

Polycom® EagleEye™ Cube USB Camera

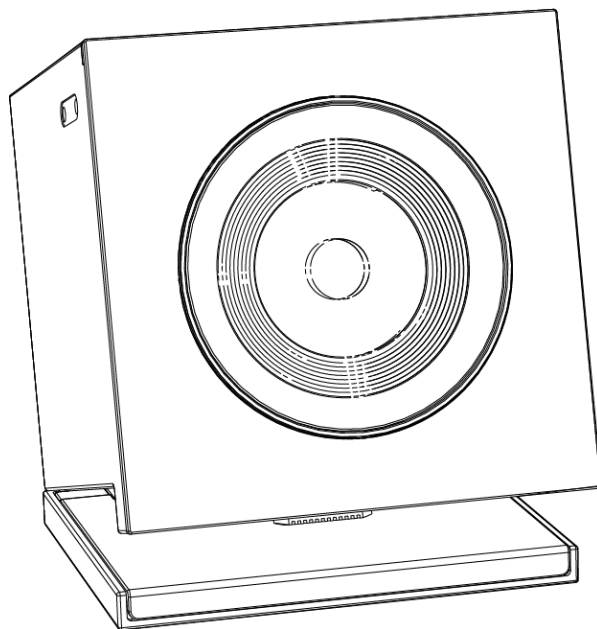
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Overview

Polycom announces the release of Polycom EagleEye Cube USB camera, a 4K 5 x zoom ePTZ camera that you can use with Polycom Companion and Polycom Trio 8800 Visual+ accessory solutions. The camera is targeted for huddle and small-sized conference rooms within a 5 m (16.4 ft) length. It supports stereo audio pickup and output up to 3840 x 2160 P30 video.

EagleEye Cube USB can be used as a USB standard camera. To control the camera, the device must be connected to the Polycom Companion App or Polycom Trio Visual+. To configure administrator settings on the EagleEye Cube USB camera or to upgrade the camera, connect the device to the Polycom Companion App through a PC.



Power Up the Camera

You can power up the Polycom EagleEye Cube USB camera by USB 3.0 or PoE. It cannot be powered up by USB 2.0.

LED Indicators

The following table describes the LED indicators and associated system behaviors on Polycom EagleEye Cube USB. The LED indicators are located along the top of the camera above the aperture.

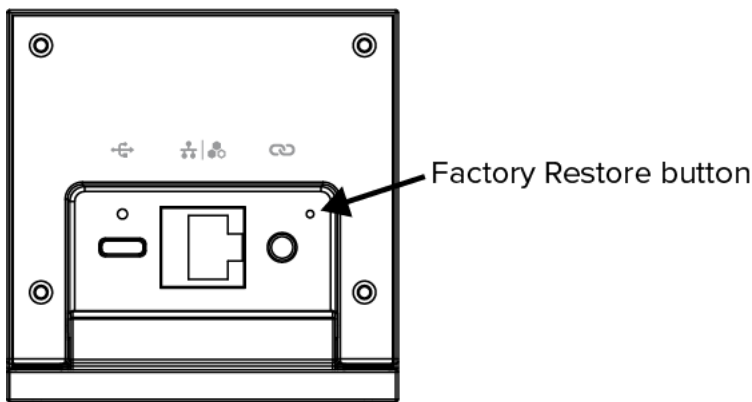
<i>Mode</i>	<i>LED Color</i>	<i>LED Timing</i>	<i># of LEDs</i>
Attention (Error preventing normal operation)	Red	Blinking	5 - All
Camera boot initialization process in progress	White	Chasing	5 - Alternating
Device firmware update in progress	Amber	Pulsing	5 - All
Privacy cover open, camera is active, active video output, tracking is off	Green	Solid	1 - Center
Privacy cover open, camera is active, active video output, tracking is on	Green	Solid	1 – Depends on Participants
Privacy mode (Shutter is closed)	Red	Solid	1 - Center
Privacy cover open, camera is asleep, no active video output (Standby)	Amber	Solid	1 - Center
Privacy cover open, camera is idle, no video output	White	Solid	1 - Center

Perform a Factory Restore

Follow these steps to perform a factory restore.

1. Power off the camera.
2. Press and hold the pin hole on the back of the camera, and power up the camera.
3. Release it after 5 seconds.

The EagleEye Cube USB camera performs the factory restore and boots up within about two minutes.



Related Documentation

For more information about the Polycom EagleEye Cube, refer to following documents in the **Documents & Software** section at [Polycom Support](#).

- Polycom EagleEye Cube USB Setup Sheet
- Polycom Companion User Guide
- Polycom Companion Release Notes
- Polycom Trio Solution User Guide

Security Updates

For information about known and resolved security vulnerabilities, refer to the [Polycom Security Center](#).

Software Installation and Upgrades

Upgrade the camera using Polycom Companion or Polycom Trio Visual+. The Polycom EagleEye Cube USB also supports Windows Software Update.

Version History

This following table lists the release history of EagleEye Cube USB software.

Version History

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
1.0	May 2019	Initial Release

Resolved Issues

There are no resolved issues for the 1.0 release.

Known Issues

The following table lists known issues in this release of the Polycom EagleEye Cube USB camera.



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

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Admin Settings	EN-135474	1.0	Occasionally, Admin Settings are not accessible on the Polycom Companion App user interface.	Close and reopen the Companion App.
Detection	EN-136190	1.0	When in PoE power supply mode and connected to the PC's USB PowerShare port, Windows 10 does not detect the camera after the OS goes into or recovers from sleep mode.	Unplug then plug back in the USB cable.
Detection	EN-136542	1.0	When a PoE cable is connected to the camera and the USB-C port is connected to a USB-C cable, Mac OS does not detect the camera.	Replace the USB-C cable with a USB-A to USB-C cable or remove the PoE cable.
Logs	EN-131221	1.0	The camera does not restore logs before unplugging and re-plugging in its USB.	No workaround
Tracking	EN-133841	1.0	Camera tracking is not as effective when the user is near the edge of the camera's view, or the user is not facing the camera.	No workaround
Tracking	EN-137089	1.0	When tracking is enabled, and the video stream is stopped then started, the LED position and view of the video output is out of sync.	Allow a few seconds for the video to adjust.
Video	EN-136534	1.0	When a PoE cable is connected to the camera and the USB-C port is connected to a USB-C cable, the soft-video endpoint (such as Skype for Business) does not display or preview video.	Perform a factory reset.

Category	Issue ID	Release	Description	Workaround
Video	EN-135021	1.0	When using select USB-C hubs, the video is corrupted on high resolution.	Use a USB3 cable to connect camera directly to the PC or replace it with a USB2 hub.
Video	EN-133840	1.0	In low light conditions, the camera's focus and brightness are not as effective.	No workaround

Limitations

The following are a list of limitations to features and functionalities in this release.

When using the Frame Speaker, Frame Group, or Participant Count features, the number of participants should be limited to 14 people.

Interoperability

Products Tested in this Release

The Polycom EagleEye Cube USB camera is tested extensively with a range of products. While the following list is not a complete inventory of compatible equipment, it lists the products that have been specifically tested for compatibility with this release.



Note: Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Products Tested with this Release

Product	Tested Versions
Zoom	4.3.5
BlueJeans	2.9.252.0
Polycom Trio Visual+	5.9.0.1
Polycom Companion	1.2.0
Skype for Business	2016 and later
Icron USB 2.0 Ranger 2304	



Note: To output video using Windows 7, you must enable Windows 7 Compatibility Mode in Polycom Companion and then reboot.

Ports

The following table lists the port usage in this release of the EagleEye Cube USB camera.

Port	Type (TCP or UDP)	State (Open, Listening)	Direction	Usage Notes
443	TCP	Open	Outbound	▪ HTTPS Provisioning/logs
21	TCP	Open	Outbound	▪ FTPS Provisioning/logs
53	UDP	Open	Outbound	DNS
67	UDP	Open	Outbound	DHCP
123	UDP	Open	Outbound	NTP

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Software at [Polycom Support](#).

To find all Polycom partner solutions, see [Strategic Partner Solutions](#).

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