A: Windows ‘caches’ the Pano PSK security code just as it does for *any other wireless access point*. Because of this, Windows will only prompt on the initial connection unless the Pano device is manually removed from the list of known devices within the Windows interface.

Q: Why am I seeing only a black screen when I cast from YouTube (direct streaming using the YouTube App)?

A: Pano does not support “Direct Streaming.”. To share video from YouTube, cast your screen and not the YouTube App.

Q: Why I don't hear audio when I cast my app or screen from Pano App?

A: Pano App is capable of sending audio from the PC version of Pano App 1.1 (available in Dec 18). To send audio from a MAC, AirPlay is recommended.

Q: How do I remove the Windows cached PSK?

A: From the Windows Settings > Devices > Connected Devices, select your Pano under Projectors and select Remove Device.

Q: My organization has separate networks. Can my users send content to Pano if they are on either network?

A: Yes, Pano supports cross-subnet configurations. Please see the Pano Admin Guide for required configurations.

Q: What is the purpose of the infinite white/blackboard? How does it work?

A: The infinite board is designed to solve many of the common problems with a physical or digital board. With the Polycom infinite board, users can brainstorm, and design using the annotation tool. Annotations

FREQUENTLY ASKED QUESTIONS

can be zoomed to any size, and panned to make room for new designs. All the work can be saved with a click on the Pano App.

Q: If a person has joined from a remote location, how he/she can share content to Polycom Pano.

A: Anyone that is on the same network could share to the in-room Pano with the Pano App. If a person was, say in their home office and was given the IP address and the Security PIN code then they could send their PC into Pano. This is a bit of a corner case since in that scenario the remote participant would not be able to receive or see what is going on in the room without a video codec. The primary use case when not integrating with a video codec would be to have users in the room share.

Polycom Cloud Service

Q: What is the Polycom Cloud Service?

A: The optional service allows organizations to securely manage their deployment of Pano units through a private Microsoft Azure tenant and provide end user access to their content on OneDrive for Business.

Q: How do I get an account setup?

A: As part of the order process you will be asked to provide an email address for your IT Admin. The contact information will be signal the creation of the private and secure tenant account. The IT Admin will receive an email invite to sign-in and register Pano to the cloud for management purposes. The IT Admin may also authorize end users of O365 to access their OneDrive for Business accounts for the purpose of sharing cloud-stored documents into Pano.

Q: How can I request an account if I did not receive an invite?

A: Pano with a maintenance contract authorizes full support of the cloud. If users have not received an invite then they may contact Polycom Global Service

Q: I see a button to sign-in on the Pano Out-of-Box wizard. Is this where I sign-in?

A: Yes. When you receive the email invite you may activate your account in the Admin Portal. You will be prompted to change the secure password and the portal interface will load. You can add the system into your deployment at any time. So, you may skip the sign-in process if you have not yet setup the account.

Q: Does the service have a cost associated?

A: No. The service is entirely *free and optional* for any Polycom Pano customer with a maintenance contract.

Q: Where do I go to get support?

A: When Pano is purchased it is sold with a product maintenance agreement. The device and the cloud management portal is supported under that agreement. You may contact support.polycom.com at any time.

Q: How do I know my data is secure?

A: The service uses Cryptographic Security, one of the first and most visible considerations when it comes to system and network security. The secure cryptographic protocols, cipher suites and implementations are core requirements in today's threat landscape and Polycom has placed a strong emphasis on cryptographic security. More information on the use of Cryptographic Security can be found in the Polycom Cloud Service Security Whitepaper on www.support.polycom.com

Q: How is the *device* authenticated?

FREQUENTLY ASKED QUESTIONS

A: The service integrates enterprise authentication providers and enterprise document storage services via the OAuth 2.0 standard. This is the authentication standard behind the ubiquitous “Sign-in with Facebook” or “Sign-in with Google” options found across the World Wide Web

Q: How are the *users* authenticated?

A: Using OAuth 2.0, the service securely integrates with enterprise authentication providers to authenticate enterprise users without need for access to their credentials. Users enter credentials only into the authentication provider’s own sign-in page. The Polycom Cloud Service receives from the authentication provider access tokens that grant limited and controlled access to resources

Q: Why does the Pano App say “Labs” next to the cloud icon?

A: The Pano App includes a Polycom Labs feature to securely connect to an organizations Office 365 account for the purpose of sharing from OneDrive for Business. Polycom Labs features are often included in our solutions as ways to test and provide feedback on advanced capabilities before they are released as mainstream features.

Q: How is the content stored on Pano?

A: There’s no storage of any data on the Pano device. All streams rendered down to Pano are removed at the end of each session.

Helpful links

Product How to Video Series: <http://www.polycom.com/pano>

- How to setup and configure
- How to use Airplay
- How to use Miracast
- How to use the Pano App
- How to use the Pano App with Cloud (Lab features)
- How to use the toolbar
- How to manipulate content with multi-touch

Product Support Page: <http://support.polycom.com/PolycomService/support/us/support/video/index.html>

- Polycom Pano Setup Sheet (also included in product packaging)
- Polycom Pano Admin Guide
- Polycom Pano User Guide
- Polycom Pano App User Guide
- Polycom Cloud Service Security Whitepaper

