



# Poly EagleEye Cube USB Camera

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# What's New in this Release

The Poly EagleEye Cube USB camera 1.3.0 includes the following new features:

- [Improved Face Detection](#)
- [Configurable DHCP Option](#)
- [Configure Maximum Zoom](#)
- [Auto Pan](#)
- [Certificate Signing Requests](#)
- [Manually Update the Firmware](#)

## ***Improved Face Detection***

The EagleEye Cube USB camera 1.3.0 supports improved face detection, providing better camera framing.

## ***Configurable DHCP Option***

The EagleEye Cube USB camera 1.3.0 supports a configurable DHCP Option. The allowable values are from 140 to 207. The default DHCP value is 160. If the value is left blank, it defaults to 160. The camera reports the DHCP option to Polycom Companion. In Polycom Companion, go to **Admin Settings > Provisioning Server > DHCP Option**.

## ***Configure Maximum Zoom***

You can limit the maximum camera zoom in ratios of 2x, 3x, or 4x only when the tracking mode is **Frame Group** or **Frame Speaker**. The default is 4x.

### **Procedure:**

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Maximum Zoom** and select one of the zoom ratios.
3. Select **Save**.

## ***Auto Pan***

The EagleEye Cube USB camera 1.3.0 supports Auto Pan. Auto Pan configures the camera to smoothly transition from one position to another.

You can adjust the camera movement only when you set the tracking mode to **Frame Group** or **Frame Speaker**.

## Procedure:

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Camera Movement** and select one of the following options:
  - Auto Pan: The camera pans smoothly between the speakers or groups.
  - Cut: The video cuts between the talkers or groups.
3. Select **Save**.

## *Certificate Signing Requests*

The EagleEye Cube USB camera 1.3.0 supports Certificate Signing Requests. 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.

## *Manually Update the Firmware*

Automatic firmware update is recommended, however the EagleEye Cube USB camera 1.3.0 provides manual firmware update.

## Procedure:

1. Download the firmware to your local PC.
2. Connect the EagleEye Cube USB camera to your computer.
3. In Polycom Companion, go to **Firmware Update**.
4. Select **Browse** to upload and open the software build.

Polycom Companion updates the camera to the selected version.

## Release History

This section lists the release history of the EagleEye Cube USB camera 1.3.0.

## Release History

Release	Release Date	Features
1.3.0	June 2020	This release includes support for: <ul style="list-style-type: none"><li>• Improved Face Detection</li><li>• Configurable DHCP Option</li><li>• Configure Maximum Zoom</li><li>• Auto Pan</li><li>• Certificate Signing Requests</li><li>• Manually Update the Firmware</li></ul>
1.2.0	January 2020	This release includes support for: <ul style="list-style-type: none"><li>• Poly G200 support</li><li>• Microphone Off Default</li><li>• Stereo Audio with Skype for Business</li><li>• Status Page</li><li>• Certificates Setting</li><li>• Camera Control with the Zoom Rooms Application</li><li>• DHCP Option 160</li></ul>
1.1	August 2019	This release includes support for: <ul style="list-style-type: none"><li>• Poly G7500 support</li><li>• ISP Enhancement for Better Video Quality</li></ul> Interoperability Enhancement with Ecosystems
1.0	June 2019	Initial Release

## Security Updates

Please see the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

## Software Installation and Upgrades

Upgrade the camera using Polycom Companion, Poly Trio Visual+, Poly G7500, or Poly G200. The EagleEye Cube USB camera also supports Windows Update.

## ***Upgrading Automatically From RealPresence Resource Manager***

To upgrade the EagleEye Cube USB camera automatically from RealPresence Resource Manager, refer to the Polycom RealPresence Resource Manager System Operations Guide and the *Poly EagleEye Cube USB Parameters Reference Guide* in the [Polycom Document Library](#).

# Change Admin Password

To comply with security mandate California SB-327, the system mandates a change of the default password before the device becomes operational. Provision the changes in the following parameters:

- `sec.auth.admin.password`
- `sec.auth.admin.password.enable`

You can also change the Admin password in Poly Companion when you first open it.

## 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>
Poly Trio Visual+	5.9.1
Polycom Companion	1.5.0
Poly G7500	2.1.0
Microsoft Teams	1.3.00
Zoom	4.5
BlueJeans	2.14.1
Skype for Business	2016 and later
Chime	4.31

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

When Poly EagleEye Cube USB is integrated with Poly Trio Visual+ or Poly G7500, Poly EagleEye Cube USB updates to the packaged software version in the main product.

## Recommended Third-Party USB Cable Extender

Poly has successfully tested the following USB extender with EagleEye Cube USB 1.3.0.

- Icron USB 2.0 Ranger 2304

# Resolved Issues

There are no resolved issues in this release.

# Known Issues

This section identifies the known issues in this release.

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**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.

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## Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Detection	EN-158418	1.2.0	Occasionally, Poly G200 doesn't detect the camera after rebooting or replugging.	Reboot the Poly G200 system.
Interoperability	EN-146737	1.1	Starting Polycom Companion with both Poly Studio and a Poly EagleEye Cube USB camera connected to the PC can cause Windows 10 to crash.	Start Polycom Companion with only the Poly EagleEye Cube USB camera connected.
Logs	EN-131221	1.0	The camera doesn't restore logs before you unplug and re-plug its USB connection.	No workaround.
Networking	EN-145812	1.1	Periodically, 802.1X configurations display incorrectly in the Polycom Companion 802.1X configuration page.	No workaround.
Tracking	EN-133841	1.0	Camera tracking isn't as effective when the user is near the edge of the camera's view or the user doesn't face the camera.	No workaround.
Video	EN-171723	1.3.0	Transition from speaker to speaker is not smooth enough.	No workaround.
Upgrade	EN-175484	1.3.0	When configuring a provisioning server using DHCP, the camera can't be upgraded by the provisioning server.	Manually configure the provisioning server to do centralized upgrade. Manually upgrade using Poly Companion.

# **System Constraints and Limitations**

The following sections list constraints and limitations when using the EagleEye Cube USB camera.

## ***Country Code Requirement When Creating CSR***

When creating a CSR, you must input the two-character country code following the ISO standard [https://en.wikipedia.org/wiki/ISO\\_3166-1\\_alpha-2](https://en.wikipedia.org/wiki/ISO_3166-1_alpha-2).

## ***Power Over USB for Trio Visual+***

When using the EagleEye Cube USB camera with Trio Visual+, provisioning and updating with RealPresence Resource Manager or PDMS-E are not supported. Instead, the Trio Visual+ handles managing the camera.

In order to optimize the functionality of this use case, power the camera through the Trio Visual+ over USB connector, not by PoE switch. If you do not power the camera through Visual+ using USB, the camera cannot receive automatic updates. In addition, the camera cannot automatically re-establish connectivity after power failures.

## ***Participant Threshold When Using Camera Tracking***

When using the Frame Speaker, Frame Group, or Participant Count features, limit the number of participants to 12.

## ***Environmental Color Limitations***

Color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

## ***Power Requirements for Log Retrieval***

To retrieve logs from an EagleEye Cube USB camera that's attached to a codec, you must disconnect the camera from the codec and reconnect it to a PC running Polycom Companion. However, the camera must be continually powered during the USB cable transfer. To prevent loss of power to the camera during this transition, attach a cable that supports PoE+ to the camera before you disconnect the USB cable from the codec.

# 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 [Poly Online Support Center](#) 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 [Poly 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 [Poly 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.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

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345 Encinal Street

Santa Cruz, California

95060

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