



Polycom Companion

Contents

What’s New in This Release	1
Release History	2
Language Support	3
System Requirements	3
Products Tested with This Release	4
Resolved Issues	5
Known Issues.....	5
System Constraints and Limitations	5
Get Help	6
Privacy Policy.....	6
Copyright and Trademark Information	7

What’s New in This Release

This release contains the following new features for the Poly Studio USB video bar. See the [Polycom Companion User Guide](#) for detailed information about the new feature.

- [Support for Device Diagnostic Code](#)
- [Support for Open Wi-Fi Networks](#)

Support for Device Diagnostic Code

Polycom Companion can report values for the **Device Diagnostic Code**, which can help Poly Support debug Poly Studio USB video bar internal issues. You can find this field on the **Status** section.

If you see the following warning message in the **Status** section, contact Poly Support to report the issue and the values of the **Device Diagnostic Code** field: ***There is an internal issue with your device. Please contact Poly support.***

If there is no warning message, you can ignore the **Device Diagnostic Code** field.

Support for Open Wi-Fi Networks

Poly Studio can connect to an open Wi-Fi network without password protection:

- If you can find the unlocked SSID in the **Wi-Fi Name** drop down list on the **Admin Settings > Wi-Fi Settings** page, you can connect to the network by clicking the SSID.
- If you can't find the Wi-Fi network that you want to connect to from the **Wi-Fi Name** drop down list, use the following steps to connect to the open Wi-Fi network:
 1. Select **Join Other Network** and specify the network name manually in the **SSID** field.
 2. Select the **None** item from the **Security** drop-down list on the **Find and Join a Wi-Fi Network** dialog.
 3. Select **Join**.

Release History

This following table lists the release history for Polycom Companion.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.6.0	September 2020	Support for the following Poly Studio USB video bar settings: <ul style="list-style-type: none"> • Device Diagnostic Code • Support for Open Wi-Fi Networks
1.5.0	June 2020	Support for following Poly Studio USB video bar settings: <ul style="list-style-type: none"> • Presenter mode • Updating Poly Studio firmware manually Support for following Poly EagleEye Cube USB camera settings: <ul style="list-style-type: none"> • Camera movement • Maximum zoom • Certificate management • Update Poly EagleEye Cube USB camera firmware manually Configure DHCP for the Poly EagleEye Cube USB camera
1.4.0	January 2020	Support for following Poly EagleEye Cube USB camera settings: <ul style="list-style-type: none"> • Power status and USB connections • Microphone and stereo audio management • Certificate validation
1.3.0	December 2019	Support for following Poly Studio settings: <ul style="list-style-type: none"> • Camera Movement • Maximum Zoom • Conversation Mode

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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

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

System Requirements

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

Computer Requirements for Microsoft Windows

<i>Item</i>	<i>Configuration Requirement</i>
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

<i>Item</i>	<i>Configuration Requirement</i>
Operating System	MacOS 10.13, 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. 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>
Polycom EagleEye Mini USB camera	9.0.23
Poly Studio USB video bar	1.3.1

<i>Product</i>	<i>Tested Versions</i>
Poly EagleEye Cube USB camera	1.3

Resolved Issues

There are no issues resolved in this release.

Known Issues

This section identifies the known issues in this release.

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.

Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Installation	EN-117731	1.1	You can't install the application by clicking Run after downloading <code>PolycomCompanionSetup.exe</code> 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.
Settings	EN-165360	1.4	(Polycom Companion for Mac only) You can't change the Enable Stereo Audio setting.	Change the setting using Polycom Companion for Windows.

System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

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

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

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

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.

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