Evaluation of Logitech Tap

Hands-on testing of a Microsoft Teams Rooms bundle including a mini-pc, a video bar and a touch control interface.

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Background

Founded in 1981, Logitech International S.A. (Logitech) is a leading PC peripheral manufacturer offering webcams, keyboards, standard and "gaming" computer mice, PC speakers, mobile speakers, tablet accessories, home control devices / remotes, and more.

In 2011, Logitech formed the "Logitech for Business" division offering a variety of products and accessories targeting business / enterprise users. Members of our team have used and evaluated numerous offerings from the company's business division including Logitech BRIO, Logitech GROUP, Logitech MeetUp, and Logitech Rally.

In Q4 2019, Logitech started shipping Logitech Tap – a touch control interface for video meeting rooms.

In February 2020, Logitech commissioned the Recon Research (RR) test team to perform an independent, third-party assessment of Logitech Tap.

This document contains the results of our hands-on testing.

Understanding Logitech Tap

Logitech Tap is a 10.1-inch USB connected touch contoller for video conferencing room solutions for Google, Microsoft and Zoom. Tap can be placed on a meeting room table or installed on a wall using the optional wall mounting kit.

Tap is designed to solve a long-standing issue found with most PC-based video collaboration solutions, namely the need to use a keyboard / mouse as the control interface.

Instead, Tap provides a touch user interface that displays the native UI of the collaboration application.

Figure 1: Logitech Mounting Options (Sold Separately) - Tap Riser Mount (L), Wall Mount (Center), Table Mount (R)

The images above highlight the various mounting options for the Tap device. The Tap device also includes VESA mounting holes on the back of the device.

Tap is typically sold as a part of a bundle / kit including a pre-configured mini-PC (e.g. Intel NUC or other) and a Logitech USB AV peripheral. The table below lists some common Tap bundles.

	Base	Small	Medium	Large
Logitech Tap	X	X	X	X
Pre-Configured Mini-PC	X	X	X	X
Logitech MeetUp		X		
Logitech Rally – 1 Mic / 1 Speaker			X	
Logitech Rally – 2 Mics / 2 Speakers				X
Calling Services Supported	Microsoft Teams Rooms Zoom Rooms	Google Meet Microsoft Teams Rooms Zoom Rooms	Google Meet Microsoft Teams Rooms Zoom Rooms	Google Meet Microsoft Teams Rooms Zoom Rooms
List Price (US $)	$2,250	$3,000	$4,500	$5,250

Figure 2: Logitech Tap Bundles

Tap is certified as a touch controller for the following video conferencing room solutions / applications: Google Meet, Microsoft Teams Rooms, and Zoom Rooms.

To simplify and expedite the system installation, the mini-PC within each bundle comes pre-loaded with the ordered video conference room software application.

Tap is also available in bundles including a Lenovo ThinkSmart Edition M920 Tiny computing PC with pricing starting at $2,099 for a Zoom Rooms solution and $2,149 for a Microsoft Teams Rooms solution.

For this evaluation effort, Logitech provided Recon Research with a Logitech Tap for Microsoft Teams Small Rooms bundle.

Authors' Note:
Tap's native DisplayLink support means it can also be used with any Windows 10 or Chrome OS PC. For example, Tap could be used as a touch UI (meaning touch-capable second display) for other collaboration apps (e.g. personal apps like BlueJeans Meetings, GoToMeeting, and Zoom Meetings), and for other use cases (e.g. as a touch-controller for a software control system).

System Installation and Configuration

For this assessment, the Recon Research test team installed the provided Logitech Tap / Microsoft Teams Rooms kit in one of our small meeting rooms equipped with a 55" 4K display.

The drawing below highlights the physical installation of Logitech Tap for Small Rooms.
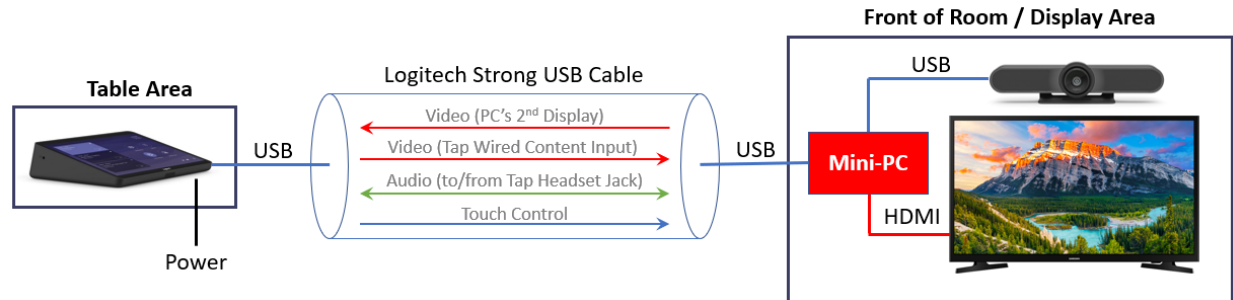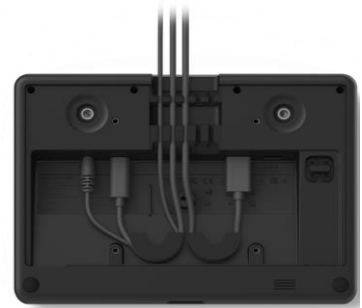

Figure 3: Logitech Tap for Small Rooms – Connection Diagram

After completing the physical installation of the system, we completed a Windows update on the mini-PC and updated the firmware in the Logitech MeetUp device by installing the Logitech Sync app on the mini-PC. This same update also automatically enabled Logitech "RightSight" which is Logitech's automatic face detection / room framing capability.

As we installed the system, we were impressed by the build quality, modern design language, and sleek lines of the Logitech Tap device. Tap is a low-profile device that feels solid and looks great.

Over the years, Logitech has definitely stepped-up the physical design of its products, but with Tap they took things to a whole new level.

For example, the plastic enclosure fits absolutely perfectly around the 10.1" display. In addition, the cable hatch under the device is accessible without special tools (thank you!) and keeps the cables tidy and secure (see image at right).

This bundle also included a 10 meter Logitech Strong USB cable. Note that this is no ordinary USB cable. The Logitech Strong USB cable is a USB 3.2 Gen 2 active optical cable that is plenum-rated, Aramid-reinforced, ECA certified, and supports cable runs of up to 10 meters. As a point of reference, a standard (passive) USB 3.2 cable has a max length of < 0.5 meters. In a word – we found this impressive.

The Logitech Strong USB cable offers two key benefits:

- The ability to position the Tap device on the other side of the room (up to 10 meters of cable distance) from the mini-PC.

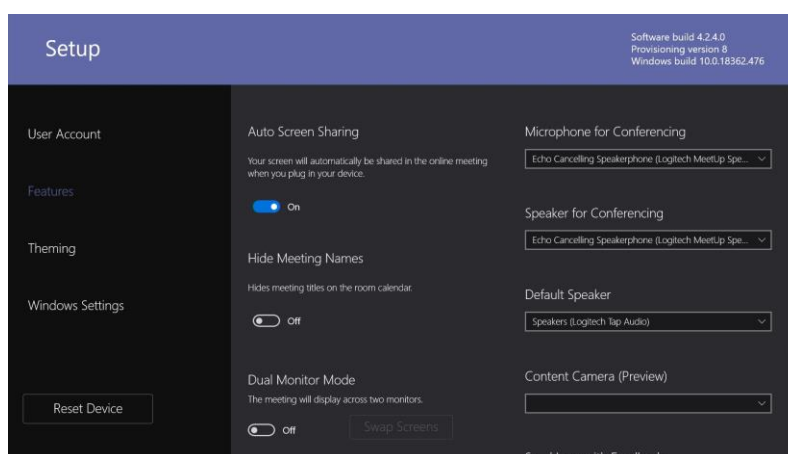- The ability to run the cable through standard conduits thanks to its standard USB connectors.

All in all, it took our team less than 10 minutes to physically install and boot-up the Logitech Tap for Small Rooms solution (not including the time required for the Windows update).

Hands-On Testing

To test the Logitech Tap for Small Rooms solution, we used the system to conduct scheduled and ad-hoc Microsoft Teams calls, and to present content locally on the shared display.

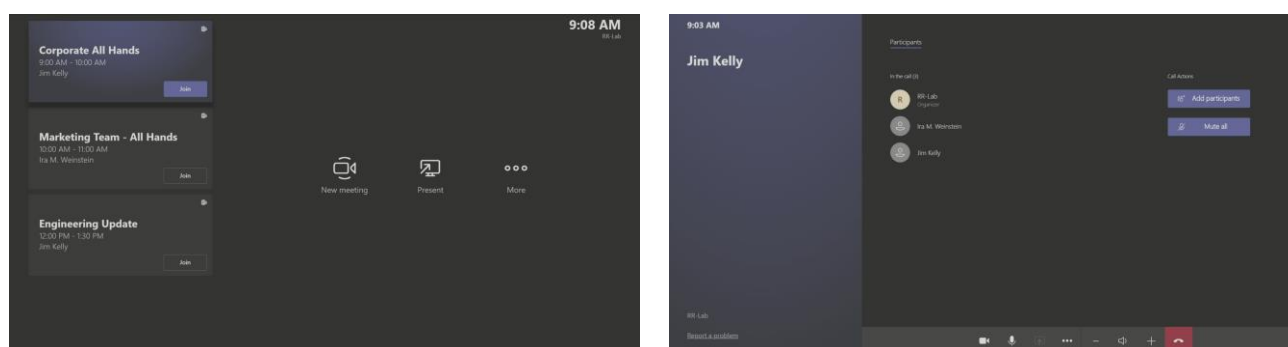### Configuring Microsoft Teams Rooms

Before our first call, the system asked us to accept the Microsoft Teams license, terms, enter the Teams credentials for the meeting room, select the mics, speakers, and camera, and finally choose whether the system should support Teams only or both Teams and Skype for Business. We chose the latter.

The Meeting Experience (Ease of Use, Video, and Audio)

Before digging deeper into Tap, it's worth spending a few minutes on the call experience provided by the combination of the Microsoft Teams Rooms (MTR) application and the Logitech MeetUp device.

In a word, the call experience was excellent. The Microsoft Teams Room UI made it quick and easy to join scheduled Teams meetings (see image at left below showing the scheduled meetings for this room and a Join button) and create ad-hoc Teams meetings (see image at right below).

Throughout our testing, the Logitech MeetUp (see our MeetUp evaluation) device performed extremely well. MeetUp's mics did a fine job capturing our in-room talkers, and its speakers faithfully reproduced the incoming speech audio from the remote locations.

In addition, MeetUp's integrated 4K camera offered the far-end participants an excellent view of our local meeting room.

Unfortunately, the Microsoft Teams Rooms application does not offer any form of camera control. As a result, in most cases, users in MTR-powered meeting rooms must control the meeting room camera using the camera's handheld remote control. That was not the case here.

Using Logitech's RightSight feature (enabled by default on MeetUp devices), MeetUp automatically adjusted its camera to capture all of our local meeting participants. Thanks to RightSight, we didn't have to touch the MeetUp remote control at all. This is a major benefit of this bundle.

Digging Deeper into Logitech Tap

We were pleased to find that Tap includes an integrated motion sensor that automatically wakes up both the Tap and the host PC when a person comes near the device.
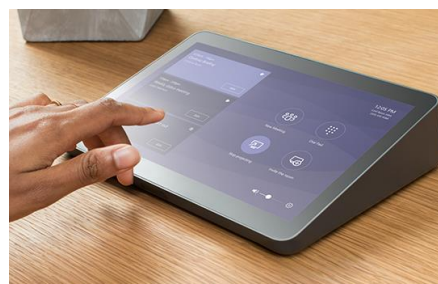
As described above, Tap acts as a touch-enabled second display for the host PC and displays the native user interface of the application in use – in this case Microsoft Teams Rooms.

As we used the system to conduct calls, we were struck by the fine detail of the text and icons on the Tap display. Tap's native resolution of 1280 x 800 is more than adequate for its small screen size, but its anti-glare, oleophobic coating gave the text an added degree of clarity.

We were struck by the fine detail of the text and icons on the Tap display.

Throughout our testing, Tap performed with no discernable lag or delay, and its touch overlay was highly accurate.

In fact, we never had a single mis-tap (sorry about the pun) throughout our testing.

After conducting a few calls, we came to appreciate the low profile and display angle of Tap's display. We have found that the display angle of some meeting room touch panels makes them prone to glare and reflections from overhead lighting. Tap's low (14 degree) display angle minimized on-screen glare.

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Tap also includes a headphone jack on the side of the unit to allow users to conduct private calls. This is especially useful in open workspaces. This too worked well during our testing.

On a more critical note, Tap does not offer any brightness or contrast control. We had one instance where the ability to increase the display's brightness would have been helpful.

In addition, although Tap only requires two cable connections (the Logitech Strong USB cable and the power cable), we question whether the separate power cable is really necessary. Perhaps Logitech's Strong USB cable could also power the Tap device? Just a thought.

Power Feature - Wired Content Sharing / Presentation

In recent years, it has become quite common for a meeting room participant to share content wirelessly by joining the same meeting from his laptops and sharing content directly into the meeting. RR calls this the "double-join" method as two systems / users in the same room (the meeting room video system and the user sharing his content) are connected to the same meeting at the same time.

For those preferring a more terrestrial approach, Logitech Tap adds another key feature to Microsoft Teams Rooms – support for wired content sharing.

To use wired content sharing, users (or admins) simply need to connect a standard HDMI cable to the HDMI input underneath the Tap display. When a user connects his laptop to the other end of the HDMI cable, the system automatically detects the content signal and (depending on the Teams settings) and:

- Automatically presents the content to the local and/or remote sites, OR
- Asks the user whether he wants to present the content.

We tested the wired content sharing capability numerous times and it worked perfectly.

Authors' Note:

With the wired input function, Logitech is actually converting the HDMI signal into a USB signal for transmission to the mini-PC, and then making that signal available to apps running on the mini-PC.
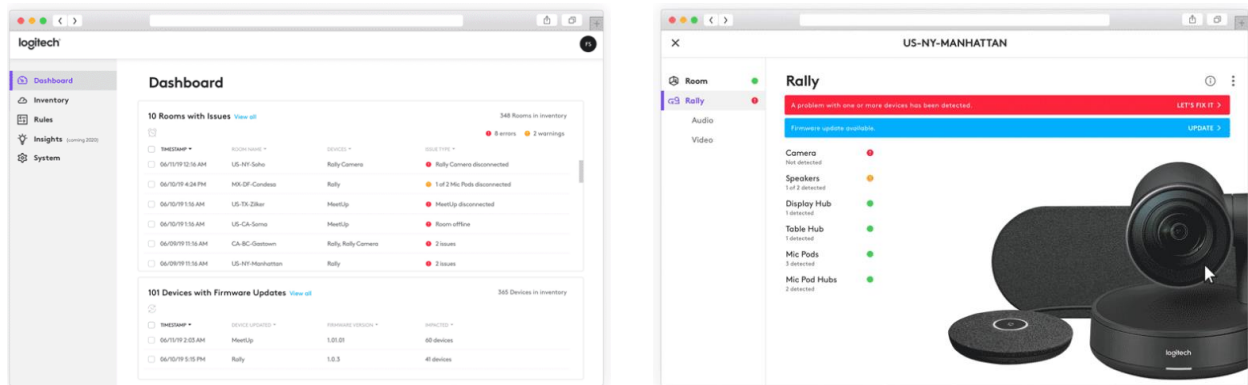
In other words, this capability is not Microsoft Teams Rooms specific and should work equally well in other Logitech bundles (e.g. Logitech Tap for Zoom Small Rooms).
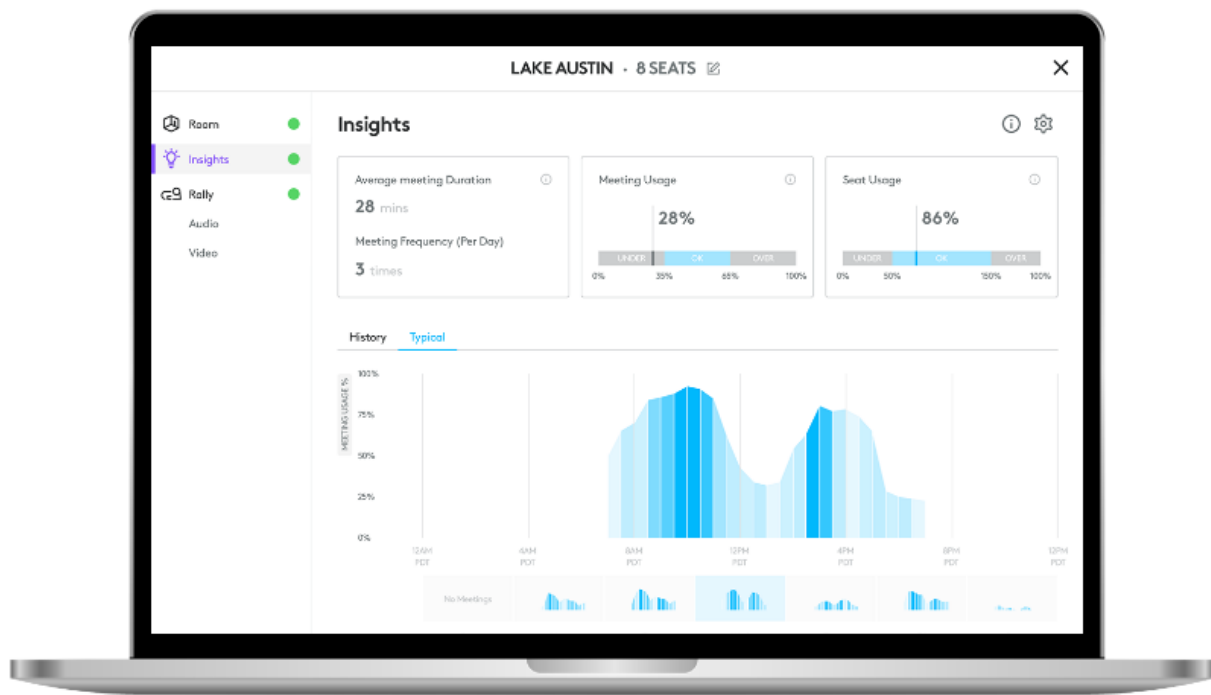

System Management using Logitech Sync

Logitech Sync is a cloud-based platform that allows system administrators to remotely monitor and manage Logitech meeting room video conferencing devices and some third-party devices from vendors including Aver, Crestron, Huddly, Poly, and Yamaha.

Monitoring – Sync provides a real-time dashboard (see screenshot below at left) that provides room status, highlights systems with issues or problems, and provides diagnostic information to expedite troubleshooting efforts.

Management – Sync allows admins to deploy firmware updates in bulk to ensure that all devices are on the most current version of software (see screenshot below at right).

Insights / Analytics – Sync also provides information about how people are using the installed devices to help organizations make educated purchasing and deployment decisions (see below).

Logitech Sync offers remote monitoring and management of both the Logitech MeetUp and Logitech Tap devices included within this bundle.

In addition, using its integrated APIs, Logitech Sync integrates with third-party platforms from Barco, Domotz, and Utelogy.

Analysis and Opinion

Logitech Tap is a USB touch-display that acts as the control interface for software-based meeting room video conferencing applications like Microsoft Teams Rooms, Zoom Rooms, and Google Meet.

To assess the performance of Logitech Tap, our team installed the Logitech Tap for Microsoft Teams Small Rooms bundle in one of our small meeting rooms. This bundle includes a Logitech Tap, a mini-PC pre-loaded with Microsoft Teams Rooms, and a Logitech MeetUp mic/speaker/ camera system.

We used Logitech Tap and the rest of this bundle for both test and production meetings for several weeks. In addition, we used the Logitech Sync cloud portal to monitor and manage the Logitech devices.

Without exception, we were pleased by the performance of this solution.

Throughout our testing, we were pleased by the user experience provided by the Logitech Tap / Microsoft Teams Rooms bundle.

Specifically, our test team appreciated Tap's overall design, integrated cable management, and low profile. In addition, Tap's display offered both high quality text and graphics, and its touch overlay worked like a champ.

Although Tap doesn't have its own user interface (it simply displays the Microsoft Teams Rooms UI), Logitech found a way to sneak in a few extra features for Tap users. For example, Tap reduces cable clutter by carrying video, audio, and control signals over a single cable. In addition, Tap adds wired content sharing support to Microsoft Teams Rooms meetings.

Overall, Tap is a well designed, easy to install, easy to manage, and highly functional touch display / controller that will complement and enhance any Microsoft Teams Rooms meeting room.

About Logitech

Logitech designs products that have an everyday place in people's lives, connecting them to the digital experiences they care about. More than 35 years ago, Logitech started connecting people through computers, and now it's a multi-brand company designing products that bring people together through music, gaming, video and computing. Brands of Logitech include Ultimate Ears, Jaybird, Logitech G and ASTRO Gaming.

Founded in 1981, and headquartered in Lausanne, Switzerland, Logitech International is a Swiss public company listed on the SIX Swiss Exchange (LOGN) and on the Nasdaq Global Select Market (LOGI). Find Logitech at www.logitech.com, the company blog or @Logitech.

About Recon Research

Recon Research (RR) is an analyst / market research firm focused on the enterprise communications space. Our areas of coverage include unified communications, video conferencing, collaboration and ideation, audio visual AV solutions, wireless presentation, and more.

RR provides enterprise customers, vendors, channel partners, and investment professionals with the information and insight needed to make fact-based decisions.

What makes RR different is the depth of knowledge and experience that comes from 15+ years of company briefings, market analysis, and hands-on testing of products and services in the space.

For more information, visit us at www.reconres.com.

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