



LOGITECH MEETUP FAQ



WHAT IS MEETUP?

Why would I need Logitech MeetUp?

If you're looking to enhance communication between teams working in disparate locations, and these teams work in huddle rooms, then MeetUp will be a useful tool for improving the ease and efficacy of communication.

Today's video endpoints are usually 90 FOV or less but were made with mid-size to large meeting rooms in mind, which typically entails a long table (bowling style) layout. With 5X the number of huddle rooms increasing worldwide, these video endpoints are not optimized for smaller rooms, typically 10 x 10 in size, where tables positioned up against the wall, the camera aren't able to capture attendees closest to the screen. MeetUp does that with 120 FOV and with clear, non-distorted video for the small space.

Additionally, with smaller real estate to work with, having another endpoint taking up room on the tabletop causes problems when end users bring in their laptop, which often blocks the mic and speaker input/output. Meetup addresses this problem with its all-in-one design, resulting in quality sound and mic pickup.

How much is Logitech MeetUp?

List price is £999 / €1099.

Where can I buy Logitech MeetUp?

MeetUp can be purchased through the typical AV channel - the same as other Logitech Video Collaboration products.

How big is Logitech MeetUp?

MeetUp is about 15 ½" (400mm) wide and roughly 4" (100mm) high.

How much does Logitech MeetUp weigh?

MeetUp weighs about 2 ¼ lbs (just over 1kg)

Who is the target audience for this product?

Almost all companies have huddle rooms or other small spaces that would benefit from being video enabled. If the company uses one of the many video conferencing applications like SfB, Zoom, Hangouts, etc, then MeetUp is an ideal solution for smaller rooms.

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Why did Logitech decide to create Logitech MeetUp and bring this product to market?	Like many companies, Logitech has teams in multiple geographic locations, uses video to interview prospective hires, and is in constant communication with vendors. We found that the current solutions for video conferencing needed a broader field of view to capture all of the meeting participants. We knew this was a common problem and so, like many great products, MeetUp originated out of a need that we had that turns out to be fairly universal. We took the opportunity to not only improve the video, but also specifically design the product for the needs of huddle rooms.
How does MeetUp compare to BCC950 or Connect?	MeetUp has a 120° FOV while BCC950 has a 78° FOV and Connect has a 90° FOV. MeetUp has been designed and optimized specifically for a stationary installation in huddle room. Connect is designed as a versatile solution that can be easily moved around BCC950 is meant for smaller groups.
Is MeetUp better, worse or the same as GROUP?	The difference in the products is really about what kind of room they'll be used in. MeetUp is optimized for huddle rooms, Group is optimized for mid and large size meeting rooms.
Does MeetUp have HDR?	The sensor used in MeetUp does not support HDR, However, MeetUp has RightLight 2 for improving the image quality in varying backlight situations.
Is Logitech MeetUp secure?	MeetUp, as a video and audio endpoint, uses 3rd party software for video conferencing. These applications typically are very secure.
Do I need a special operating system to be able to use Logitech MeetUp?	MeetUp works with the most common operating systems such as Windows, Mac and Chrome.
How much is the expansion mic?	List price is £229/€ 249.
How long is the expansion mic cable?	The expansion mic cable is 6m/20'.
The Pan and tilt – is it digital or mechanical?	MeetUp has a motorized pan and tilt that can be controlled by the included remote control. In addition to the 120° field of view, the motorized pan expands the total field of view to 170°. The zoom is digital, up to 5X

PRODUCT EXPERIENCE QUESTIONS

How do I set up Logitech MeetUp?	MeetUp is simple and easy to set up. Just connect MeetUp to a computer's USB port, plug in the power and then ensure MeetUp is selected as the video and audio device in the conferencing application.
Can I move Logitech MeetUp once it's already been set up?	Logitech MeetUp has multiple mounting options, which provides the freedom to mount MeetUp wherever it works best— tabletop, wall, or top of screen—for the best possible huddle room experience. Once mounted, MeetUp can not be moved.
What is the best location to place MeetUp?	Ideally, as close to eye level as possible. The best video experience will typically be had when the camera is mounted below the display.
Can I use Logitech MeetUp with its USB 3.0 cable even if my PC only supports USB 2.0?	Yes, you can use MeetUp with a USB2.0 PC, it will deliver up to Full HD video quality.

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My Mac or PC only has USB-C connector(s), how do I connect MeetUp?	Use an aftermarket USB-C to USB-C cable or an aftermarket USB-A to USB-C adapter.	
Optimized SW applications?	MeetUp will work with majority of the leading video conferencing software but we have internally certified it with Zoom, Bluejeans, Vidy, and Broadsoft.	
Does it work with all OS? Mac and PC?	MeetUp works with the following operating systems: Windows 7, Windows 8.1, or Windows 10 Mac OS X 10.10 or higher Google Chromebook Version 29.0.1547.70, Platform 4319.79.0	
My VC application supports 4K but my network and/or system bandwidth does not support 4K. Can I still use Logitech MeetUp?	Yes, MeetUp will automatically scale down to the next best resolution for the environment.	
My VC application does not support 4K. Can I still use Logitech MeetUp?	Yes, Logitech MeetUp will adjust itself to the resolution supported by your VC application.	
Does 4K video work with USB 2.0?	4K video will only work with USB 3.0. 4K requires greater data throughput than can be accomplished with USB 2.0.	
Is the USB cable included with MeetUp USB 2.0 or 3.0?	The cable included with MeetUp is 2.0. USB 3.0 cables are limited in length and we felt that customers would appreciate the much longer USB 2.0 cable. If you plan on using 4k, simply replace the included cable with any high quality USB 3.0 cable.	
Is the remote RF? Or IR?	Because huddle room tables are often crowded with open laptops that might block IR remotes, the remote control with MeetUp uses RF technology. The remote is designed to be used either handheld or sitting on the table and RF ensures no interference when controlling MeetUp.	
Are there presets? If so, how many?	The remote control has 3 presets. Two are user set and the third returns the camera to zero pan and tilt.	
What is the range of the remote control?	5 meters	
How long will the batteries of the remote last?	2 years, depending on usage.	
Can I secure the remote to the desk?	We don't include any methods for securing the remote.	
Can I secure MeetUp?	MeetUp has a Kensington slot for attaching a lock.	
Is there Bluetooth?	Yes, MeetUp has Bluetooth that allows you to connect to a mobile phone to do voice only calls.	
How do I disconnect a Bluetooth connected mobile or tablet?	Press the Bluetooth button on the remote control and the currently paired device will be disconnected.	
How many mics are there?	MeetUp has 3 built-in microphones. In addition, you can also connect an optional expansion microphone for greater room configuration flexibility.	
How far is the audio pick up?	Optimal microphone pickup using the built-in mics is roughly 8 feet.	

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How much further is the audio pick up with expansion mics?	With the Expansion Mic for MeetUp, the mic pickup range can be extended to 12-14 feet.
Do I need a separate app to use MeetUp?	No, Logitech MeetUp is a UVC compatible camera and therefore plug and play in your supported OS. It is compatible with virtually any video conferencing software app, including the ones you already use. However, Logitech just introduced ConferenceCam Soft Remote, an app that easily turns a smartphone or tablet into a remote control for Logitech MeetUp. ConferenceCam Soft Remote features all the controls available on the Logitech remote. It is compatible with both Android and iOS devices and is available July 21 free-of-charge from the Google Play or Apple App stores.
What is Logitech ConferenceCam Soft Remote?	<p>ConferenceCam Soft Remote easily turns your smartphone or tablet into a remote control for Logitech Group or MeetUp ConferenceCams with ConferenceCam Soft Remote, an app that features all the controls available on the Logitech remote, plus additional functions. Compatible with both Android and iOS devices, ConferenceCam Soft Remote is ideal for organizations that choose not to deploy dedicated remotes or if the Logitech remote is ever lost or misplaced.</p> <p>ConferenceCam Soft Remote is simple to pair with any specific Logitech Group or MeetUp ConferenceCam, even in environments with other ConferenceCams nearby. Once connected, use ConferenceCam Soft Remote to rename a ConferenceCam to a custom identity, like the meeting room name. When finished, simply press a button to disconnect the remote.</p>
Do you have to pay for Logitech ConferenceCam Soft Remote?	No, the ConferenceCam Soft Remote is available for free from the Google Play or Apple App store.
What programs and applications does Logitech MeetUp work with?	Logitech MeetUp utilizes USB plug-and-play technology and is certified for Skype® for Business, Cisco Jabber™ compatible, and Windows®, Mac®, Microsoft Cortana® certified and all of Logitech's Collaboration Partners. And because it's a USB peripheral, it should work with virtually any conferencing application.

COMPETITIVE QUESTIONS

Are there any other meeting cameras in the market that are like Logitech MeetUp? If so, how is Logitech MeetUp different?	<p>In March 2017, Yamaha announced its huddle room solution, the CS-700. Logitech MeetUp has more technology features than the CS-700, as it supports multiple resolutions, including 4K (Ultra HD) 1080p (Full HD) and 720p (HD), has Microsoft® Cortana® certified microphones, a 5x HD zoom, motorized pan and tilt, and Bluetooth wireless technology.</p> <p>In Feb 2017, AMX announced its huddle room solution, the AMX Ascendo Vibe. Logitech MeetUp again has more technology features than the Ascendo Vibe as it supports a better camera with multiple resolutions, including 4K (Ultra HD) 1080p (Full HD) and 720p (HD), is Skype for Business certified, and has Microsoft® Cortana® certified microphones, a 5x HD zoom, motorized pan and tilt, and Bluetooth wireless technology.</p>
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How is Logitech MeetUp different than Logitech's other conference cameras?

MeetUp is Logitech's premier ConferenceCam solution for installation in huddle rooms and small conference rooms—anywhere space is at a premium. Designed from the ground up for huddle space, with a super-wide, low-distortion 120° field of view, even those closest to the camera can be seen while the integrated audio provides an exceptional sound experience for all meeting participants.

In addition to MeetUp, Logitech offers two more ConferenceCams for use in huddle rooms or personal spaces. ConferenceCam Connect, a tabletop solution for huddle rooms, and ConferenceCam BCC950 for personal use or small ad hoc meetings. Logitech GROUP is the ultimate ConferenceCam solution for larger-sized conference rooms.

TECHNICAL QUESTIONS – SPECIFIC FEATURES

Will MeetUp work with camera settings software?

Yes, it will.

Is MeetUp certified for VC apps?

Yes, we're tested and certified with Skype for Business and Cisco collaboration applications. Further, it will work with virtually any UVC application like Hangouts, Zoom, Lifesize, Skype consumer, etc.

TV VESA MOUNT

Is there a TV mount?

There is an optional TV mount that allows MeetUp to be mounted either above or below a TV. Typically, best video results are achieved when mounting below the TV.

How do I install the mount?

The TV mount has multiple holes allowing for a wide variety of TV sizes. If the TV has a wall mount, the TV mount can be "layered" with both mounts. Simply use the enclosed bolts or the bolts that came with the wall mount.

What does it cost?

The mount is £89.99 / €99,99

Where can I purchase this mount?

You are able to purchase this through any of our channel partners and on our website, specifically on the peripheral section.

Can I daisy chain multiple mics?

MeetUp is designed for huddle/small conference rooms so there shouldn't be a need to daisy chain the mics. Daisy chaining the mics is not supported.

LED

Why is the white LED on?

The LED is white to indicate the camera is in use and streaming.

Why is the red LED on?

The red LED on the camera indicates the microphone is muted.

CAMERA

Why can't I get to HD quality with my video camera?

The reason is not because of the camera, but because of the video calling client/application being used and the environment in which it is used. Please refer to your video client's FAQ's as to what it takes to ensure HD quality is achieved. There are several key areas that would prevent the ability to reach HD, some examples are; USB bandwidth constraints (too many active USB devices being used simultaneously), CPU utilization, Network bandwidth (usually need about 3 Mb download), and both sides of the call must ensure key parameters can be met. Additionally, to take advantage of 4K you need to be connected to a USB 3.0 port.

MAC OS

I know that streaming 4K is a lot of data, do I need anything for the 4K experience to work?

Yes. To obtain the optimal 4K experience, you would need a monitor that supports 4K, an available USB 3.0 port and ideally Windows 10 (Windows 7 will not be able to achieve this resolution).

Many video preview tools, are great at presenting/decoding 1080p at 30 fps, but because of there is so much more data to process per second, it can take longer to decode.

There can be issues with playback of 4K Video Clip because the necessary codec to support 4K may not yet available or installed on the system. There are various additional codecs available, and various application each have their desired set of tools. Here are some examples of additional player tools/codecs to install on a system:

- KMPlayer : Media player including all most common codec.
- PotPlayer : Similar to KMPlayer.
- K-Lite Mega Codec Pack : It's a powerful codec package to support various video source type, and it also can make an association with Windows Media Player etc. to let WMP also can play 4K video clips.