Poly EagleEye Cube USB Camera

Contents

What's New in This Release

There are no new features added in this release.

Release History

This section lists the release history of the EagleEye Cube USB camera 1.3.1.

Release History

Release	Release Date	Features
1.3.1	October 2020	This release includes an escalation fix for customer support.

Release	Release Date	Features
1.3.0	June 2020	This release includes support for: • Improved Face Detection • Configurable DHCP Option • Configure Maximum Zoom • Auto Pan • Certificate Signing Requests • Manually Update the Firmware
1.2.0	January 2020	This release includes support for: • Poly G200 support • Microphone Off Default • Stereo Audio with Skype for Business • Status Page • Certificates Setting • Camera Control with the Zoom Rooms Application • DHCP Option 160
1.1	August 2019	This release includes support for: • Poly G7500 support • ISP Enhancement for Better Video Quality Interoperability Enhancement with Ecosystems
1.0	June 2019	Initial Release

Security Updates

Please see the Security Center for the security advisories, bulletins, and related acknowledgments and recognition.

Software Installation and Upgrades

Upgrade the camera using Polycom Companion, Poly Trio Visual+, Poly G7500, or Poly G200. The EagleEye Cube USB camera also supports Windows Update.

Note: When you integrate Poly EagleEye Cube USB with Poly Trio Visual+ or Poly G7500, Poly EagleEye Cube USB updates to the packaged software version in the main product.

Upgrading Automatically from RealPresence Resource Manager

To upgrade the EagleEye Cube USB camera automatically from RealPresence Resource Manager, refer to the *Polycom RealPresence Resource Manager System Operations Guide* and the *Poly EagleEye Cube USB Parameters Reference Guide* in the [Poly Documentation Library](#).

Change Administrator Password

To comply with security mandate California SB-327, the system mandates a change of the default password before the device becomes operational. Provision the changes in the following parameters:

- `sec.auth.admin.password`

- `sec.auth.admin.password.enable`

You can also change the administrator password in Polycom Companion when you first open it.

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The following table lists the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that do not interoperate with other standards-compliant vendor systems.

Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Products Tested with This Release

Product	Tested Versions
Poly Trio Visual+	5.9.1
Polycom Companion	1.5.0
Poly G7500	2.1.0
Microsoft Teams	1.3.00
Zoom	4.5
BlueJeans	2.14.1
Skype for Business	2016 and later
Chime	4.31

Note:	To output video using Windows 7, you must enable **Windows 7 Compatibility Mode** in Polycom Companion and then reboot.

Recommended Third-Party USB Cable Extender

Poly has successfully tested the following USB extender with EagleEye Cube USB 1.3.1.

- Icron USB 2.0 Ranger 2304

Resolved Issues

The following table lists the resolved issues in EagleEye Cube USB camera version 1.3.1.

Resolved Issues

Category	Issue ID	Found in Release	Description
Calling	EN-184408	1.3.0	The white LED incorrectly pulses red in an SVC call.

Known Issues

This section identifies the known issues in this release.

IMPORTANT:	These release notes do not provide a complete listing of all known issues for 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

Category	Issue ID	Found in Release	Description	Workaround
Detection	EN-158418	1.2.0	Occasionally, Poly G200 doesn't detect the camera after rebooting or replugging.	Reboot the Poly G200 system.
Interoperability	EN-146737	1.1	Starting Polycom Companion with both a Poly Studio USB video bar and a Poly EagleEye Cube USB camera connected to the PC can cause Windows 10 to crash.	Start Polycom Companion with only the Poly EagleEye Cube USB camera connected.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability	EN-188278	1.0	When you launch Microsoft Teams on a Mac with the camera connected, Microsoft Teams is unresponsive for approximately 2 minutes.	Wait approximately 2 minutes for Microsoft Teams to respond.
Logs	EN-131221	1.0	The camera doesn't restore logs before you unplug and re-plug its USB connection.	No workaround.
Networking	EN-145812	1.1	Periodically, 802.1X configurations display incorrectly in the Polycom Companion 802.1X configuration page.	No workaround.
Tracking	EN-133841	1.0	Camera tracking isn't as effective when the user is near the edge of the camera's view or the user doesn't face the camera.	No workaround.
Video	EN-171723	1.3.0	Transition from speaker to speaker is not smooth enough.	No workaround.
Upgrade	EN-175484	1.3.0	When configuring a provisioning server using DHCP, the provisioning server can't upgrade the camera.	Manually configure the provisioning server to perform a centralized upgrade. Manually upgrade the camera using Poly Companion.

System Constraints and Limitations

The following sections list constraints and limitations when using the EagleEye Cube USB camera.

Country Code Requirement When Creating a CSR

When creating a CSR, you must input the two-character country code following the ISO standard ISO 3166-1 alpha 2.

Power over USB for Trio Visual+

Provisioning and updating the EagleEye Cube USB camera with RealPresence Resource Manager or PDMS-E are not supported when using the camera with a Trio Visual+ accessory. Instead, the Trio Visual+ manages the camera.

Poly recommends that you power the EagleEye Cube USB camera through the Trio Visual+ accessory over the USB connector, not by the PoE switch. If you don't power the camera through the Trio Visual+ accessory using USB, the camera can't receive automatic updates or automatically re-establish connectivity after power failures.

Participant Threshold When Using Camera Tracking

When using the frame speaker, frame group, or participant count features, limit the number of participants to 12.

Environmental Color Limitations

Color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Power Requirements for Log Retrieval

To retrieve logs from an EagleEye Cube USB camera that's attached to a codec, you must disconnect the camera from the codec and reconnect it to a PC running Polycom Companion. However, the camera must be continually powered during the USB cable transfer. To prevent loss of power to the camera during this transition, attach a cable that supports PoE+ to the camera before you disconnect the USB cable from the codec.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, click Support, and choose the option best suited to your needs.

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 Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

- 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 Partner Network 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.

- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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