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Contents

Before You Begin............................................................................................................................3
  Related Documentation..................................................................................................................3

Getting Started with the Polycom Companion............................................................................4
  Install Application Software.........................................................................................................4
  Check Application Version............................................................................................................4
  Send Application Log Files...........................................................................................................5

Managing the EagleEye Mini USB Device.....................................................................................6
  View Camera Information..............................................................................................................6
  Update the EagleEye Mini USB Device........................................................................................6

Managing the Studio USB Device..................................................................................................7
  Initialize the Studio USB Device Using the Setup Wizard..........................................................7
  View Studio Information..............................................................................................................8
  Update the Studio USB Device and the Remote Control............................................................8
  Studio User Settings....................................................................................................................9
    Control the Device Camera........................................................................................................9
    Configure Advanced Camera Settings....................................................................................10
  Pair the Studio USB Device to a Bluetooth Device.................................................................11
  Configuring Audio Settings........................................................................................................11
  Studio Admin Settings................................................................................................................13
    Log In to Studio Admin Settings..............................................................................................13
    Change Your Password..........................................................................................................13
    Configure General Settings....................................................................................................13
    Configuring Camera Tracking.................................................................................................14
    Join a Wi-Fi Network..............................................................................................................16
    Delete Known Wi-Fi Networks...............................................................................................17
    Configure Bluetooth Settings...............................................................................................18
    Configure a Provisioning Server for Studio USB Device.......................................................18
    Certificate Signing Requests................................................................................................19
    Import a Configuration File....................................................................................................22
    Export a Configuration File to Your Local System...............................................................22

Studio Troubleshooting................................................................................................................22
  Test Your Camera Audio Input..................................................................................................22
  Display Camera Information On-Screen...................................................................................22
  Download Log and Crash Files...............................................................................................23

Polycom, Inc.
Restart Your Studio USB Device................................................................. 23
Factory Reset Your Studio USB Device ..................................................... 23

Managing the EagleEye Cube USB Device.............................................. 24

Initialize the EagleEye Cube USB Device Using the Setup Wizard........ 24
View EagleEye Cube Information.............................................................. 25
Update the EagleEye Cube Firmware...................................................... 25
EagleEye Cube User Settings.................................................................... 26
  Control the EagleEye Cube USB Device............................................... 26
  Save Camera Presets........................................................................... 27
  Load a Camera Preset......................................................................... 27
  Configure Advanced Camera Settings............................................... 27
EagleEye Cube Admin Settings................................................................. 28
  Log In to EagleEye Cube Admin Settings.......................................... 28
  Change Your Password...................................................................... 28
  Configure General Settings.............................................................. 29
  Configuring Camera Tracking............................................................ 29
  EagleEye Cube Network Settings...................................................... 30
Export a Configuration File to Your Local System.............................. 33
Import a Configuration File................................................................... 33
Configuring Miscellaneous Settings..................................................... 33
EagleEye Cube Troubleshooting.............................................................. 34
  Test Your Camera Audio Input......................................................... 34
  View Audio Meters.......................................................................... 34
  Display Camera Information On-Screen.......................................... 34
  Download Log Files......................................................................... 35
Factory Reset Your EagleEye Cube USB Device.................................. 35
Restart Your EagleEye Cube USB Device.............................................. 35
Before You Begin

Topics:

- Related Documentation

This document is for users who want to manage Polycom EagleEye Mini USB camera, Polycom Studio USB video bar, and Poly 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 Polycom EagleEye Mini USB camera, Polycom Studio USB video bar, and Poly EagleEye Cube USB camera from a local PC or Mac.

Note: These devices are hereinafter referred to as USB devices.

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.

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.

<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.

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.

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 EagleEye Mini USB Device

Topics:

- View Camera Information
- Update the EagleEye Mini USB Device

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

View Camera Information

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

1. Connect the EagleEye Mini USB device to your computer, then select the Polycom EagleEye Mini tile from your Polycom Companion.

2. The application shows the Status:
   - Device Name
   - Firmware Version
   - Serial Number
   - Reference

Update the EagleEye Mini USB Device

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

After the EagleEye Mini USB device 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.

1. Connect the EagleEye Mini USB device to your computer, then select the Polycom EagleEye Mini 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 device while installing the update. If it disconnects unexpectedly, you must finish the update first when reconnecting it.

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

Topics:

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

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

Initialize the Studio USB Device Using the Setup Wizard

When you start up the Studio USB device 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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 <strong>On</strong> to enable the Wi-Fi function.</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 <strong>On</strong> 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. 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>

10. Click **Finish**.

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

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

**Update the Studio USB Device and the Remote Control**
You can use the Polycom Companion application to update the firmware of the Studio USB device and the remote control.
After the Studio USB device 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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 device 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 Studio USB device while installing the update. If it disconnects unexpectedly, you must finish the update immediately after reconnecting it.

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

**Studio User Settings**

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

**Caution:** Don’t unplug the USB cable or power cable of the Polycom Studio USB device while changing 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 Studio USB device through Polycom Companion.

1. Connect the Studio USB device to your computer, then select the Polycom Studio tile from your Polycom Companion.
2. Go to User Settings > Camera Control.
3. Control the Studio USB device 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 the Tracking Mode is off.</td>
</tr>
</tbody>
</table>
### Adjust Camera Directions

Adjusts the direction of camera when the Tracking Mode is off.

### Preset 1/2
- Select a preset card, 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 device 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.

1. Connect the Polycom Studio USB device to your computer, then select the Polycom Studio tile from your Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Select **Advanced Camera Settings**.
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 <strong>Auto</strong> 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.</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:

<table>
<thead>
<tr>
<th>Settings</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom</td>
<td>Adjust camera zoom in/out.</td>
</tr>
<tr>
<td>Exposure</td>
<td>Set the exposure number.</td>
</tr>
<tr>
<td>Pan</td>
<td>Adjust the up or down direction of the camera.</td>
</tr>
<tr>
<td>Tile</td>
<td>Adjust the left or right direction of the camera.</td>
</tr>
</tbody>
</table>

7. Select OK.

Pair the Studio USB Device to a Bluetooth Device

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

You can pair the Poly Studio USB device with a mobile phone, a computer or laptop, or a tablet.

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

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

You can start playing music or make phone calls from the Poly Studio speakerphone once you connect.

Configuring Audio Settings

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

Configure Polycom NoiseBlock

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

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Studio USB device uses two audio channels to provide stereo sound in a conference.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 help define the audio fence around the system.

Polycom Acoustic Fence technology creates a virtual audio fence that blocks sounds from outside the fence. It suppresses background noise during calls to enhance audio quality for call participants. The Studio USB device 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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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-degree beam region
   - Medium: Set a 90-degree beam region
   - Narrow: Set a 60-degree 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.

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

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

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

---

**Log In to Studio Admin Settings**

You must enter the admin password to log in to the Admin Settings menu.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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**

Poly recommends that you change your device’s password from the default for security reasons.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Studio USB device.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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>Device Name</td>
<td>Specifies the name of the Studio USB device.</td>
</tr>
</tbody>
</table>
### Parameter Description

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTP Mode</td>
<td>Selects the NTP mode. If you select Manual, specify the NTP Server manually.</td>
</tr>
<tr>
<td>NTP Server</td>
<td>Specifies the NTP server IP address. Only available when you select Manual in NTP Mode.</td>
</tr>
<tr>
<td>Camera Vivid Mode</td>
<td>Specifies whether to let the camera accentuate red, green, or blue colors to make the video more vivid.</td>
</tr>
</tbody>
</table>

4. Select **Save**.

### Configuring Camera Tracking

The Studio USB device can detect the people in the room and provide framing during a conference. You can set the tracking mode, tracking speed, and tracking framing size. Camera tracking enables automatic tracking of group participants or the active speaker in the room.

#### Configure Camera Tracking Mode

You can configure the Studio USB device 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.

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

2. Go to **Admin Settings > Camera Tracking > Tracking Mode** and select one of the following options:
   - **Frame Group**: The camera automatically frames the participants in the room.
   - **Frame Speaker**: The camera zooms in on an active speaker without use of a remote control or camera preset.
   - **Off**: Disables the 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 Studio USB device.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Studio USB device tracking framing view.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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.

Configure Maximum Zoom
You can limit the maximum camera zoom in ratios of 2×, 3×, or 4× only when the tracking mode is Frame Group or Frame Speaker.

1. Connect the Studio USB device to your computer, then select the Polycom Studio tile in Polycom Companion.
2. Go to Admin Settings > Camera Tracking > Maximum Zoom and select one of the zoom ratios.
3. Select Save.

Configure Camera Movement
You can adjust the camera movement only when you set the tracking mode to Frame Group or Frame Speaker.

1. Connect the Studio USB device to your computer, then select the Polycom Studio tile in Polycom Companion.
2. Go to Admin Settings > Camera Tracking > Camera Movement and select one of the following options:
   - Auto Pan: The camera pans smoothly between the speakers or groups.
   - Cut: The video cuts between the talkers or groups.
3. Select Save.

Configure Conversation Mode
You can configure how the camera tracks speakers in a conversation only when the tracking mode is Frame Speaker and Maximum Zoom is 4x.

The Studio USB device displays the Conversation Mode option only when the tracking mode is Frame Speaker and Maximum Zoom is 4x in the Camera Tracking setting.

1. Connect the Studio USB device to your computer, then select the Polycom Studio tile in Polycom Companion.
2. Go to Admin Settings > Lab Feature > Conversation Mode and select one of the following options:
• **On**: Captures two speakers in a discussion who are far apart. The Studio USB device performs a split screen showing the two speakers together. The maximum zoom-in ratio is fixed to 4x at the same time.

• **Off**: The Studio USB device tracks the speaker who is currently talking.

## Join a Wi-Fi Network

You can connect the Polycom Studio USB device to Wi-Fi through Polycom Companion.

1. Connect the Polycom Studio USB device to your computer, then select the Polycom Studio 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 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>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>Setting</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------</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.
1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 device through Polycom Companion.

1. Connect the Polycom Studio USB device to your computer, then select the Polycom Studio 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 device.

4. Check Autoconnect to connect your device via Bluetooth to the Polycom Studio USB device automatically.

5. Set the Remote Control Connection option to On to enable the connection between the Polycom Studio USB device and remote control.

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

**Configure a Provisioning Server for Studio USB Device**

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

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

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

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

1. Connect the Polycom Studio USB device to your computer, then select the Polycom Studio 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.</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>

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 device, refer to the Poly Studio Provisioning Reference Guide available on Polycom Support.

**Certificate Signing Requests**

The Polycom Companion application 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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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) and send it to a CA to get a certificate to authenticate your USB device. You may need to authenticate your USB device while connecting to your provisioning server.

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

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Admin Settings &gt; General Settings.</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. Use the following guidelines when configuring the Common Name:</td>
</tr>
<tr>
<td></td>
<td>• For systems registered in DNS, use the FQDN of the system.</td>
</tr>
<tr>
<td></td>
<td>• For systems not registered in DNS, use the IP address of the system. Maximum Characters: 64; truncated if necessary. Default is blank</td>
</tr>
</tbody>
</table>

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

6. Select Download to download the CSR.
   You must 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 Studio USB device.

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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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.

<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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Studio USB device.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Studio USB device to make the change effective.

**Export a Configuration File to Your Local System**

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

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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**.

**Studio Troubleshooting**

If you experience issues with your Studio USB device, try the following solutions to resolve certain issues.

**Test Your Camera Audio Input**

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

1. Connect the Studio USB device to your computer, then select the Polycom Studio tile from your Polycom Companion.

2. Go to **Diagnostics > Audio Test**.

3. Select **Start Test** and speak into the Studio USB device.

   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 Studio USB device on the video output.
Note: Depending on the application using the Studio USB device, the resolution displayed on the video output doesn’t necessarily reflect the maximum resolution supported by the Studio USB device.

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

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

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

Restart Your Studio USB Device
You can restart your Studio USB device from Polycom Companion.

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

Factory Reset Your Studio USB Device
You can factory reset your Studio USB device, which removes all configurations and stored settings.

1. Connect the Studio USB device to your computer, then select the Polycom Studio 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 Device

Topics:

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

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

Initialize the EagleEye Cube USB Device Using the Setup Wizard

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

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 on-screen requirements.
5. Select **Confirm**.
6. Select your country, then select **Next**.
7. Optional: Select **Skip** to keep the current device name, or change the device name in the input field under **Device Name**.
8. Optional: Select **Skip** to ignore the network settings, or configure a network to connect to the EagleEye Cube USB device.
9. Optional: Select **Skip** to ignore provisioning server settings, or select **Provisioning Mode** and choose one of the following options:
   - **Disable**: No provisioning
   - **Manual**: Configure the following parameters:
### Table

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server Address</td>
<td>Specify the provisioning 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 Concepts**

- [EagleEye Cube Network Settings](page 30)
  
  You can use the Polycom Companion application to configure an Ethernet connection for the EagleEye Cube USB device.

**Related Tasks**

- [Configure Ethernet IPv4 Settings](page 31)
  
  You can configure IPv4 IP address and DNS settings for an Ethernet connection.

- [Configure Ethernet 802.1x Settings](page 31)
  
  You can configure Ethernet 802.1x security settings.

- [Configure a Provisioning Server for the EagleEye Cube USB Device](page 32)
  
  You can configure a provisioning server for the EagleEye Cube USB device through Polycom Companion.

### View EagleEye Cube Information

You can view the basic information for your EagleEye Cube USB device through Polycom Companion.

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

2. In the **Status** section, view the basic information for your EagleEye Cube USB device.

### Update the EagleEye Cube Firmware

You can use the Polycom Companion application to update the firmware on your EagleEye Cube USB device.

After the EagleEye Cube USB device 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.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 (the default password is Polycom12#$), then click Sign In to start the update.

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

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

### EagleEye Cube User Settings

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

#### Control the EagleEye Cube USB Device

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

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 EagleEye Cube USB device. 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 EagleEye Cube USB device, you can reopen the **Camera Control** tab to control the camera again.

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

2. Go to **User Settings > Camera Control**.

3. Control the EagleEye Cube USB device 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 the <strong>Tracking Mode</strong> is off.</td>
</tr>
<tr>
<td>Adjust Camera Directions</td>
<td>Adjusts the direction of camera when the <strong>Tracking Mode</strong> is off.</td>
</tr>
<tr>
<td>Preset Home/1/2/3/4/</td>
<td>Pre-defines EagleEye Cube zoom and position settings. This feature is available only when the <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>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 EagleEye Cube USB device.
You must set Admin Settings > Camera Tracking > Tracking Mode to Off before you can set the EagleEye Cube presets.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 select Save to store the camera settings.

Load a Camera Preset
You can load a preset to position the EagleEye Cube USB device quickly.
You must set Admin Settings > Camera Tracking > Tracking Mode to Off before you can use the EagleEye Cube presets.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 EagleEye Cube USB device 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.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in 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>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>
</tbody>
</table>
### Camera Setting

<table>
<thead>
<tr>
<th>Camera Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>White Balance</td>
<td>Specifies how the camera compensates for variations in room light sources. Select <strong>Auto</strong> 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.</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 the EagleEye Cube **Tracking Mode** is off.

7. Select **Save**.

### EagleEye Cube Admin Settings

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

### Log In to EagleEye Cube Admin Settings

You must enter the admin password to log in to the **Admin Settings** menu.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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

Poly recommends that you change your device’s password from the default for security reasons.
1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 EagleEye Cube USB device.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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>Device Name</td>
<td>Specifies the name of the EagleEye Cube USB device.</td>
</tr>
<tr>
<td></td>
<td>[other]: See Naming Rules for the maximum length and allowed characters.</td>
</tr>
<tr>
<td>NTP Mode</td>
<td>Selects the NTP mode. If you select Manual, specify the NTP Server manually.</td>
</tr>
<tr>
<td>NTP Server</td>
<td>Specifies the NTP server IP address. Only available when you select Manual in NTP Mode.</td>
</tr>
</tbody>
</table>

4. Select Save.

**Configuring Camera Tracking**

The EagleEye Cube USB device can detect the people in the room and provide framing during a conference.

You can set the tracking mode, tracking speed, and tracking framing size. Camera tracking enables automatic tracking of group participants or the active speaker in the room.

**Configure Camera Tracking Mode**

You can configure the EagleEye Cube USB device 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.

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

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 device tracking framing view.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 Network Settings**

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

**Related Tasks**
[Initialize the EagleEye Cube USB Device Using the Setup Wizard](#) on page 24
When you start up the Poly EagleEye Cube USB device for the first time, or after you factory reset the system, the setup wizard leads you through the minimum configuration steps.

**Configure Ethernet IPv4 Settings**

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

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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):

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>Specifies the Ethernet IP address.</td>
</tr>
<tr>
<td>Netmask</td>
<td>Specifies the Ethernet subnet mask.</td>
</tr>
<tr>
<td>Gateway</td>
<td>Displays the default gateway assigned to the EagleEye Cube USB device.</td>
</tr>
<tr>
<td></td>
<td>If the camera doesn’t automatically obtain a gateway IP address, enter one here.</td>
</tr>
<tr>
<td>DNS Address 1</td>
<td>Specifies the DNS server IP address.</td>
</tr>
<tr>
<td>DNS Address 2</td>
<td>Specifies the alternate DNS server IP address.</td>
</tr>
<tr>
<td>Domain</td>
<td>The domain name assigned to the EagleEye Cube USB device.</td>
</tr>
<tr>
<td></td>
<td>If the camera doesn’t automatically obtain a domain name, enter one here.</td>
</tr>
</tbody>
</table>

4. Select **Save**.

**Related Tasks**

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

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

**Configure Ethernet 802.1x Settings**

You can configure Ethernet 802.1x security settings.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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</td>
</tr>
<tr>
<td></td>
<td>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 Tasks

Initialize the EagleEye Cube USB Device Using the Setup Wizard on page 24

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

Configure a Provisioning Server for the EagleEye Cube USB Device

You can configure a provisioning server for the EagleEye Cube USB device through Polycom Companion. Make sure that the EagleEye Cube USB device connects to an Ethernet connection before connecting the EagleEye Cube USB device to a provisioning server.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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.
   • Manual: Configure the following parameters:
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<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 Tasks
Initialize the EagleEye Cube USB Device Using the Setup Wizard on page 24

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

Export a Configuration File to Your Local System

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

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 EagleEye Cube USB device.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 EagleEye Cube USB device to make the change effective.

Configuring Miscellaneous Settings

You can configure EagleEye Cube USB device microphone, and stereo audio through Polycom Companion.

Enable Windows 7 Compatible Mode

Enable Windows 7 Compatible Mode to get a better video conferencing experience while using the EagleEye Cube USB device on a Windows 7 platform.
1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.

2. Go to Admin Settings > Admin Settings > Miscellaneous.

3. Set Compatible Mode to On.

4. Restart the EagleEye Cube USB device to make the change effective.

**EagleEye Cube Troubleshooting**

If you experience issues with your EagleEye Cube USB device, try the following solutions to resolve certain issues.

**Test Your Camera Audio Input**

If you have audio problems when using your EagleEye Cube USB device, you may need to send an audio test file to Polycom Support for troubleshooting.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile from your Polycom Companion.

2. Go to Diagnostics > Audio Test.

3. Select Start Test and speak into the EagleEye Cube USB device.

   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.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile from your Polycom Companion.

2. Go to Diagnostics > Audio Meters.

**Display Camera Information On-Screen**

You can display the camera information of your EagleEye Cube USB device on the video output.

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

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

2. Go to Diagnostics > On-Screen Display.


   The camera parameters for your EagleEye Cube USB device display on the video output.
Download Log Files
You can download the log files for your EagleEye Cube USB device to assist in troubleshooting.

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

Factory Reset Your EagleEye Cube USB Device
You can factory reset your EagleEye Cube USB device, which removes all configurations and stored settings.

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube 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 Device
You can restart your EagleEye Cube USB device from Polycom Companion.

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