



Frequently Asked Questions

Q1: What products are replacing the discontinued products?

A: The replacement product for Companion App is Poly Lens Desktop (<https://lens.poly.com>). For more information on Poly Lens, please go to the Poly product page at <https://www.poly.com/us/en/products/services/cloud/poly-lens>.

Q2: Does Lens Desktop provide value parity in features and capabilities?

A: The replacement products will provide value parity or better in features and capabilities.

Compared to Companion App, Poly Lens offers more benefits for administrators who deploy Poly devices, including:

- Free basic device management with easy web account signup
- Single pane of glass for all Poly devices – not only for headsets and personal speakerphones, but also for USB and IP video devices and even desk and conference phones.
- Room management
- Device and room usage insights
- Alerting of Offline Devices and Software Upgrades
- Network Insights (using Poly Lens Desktop App)
- QR Code Onboarding
- Available for Poly+ subscription

Meanwhile, Poly Lens also supports the features that Companion App users are familiar with:

- Device Inventory
- Device Firmware Upgrades
- Device Settings Changes

Q3: Are there any devices not supported when transitioning from Companion App to Lens Desktop?

A: The Eagle Eye Cube has basic support of UVC control and device settings but will not support Admin Network settings from Companion App. All other currently sold and shipped USB Video devices are supported, see this website: <https://info.lens.poly.com/docs/supported-devices>

Q4: Are there USB video devices that Poly Lens supports that Companion App does not support?

A: Yes, there will be devices Poly Lens will support that have launched recently:

- P Series (P5, P15, P21)
- E70
- Poly Studio USB with an updated onboarding experience
- Eagle Eye Mini with UVC controls and settings management



Q5: What are the OS requirements for Poly Lens desktop?

A: Poly Lens Desktop requires either Windows 10 (32 bit or 64 bit) and up or Mac OS X 10.14.6 and up

Q6: What are the firmware requirements for USB device support in Poly Lens desktop app?

A: Poly Lens supports the following firmware versions for existing products supported in Companion App.

- Poly Studio USB software version 1.5 or higher
- Eagle Eye Mini software version 9.0.23
- Eagle Eye Cube USB software version 1.3.0 (for basic support of UVC control and device settings)

Q7: What if a customer has an issue with Companion App, will customer support still troubleshoot and resolve that issue?

A: Yes, the Companion App will be removed for any new customers attempting to download the application after May 31, 2022 but we will still support the application for critical security issues and bug fixes at Poly's discretion till March 2023.

If you have any further questions please contact Poly Support by going to the following link:
<https://www.poly.com/us/en/support/contact>