



PRIVACY GUIDE

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Poly Studio USB Video Bar

Getting Help

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

Plantronics, Inc. (Poly — formerly Plantronics and Polycom)
345 Encinal Street
Santa Cruz, California
95060

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Before You Begin

Topics:

- [Related Poly and Partner Resources](#)

The Poly Studio Privacy Guide provides information regarding the implementation of Privacy by Design for this product.

This guide contains details about configurable privacy options and how personal data is processed.

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.

Privacy-Related Options

Topics:

- [Download Log and Crash Files](#)
- [Configure a Provisioning Server for USB Device](#)

Download Log and Crash Files

You can download the log and crash files to assist in troubleshooting.

Procedure

1. Connect the USB device to your computer, then select the tile from your Polycom Companion.
2. Go to **Diagnostics > Logs**.
3. Click **Download** under **Logs** to download system logs.
4. Click **Download** under **Crash Files** to download system crash log files.

Configure a Provisioning Server for USB Device

You can configure a provisioning server for the USB device through Polycom Companion.

Make sure that the USB device connects to a Wi-Fi network before connecting it to a provisioning server.

Ask your network administrator for the provisioning server used in your deployment before you choose the **Server Type**.

Note: If you select **Auto** provisioning mode, make sure that you already have the provisioning server address, user name, and password in your DHCP option 66 or 150. For example, `https://username:password@company.com`.

Procedure

1. Connect the USB device to your computer, then select the tile from your Polycom Companion.
2. Go to **Admin Settings > Provisioning Server**.
3. Select **Provisioning Mode** and choose one of the following options:
 - **Disable:** Disables the provisioning mode.
 - **Auto:** Gets the provisioning server URL from your DHCP option 66 or 150.
 - **Manual:** Configure the following parameters:

Parameter	Description
Server Type	Selects one server type from the drop-down list. Selects Polycom Provisioning Services for PDMS-E or Polycom RealPresence Resource Manager. Use HTTPS Server and FTPS Server for your own provisioning server.
Server Address	Specifies the server address.
User name and Password	Specifies the user name and password to log in to the provisioning server.

4. Select **Save.**

You can check the provisioning status in **Status > Provisioning Server**.

For information about the parameters that Polycom RealPresence Resource Manager system or the PDMS-E service uses to manage your USB device, refer to the *Poly Studio Provisioning Reference Guide* available on [Polycom Support](#).

How Data Subject Rights Are Supported

The device information collected by Poly Studio generally cannot be tied back to an individual user. Data Subject Rights requests are generally not applicable for this device. In order to stop processing any data, you must factory reset the device.

If the device is configured to send data to RealPresence Resource Manager or PDMS-E, refer to the corresponding Privacy section in the Admin Guide for information on how to support these rights.

Purposes of Processing Personal Data

Category	Type of Personal Data	Purpose of Processing	Interface Type
Device Administration	<ul style="list-style-type: none">▪ Device name▪ Device IP address▪ Device MAC address▪ Device Serial number▪ Polycom Companion user name/password	<ul style="list-style-type: none">▪ Configure device access▪ Troubleshooting device issues▪ View device information	<ul style="list-style-type: none">▪ Polycom Companion UI▪ Polycom RealPresence Resource Manager (if configured)▪ Polycom Device Management Service for Enterprises (if configured)

How Administrators Are Informed of Any Security Anomalies (Including Data Breaches)

Security Anomaly Type	Where to Check	Recommended Frequency to Check
System crash	Utopia LEDs indicate reboot process. Error appears in the system log file.	Check log file just after reboot.

If the device is configured to send data to RealPresence Resource Manager or PDMS-E, refer to the corresponding Privacy section in the Admin Guide for information on how to identify security anomalies.

How Personal Data Is Deleted

Topics:

- [Reset Poly Studio to Factory Settings](#)
- [Factory Reset Your USB Device Using Polycom Companion](#)

Data Type	Steps to Delete	Deletion Method
Device Administration	Device information can be deleted via Polycom Companion or directly from the device by performing a factory reset. If the device is configured to send data to RealPresence Resource Manager or PDMS-E, refer to the corresponding Privacy section in the Admin Guide for steps to delete.	Simple delete.

Reset Poly Studio to Factory Settings

You can reset the Poly Studio USB video bar to factory settings if persistent issues remain after troubleshooting.

Warning: Your USB video bar goes back to the factory software version and erases all configuration and logs.

Resetting the USB video bar to factory settings unpairs the remote control. You must re-pair the remote control with the Poly Studio USB video bar after you reset the system.

Procedure

1. Unplug the Poly Studio USB video bar to turn it off.
2. Find the reset pinhole on the bottom of the USB video bar.
3. Use a pin or paperclip to press and hold the reset button and plug in the USB video bar at the same time to turn it on.

The Poly Studio USB video bar reboots with pulsing amber LED lights.

The Poly Studio USB video bar rolls back to the factory software version and loses all configuration and logs.

Factory Reset Your USB Device Using Polycom Companion

You can factory reset your USB device, which removes all configurations and stored settings.

Procedure

1. Connect the USB device to your computer, then select the tile in Polycom Companion.
2. Go to **Admin Settings > Factory Reset**.
3. Select **Reset**.
4. Select **OK** to confirm the factory reset.

The system restarts automatically.