

Polycom® EagleEye™ Director II

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What's New

The EagleEye Director II camera version 2.2.0 provides the following new feature:

- **Tracking Presets** – You can create and save presets for the different tracking modes. Presets can be saved for speaker tracking, group tracking, and no tracking. Each preset allows you to save camera positions that the camera uses when it frames speakers and groups.
 - **Frame Speaker Presets** – Saves presets for speaker tracking. The camera frames the speaker inside the predefined camera views.
 - **Frame Group Presets** – Saves presets for group tracking. The camera frames the group inside the predefined camera views.
 - **Tracking Off Preset** – Saves a single camera preset for when tracking is disabled.

Security Updates

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

Install

For installation information, refer to *Polycom EagleEye Director II Administrator Guide*.

Software Updates

Software update scenarios can involve two cascaded EagleEye Director II cameras, a primary camera and a secondary camera, that have different software version numbers. The following table lists the resulting software versions of the cameras after a software update.

| Upload Version | Current Version | | Update Result/Workaround |
|----------------|-----------------|-----------|---|
| | Primary | Secondary | |
| 2.2.0 | 2.2.0 | 2.2.0 + 1 | Primary and secondary cameras are 2.2.0 + 1 |
| 2.1.0 | 2.1.0 | 2.1.0 + 1 | No software update |
| 2.1.0 + 1 | 2.1.0 | 2.1.0 + 1 | Primary and secondary cameras are 2.1.0 + 1 |
| 2.1.0 + 1 | 2.1.0 + 1 | 2.1.0 | Disconnect cascaded cameras; update the secondary camera without the primary camera |
| 2.1.0 + 1 | 2.1.0 | 2.1.0 - 1 | Primary and secondary cameras are 2.1.0 + 1 |

Hardware and Software Requirements

To use an EagleEye Director II as a USB camera for a computer, and to use Microsoft Surface Hub for Skype for Business and for Microsoft Lync, the following minimum requirements must be met.

| Category | Requirement |
|------------------|--|
| Operating System | Windows 10 (32-bit or 64 bit). Required for the EagleEye Director II App and for the camera web interface. Windows 8 (32-bit or 64-bit) Windows 7 (32-bit or 64-bit) |
| Desktop Client | Office 365 Microsoft Skype for Business 2016/2015 Microsoft Lync 2013 (required for 1080p) |
| Processor | Quad core, 2.0 GHz or higher For Office 365, Lync 2013, and Lync 2010 client requirements, refer to the Microsoft TechNet site. |

| <i>Category</i> | <i>Requirement</i> |
|-----------------|--|
| RAM | 2 GB |
| USB Connector | USB 3.0, USB 2.0 (recommended) USB 1.0 (You might experience reduced performance with this port) |
| USB Driver | Use Windows Update to ensure that you installed the latest USB driver on your computer. The following Microsoft operating systems are supported. <ul style="list-style-type: none"> Windows 8 or later Windows 7 |

Version History

The following table lists the release history of the Polycom EagleEye Director II camera.

Version History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 2.2.0 | May 2019 | Frame speaker, frame group, and tracking off camera presets. |
| 2.1.0.5 | August 2018 | Strong password requirement for enhanced security. |
| 2.1.0 | July 2018 | This release includes important field fixes. |
| 2.0.0 | April 2018 | This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> EagleEye Director II App Web Interface Cascading for two cameras Group Series, Bring Your Own Device, and Automatic connection modes Configurable position of the PIP window |

Resolved Issues

The following table lists resolved issues in this release of the Polycom EagleEye Director II camera.

Resolved Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> |
|-----------------|-----------------|--|
| Application | EN-123569 | Tracking status doesn't update on EagleEye Director II application after setting is changed with the remote or on the web interface. |

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> |
|------------------|-----------------|--|
| Configuration | EN-124147 | Polycom EagleEye Director II doesn't support personal authentication. |
| Interoperability | EN-122001 | Video stops when connected to Logitech Flex. |
| Peripherals | EN-101725 | Polycom Trio 8800 displays EagleEye Director II when connected. |
| Peripherals | EN-115198 | Unable to disable Bluetooth using web interface. |
| Video | EN-98256 | Video stops working during a call when using Windows 10 version 10.0.16299. |
| Video | EN-97647 | Lip sync happens when cascading two EagleEye Director II cameras through USB (Bring Your Own Camera mode) in Skype for Business calls. |

Interoperability

The EagleEye Director II camera interoperates with a variety of software and hardware.

Camera Software Packaged with RealPresence Group Series System Software

The EagleEye Director II camera is interoperable with RealPresence Group Series 300, RealPresence Group Series 310, RealPresence Group Series 500, and RealPresence Group Series 700 systems. EagleEye Director II software builds are bundled with the RealPresence Group Series software version packages as follows. Note that RealPresence Group Series system versions prior to 6.1.0 support the camera 1.x.x versions only and do not support 2.x.x versions.

Software Packages

| <i>EagleEye Director II Software Build</i> | <i>RealPresence Group Series Version</i> |
|--|--|
| 2.1.0.5 | 6.2.0.2 |
| 1.1.0.29 | 6.1.7 |
| 1.1.0.29 | 6.1.6.1 |
| 1.1.0.23 | 6.1.5 |
| 1.1.0.23 | 6.1.4 |
| 1.1.0.18 | 6.1.3 |
| 1.1.0.18 | 6.1.2 |
| 1.0.0.22 | 6.1.1 |
| 1.0.0.16 | 6.1.0 |

Interoperable Product Versions

The EagleEye Director II camera interoperates with the following products and versions.

Product Interoperability

| <i>Product</i> | <i>Interoperable Versions</i> |
|--|--|
| Polycom Trio™ | 5.7.1 |
| Polycom Trio™ for Zoom Room | Mac: 4.1.25771 Windows: 4.1.25831 |
| Desktop Client with Microsoft® Skype for Business and Microsoft Lync | Office 365 Microsoft Skype for Business 2016/2015 Microsoft Lync 2013 (required for 1080p) |
| Microsoft® Surface Hub® with Polycom® Trio™ (USB mode) | System version: 10.0.15063.1058 Application version: 1.4.7.0 |

Supported Cameras and Accessories

- EagleEye IV Digital Extender
- Digital Breakout Adapter
- EagleEye IV wide-angle lens
- EagleEye IV 12x cameras
- Privacy cover (used in environments that require enhanced security)
- Icron Ranger 2304 USB 2.0
- Icron Ranger 2311 Icron USB 2.0

For information on setting up these cameras and accessories, refer to the following documents: *Polycom EagleEye IV Wide Angle Lens*, *Setting Up the Polycom EagleEye IV Cameras*, *Setting Up the Polycom EagleEye IV Camera Privacy Cover*, and *Setting Up the Polycom EagleEye Digital Extender*.

For more information on the EagleEye Digital Extender and Digital Breakout Adapter accessories, refer *RealPresence Group Series Integrator Reference Guide* at [Polycom Support](#).

Limitations

To pair with a Polycom Trio system, the EagleEye Director II camera must be on the same subnet; otherwise, the system cannot detect the camera.

Get Help

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

For information about Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

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6001 America Center Drive
San Jose, CA 95002
USA

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