



# Polycom Companion

## Contents

What's New in This Release .....	1
Release History .....	3
Language Support .....	4
System Requirements .....	5
Products Tested with This Release .....	5
Resolved Issues .....	6
Known Issues .....	6
System Constraints and Limitations .....	7
Get Help .....	7
Copyright and Trademark Information .....	8

## What's New in This Release

This release contains the following new features for the Poly Studio USB video bar and the Poly EagleEye Cube USB camera. See the [Polycom Companion User Guide](#) for detailed information about the new features.

---

**Note:** The new features are available after you update the Poly Studio USB video bar and Poly EagleEye Cube USB camera firmware to version 1.3.

---

### ***Poly Studio USB Video Bar Features***

Polycom Companion 1.5.0 manages the following new features for the Poly Studio USB video bar.

- [Presenter Mode](#)
- [Updating Poly Studio Firmware Manually](#)

## Presenter Mode

Enable **Presenter Mode** to track an active speaker when the speaker is talking and moving.

You can enable **Presenter Mode** on the **Admin Settings > Lab Feature** page when you set the **Tracking Mode** to **Frame Speaker** and **Maximum Zoom** to **4x**.

---

**Note:** You can't enable **Presenter Mode** and **Conversation Mode** at the same time.

---

## Updating Poly Studio Firmware Manually

For beta firmware or when you have a problem with the automatic firmware update, you can update the firmware from your local PC. You can download the Poly Studio USB video bar beta firmware to your local PC from the beta software download page.

---

**Note:** You can't update the firmware while the Poly Studio USB video bar is streaming video or audio.

---

## *Poly EagleEye Cube USB Camera Features*

Polycom Companion 1.5.0 manages the following new features for Poly EagleEye Cube USB camera:

- [Camera Movement](#)
- [Maximum Zoom](#)
- [Certificate Management](#)
- [Updating Poly EagleEye Cube USB Camera Firmware Manually](#)
- [Configuring DHCP for the Poly EagleEye Cube USB Camera](#)

## Camera Movement

You can adjust the camera movement on the **Admin Settings > Camera Tracking** page only when you set the **Tracking Mode** to **Frame Group** or **Frame Speaker**.

## Maximum Zoom

You can limit the maximum camera zoom in ratios of 2x, 3x, or 4x on the **Admin Settings > Camera Tracking** page only when the **Tracking Mode** is set to **Frame Group** or **Frame Speaker**.

## Certificate Management

The Polycom Companion application can generate certificate signing requests (CSRs) that are then sent to a certificate authority (CA) for official issuance. The CA is the trusted entity that issues, or signs, digital certificates for others.

You also can install, view, and delete certificates from the Polycom Companion application.

## Updating Poly EagleEye Cube USB Camera Firmware Manually

For beta firmware or when you have a problem with the automatic firmware update, you can update the firmware on your local PC. You must download the Poly EagleEye Cube USB camera beta firmware to your local PC from the beta software download page.

---

**Note:** You can't update the firmware while the EagleEye Cube video bar is streaming video or audio.

---

## Configuring DHCP Option for the Poly EagleEye Cube USB Camera

Polycom Companion adds the **Auto** item under the **Provisioning Mode** drop-down list on the **EagleEye Cube USB > Admin Settings > Provisioning Server** page. When you select **Auto** as the **Provisioning Mode**, you can configure the **DHCP Option** for the EagleEye Cube USB camera.

## Release History

This following table lists the release history for Polycom Companion.

### Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.5.0	June 2020	Support for following Poly Studio USB video bar settings: <ul style="list-style-type: none"><li>• Presenter mode</li><li>• Updating Poly Studio firmware manually</li></ul> Support for following Poly EagleEye Cube USB camera settings: <ul style="list-style-type: none"><li>• Camera movement</li><li>• Maximum zoom</li><li>• Certificate management</li><li>• Update Poly EagleEye Cube USB camera firmware manually</li><li>• Configure DHCP for the Poly EagleEye Cube USB camera</li></ul>

---

<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
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>

## 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

# System Requirements

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

## Computer Requirements for Microsoft Windows

<i>Item</i>	<i>Configuration Requirement</i>
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 × 720 or higher

## Computer Requirements for Apple MacOS

<i>Item</i>	<i>Configuration Requirement</i>
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 × 720 or higher

## Products Tested with This Release

Poly products are tested extensively with a wide range of products. The table below lists the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that do not interoperate with other standards-compliant 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.

## Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom EagleEye Mini USB camera	9.0.23
Poly Studio USB video bar	1.3
Poly EagleEye Cube USB camera	1.3

## Resolved Issues

This section identifies the issues resolved in this release.

### Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
Log	EN-177206	1.4	When sending logs through email, Polycom Companion always displays the <b>MAPISendMail failed! Code:27285480554889216</b> error. However, Polycom Companion sends the email successfully.
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.
Status Updates	EN-161425	1.3	Polycom Companion for Windows doesn't update the <b>Status</b> page when the status changes.

## Known Issues

This section identifies the known issues in this release.

**IMPORTANT:** These release notes do not provide a complete listing of all known issues for 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

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Installation	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.

Category	Issue ID	Found in Release	Description	Workaround
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.

## System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

### ***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:** 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.

---

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

### ***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.

## Copyright and Trademark Information

© 2020 Plantronics, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Plantronics, Inc.

Plantronics, Inc. (Plantronics + Polycom, Now together as Poly)

345 Encinal Street

Santa Cruz, California

95060

Poly and the propeller design are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.