Polycom® Companion

Contents

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.

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

Format	User Type	Operating System
.exe	IT administrator End users	Windows
.dmg	End users	Mac

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:

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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:

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 by 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**.

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.

   The new password follows the below requirements, or you can check **Simple Password** to enter a simple password.

Rule	Value
Minimum character length	15
Required lowercase letters	2
Required uppercase letters	2
Required numbers	2
Required special characters	2

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.

Option	Description
Wi-Fi Status	Selects **On** to enable Polycom Studio USB video bar Wi-Fi function.
Wi-Fi List	Shows a list of available Wi-Fi networks.
Autoconnect	Selects **On** to connect to the specified Wi-Fo automatically when it's available
Join Other Network	Specifies the network name manually in the SSID field.

9. Optional: Configure a provisioning server, or click **Skip** to ignore the settings.

   Select **Provisioning Mode** and choose one of the following options:

   - Select **Auto**.

Note:	If you select **Auto** mode, make sure that you already have the provisioning server address, user name, and password in DHCP option 66/150.

   - Select **Manual** and configure the following parameters:

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

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 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 plug out 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 Polycom Studio

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:

Button Name	Description
Zoom In/Out	Adjusts camera zoom in/out when **Tracking Mode** is off.
Adjust Camera Directions	Adjusts the direction of camera when **Tracking Mode** is off.
Preset 1/2	▪ Select **Preset Setting +**, and click **Save** to store a camera setting. ▪ Select a preset card, and click **Select** to load a camera setting.

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**.
3. Select **Advanced Camera Settings**.
4. Configure the following camera settings:

Camera Setting	Description
Brightness	Use the slider to adjust image brightness.
Contrast	Use the slider to adjust image contrast .
Saturation	Use the slider to adjust color saturation.
Sharpness	Use the slider to adjust video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select **Auto** or adjust the value manually. If you adjust manually, select a color temperature value. The color temperature values, measured in degrees Kelvin, correspond to the color of the ambient light in a room.
Gain	Use the slider to adjust the signal amplification from the camera.
PowerLine Frequency (Anti Flicker)	Change the number to prevent flicker in the video.

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:

Settings	Description
Zoom	Adjust camera zoom in/out.
Exposure	Set the exposure number.
Pan	Adjust the up or down direction of the camera.
Tile	Adjust the left or right direction of the camera.

7. Select **OK**.

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.

Configure Audio Settings

You can enable Polycom NoiseBlock, Acoustic Fence, and Stereo Surround functions of the 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 from your Polycom Companion.
2. Go to **User Settings** > **Audio Settings**.
3. Configure the following audio functions:
    - ▪ **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.
    - ▪ **Acoustic Fence**—When you enable Acoustic Fence, the Polycom Studio USB video bar uses Polycom Acoustic Fence with Beam Shaping to define a beam aligned with a particular

microphone in the Polycom Studio USB video bar microphone array. Only sounds within the beam region are picked up and sent to the far-end. Sounds outside the beam region are not picked up.

▪ **Stereo**—When you enable Stereo, the Polycom Studio USB video bar uses two audio channels to provide stereo sound in a conference.

▪ **Stereo for Skype for Business**— (Windows version only) When you enable Stereo for Skype for Business, the Skype for Business audio outputs are stereo. The item is available when **Stereo** is enabled.

▪ **Bass Boost**—Enables this feature to amplify low frequencies in the audio. You must restart your Polycom Studio USB video bar for the Bass Boost setting change to take effect.

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:

Option	Description
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:

Option	Description
Normal	This is the default tracking speed. 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 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:

Option	Description
Tight	Establishes a close-up view of meeting participants.
Medium	Establishes a medium view of meeting participants (default).
Wide	Establishes a wide view of meeting participants.

3. Select **Save**.

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. Change your password using one of the following options:
   - Select the **Simple Password** check box to enter a simple password.
   - Enter a password that adheres to the following requirements:

Rule	Value
Minimum character length	15
Required lowercase letters	2
Required uppercase letters	2
Required numbers	2
Required special characters	2

3. 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. Configure the following settings:

Parameter	Description
Device Name	Specifies the name of the Polycom Studio USB video bar. **Note:** See **Naming Rules** for the maximum length and allowed characters.

Parameter	Description
NTP Mode	Selects the NTP mode. If you select **Manual**, specify the **NTP Server** manually.
NTP Server	Specifies the NTP server IP address. Only available when you select **Manual** in **NTP Mode**.

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.
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.

Setting	Description
Security	Specifies the encryption protocol: ▪ None ▪ WEP ▪ WPA/WPA2/FT PSK ▪ 802.1x EAP
EAP Method	Specifies the EAP for WPA-Enterprise (802.1xEAP): ▪ PEAP ▪ TLS ▪ PWD

Setting	Description
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method. ▪ None ▪ MSCHAP ▪ MSCHAPV2 ▪ GTC ▪ PAP
CA Certificate	Specifies the CA certificate: ▪ **<InstalledCAName>**— Selects from installed CA list. ▪ Do not validate
Identify	Specifies your identity.
Anonymous Identify	Specifies an anonymous identity to protect your real identity.
Password	Specifies the login password.
Show password	Selects the check box to reveal your password instead of dots.
Show advanced settings	Selects the check box to configure IP settings.
IP Setting	Specifies one method to set your network IP address: ▪ **Static**: specifies the IP settings manually. ▪ **DHCP**: obtains the IP settings automatically.
IP Address	Specifies the IP address of the network.
Gateway	Specifies the gateway of the network.
Subnet Mask	Specifies the network mask address for the network.
DNS Address 1	Specifies the DNS server address of the network.
DNS Address 2	Specifies the alternate DNS server address of the network.

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. Select **Enable** 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. Select **Remote Control Connection** > **Enable** 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**.

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:
   - Select **Disable** to disable the provisioning mode.
   - Select **Manual** and 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 Polycom Studio USB video bar, refer to the *Polycom Studio Provisioning Reference Guide* available on Polycom Support.

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 configuration and stored settings.

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.

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**.
4. Specify the following parameters for the file:

Parameter	Description
Save As	The name of the configuration file.
Tags	Specify a descriptive tag for the file.
Where	Choose a local path for the file.

5. 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 yourPolycom Studio USB video bar on your screen.

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**.
3. Select **On**.

   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.

Managing the EagleEye Cube USB Camera

Topics:

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 using one of the following options:
   - Select the **Simple Password** check box to enter a simple password.
   - Enter a password that adheres to the following requirements:

Rule	Value
Minimum character length	15
Required lowercase letters	2
Required uppercase letters	2
Required numbers	2
Required special characters	2

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: Configure a provisioning server, or select **Skip** to ignore the settings.
   a. Select **Provisioning Mode**.
   b. Choose one of the following options:
10. Select **Finish**.

Related Concepts
EagleEye Cube USB Camera Network Settings on page 29
Related Tasks
Configure Ethernet IPv4 Settings on page 29
Configure Ethernet 802.1x Settings on page 30
Configure a Provisioning Server for Your EagleEye Cube USB Camera on page 31

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 camerausing the following functions:

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

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	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Hue	Adjusts the image color.
Saturation	Adjusts the video color saturation.
Sharpness	Adjusts the video sharpness.

Camera Setting	Description
White Balance	Specifies how the camera compensates for variations in room light sources.
	Select **Auto** or adjust the value manually. If you adjust manually, select a color temperature value. The color temperature values, measured in degrees Kelvin, correspond to the color of the ambient light in a room.
Backlight Comp	Enables or disables backlight compensation.
PowerLine Frequency (Anti Flicker)	Changes the power line frequency value to prevent flicker in the video.

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:

Settings	Description
Zoom	Adjusts camera zoom in/out.
Pan	Adjusts the up or down direction of the camera.
Tilt	Adjusts the left or right direction of the camera.

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. Change your password using one of the following options:
   - Select the **Simple Password** check box to enter a simple password.
   - Enter a password that adheres to the following requirements:

Rule	Value
Minimum character length	15
Required lowercase letters	2
Required uppercase letters	2
Required numbers	2
Required special characters	2

3. 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. Configure the following settings:

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

3. 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:

Option	Description
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:

Option	Description
Normal	This is the default tracking speed. 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:

Option	Description
Tight	Establishes a close-up view of meeting participants.
Medium	Establishes a medium view of meeting participants (default).
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 Tasks

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.

Field	Description
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 Tasks

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):

Setting	Description
Security	Specifies the encryption protocol:
	▪ None
	▪ 802.1x EAP
EAP Method	Specifies the EAP for WPA-Enterprise (802.1xEAP):
	▪ PEAP
	▪ TTLS
	▪ MD5
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method.
	▪ MSCHAPV2
	▪ GTC

Setting	Description
Identify	Specifies your identity.
Anonymous Identify	Specifies an anonymous identity to protect your real identity.
Password	Specifies the login password.

Related Tasks

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:
   - Select **Disable** to disable the provisioning mode.
   - Select **Manual** and configure the following parameters:

Parameter	Description
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**.

Related Tasks

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**.
4. Specify the following parameters for the file:

Parameter	Description
Save As	The name of the configuration file.
Tags	Specify a descriptive tag for the file.
Where	Choose a local path for the file.

5. 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.

Factory Reset Your EagleEye Cube USB Camera

You can factory reset your Polycom EagleEye Cube USB camera, which removes all configuration and stored 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** > **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**.

Configuring Miscellaneous Settings

You can configure Polycom EagleEye Cube USB camera Windows 7 compatibility options through Polycom Companion.

Set Your EagleEye Cube USB Camera Power Supply Option

You can connect your Polycom EagleEye Cube USB camera to a POE power supply, or connect the device to your computer using a USB 3.0 or USB injector cable to power it.

The power supply information appears in your device **Status** > **Power Supply**.

Procedure

» When you use a USB injector cable to power your system, select **Admin Settings** > **Miscellaneous** and set **Power by USB Injector** to **ON**.

Otherwise, the application may fail to display the correct **Power Supply** information in the device **Status**

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 yourPolycom EagleEye Cube USB camera on your screen.

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**.
3. Select **On**.

   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.