



USER GUIDE

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Polycom[®] Companion



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Before You Begin

Topics:

- [Related Documentation](#)

This document is for users who want to manage Polycom EagleEye Mini USB camera, Poly 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 [Poly Support](#).

For additional information about the Polycom Companion, view the following documents on [Poly Support](#).

- *Polycom Companion Release Notes*
- *Polycom Companion Offer of Source for Open Source Software*
- *Poly Studio User Guide*
- *Poly EagleEye Cube USB Camera User Guide*
- *Polycom Eagle Eye Mini USB Camera and Mounting Kit Setup Sheet*

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, Poly 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.

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. (Windows) Click the icon in the top left corner of the application, then go to **About**.
3. (MAC) Click the **Polycom Companion** button beside the Apple icon in 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 icon in 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.

Procedure

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.

Procedure

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`.

Procedure

1. Connect the Studio USB device to your computer, then select the Poly 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. Select **Confirm**.
6. Select your country, and select **Next**.
7. Optional: Change the device name, or select **Skip**.
8. Optional: Configure Wi-Fi network settings, or select **Skip** to ignore the settings.

Option	Description
Wi-Fi Status	Selects On to enable the Wi-Fi function.

Option	Description
Wi-Fi List	Shows a list of available Wi-Fi networks.
Autoconnect	Selects On to connect to the specified Wi-Fi automatically when it's available
Join Other Network	Specifies the network name manually in the SSID field.

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:

Parameter	Description
Server Type	Select a server type from the drop-down list: Choose Polycom Provisioning Services for PDMS-E or Polycom RealPresence Resource Manager. Choose 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

10. Select **Finish**.

View Studio Information

You can view the basic information for your Poly Studio USB device through Polycom Companion.

Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio tile in Polycom Companion.
2. In the **Status** section, view the basic information for your Poly Studio USB device.
3. Optional: If you see the following warning message in the **Status** section, contact Poly Support to report the issue and the values of the **Device Diagnostic Code** field: `There is an internal issue with your device. Please contact Poly support.`

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

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.

Procedure

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

Update the Studio Firmware from Your Local PC

You can update the firmware from your local PC to load beta firmware or if you have a problem with the automatic firmware update.

For beta firmware, download the beta firmware to your local PC. The link to the beta firmware is on the beta software download page.

Note: If you download the firmware package using Internet Explorer, you may need to change the file extension from `.zip` to `.dfu`.

Note the following about manual firmware updates:

- Use the automatic firmware update whenever possible.
- You can't update the firmware while the Studio USB device is streaming video or audio.

Procedure

1. Connect the Studio USB device to your computer, then select the Poly Studio tile in Polycom Companion.
2. Select the **Firmware Update** tab.

3. Select **Update from Local File** and choose the software build you want to use.

The Polycom Companion application updates the Studio USB device to the version that you select.

Studio User Settings

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

Caution: Don't unplug the USB cable or power cable of the Poly Studio USB device while changing the its settings on the Polycom Companion. This may cause unexpected errors.

Control the Device Camera

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

Procedure

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

Button Name	Description
Zoom In or Out	Adjusts camera zoom in or out when the Tracking Mode is off.
Adjust Camera Directions	Adjusts the direction of camera when the Tracking Mode is off.
Preset 1 or 2	<ul style="list-style-type: none"> ▪ Select a preset card, and select Save to save a camera setting. ▪ Select a preset card, and select Select to load a camera setting.

Configure Advanced Camera Settings

You can improve the video quality of the Poly 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.

Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio 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.
Backlight Comp	Enables or disables backlight compensation.
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 or out.
Exposure	Set the exposure number.
Pan	Adjust the left or right direction of the camera.
Tilt	Adjust the up or down direction of the camera.

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.

Procedure

1. Connect the Studio USB device to your computer, then select the Poly Studio tile from your Polycom Companion.
2. Go to **User Settings > Bluetooth Pair Mode**.
3. Select **Start Pairing**.
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, by enabling audio stereo or boosting the bass.

Enable NoiseBlockAI

When you enable NoiseBlockAI, 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.

Procedure

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

Enable Stereo Audio

When you enable stereo audio, the Studio USB device uses two audio channels to provide stereo sound in a conference.

Procedure

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

Enable Audio Bass Boost

Enable this feature to amplify low frequencies in the audio output.

Procedure

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

Procedure

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

Enable Stereo Audio for Skype for Business

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

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

Procedure

1. Connect the Studio USB device to your computer, then select the Poly 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 Poly Studio server, restart or factory reset the device, 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 the 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.

Procedure

1. Connect the Studio USB device to your computer, then select the Poly 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 requires that you change your device's password from the default for security reasons.

Procedure

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

Configure General Settings

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

Procedure

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

Parameter	Description
Device Name	Specifies the name of the Studio USB device.
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 .
Camera Vivid Mode	Specifies whether to let the camera accentuate red, green, or blue colors to make the video more vivid.

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.

Procedure

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

Procedure

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

Procedure

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

Procedure

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

Procedure

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

Enable Conversation Mode

You can enable your USB device to track speakers in a conversation.

You can't enable **Presenter Mode** and **Conversation Mode** at the same time.

Procedure

1. Connect the Studio USB device to your computer, then select the Poly Studio tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking** and configure the following settings:
 - Set **Tracking Mode** to **Frame Speaker**.
 - Set **Maximum Zoom** to **4x**.
3. 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.

Enable Presenter Mode

You can enable your USB device to track an active speaker who's talking and moving.

You can't enable **Presenter Mode** and **Conversation Mode** at the same time.

Procedure



1. Connect the Studio USB device to your computer, then select the Poly Studio tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking** and configure the following settings:
 - Set **Tracking Mode** to **Frame Speaker**.
 - Set **Maximum Zoom** to **4x**.
3. Go to **Admin Settings > Lab Feature > Presenter Mode** and select one of the following options:
 - **On:** Captures the active speaker.
 - **Off:** Stops capturing the active speaker.

Join a Wi-Fi Network

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

Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio tile from your Polycom Companion.
2. Go to **Admin Settings > Wi-Fi Settings**.
3. Select **On** in **Wi-Fi Status** to enable the Poly Studio Wi-Fi function.

After you connect to a Wi-Fi network, connection status icon changes from **Disabled**  to **Enabled** .

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: <ul style="list-style-type: none"> ▪ None ▪ WEP ▪ WPA/WPA2/FT PSK ▪ 802.1x EAP
EAP Method	Specifies the EAP for WPA-Enterprise (802.1xEAP): <ul style="list-style-type: none"> ▪ PEAP ▪ TLS ▪ TTLS ▪ PWD
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method. <ul style="list-style-type: none"> ▪ None ▪ MSCHAP ▪ MSCHAPV2 ▪ GTC ▪ PAP

Setting	Description
CA Certificate	Specifies the CA certificate: <ul style="list-style-type: none"> ▪ <InstalledCAName>— Selects from installed CA list. ▪ Do not validate
User Certificate	Selects from the Installed User CA Name list.
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: <ul style="list-style-type: none"> ▪ 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. Select **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 Studio USB device to your computer, then select the Poly Studio tile from your Polycom Companion.
2. Go to **Admin Settings > Wi-Fi Settings**.
3. Select **Manage Known Networks**.
4. Choose the Wi-Fi network you want to delete.
5. Select **X**.

Configure Bluetooth Settings

You can turn on the Bluetooth function of the Poly Studio USB device through Polycom Companion.

Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly 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 Poly Studio USB device.
4. Select the **Autoconnect** check box to connect your device via Bluetooth to the Poly Studio USB device automatically.
5. Set the **Remote Control Connection** option to **On** to enable the connection between the Poly Studio USB device and remote control.

Note: If you disable the **Remote Control Connection**, the Poly Studio remote control disconnects from the Poly Studio USB device. Pair the remote control manually after you re-enable the **Remote Control Connection**. Refer to the Pair the Bluetooth Remote Control with Poly Studio topic in the *Poly Studio USB Video Bar User Guide* for details. You can find this book on [Poly Document Library](#).

Configure a Provisioning Server for the Studio USB Device

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

Make sure that the Poly 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`.

Procedure

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

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 Poly Studio USB device, refer to the *Poly Studio Parameters Reference Guide* available on [Poly Documentation Library](#).

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.

Procedure

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

Procedure

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

Field	Description
Country	<p>Specifies the country where your organization is located.</p> <p>Note: For EagleEye Cube USB, input a two-character country code following ISO 3166-1 alpha-2 rules.</p>
State or Province	<p>Specifies the state or province where your organization is located. Default is blank. Maximum characters: 128.</p>
City or Locality	<p>Specifies the city where your organization is located. Default is blank. Maximum characters: 128.</p>
Organization	<p>Specifies your organization name.</p>
Organizational Unit	<p>Specifies the unit of business defined by your organization. Default is blank. Maximum characters: 64.</p>
Common Name	<p>Specifies the name that the system assigns to the CSR.</p> <p>Use the following guidelines when configuring the Common Name:</p> <ul style="list-style-type: none"> ▪ For systems registered in DNS, use the FQDN of the system. ▪ For systems not registered in DNS, use the IP address of the system. Default is blank. Maximum characters: 64; truncated if necessary.

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.

Procedure

1. Connect the USB device to your computer, then select the 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. For **Wi-Fi User Certificate**, enter the **Private Key Password** and select **Next**.

The system displays a message indicating the installation result.

Supported Certificate Formats

Supported certificate formats vary with your certificate type.

The following table lists the supported certificate formats by type.

Supported Certificate Formats

Certificate Type	Format
Wi-Fi CA Certificate	.pem, .crt
Wi-Fi User Certificate	.p12
Provisioning CA Certificate	.pem, .crt
Provisioning User Certificate	.pem, .crt

View Installed Certificate Details

You can view the content of an installed certificate.

Procedure

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

Delete an Installed Certificate

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

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

Procedure

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

Procedure

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

Procedure

1. Connect the Studio USB device to your computer, then select the Poly 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 Poly Online Support Center for troubleshooting.

Procedure

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

Procedure

1. Connect the Studio USB device to your computer, then select the Poly Studio tile in Polycom Companion.
2. Go to **Diagnostics > On-Screen Display**.
3. Select **On**.

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

Download Log and Crash Files

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

Procedure

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

Restart Your Studio USB Device

You can restart your Studio USB device from Polycom Companion.

Procedure

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

Procedure

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

Procedure

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:

Parameter	Description
Server Address	Specify the provisioning server address.
User Name and Password	Specify the user name and password to log in to the provisioning server.

10. Select **Finish**.

Related Links

[EagleEye Cube Network Settings](#) on page 36

[Configure Ethernet IPv4 Settings](#) on page 36

[Configure Ethernet 802.1x Settings](#) on page 37

[Configure a Provisioning Server for the EagleEye Cube USB Device](#) on page 38

View EagleEye Cube Information

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

Procedure

1. Connect the Poly 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 Poly 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.

Procedure

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.

Update the EagleEye Cube Firmware from Your Local PC

You can update the firmware from your local PC to load beta firmware or if you have a problem with the automatic firmware update.

For beta firmware, download the beta firmware to your local PC. The link to the beta firmware is on the beta software download page.

Note: If you download the firmware package using Internet Explorer, you may need to change the file extension from `.zip` to `.dfu`.

Note the following about manual firmware updates:

- Use the automatic firmware update whenever possible.
- You can't update the firmware while the EagleEye Cube USB device is streaming video or audio.

Procedure

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.
3. Select **Update from Local File** and choose the software build you want to use.

The Polycom Companion application updates the EagleEye Cube USB device to the version that you select.

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.

Procedure

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:

Button Name	Description
Zoom In or Out	Adjusts camera zoom in or out when the Tracking Mode is off.
Adjust Camera Directions	Adjusts the direction of camera when the Tracking Mode is off.
Preset Home/1/2/3/4/	Pre-defines EagleEye Cube zoom and position settings. This feature is available only when the 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 EagleEye Cube USB device.

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

Procedure

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.

Procedure

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.

Procedure

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 **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.
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 left or right direction of the camera.
Tile	Adjusts the up or down direction of the camera.

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.

Procedure

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 requires that you change your device's password from the default for security reasons.

Procedure

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**.
4. Enter a new password in **New Password** and **Confirm Password** fields.
 - Select the **Simple Password** check box to enter a simple password.
 - Enter a password that adheres to the on-screen requirements.
5. Select **Save**.

Configure General Settings

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

Procedure

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:

Parameter	Description
Device Name	<p>Specifies the name of the EagleEye Cube USB device.</p> <p>Note: See Naming Rules for the maximum length and allowed characters.</p>

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 .

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.

Procedure

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.

Procedure

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.

Procedure

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**.

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**.

Procedure

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 > 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**.

Procedure

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 > 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**.

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.

Procedure

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 > 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.

Procedure

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 > Certificates**.
3. Select **Create**.
4. Configure the following settings on the **Create Signing Request** page:

Field	Description
Country	Specifies the country where your organization is located. Note: For EagleEye Cube USB, input a two-character country code following ISO 3166-1 alpha-2 rules .
State or Province	Specifies the state or province where your organization is located. Default is blank. Maximum characters: 128.
City or Locality	Specifies the city where your organization is located. Default is blank. Maximum characters: 128.
Organization	Specifies your organization name.
Organizational Unit	Specifies the unit of business defined by your organization. Default is blank. Maximum characters: 64.

Field	Description
Common Name	<p>Specifies the name that the system assigns to the CSR.</p> <p>Use the following guidelines when configuring the Common Name:</p> <ul style="list-style-type: none"> ▪ For systems registered in DNS, use the FQDN of the system. ▪ For systems not registered in DNS, use the IP address of the system. Default is blank. Maximum characters: 64; truncated if necessary.

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 EagleEye Cube 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.

Procedure

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 > Certificates**.
3. Select **Install** and choose one of the following options:
 - **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.

The system displays a message indicating the installation result.

Supported Certificate Formats

Supported certificate formats vary with your certificate type.

The following table lists the supported certificate formats by type.

Supported Certificate Formats

Certificate Type	Format
Provisioning CA Certificate	.pem

Certificate Type	Format
Provisioning User Certificate	.pem

View Installed Certificate Details

You can view the content of an installed certificate.

Procedure

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 > Certificates**.
3. Select the certificate you want to view in the **Installed Certificates** table.
The **Certificate Details** window opens.
4. To close the certificate details window, select **Close**.

Delete an Installed Certificate

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

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

Procedure

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

EagleEye Cube Network Settings

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

Related Links

[Initialize the EagleEye Cube USB Device Using the Setup Wizard](#) on page 26

Configure Ethernet IPv4 Settings

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

Procedure

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. Click the **IPv4 Settings** link.
4. Select **Method** and choose how to set the Ethernet IP address:
 - **Automatic (DHCP)**: Obtain the IP address automatically (you must have a DHCP server in your environment).

- **Static:** Specify the following IP settings manually (available options vary with your selections):

Field	Description
IP Address	Specifies the Ethernet IP address.
Netmask	Specifies the Ethernet subnet mask.
Gateway	Displays the default gateway assigned to the EagleEye Cube USB device. 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 EagleEye Cube USB device. If the camera doesn't automatically obtain a domain name, enter one here.

5. Select **Save**.

Related Links

[Initialize the EagleEye Cube USB Device Using the Setup Wizard](#) on page 26

Configure Ethernet 802.1x Settings

You can configure Ethernet 802.1x security settings.

Procedure

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):

Setting	Description
Security	Specifies the encryption protocol: <ul style="list-style-type: none"> ▪ None ▪ 802.1x EAP
EAP Method	Specifies the EAP for WPA-Enterprise (802.1xEAP): <ul style="list-style-type: none"> ▪ PEAP ▪ TTLS ▪ MD5

Setting	Description
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method. <ul style="list-style-type: none"> MSCHAPV2 GTC
Identify	Specifies your identity.
Anonymous Identify	Specifies an anonymous identity to protect your real identity.
Password	Specifies the login password.

Related Links

[Initialize the EagleEye Cube USB Device Using the Setup Wizard](#) on page 26

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.

Procedure

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:

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.

- **Auto:** Retrieves the provisioning server address from the **DHCP Option** and the EagleEye Cube USB device reports the DHCP option to Polycom Companion.

You can enter a DHCP value from 140 to 207 or leave this field blank. If you leave the field blank, the system uses the default DHCP value. The default DHCP value is **160**.

4. Select **Save**.

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

Related Links

[Initialize the EagleEye Cube USB Device Using the Setup Wizard](#) on page 26

Export a Configuration File to Your Local System

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

Procedure

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.

Procedure

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.

Procedure

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.

Enable Microphones to Transmit Audio

The EagleEye Cube USB device has two integrated microphones used to transmit audio. You can also use them to Transmit audio.

The default value for this setting is **Off**. You must enable this setting to Transmit audio.

Procedure

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 **Enable Microphone** to **On**.

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

Enable Stereo Audio

The EagleEye Cube USB device integrated microphones support stereo audio.

When you enable stereo audio, the EagleEye Cube USB device uses two audio channels to provide stereo sound. When you disable stereo audio, the EagleEye Cube USB device mixes the audio channels.

Procedure

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 **Enable Stereo Audio** 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 Poly Online Support Center for troubleshooting.

Procedure

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 transmit audio channels and their levels.

Procedure

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

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.

Procedure

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

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.

Procedure

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.

Procedure

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.

Procedure

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**.