

# Polycom Companion

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## What's New in This Release

Polycom Companion 1.4.0 manages the following new features for Poly EagleEye Cube USB cameras:

- [Power Status and USB Connection](#)
- [Microphone and Stereo Audio Management](#)
- [Certificate Validation](#)

## Power Status and USB Connections

The **EagleEye Cube USB > Status** page displays the following new statuses reported by EagleEye Cube USB cameras. The status is read only.

- **Power Status:** The value can be **USB** or **Power over Ethernet**.
- **USB Connection:** EagleEye Cube USB cameras support USB 2.0 and USB 3.0.

## **Microphone and Stereo Audio Management**

You can manage the EagleEye Cube USB camera microphone and stereo audio from the **EagleEye Cube USB > Admin Settings > Miscellaneous** page.

- **Enable Microphone:** EagleEye Cube USB cameras have two integrated microphones used for audio detection. You can also use them to record audio. The default value is **Off**. You must enable this setting to record audio.
- **Enable Stereo Audio:** The integrated microphones support stereo audio. When you enable stereo audio, EagleEye Cube USB cameras use two audio channels to provide stereo sound. When you disable stereo audio, EagleEye Cube USB cameras mix the audio channels.

## **Certificate Validation**

EagleEye Cube USB cameras now support certificate verification. Polycom Companion adds the **Certificate** page to the **EagleEye Cube USB > Admin Settings** page.

By default, the **Always Validate Peer Certificates from Server** option is **Off**. EagleEye Cube USB cameras have a default certificate installed. You can turn on the **Always Validate Peer Certificates from Server** option to validate the provisioning server automatically.

## **Release History**

This following table lists the release history for Polycom Companion.

### **Release History**

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.4.0	January 2020	Support for following Poly EagleEye Cube USB camera settings: <ul style="list-style-type: none"><li>• Power status and USB connections</li><li>• Microphone and stereo audio management</li><li>• Certificate validation</li></ul>
1.3.0	December 2019	Support for following Poly Studio settings: <ul style="list-style-type: none"><li>• Camera Movement</li><li>• Maximum Zoom</li><li>• Conversation Mode</li></ul>
1.2.1	July 2019	Support for certificate management Support for Acoustic Fence beam region setting
1.2	June 2019	Support for managing the Polycom EagleEye Cube USB camera
1.1.1	May 2019	Bug fixes
1.1	February 2019	Support for managing the Polycom Studio USB video bar

Release	Release Date	Features
1.0	August 2018	Support for the Polycom EagleEye Mini USB camera <ul style="list-style-type: none"> <li>• Update the firmware</li> <li>• Show camera status</li> </ul>

## System Requirements

Your computer system must meet the following requirements before you install Polycom Companion.

### Computer Requirements for Microsoft Windows

Item	Configuration Requirement
Operating System	Windows 7, 8.1, or 10 (32 bit or 64 bit)
CPU	Intel Core i5, 2.5 GHz or faster
Memory	4 GB RAM
Free Hard Disk Space	500 MB
Monitor Resolution	1280 x 720 or higher

### Computer Requirements for Apple MacOS

Item	Configuration Requirement
Operating System	MacOS 10.13, 10.14, or 10.15 (64 bit)
CPU	Intel Core i5, 2.9 GHz or faster
Memory	4 GB RAM
Free Hard Disk Space	500 MB
Monitor Resolution	1280 x 720 or higher

# Products Tested with This Release

Poly products are tested extensively with a wide range of products. You can view a list of the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant and investigates reports of Poly systems that are not interoperable with other vendor systems. Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release..



Poly recommends that you upgrade all of your Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#).

## Products Tested with this Release

Product	Tested Versions
Polycom EagleEye Mini USB camera	9.0.23
Poly Studio USB video bar	1.2
Poly EagleEye Cube USB camera	1.2

# Limitations

This section identifies the limitations and constraints when using Polycom Companion.

## ***Polycom Companion for Mac Compatibility with Microsoft Skype for Business***

Polycom Companion for Mac doesn't work when Microsoft Skype for Business is running. Exit Skype for Business before using Polycom Companion.

# Installation

Issue ID EN-141613. The anti-virus software Avast may prevent the Polycom Companion App from installing until the Companion App passes its sanity check. This check may take hours.



### CAUTION: Device Configuration

Don't unplug the USB cable or power cable for the Poly Studio USB video bar or Poly EagleEye Cube USB camera while changing settings on Polycom Companion. This may cause unexpected errors.

# Resolved Issues

The following table lists the resolved issues in this release.

## Resolved Issues

Category	Issue ID	Found in Release	Description
Mac Support	EN-160190	1.3	Polycom Companion doesn't support Mac OS 10.13.
Settings	EN-162673	1.3	(Polycom Companion for Mac Only) The <b>Maximum Zoom</b> value for Poly Studio doesn't increase when <b>Conversation Mode</b> is enabled. However, the actual <b>Camera Zoom</b> setting is changed to 4x.
Settings	EN-160324	1.3	(Polycom Companion for Mac Only) The <b>General Settings</b> menu is not visible in the menu navigation list.

# Known Issues

The following table lists the known issues in this release.



These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

## Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Downloading	EN-117731	1.1	You can't install the application by clicking <b>Run</b> after downloading PolycomCompanionSetup.exe from a Microsoft Edge browser.	Select <b>Save</b> or <b>Save as</b> to save the installation package to your local disk, then install it from Windows File Explorer.
Status Updates	EN-161425	1.3	Polycom Companion for Windows doesn't update the <b>Status</b> page when status changes.	Refresh the <b>Status</b> page manually.
Settings	EN-165360	1.4	(Polycom Companion for Mac only) You can't change the <b>Enable Stereo Audio</b> setting	Change the setting using Polycom Companion for Windows

Category	Issue ID	Found in Release	Description	Workaround
Upgrade	EN-163262	1.3	(Polycom Companion for Mac Only) You can't use Companion 1.3 to configure <b>Camera Tracking</b> options for Poly Studio or EagleEye Cube versions earlier than 1.2.	Upgrade Poly Studio or EagleEye Cube to 1.2.

## Language Support

The Polycom Companion user interface supports the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

# Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site and select **Support**.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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