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## Managing the EagleEye Cube USB Camera

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</tr>
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Before You Begin

Topics:

- Related Documentation

This document is for users who want to manage Polycom® EagleEye™ Mini, Polycom Studio USB video bar, and Polycom EagleEye Cube USB camera.

Related Documentation

You can find all Polycom Companion documentation on the Documents & Software page on Polycom Support.

For additional information about the Polycom Companion, view the following documents on Polycom Support.

- Polycom Companion Release Notes
- Polycom Companion Offer of Source for Open Source Software
- Polycom Studio User Guide
Getting Started with the Polycom Companion

Topics:

- Install Application Software
- Check Application Version
- Send Application Log Files

The Polycom Companion enables you to update firmware and manage the EagleEye Mini USB camera, Polycom Studio USB video bar, and Polycom EagleEye Cube USB camera from a local PC or Mac.

Install Application Software

You can download the Polycom Companion software from Polycom Support.

Make sure that your computer already installs Microsoft® DirectX and display driver before you install Polycom Companion software.

Note: For more device management features, update your Companion App to the latest version.

Procedure

1. Go to Polycom Support to get the software.
2. Select a version according to your operating system, then download the installation package to your local disk.

Installation Package Formats

<table>
<thead>
<tr>
<th>Format</th>
<th>User Type</th>
<th>Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>.exe</td>
<td>IT administrator</td>
<td>Windows</td>
</tr>
<tr>
<td></td>
<td>End users</td>
<td></td>
</tr>
<tr>
<td>.dmg</td>
<td>End users</td>
<td>Mac</td>
</tr>
</tbody>
</table>

3. Launch the installation package and follow the onscreen instructions.

Check Application Version

You can find the Polycom Companion version in the application.

Procedure

1. Open the Polycom Companion application.
2. Click the top left corner of the application, then go to About.
Send Application Log Files

You can view or send the log files to your administrator to help determine causes and solutions of the problem.

Procedure

1. Open the Polycom Companion application.
2. Do one of the options to download the Polycom Companion application log files. The download method depends on your computer operating system.
   - For Windows: click the top left corner of the application, then go to **Log Collector**.
   - For Mac: go to **Help > Send Log**.
3. Send the log files to your administrator for troubleshooting.
Managing the Polycom EagleEye Mini USB Camera

Topics:

- View Camera Information
- Update EagleEye Mini USB Camera

You can use the Polycom Companion to show basic information and update the firmware for the EagleEye Mini USB camera.

View Camera Information

You can view the basic camera information through the Polycom Companion application.

Procedure

1. Connect the EagleEye Mini USB camera to your computer, then select the EagleEye Mini USB camera tile from your Polycom Companion.
2. The application shows the Status for the EagleEye Mini USB camera:
   - Device Name
   - Firmware Version
   - Serial Number
   - Reference

Update EagleEye Mini USB Camera

You can use the Polycom Companion application to update the EagleEye Mini USB camera firmware.

After the EagleEye Mini USB camera connects to your computer, the application checks for a new software version from the server automatically. If the app detects a new version, the app displays a red dot on the Firmware Update tab as a reminder.

Note: Make sure your computer doesn’t enter sleep mode during the firmware update. Otherwise, the update may fail.

Procedure

1. Connect the EagleEye Mini USB camera to your computer, then select the EagleEye Mini USB camera tile from your Polycom Companion.
2. Click Firmware Update tab.
   - The application shows the current version and new version.
3. Click Update to update one specific camera, or click Update all to bulk update cameras connected to the Polycom Companion.
Note: Do not disconnect the EagleEye Mini USB camera while installing the update. If the EagleEye Mini USB camera disconnects unexpectedly, you must finish the update first when reconnecting the EagleEye Mini USB camera.

Application shows the new version number after the update installs.
Managing the Polycom Studio

Topics:

- Initialize Polycom Studio Using the Setup Wizard
- View Polycom Studio Information
- Update the Polycom Studio USB Video Bar and the Remote Control
- Polycom Studio User Settings
- Polycom Studio Admin Settings
- Polycom Studio Troubleshooting

You can use Polycom Companion to show basic information, update the firmware, and configure the user and admin settings for the Polycom Studio USB video bar.

Initialize Polycom Studio Using the Setup Wizard

When you start up the Polycom Studio USB video bar for the first time, or after you factory reset the system, the setup wizard leads you through the minimum configuration steps.

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 Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Enter the admin password in the Password field (the default password is Polycom12#$).
3. Accept the End User License Agreement, and click Sign In.
4. Change the default password:
   - Select the Simple Password check box to enter a simple password.
   - Enter a password that adheres to the on-screen requirements.
5. Click Confirm.
6. Select your country, and click Next.
7. Optional: Change the device name, or click Skip.
8. Optional: Configure Wi-Fi network settings, or click Skip to ignore the settings.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi Status</td>
<td>Selects On to enable Polycom Studio USB video bar Wi-Fi function.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Wi-Fi List</td>
<td>Shows a list of available Wi-Fi networks.</td>
</tr>
<tr>
<td>Autoconnect</td>
<td>Selects On to connect to the specified Wi-Fi automatically when it’s available</td>
</tr>
<tr>
<td>Join Other Network</td>
<td>Specifies the network name manually in the SSID field.</td>
</tr>
</tbody>
</table>

9. Optional: Select **Skip** to ignore provisioning server settings, or 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:

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

10. **Click Finish**.

**View Polycom Studio Information**
You can view the basic information for your Polycom Studio USB video bar through Polycom Companion.

**Procedure**
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. In the **Status** section, view the basic information for your Polycom Studio USB video bar.

**Update the Polycom Studio USB Video Bar and the Remote Control**
You can use the Polycom Companion application to update the firmware of the Polycom Studio USB video bar and the remote control.

After the Polycom Studio USB video bar connects to your computer, the application checks for a new software version from the server automatically. If the app detects a new version, the app displays a red dot on the **Firmware Update** tab as a reminder.
**Note:** Make sure your computer doesn't enter sleep mode during the firmware update. Otherwise, the update may fail.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Click the **Firmware Update** tab.
   
   The application shows the current version and new version.
3. Click **Update** to update a Polycom Studio USB video bar or a remote control in active mode.

   **Note:** If the remote control is in sleep mode, you can press any button to wake up the remote control.

4. Enter the admin password to start the update (the default password is Polycom12#$).

   **Note:** Do not disconnect the Polycom Studio USB video bar while installing the update. If the Polycom Studio USB video bar disconnects unexpectedly, you must finish the update immediately after reconnecting the Polycom Studio USB video bar.

   Application shows the new version number and **Up-to-Date** after the update installs.

### Polycom Studio User Settings

You can configure camera and audio settings, control the camera, and pair your device to Polycom Studio USB video bar through Polycom Companion.

**Caution:** Don’t unplug the USB cable or power cable of the Polycom Studio USB video bar while changing the its settings on the Polycom Companion. This may cause unexpected errors.

### Control the Device Camera

You can enable speaker tracking and control the camera on the Polycom Studio through Polycom Companion.

#### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Control the Polycom Studio USB video bar through the following functions:

<table>
<thead>
<tr>
<th>Button Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom In/Out</td>
<td>Adjusts camera zoom in/out when <strong>Tracking Mode</strong> is off.</td>
</tr>
<tr>
<td>Adjust Camera Directions</td>
<td>Adjusts the direction of camera when <strong>Tracking Mode</strong> is off.</td>
</tr>
</tbody>
</table>
Configure Advanced Camera Settings

You can improve the video quality of the Polycom Studio USB video bar by configuring advanced camera settings.

Room lighting can affect video quality. If the room is too bright or too dark for camera tracking to work properly, you can improve the video quality by adjusting certain settings in Polycom Companion.

Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to User Settings > Camera Control.
4. Configure the following camera settings:

<table>
<thead>
<tr>
<th>Camera Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brightness</td>
<td>Use the slider to adjust image brightness.</td>
</tr>
<tr>
<td>Contrast</td>
<td>Use the slider to adjust image contrast.</td>
</tr>
<tr>
<td>Saturation</td>
<td>Use the slider to adjust color saturation.</td>
</tr>
<tr>
<td>Sharpness</td>
<td>Use the slider to adjust video sharpness.</td>
</tr>
<tr>
<td>White Balance</td>
<td>Specifies how the camera compensates for variations in room light sources. Select Auto or adjust the value manually. The color temperature values, measured in degrees Kelvin, correspond to the color of the ambient light in a room.</td>
</tr>
<tr>
<td>Gain</td>
<td>Use the slider to adjust the signal amplification from the camera.</td>
</tr>
<tr>
<td>Backlight Comp</td>
<td>Enables or disables backlight compensation.</td>
</tr>
<tr>
<td>PowerLine Frequency (Anti Flicker)</td>
<td>Change the number to prevent flicker in the video.</td>
</tr>
</tbody>
</table>

5. Do one of the following:
   - (Windows) Select Apply to save the changes or Default to restore the default settings.
   - (Mac) Select Save to save the changes or Reset to restore the default settings.

6. (Only for Windows) Select Camera Control to control the camera:
### Pair the Polycom Studio USB Video Bar to a Bluetooth Device

Connect the Polycom Studio USB video bar to a Bluetooth device and use it as the speaker and microphone of the device.

You can pair the Polycom Studio USB video bar with a mobile phone, a computer or laptop, or a tablet.

**Note:** Polycom Studio doesn’t support mixed types of audio and video input. If you connect the Polycom Studio USB video bar to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Polycom Studio over USB.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to *User Settings > Bluetooth Pair Mode.*
3. Select *Start Pairing* to start the Polycom Studio USB video bar pairing mode.
4. On your device, enable Bluetooth and select *Polycom Studio* from the list of available devices.

You can start playing music or make phone calls from the Polycom Studio USB video bar speakerphone once you connect.

### Configuring Audio Settings

You can enhance the Polycom Studio USB video bar audio experience. For example, to enable audio stereo or boost the bass.

**Configure Polycom NoiseBlock**

When you enable Polycom NoiseBlock, the Polycom Studio USB video bar automatically senses the ambient noise in the room and prevents the noise from transmitting to the far-end during video conferences.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to *User Settings > Audio Settings.*
3. Set the option *Polycom NoiseBlock* to *On.*
Configure Audio Stereo
When you enable Stereo, the Polycom Studio USB video bar uses two audio channels to provide stereo sound in a conference.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to User Settings > Audio Settings.
3. Set the option Stereo to On.

Configure Audio Bass Boost
Enables this feature to amplify low frequencies in the audio.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to User Settings > Audio Settings.
3. Set the option Bass Boost to On.

Configure Acoustic Fence
You can enable and configure the Polycom Acoustic Fence feature to reduce background noise in a meeting.

Polycom Acoustic Fence creates a virtual audio fence that blocks sounds from outside of the fence. The end result suppresses background noise while you are on a call, which enhances call audio quality for call participants. The Polycom Studio USB video bar defines the audio fence zone in a beam shape with three width options. The system picks up sounds within the beam region and sends only those sounds to the far end.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to User Settings > Audio Settings.
3. Select one of the following options for Acoustic Fence:
   - Off: Disable Acoustic Fence
   - Wide: Set a 120˚ beam region
   - Medium: Set a 90˚ beam region
   - Narrow: Set a 60˚ beam region

Configure Stereo for Skype for Business
When you enable Stereo for Skype for Business, the Skype for Business audio outputs are stereo. The item is available when Stereo is enabled.

This feature is available to the Windows version of Polycom Companion only.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to User Settings > Audio Settings.
3. Set the option Stereo for Skype for Business to On.
Polycom Studio Admin Settings

You can configure Wi-Fi and Bluetooth, provision the Polycom Studio USB video bar server, restart or factory reset the Polycom Studio USB video bar, and import or export configuration files through the admin settings menu.

Caution: Don’t plug out the USB cable or power cable of the Polycom Studio USB bar while changing the its settings on the Polycom Companion. This may cause unexpected errors.

Log In to Polycom Studio Admin Settings

You must enter the admin password to log in to the admin settings menu.

Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Select Admin Settings.
3. Enter the admin password in the Password field (the default password is Polycom12#$).
4. Select Sign In.

Change Your Password

Polycom recommends that you change your password from the default for security reasons.

Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to Admin Settings > Password Settings.
3. Enter your Current Password:
   - Select the Simple Password check box to enter a simple password.
   - Enter a password that adheres to the on-screen requirements.
4. Enter a new password in New Password and Confirm Password fields.
5. Select Save.

Configure General Settings

You can configure the device name and NTP (Network Time Protocol) of the Polycom Studio USB video bar.

Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to Admin Settings > General Settings.
3. Configure the following settings:
### Configuring Camera Tracking

The Polycom Studio USB video bar can detect the people in the room and provides framing during a conference.

You can set the tracking mode and speed and specify the type of group framing, which enables automatic tracking of group participants in the room and frames the active speaker.

#### Configure Camera Tracking Mode

You can configure the Polycom Studio USB video bar to track the group participants in the room, track only the active speaker, or disable camera tracking.

When you enable **Camera Tracking**, **Tracking On** appears on the upper-right corner of the **Camera Control** window. When you disable **Camera Tracking**, **Tracking Off** appears instead.

#### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Tracking Mode** and select one of the following options:
   - **Frame Group**: The Polycom Studio USB video bar automatically frames the participants in the room.
   - **Frame Speaker**: The Polycom Studio USB video bar zooms in on an active speaker without use of a remote control or camera preset.
   - **Off**: Disables the Polycom Studio USB video bar tracking.

   Note: To use the camera pan, tilt, and zoom options, you must set **Tracking Mode** to **Off**.
3. Select **Save**.

#### Configure Camera Tracking Speed

You can configure the camera tracking speed of the Polycom Studio USB video bar.

#### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Tracking Speed** and select one of the following options:
Configure Camera Tracking Framing Size
You can configure the Polycom Studio tracking framing view.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to Admin Settings > Camera Tracking > Framing Size and select one of the following options:
   - **Tight**: Establishes a close-up view of meeting participants.
   - **Medium** (default): Establishes a medium view of meeting participants.
   - **Wide**: Establishes a wide view of meeting participants.
3. Select Save.

Join a Wi-Fi Network
You can connect the Polycom Studio USB video bar to Wi-Fi through Polycom Companion.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to Admin Settings > Wi-Fi Settings.
3. Select On in Wi-Fi Status to enable the Polycom Studio USB video bar Wi-Fi function.
   After you connect to a Wi-Fi network, connection status icon changes to .
4. Do one of the following:
   - Select a network from Wi-Fi Name. The app lists networks in order of signal strength.
   - Select Autoconnect to connect to the specified Wi-Fi network automatically when it’s available.
   - Select Join Other Network and specify the network name manually in the SSID field.
     Selecting a new SSID erases the previous SSID and relevant Wi-Fi settings from the system.
5. Configure the following Wi-Fi settings. Available settings vary with your selections.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>Specifies the encryption protocol:</td>
</tr>
<tr>
<td></td>
<td>• None</td>
</tr>
<tr>
<td></td>
<td>• WEP</td>
</tr>
<tr>
<td></td>
<td>• WPA/WPA2/FT PSK</td>
</tr>
<tr>
<td></td>
<td>• 802.1x EAP</td>
</tr>
<tr>
<td>Setting</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>EAP Method</td>
<td>Specifies the EAP for WPA-Enterprise (802.1xEAP):</td>
</tr>
<tr>
<td></td>
<td>• PEAP</td>
</tr>
<tr>
<td></td>
<td>• TLS</td>
</tr>
<tr>
<td></td>
<td>• TTLS</td>
</tr>
<tr>
<td></td>
<td>• PWD</td>
</tr>
<tr>
<td>Phase 2 Authentication</td>
<td>Specifies the phase 2 authentication method. Available options vary with the selected EAP method.</td>
</tr>
<tr>
<td></td>
<td>• None</td>
</tr>
<tr>
<td></td>
<td>• MSCHAP</td>
</tr>
<tr>
<td></td>
<td>• MSCHAPV2</td>
</tr>
<tr>
<td></td>
<td>• GTC</td>
</tr>
<tr>
<td></td>
<td>• PAP</td>
</tr>
<tr>
<td>CA Certificate</td>
<td>Specifies the CA certificate:</td>
</tr>
<tr>
<td></td>
<td>• <code>&lt;InstalledCAName&gt;</code>— Selects from installed CA list.</td>
</tr>
<tr>
<td></td>
<td>• Do not validate</td>
</tr>
<tr>
<td>User Certificate</td>
<td>Selects from the <strong>Installed User CA Name</strong> list.</td>
</tr>
<tr>
<td>Identify</td>
<td>Specifies your identity.</td>
</tr>
<tr>
<td>Anonymous Identify</td>
<td>Specifies an anonymous identity to protect your real identity.</td>
</tr>
<tr>
<td>Password</td>
<td>Specifies the login password.</td>
</tr>
<tr>
<td>Show password</td>
<td>Selects the check box to reveal your password instead of dots.</td>
</tr>
<tr>
<td>Show advanced settings</td>
<td>Selects the check box to configure IP settings.</td>
</tr>
<tr>
<td>IP Setting</td>
<td>Specifies one method to set your network IP address:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Static</strong>: specifies the IP settings manually.</td>
</tr>
<tr>
<td></td>
<td>• <strong>DHCP</strong>: obtains the IP settings automatically.</td>
</tr>
<tr>
<td>IP Address</td>
<td>Specifies the IP address of the network.</td>
</tr>
<tr>
<td>Gateway</td>
<td>Specifies the gateway of the network.</td>
</tr>
<tr>
<td>Subnet Mask</td>
<td>Specifies the network mask address for the network.</td>
</tr>
<tr>
<td>DNS Address 1</td>
<td>Specifies the DNS server address of the network.</td>
</tr>
<tr>
<td>DNS Address 2</td>
<td>Specifies the alternate DNS server address of the network.</td>
</tr>
</tbody>
</table>

6. Click **Join** to connect to the Wi-Fi network.
Delete Known Wi-Fi Networks

You can delete the known Wi-Fi networks from Polycom Companion.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to Admin Settings > Wi-Fi Settings.
3. Click Manage Known Networks.
4. Select the Wi-Fi network you want to delete.
5. Click X.

Configure Bluetooth Settings

You can turn on the Bluetooth function of the Polycom Studio USB video bar through Polycom Companion.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to Admin Settings > Bluetooth.
3. Set the Bluetooth Status option to On to enable Bluetooth on the Polycom Studio USB video bar.
4. Check Autoconnect to connect your device via Bluetooth to the Polycom Studio USB video bar automatically.
5. Set the Remote Control Connection option to On to enable the connection between Polycom Studio and remote control.

Note: If you disable the Remote Control Connection, the Polycom Studio remote control disconnects from the Polycom Studio USB video bar. Pair the remote control manually after you re-enable the Remote Control Connection.

Configure a Provisioning Server for Polycom Studio

You can configure a provisioning server for the Polycom Studio USB video bar through Polycom Companion.

Make sure that the Polycom Studio USB video bar connects to a Wi-Fi network before connecting the Polycom Studio USB video bar 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 Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar 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:

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

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 Polycom Studio USB video bar, refer to the **Polycom Studio Provisioning Reference Guide** available on [Polycom Support](#).

### Certificate Signing Requests

The Polycom Companion can generate certificate signing requests (CSRs) that are then sent to a certificate authority (CA) for official issuance. The CA is the trusted entity that issues, or signs, digital certificates for others.

#### Enable Peer Certificate Validation

You can enable the peer certificate option to validate your provisioning server automatically.

Before you enable this setting, you must first install the CA certificates needed to validate your provisioning server certificates.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Set the **Always Validate Peer Certificates From Server** option to **On**.

#### Create a Certificate Signing Request

You can create a Certificate Signing Request (CSR), send it to a CA to get a certificate to authenticate yourself. You may need to authenticate yourself while connecting to your provisioning server.

**Note:** To create a **Provisioning User Certificate**, you must use the Polycom Companion to generate the CSR.

**Procedure**
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.

2. Go to **Admin Settings > Certificates**.

3. Select **Create**.

4. Configure the following settings on the **Create Signing Request** page:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>Displays the country selected in <strong>Admin Settings &gt; General Settings</strong>.</td>
</tr>
<tr>
<td>State or Province</td>
<td>Specifies the state or province where your organization is located. Default is blank. Maximum Characters: 128</td>
</tr>
<tr>
<td>City or Locality</td>
<td>Specifies the city where your organization is located. Default is blank. Maximum Characters: 128</td>
</tr>
<tr>
<td>Organization</td>
<td>Specifies your organization name.</td>
</tr>
<tr>
<td>Organizational Unit</td>
<td>Specifies the unit of business defined by your organization. Default is blank. Maximum Characters: 64</td>
</tr>
<tr>
<td>Common Name</td>
<td>Specifies the name that the system assigns to the CSR.</td>
</tr>
</tbody>
</table>

   Polycom recommends the following guidelines for configuring the **Common Name**:
   - For systems registered in DNS, use the FQDN of the system.
   - For systems not registered in DNS, use the IP address of the system. Maximum Characters: 64; truncated if necessary. Default is blank

5. Select **Create**.

   The system displays a message indicating that you created the CSR.

6. Select **Download** to download the CSR.

   You will need to send the CSR to your CA for signature. Normally, you log into the website of your CA and paste your CSR content into a form to submit it.

**Install a Certificate**

After a CA signs your certificate, you can install it on the Polycom Studio USB video bar.

You can install one certificate for each certificate type. If the system has an existing certificate for your certificate type, installing a new one overwrites it.

**Note:** A factory reset or factory restore deletes all installed certificates.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.

2. Go to **Admin Settings > Certificates**.

3. Select **Install** and choose one of the following options:
- **Wi-Fi CA Certificate**: Certificate to authenticate the Certificate authority (CA) of the Wi-Fi network
- **Wi-Fi User Certificate**: Certificate to authenticate users who are connecting to this Wi-Fi network
- **Provisioning CA Certificate**: Certificate to authenticate the Certificate authority (CA) of the provisioning server
- **Provisioning User Certificate**: Certificate to authenticate users who are connecting to the provisioning server

4. Select a signed certificate from your local disk.
   
a. *(Wi-Fi User Certificate only)* Enter the **Private Key Password** and select **Next**. The system displays a message indicating the installation result.

### Supported Certificate Formats

Supported certificate formats vary with your certificate type. The following table lists the supported certificate formats by type.

#### Supported Certificate Formats

<table>
<thead>
<tr>
<th>Certificate Type</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi CA Certificate</td>
<td>.pem, .crt</td>
</tr>
<tr>
<td>Wi-Fi User Certificate</td>
<td>.p12</td>
</tr>
<tr>
<td>Provisioning CA Certificate</td>
<td>.pem, .crt</td>
</tr>
<tr>
<td>Provisioning User Certificate</td>
<td>.pem, .crt</td>
</tr>
</tbody>
</table>

### View Installed Certificate Details

You can view the content of an installed certificate.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Click the certificate you want to view in the **Installed Certificates** table.
4. The **Certificate Details** window opens. To close it, select **Close**.

### Delete an Installed Certificate

You may need to remove an expired certificate to install a newer version.

When a certificate expires, its **Expiration Date** turns red in the **Installed Certificates** table.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Select the certificate you want to delete in the **Installed Certificates** table.
4. At the bottom of the **Certificate Details** window, select **Delete**.

### Import a Configuration File

You can import a configuration file from your local system to the Polycom Studio USB video bar.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Import**.
4. Select the local configuration file you want to import.
5. Select **OK**.
6. Restart the Polycom Studio USB video bar to make the change effective.

### Export a Configuration File to Your Local System

You can export the Polycom Studio USB video bar configuration file from Polycom Companion to your local system.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Export** and select a directory to save the configuration file to.
4. Select **Save**.

### Polycom Studio Troubleshooting

Access the system diagnostics when troubleshooting your Polycom Studio USB video bar.

### Test Your Camera Audio Input

If you have audio problems when using your Polycom Studio USB video bar, you may need to send an audio test file to Polycom Support for troubleshooting.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.
2. Go to **Diagnostics > Audio Test**.
3. Select **Start Test** and speak into the Polycom Studio USB video bar.
   - The test recording window lasts at most 3 minutes, or you can click **Stop** to stop the recording.
4. Save the recording file to your local system and play it back to listen for any audio issues.

### Display Camera Information On-Screen

You can display the camera information of your Polycom Studio USB video bar on the video output.
Note: Depending on the application using the Polycom Studio USB video bar, the resolution displayed on the video output doesn’t necessarily reflect the maximum resolution supported by Polycom Studio USB video bar.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to Diagnostics > On-Screen Display.

The camera parameters for your Polycom Studio USB video bar display on the video output.

Download Log and Crash Files
You can download the Polycom Studio USB video bar log and crash files to assist in troubleshooting.

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

Restart Your Polycom Studio
You can restart your Polycom Studio USB video bar from Polycom Companion.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile in Polycom Companion.
2. Go to Admin Settings > System Restart.
3. Select Restart.

Factory Reset Your Polycom Studio
You can factory reset your Polycom Studio USB video bar, which removes all configurations and stored settings.

You can also factory restore the to restore the software to the factory image. A factory restore changes all parameters to the defaults, like a factory reset, but goes a step further and removes all installed software updates as well. For more information, see the Polycom Studio Administrator Guide at Polycom Support.

Procedure
1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar 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.
Managing the EagleEye Cube USB Camera

Topics:
- Initialize the EagleEye Cube USB Camera Using the Setup Wizard
- View EagleEye Cube USB Camera Information
- Update the EagleEye Cube USB Camera Firmware
- EagleEye Cube USB Camera User Settings
- EagleEye Cube USB Camera Admin Settings
- EagleEye Cube USB Camera Troubleshooting

You can use Polycom Companion to show basic information, update the firmware, and configure the user and admin settings for the Polycom EagleEye Cube USB camera.

Initialize the EagleEye Cube USB Camera Using the Setup Wizard

When you start up the Polycom EagleEye Cube USB camera for the first time, or after you factory reset the system, the setup wizard leads you through the minimum configuration steps.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Enter the admin password in the Password field (the default password is Polycom12#$).
3. Accept the End User License Agreement, and select Sign In.
4. Change the default password:
   - Select the Simple Password check box to enter a simple password.
   - Enter a password that adheres to the on-screen requirements.
5. Select Confirm.
6. Select your country, and select Next.
7. Optional: Change the device name in the input field under Device Name:, or select Skip to keep the current device name.
8. Optional: Configure a network to connect the Polycom EagleEye Cube USB camera to, or select Skip to ignore the settings.
9. Optional: Select Skip to ignore provisioning server settings, or select Provisioning Mode and choose one of the following options:
   - Disable: No provisioning.
   - Manual: Configures the following parameters:
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server Type</td>
<td>Select one server type from the drop-down list. Select <strong>Polycom Provisioning Services</strong> for PDMS-E or Polycom RealPresence Resource Manager. Use <strong>HTTPS Server</strong> and <strong>FTPS Server</strong> for your own provisioning server.</td>
</tr>
<tr>
<td>Server Address</td>
<td>Specify the server address.</td>
</tr>
<tr>
<td>User name and Password</td>
<td>Specify the user name and password to log in to the provisioning server.</td>
</tr>
</tbody>
</table>

**10.** Select Finish.

**Related Links**
- EagleEye Cube USB Camera Network Settings on page 31
- Configure Ethernet IPv4 Settings on page 31
- Configure Ethernet 802.1x Settings on page 31
- Configure a Provisioning Server for Your EagleEye Cube USB Camera on page 32

**View EagleEye Cube USB Camera Information**
You can view the basic information for your Polycom EagleEye Cube USB camera through Polycom Companion.

**Procedure**
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. In the **Status** section, view the basic information for your Polycom EagleEye Cube USB camera.

**Update the EagleEye Cube USB Camera Firmware**
You can use the Polycom Companion application to update the firmware on your Polycom EagleEye Cube USB camera.

After the Polycom EagleEye Cube USB camera connects to your computer, the application checks for a new software version from the server automatically. If the app detects a new version, the app displays a red dot on the **Firmware Update** tab as a reminder.

**Note:** Make sure your computer doesn’t enter sleep mode during the firmware update. Otherwise, the update may fail.

**Procedure**
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Select the **Firmware Update** tab.
   The application shows the current version and available new version.
3. Select **Update**.

4. Enter the admin password and then click **Sign In** to start the update (the default password is **Polycom12#$**).

**Note:** Do not disconnect the Polycom EagleEye Cube USB camera while installing the update. If the Polycom EagleEye Cube USB camera disconnects unexpectedly, you must finish the update immediately after reconnecting the camera.

When the firmware successfully updates, the word **Installed** and the new firmware version number appear on the screen.

---

**EagleEye Cube USB Camera User Settings**

You can configure Polycom EagleEye Cube USB camera settings and control the camera through Polycom Companion.

**Control the EagleEye Cube USB Camera**

You can control the camera directions (pan, tilt, and zoom) of the Polycom EagleEye Cube USB camera.

You must set **Tracking Mode** to **Off** to control the camera directions.

**Note:** The video preview in the **Camera Control** tab locks the video output from the Polycom EagleEye Cube USB camera. To use the camera with another application, close the **Camera Control** tab and restart the other application. Once the other application displays the video output from the Polycom EagleEye Cube USB camera, you can reopen the **Camera Control** tab to control the camera again.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Control the Polycom EagleEye Cube USB camera using the following functions:

<table>
<thead>
<tr>
<th>Button Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom In/Out</td>
<td>Adjusts camera zoom in/out when <strong>Tracking Mode</strong> is off.</td>
</tr>
<tr>
<td>Adjust Camera Directions</td>
<td>Adjusts the direction of camera when <strong>Tracking Mode</strong> is off.</td>
</tr>
<tr>
<td>Preset Home/1/2/3/4/</td>
<td>Pre-defines Polycom EagleEye Cube USB camera zoom and position settings. This feature is available only when Polycom EagleEye Cube USB camera <strong>Tracking Mode</strong> is off.</td>
</tr>
<tr>
<td>Skin Enhancement</td>
<td>Enables or disables natural skin color enhancements for participants.</td>
</tr>
<tr>
<td>Button Name</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Wide Dynamic Range</td>
<td>Enables or disables re-exposure according to the framed area instead of full view.</td>
</tr>
<tr>
<td>Participant Count</td>
<td>Reports participant count in the meeting room when the host queries through API commands.</td>
</tr>
</tbody>
</table>

**Save Camera Presets**

You can save up to five camera zoom and direction settings as presets for your Polycom EagleEye Cube USB camera.

You must set **Admin Settings > Camera Tracking > Tracking Mode** to **Off** before you can set Polycom EagleEye Cube USB camera presets.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Position the camera using pan, tilt, and zoom.
4. Select a preset card, then click **Save** to store the camera settings.

**Load a Camera Preset**

You can load a preset to position the Polycom EagleEye Cube USB camera quickly.

You must set **Admin Settings > Camera Tracking > Tracking Mode** to **Off** before you can use Polycom EagleEye Cube USB camera presets.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Select a preset card, and click **Select**.

**Configure Advanced Camera Settings**

You can improve the video quality of the Polycom EagleEye Cube USB camera by configuring advanced camera settings.

Room lighting can affect video quality. If the room is too bright or too dark for camera tracking to work properly, you can improve the video quality by adjusting certain settings in Polycom Companion.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Select **Advanced Camera Settings**.
4. Configure the following camera settings:
### Camera Setting

<table>
<thead>
<tr>
<th>Camera Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brightness</td>
<td>Adjusts image brightness.</td>
</tr>
<tr>
<td>Contrast</td>
<td>Adjusts image contrast.</td>
</tr>
<tr>
<td>Hue</td>
<td>Adjusts the image color.</td>
</tr>
<tr>
<td>Saturation</td>
<td>Adjusts the video color saturation.</td>
</tr>
<tr>
<td>Sharpness</td>
<td>Adjusts the video sharpness.</td>
</tr>
<tr>
<td>White Balance</td>
<td>Specifies how the camera compensates for variations in room light sources.</td>
</tr>
<tr>
<td></td>
<td>Select Auto or adjust the value manually.</td>
</tr>
<tr>
<td></td>
<td>If you adjust manually, select a color temperature value.</td>
</tr>
<tr>
<td></td>
<td>The color temperature values, measured in degrees Kelvin,</td>
</tr>
<tr>
<td></td>
<td>correspond to the color of the ambient light in a room.</td>
</tr>
<tr>
<td>Backlight Comp</td>
<td>Enables or disables backlight compensation.</td>
</tr>
<tr>
<td>PowerLine Frequency (Anti Flicker)</td>
<td>Changes the power line frequency value to prevent flicker in the video.</td>
</tr>
</tbody>
</table>

5. Select **Apply** to save the changes or **Default** to restore the default settings.

6. (Only for Windows) Select **Camera Control** to control the camera using the following options:

<table>
<thead>
<tr>
<th>Settings</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom</td>
<td>Adjusts camera zoom in/out.</td>
</tr>
<tr>
<td>Pan</td>
<td>Adjusts the up or down direction of the camera.</td>
</tr>
<tr>
<td>Tilt</td>
<td>Adjusts the left or right direction of the camera.</td>
</tr>
</tbody>
</table>

Zoom, pan, and tilt features are available only when Polycom EagleEye Cube USB camera **Tracking Mode** is off.

7. Select **Save**.

### EagleEye Cube USB Camera Admin Settings

You can configure settings for your Polycom EagleEye Cube USB camera, restart or factory reset the device, and import or export configuration files through the admin settings menu.

### Log In to EagleEye Cube USB Camera Admin Settings

You must enter the admin password to log in to the admin settings menu.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.

2. Select **Admin Settings**.
3. Enter the admin password in the **Password** field (the default password is `Polycom12#$`).
4. Select **Sign In**.

### Change Your Password

Polycom recommends that you change your password from the default for security reasons.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **Admin Settings > Password Settings**.
3. Enter your **Current Password**:
   - Select the **Simple Password** check box to enter a simple password.
   - Enter a password that adheres to the on-screen requirements.
4. Enter a new password in **New Password** and **Confirm Password** fields.
5. Select **Save**.

### Configure General Settings

You can configure the device name and NTP (Network Time Protocol) of the Polycom EagleEye Cube USB camera.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **Admin Settings > General Settings**.
3. Configure the following settings:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Device Name</strong></td>
<td>Specifies the name of the Polycom EagleEye Cube USB camera.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> See <strong>Naming Rules</strong> for the maximum length and allowed characters.</td>
</tr>
<tr>
<td><strong>NTP Mode</strong></td>
<td>Selects the NTP mode. If you select <strong>Manual</strong>, specify the <strong>NTP Server</strong> manually.</td>
</tr>
<tr>
<td><strong>NTP Server</strong></td>
<td>Specifies the NTP server IP address. Only available when you select <strong>Manual</strong> in <strong>NTP Mode</strong>.</td>
</tr>
</tbody>
</table>

4. Select **Save**.

### Configuring Camera Tracking

The Polycom EagleEye Cube USB camera can detect the people in the room and provides framing during a conference.

You can set the tracking mode and speed and specify the type of group framing, which enables automatic tracking of group participants in the room and frames the active speaker.
Configure Camera Tracking Mode
You can configure the Polycom EagleEye Cube USB camera to track the group participants in the room, track only the active speaker, or disable camera tracking.

When you enable Camera Tracking, Tracking On appears on the upper-right corner of the Camera Control window. When you disable Camera Tracking, Tracking Off appears instead.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Admin Settings > Camera Tracking > Tracking Mode and select one of the following options:
   - Frame Group: The Polycom EagleEye Cube USB camera automatically frames the participants in the room.
   - Frame Speaker: The Polycom EagleEye Cube USB camera zooms in on an active speaker without use of a remote control or camera preset.
   - Off: Disables the Polycom EagleEye Cube USB camera tracking.

Note: To use the camera pan, tilt, and zoom options, you must set Tracking Mode to Off.
3. Select Save.

Configure Camera Tracking Speed
You can configure the camera tracking speed of the Polycom EagleEye Cube USB camera.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Admin Settings > Camera Tracking > Tracking Speed and select one of the following options:
   - Normal (default): Detects meeting participants at a normal speed rate.
   - Slow: Detects meeting participants at a slow speed rate.
   - Fast: Detects meeting participants at a fast speed rate.
3. Select Save.

Configure Camera Tracking Framing Size
You can configure the EagleEye Cube USB Camera tracking framing view.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Admin Settings > Camera Tracking > Framing Size and select one of the following options:
   - Tight: Establishes a close-up view of meeting participants.
   - Medium (default): Establishes a medium view of meeting participants.
   - Wide: Establishes a wide view of meeting participants.
3. Select Save.
EagleEye Cube USB Camera Network Settings

You can use the Polycom Companion application to configure an Ethernet connection for the Polycom EagleEye Cube USB camera.

Related Links
Initialize the EagleEye Cube USB Camera Using the Setup Wizard on page 24

Configure Ethernet IPv4 Settings

You can configure IPv4 IP address and DNS settings for an Ethernet connection.

Procedure

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Admin Settings > Network Settings > Network and select Ethernet from the drop-down list.
3. Select Method and choose how to set the Ethernet IP address:
   - Automatic (DHCP): Obtain the IP address automatically (you must have a DHCP server in your environment).
   - Static: Specify the following IP settings manually (available options vary with your selections):
     - **Field**
       - **Description**
       - IP Address
       - Specifies the Ethernet IP address.
       - Netmask
       - Specifies the Ethernet subnet mask.
       - Gateway
       - Displays the default gateway assigned to the Polycom EagleEye Cube USB camera.
       - If the camera doesn’t automatically obtain a gateway IP address, enter one here.
       - DNS Address 1
       - Specifies the DNS server IP address.
       - DNS Address 2
       - Specifies the alternate DNS server IP address.
       - Domain
       - The domain name assigned to the Polycom EagleEye Cube USB camera.
       - If the camera doesn’t automatically obtain a domain name, enter one here.
4. Select Save.

Related Links
Initialize the EagleEye Cube USB Camera Using the Setup Wizard on page 24

Configure Ethernet 802.1x Settings

You can configure Ethernet 802.1x security settings.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.

2. Go to **Admin Settings > Network Settings > Network** and select **Ethernet** from the drop-down list.

3. Select **802.1x Security Settings**.

4. Configure the following settings (available settings may vary with your selections):

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>Specifies the encryption protocol:</td>
</tr>
<tr>
<td></td>
<td>• None</td>
</tr>
<tr>
<td></td>
<td>• 802.1x EAP</td>
</tr>
<tr>
<td>EAP Method</td>
<td>Specifies the EAP for WPA-Enterprise (802.1xEAP):</td>
</tr>
<tr>
<td></td>
<td>• PEAP</td>
</tr>
<tr>
<td></td>
<td>• TTLS</td>
</tr>
<tr>
<td></td>
<td>• MD5</td>
</tr>
<tr>
<td>Phase 2 Authentication</td>
<td>Specifies the phase 2 authentication method. Available options vary with the selected EAP method.</td>
</tr>
<tr>
<td></td>
<td>• MSCHAPV2</td>
</tr>
<tr>
<td></td>
<td>• GTC</td>
</tr>
<tr>
<td>Identify</td>
<td>Specifies your identity.</td>
</tr>
<tr>
<td>Anonymous Identify</td>
<td>Specifies an anonymous identity to protect your real identity.</td>
</tr>
<tr>
<td>Password</td>
<td>Specifies the login password.</td>
</tr>
</tbody>
</table>

**Related Links**

*Initialize the EagleEye Cube USB Camera Using the Setup Wizard* on page 24

**Configure a Provisioning Server for Your EagleEye Cube USB Camera**

You can configure a provisioning server for your Polycom EagleEye Cube USB camera through Polycom Companion.

Make sure that the Polycom EagleEye Cube USB camera connects to a network before connecting the Polycom EagleEye Cube USB camera to a provisioning server.

For information about the parameters that the Polycom RealPresence Resource Manager system or the PDMS-E service use to manage your Polycom EagleEye Cube USB camera, see the *Polycom Studio Provisioning Reference Guide* available at Polycom Support.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.

2. Go to **Admin Settings > Provisioning Server**.

3. Select **Provisioning Mode** and choose one of the following options:
   - **Disable**: No provisioning.
Manual: Configure the following parameters:

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

4. Select **Save**.

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

Related Links

- [Initialize the EagleEye Cube USB Camera Using the Setup Wizard](#) on page 24

Export a Configuration File to Your Local System

You can export the Polycom EagleEye Cube USB camera configuration file from Polycom Companion to your local system.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Export** and select a directory to save the configuration file to.
4. Select **Save**.

Import a Configuration File

You can import a configuration file from your local system to the Polycom EagleEye Cube USB camera.

**Procedure**

1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Import**.
4. Select the local configuration file you want to import.
5. Select **OK**.
6. Restart the Polycom EagleEye Cube USB camera to make the change effective.

Configuring Miscellaneous Settings

You can configure Polycom EagleEye Cube USB camera Windows 7 compatibility options through Polycom Companion.
Enable Windows 7 Compatible Mode
Enable Windows 7 Compatible Mode to get a better video conferencing experience while using the Polycom EagleEye Cube USB camera on a Windows 7 platform.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Admin Settings > Admin Settings > Miscellaneous.
3. Set Compatible Mode to On.
4. Restart the Polycom EagleEye Cube USB camera to make the change effective.

EagleEye Cube USB Camera Troubleshooting
Access the system diagnostics when troubleshooting your Polycom EagleEye Cube USB camera.

Test Your Camera Audio Input
If you have audio problems when using your Polycom EagleEye Cube USB camera, you may need to send an audio test file to Polycom Support for troubleshooting.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile from your Polycom Companion.
2. Go to Diagnostics > Audio Test.
3. Select Start Test and speak into the Polycom EagleEye Cube USB camera.
   The test recording window lasts at most 3 minutes, or you can click Stop to stop the recording.
4. Save the recording file to your local system and play it back to listen for any audio issues.

View Audio Meters
You can view available audio channels and their signal strength.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Diagnostics > Audio Meters.

Display Camera Information On-Screen
You can display the camera information of your Polycom EagleEye Cube USB camera on the video output.

Note: Depending on the application using the Polycom EagleEye Cube USB camera, the resolution displayed on the video output doesn’t necessarily reflect the maximum resolution supported by Polycom EagleEye Cube USB camera.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Diagnostics > On-Screen Display.
   The camera parameters for your Polycom EagleEye Cube USB camera display on the video output.

Download Log Files
You can download the Polycom EagleEye Cube USB camera log files to assist in troubleshooting.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Diagnostics > Logs.
3. Select Download and select a local directory to save the log file to.

Factory Reset Your EagleEye Cube USB Camera
You can factory reset your Polycom EagleEye Cube USB camera, which removes all configurations and stored settings.
You can also factory restore the to restore the software to the factory image. A factory restore changes all parameters to the defaults, like a factory reset, but goes a step further and removes all installed software updates as well. For more information, see the EagleEye Cube USB Camera Administrator Guide at Polycom Support.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera 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.

Restart Your EagleEye Cube USB Camera
You can restart your Polycom EagleEye Cube USB camera from Polycom Companion.

Procedure
1. Connect the Polycom EagleEye Cube USB camera to your computer, then select the Polycom EagleEye Cube USB camera tile in Polycom Companion.
2. Go to Admin Settings > System Restart.
3. Select Restart.