



Polycom[®] Companion

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What's New in This Release

Polycom Companion 1.3.0 manages the following new features for Polycom Studio USB device:

- [Camera Movement](#)
- [Maximum Zoom](#)
- [Conversation mode](#)

Camera Movement

You can adjust the camera movement from 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 from the **Admin Settings > Camera Tracking** page only when the **Tracking Mode** is **Frame Group** or **Frame Speaker**.

Conversation Mode

This is a Lab feature.

You can configure how the camera tracks speakers in a conversation from the **Admin Settings > Lab Feature** page only when the **Tracking Mode** is **Frame Speaker** and **Maximum Zoom** is **4x**.



See the Polycom Companion User's Guide for details of the new features. You can find the guide at the [Polycom Documentation Library](#).

Release History

This following table lists the release history for Polycom Companion.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.3.0	December 2019	Support for following Polycom Studio settings: <ul style="list-style-type: none"> • Camera Movement • Maximum Zoom • Conversation Mode
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"> • Update the firmware • Show camera status

System Requirements

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

Computer Requirements for Microsoft Windows

Item	Configuration Requirement
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

Item	Configuration Requirement
Operating System	MacOS 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. You can view a list of the products that have been tested for compatibility with this release.

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



Poly recommends that you upgrade all of your Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#).

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom EagleEye Mini USB camera	9.0.21 (with new lens)
Polycom Studio USB video bar	1.2.0
Polycom EagleEye Cube USB camera	1.0.0

Limitations

This section identifies the limitations and constraints when using Polycom Companion.

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

The anti-virus software Avast may prevent the Polycom Companion App from installing until the latter passes its sanity check. This check may take hours. (EN-141613)

Device Configuration



CAUTION: Don't unplug the USB cable or power cable of the Polycom Studio USB video bar or Polycom EagleEye Cube USB camera while changing settings on Polycom Companion. This may cause unexpected errors.

Resolved Issues

This is a feature release. No issues are resolved in this release.

Known Issues

The following table lists the known issues in this release.



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>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Downloading	EN-117731	1.1	You can't install the application by clicking Run after downloading Polycom Companion Setup.exe from a Microsoft Edge browser.	Select Save or Save as to save the installation package to your local disk, then install it from Windows File Explorer.
Mac Support	EN-160190	1.3	Polycom Companion doesn't support Mac OS 10.13.	None.
Settings	EN-160324	1.3	(Polycom Companion for Mac Only) The General Settings menu is not visible in the menu navigation list.	Navigate to the Admin Settings menu to find the General Settings page.
Settings	EN-162763	1.3	(Polycom Companion for Mac Only) The Maximum Zoom value for Poly Studio doesn't increase when Conversation Mode is enabled. However, the actual Camera Zoom setting is changed to 4x.	None.
Status Updates	EN-160425	1.3	Polycom Companion doesn't update the Status page when status changes.	Refresh the Status page manually.
Upgrade	EN-163262	1.3	(Polycom Companion for Mac Only) You can't use Companion 1.3 to configure Camera Tracking options for Polycom Studio versions earlier than 1.2 or EagleEye Cube.	Upgrade Polycom Studio to 1.2. If you are using EagleEye Cube, don't upgrade Companion to 1.3.

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

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site and select Support.

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.

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