



Poly Studio USB Video Bar

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What’s New

This release of the Poly Studio USB video bar includes all the features of the previous releases and includes the following new features.

Security Log Enhancements

Poly Studio 1.3.1 stores new security logs, such as authentication failures, to enhance system security.

Diagnostic Information for Troubleshooting

You can find a new **Device Diagnostic Code** entry in the **Status** page of the Polycom Companion app, which helps troubleshooting when you contact Poly Support.

Connecting to Open Wi-Fi Networks

Poly Studio 1.3.1 enables connections to Wi-Fi networks that aren't protected by a password.

Update the Polycom Companion app to the latest version (1.6.0) to get this functionality.

Release History

The following table lists the release history of Poly Studio.

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 1.3.1 | September 2020 | Security log enhancements Diagnostic information for troubleshooting Connecting to Open Wi-Fi Networks Bug fixes. |
| 1.3.0 | June 2020 | Presenter mode. Bug fixes. |
| 1.2.0 | December 2019 | Camera movement options. Conversation mode. Always use expansion microphone when connected. Maximum zoom-in settings. Bug fixes. |
| 1.1.2 | October 2019 | Certified by Skype for Business. Bug fixes. |
| 1.1.1 | August 2019 | Bug fixes. |
| 1.1.0 | July 2019 | Bug fixes. Support for Poly Trio Visual+ and Zoom Rooms. Support for 802.1x EAP-TLS authentication. Support for backlight compensation and the corresponding configurations from Polycom Companion. Support for Polycom Acoustic Fence configurations and certificate management from Polycom Companion. |

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|-------|---------------|---|
| 1.0.1 | May 2019 | Bug fixes. Enables more provisioning options. |
| 1.0.0 | February 2019 | Initial release with setup and configuration support using Polycom Companion. |

Security Updates

Refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Supported Video Communication Clients

Poly Studio works with the following communication clients:

- Polycom RealPresence Desktop
- Microsoft Skype for Business
- Microsoft Teams
- BroadSoft UC-One
- Zoom
- BlueJeans Network
- LogMeIn GoToMeeting
- Google Hangouts communication platform
- Amazon Chime
- Cisco Webex
- Vidyo Desktop
- Tencent Meeting

Your system's actual performance may vary based on software or hardware configurations.

Supported Operating Systems

You can connect the Poly Studio USB video bar to computers or devices that run the following operating systems.

Supported Operating Systems

| <i>Platform</i> | <i>Operating System</i> |
|-----------------|---|
| Windows | Windows 7 with latest service pack Windows 8.1 Windows 10 |

| | |
|-------|-------------------|
| MacOS | 10.13 High Sierra |
| | 10.14 Mojave |
| | 10.15 Catalina |

Products Tested with This Release

Poly Studio is tested extensively with a wide range of products. The following list isn't a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Products Tested with This Release

| <i>Product</i> | <i>Tested Versions</i> |
|--|---|
| Polycom RealPresence Desktop | 3.9.1, 3.10 |
| Microsoft Skype for Business | Win: Sfb2016-16.0.* Mac: Sfb16.2.156 |
| BroadSoft UC-One Communicator | Win: 22.6.3.2 |
| Microsoft Teams | 1.2 |
| Zoom | 5.0.3 |
| Zoom Rooms | 5.0.4 |
| BlueJeans Network | Win: 2.13.533.0 Mac: 2.13.1.17 |
| LogMeIn GoToMeeting | Win: 13.4.2 Mac: 8.39.0 (11408) |
| Google Hangouts communication platform | Current version |
| Amazon Chime | Win: 4.16.8849.1 Mac: 4.16.6291 |
| Cisco Webex | Win: 3.0.10626.0 Mac: 3.0.10260.0 |

| <i>Product</i> | <i>Tested Versions</i> |
|--|------------------------|
| VidyoDesktop | Win: 3.6.3 (014) |
| Polycom RealPresence Resource Manager | 10.8 |
| Polycom Device Management Service for Enterprise | Current version |
| Polycom Companion | 1.6.0 |
| Polycom MSR Dock | 4.0.64.0 |
| Poly Trio Visual+ | 5.9.2 |

Tested USB Extenders

Poly Studio follows the USB-IF standard and is compatible with both USB 2.0 and USB 3.0.

The following list isn't a complete inventory of compatible USB extenders. It indicates those that have been tested for compatibility with this release:

- UNITEK Y-3005
- Icron USB 2.0 Ranger 2304
- Icron USB 2.0 Ranger 2311

Note: When you connect the Poly Studio USB video bar to a USB hub, the performance may vary depending on the hub.

System Constraints and Limitations

This section provides information on constraints and limitations when using Poly Studio 1.3.1.

Bluetooth

Poly Studio only supports one Bluetooth connection at a time.

Aligned Audio and Video Source of Applications

Poly Studio doesn't support mixed types of audio and video input like a PC microphone with Poly Studio video. If you connect the Poly Studio USB video bar to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Poly Studio over USB.

HID Control

Poly Studio only gets full control of software clients that support a standard human interface device (HID) protocol, such as Microsoft Skype for Business. For other clients, your remote control only changes the behaviors of your Poly Studio USB video bar without syncing the status to the software.

The following are examples of this behavior:

- When you set the Poly Studio USB video bar as the audio and video device for Poly RealPresence Desktop, you can't answer or hang up a call using the remote control.
- When you press **Mute** or **Unmute** on the remote control, only the Poly Studio USB video bar mutes or unmutes, and the red LED bar changes color accordingly. Although the far-end can't hear any audio, you must click the **Mute** or **Unmute** button on the software client to indicate to the other call participants that you muted or unmuted your audio.

Automatically Reconnecting Wi-Fi

Poly Studio doesn't store data or time information in the device itself. Therefore, if you configure Poly Studio to verify certificates when connecting to a Wi-Fi network from the Polycom Companion app, disconnect from the Polycom Companion app, and then reboot the USB video bar, Poly Studio can't automatically reconnect to the Wi-Fi network due to a verification failure that comes from the inconsistent time information.

Security

If you use a certificate chain for authentication, the EAP-TLS connection with wireless networks fails.

Anti-Flicker Feature

You must manually set the camera anti-flicker settings in Polycom Companion to correct the value based on different country locations. To update these settings, open Polycom Companion and go to **Settings > Camera Control > Camera Advanced Settings > PowerLine Frequency (Anti Flicker)**.

4K Video

Poly Studio supports 4K video, but the functionality depends on the software client and monitor you use. For example, if you use a USB 3.0 cable and the Windows 10 Camera app, you can get a 4K preview.

UVC Driver for H.264 Streaming

When you use a USB 2.0 cable, the 2K or 4K video resolution requires H.264 support. You can download and install the UVC 1.5 driver from the [Poly Online Support Center](#) to enable H.264 streaming.

Video Color Limitation

Color reproduction accuracy can vary based upon environmental conditions and camera sensor capabilities.

Resolved Issues

The following table lists resolved issues in Poly Studio 1.3.1.

Resolved Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> |
|-----------------|-----------------|-------------------------|--|
| Audio | EN-182438 | 1.2.0 | You can't disable the NoiseBlock feature from the Polycom Companion app. |

Known Issues

The following table lists known issues in Poly Studio 1.3.1.

Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|-----------------|--|--|
| Audio | EN-114506 | Sometimes the far end may hear noises when no one is talking due to a Poly NoiseBlock issue. | Mute your USB video bar when you aren't speaking. |
| Audio | EN-117574 | When Stereo mode is off and the far end shares stereo music in a call, you may hear the music cut out or the volume may change. | Enable Stereo mode in Polycom Companion app. |
| Bluetooth | EN-115776 | When you stream music via Bluetooth, it takes a long time to wake the remote control. | Pause the music before waking up the remote control. |
| Bluetooth | EN-134664 | The Bluetooth connection between Poly Studio and a Mac may automatically disconnect when you use a 2.4 GHz Wi-Fi network. | Connect to a 5 GHz Wi-Fi network. |
| Bluetooth | EN-140897 | If your Poly Studio fails to connect to a new Wi-Fi network because of incorrect settings or connects to a new Wi-Fi network and then forgets it, Poly Studio may fail to auto-connect to an available Wi-Fi network you previously saved. | Manually connect again. |

| | | | |
|----------------|-----------|--|--|
| Remote Control | EN-116470 | It takes 1 to 3 seconds to wake up the remote control. | None. |
| Remote Control | EN-159196 | When you press the pan left or pan right buttons on the Polycom Companion app interface and then use the remote control to pan left or right, the camera doesn't move in the direction you indicate from the remote control. | Don't use the pan left or pan right buttons on the Polycom Companion app to adjust the camera direction. Use only the remote control to move the camera. |
| Tracking | EN-129257 | Speaker tracking is insensitive in an ultrasonic environment. | None. |
| Tracking | EN-185147 | If the USB video bar keeps running for more than a month, tracking mode stops working. | Restart the USB video bar. |
| Upgrade | SWD-3700 | When video is active, the Update from Local File button disappeared from the Polycom Companion app. | Restart the Polycom Companion app. |
| Upgrade | SWD-3704 | Sometimes upgrading with local files from the Polycom Companion app fails. | Retry the upgrade. |
| Video | EN-112109 | You may see objects edged with thin colorful lines. | None. |

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partners](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

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- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

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