poly

Polycom EagleEye Director II

Contents

What's New

This release of the EagleEye Director II camera includes all the features of the previous releases.

This release doesn't have new features.

Version History

The following table lists the release history of the Polycom EagleEye Director II camera.

Version History

Release	Release Date	Features
2.2.3	April 2022	Security enhancement

Release	Release Date	Features
2.2.2	October 2021	Security enhancement
2.2.1	June 2021	Important field fix
2.2.0.43	November 2020	Camera settings in Connect Your Own Device mode
2.2.0	May 2019	Frame speaker, frame group, and tracking off camera presets
2.1.0.5	August 2018	Strong password requirement for enhanced security
2.1.0	July 2018	Important field fixes
2.0.0	April 2018	Important field fixes and support for the following features: • EagleEye Director II App • System web interface • Cascading for two cameras • RealPresence Group Series, Bring Your Own Device, and Automatic connection modes • Configurable position of the PIP window

Security Updates

The EagleEye Director II 2.2.3 release includes important security patches.

For information about known and resolved security vulnerabilities, see the Security Center.

Installation

For installation information, see the *Polycom EagleEye Director II Administrator Guide*.

Software Updates

Software update scenarios can involve two cascaded EagleEye Director II cameras (a primary camera and a secondary camera) that have different software version numbers. The following table lists the resulting software versions of the cameras after a software update.

Software Updates

Upload Version	Primary Camera Version	Secondary Camera Version	Update Result / Workaround
2.2.3	2.2.3	2.2.3 + 1	Primary and secondary cameras are 2.2.3 + 1
2.2.0	2.2.0	2.2.0 + 1	Primary and secondary cameras are 2.2.0 + 1
2.1.0	2.1.0	2.1.0 + 1	No software update
2.1.0 + 1	2.1.0	2.1.0 + 1	Primary and secondary cameras are 2.1.0 + 1

Upload Version	Primary Camera Version	Secondary Camera Version	Update Result / Workaround
2.1.0 + 1	2.1.0 + 1	2.1.0	Disconnect cascaded cameras; update the secondary camera without the primary camera
2.1.0 + 1	2.1.0	2.1.0 - 1	Primary and secondary cameras are 2.1.0 + 1

Hardware and Software Requirements

Your system must meet the following minimum requirements to use an EagleEye Director II as a USB camera for a computer and to use Microsoft Surface Hub for Skype for Business and Microsoft Lync.

Hardware and Software Requirements for EagleEye Director II

Category	Requirement
Operating system	Windows 10 (32-bit or 64 bit) – Required for the EagleEye Director II App and for the camera's system web interface
	Windows 8 (32-bit or 64-bit)
	Windows 7 (32-bit or 64-bit)
Desktop client	Office 365
	Microsoft Teams or Microsoft Skype for Business 2016/2015
	Microsoft Lync 2013 (required for 1080p)
Processor	Quad core, 2.0 GHz or higher
	For Office 365, Lync 2013, and Lync 2010 client requirements, see the Microsoft TechNet site
RAM	2 GB
USB connector	USB 3.0 or USB 2.0 (recommended)
	USB 1.0 (not recommended due to possible reduced performance)
USB driver	Latest USB driver installed using Windows Update

Interoperability

The EagleEye Director II camera interoperates with a variety of software and hardware.

Camera Software Packaged with RealPresence Group Series System Software

RealPresence Group Series system versions before 6.1.0 support camera 1.x.x versions only and don't support 2.x.x versions. The EagleEye Director II camera works with the following RealPresence Group Series systems:

- RealPresence Group 300
- RealPresence Group 310
- RealPresence Group 500
- RealPresence Group 700

> **Note:** RealPresence Group Series system versions prior to 6.1.0 support camera 1.x.x versions only and don't support 2.x.x versions.

Supported EagleEye Director II and RealPresence Group Series Software Packages

EagleEye Director II Software Build	RealPresence Group Series Version
2.2.3	6.2.28
2.1.0.5	6.2.0.2
1.1.0.29	6.1.7
1.1.0.29	6.1.6.1
1.1.0.23	6.1.5
1.1.0.23	6.1.4
1.1.0.18	6.1.3
1.1.0.18	6.1.2
1.0.0.22	6.1.1
1.0.0.16	6.1.0

Interoperable Product Versions

EagleEye Director II cameras interoperate with the following products and software versions.

Product Interoperability with EagleEye Director II

Product	Interoperable Versions
Poly Trio	7.7.2
Poly Trio for Zoom Rooms	Mac: 4.1.25771 Windows: 4.1.25831
Microsoft Teams, Microsoft Skype for Business, and Microsoft Lync desktop client	Office 365 Microsoft Teams 1.3.00.31689 Microsoft Skype for Business 2016/2015 Microsoft Lync 2013 (required for 1080p)

Product	Interoperable Versions
Microsoft Surface Hub with Poly Trio (USB mode)	System version: 10.0.15063.1058 Application version: 1.4.7.0

Supported Cameras and Accessories

EagleEye II Director cameras support the following cameras and accessories.

- EagleEye IV Digital Extender
- Digital Breakout Adapter
- EagleEye IV wide-angle lens
- EagleEye IV 12x cameras
- Privacy cover (used in environments that require enhanced security)
- Icron Ranger 2304 USB 2.0
- Icron Ranger 2311 Icron USB 2.0

For more information on the EagleEye Digital Extender and Digital Breakout Adapter accessories, see the *Polycom RealPresence Group Series Integrator Reference Guide* at the Poly Online Support Center.

For information on setting up these cameras and accessories, see the following documents at the Poly Online Support Center:

- *Polycom EagleEye IV Wide Angle Lens*
- *Setting Up the Polycom EagleEye IV Cameras*
- *Setting Up the Polycom EagleEye IV Camera Privacy Cover*
- *Setting Up the Polycom EagleEye Digital Extender*

Limitations

- When pairing an EagleEye Director II with a Poly Trio system:
    - The EagleEye Director II camera must be on the same subnet for the Trio system to detect the camera.
    - Both the Poly Trio and EagleEye Director II must be synced with an NTP server.

- To minimize the latency of data transfer between two cascaded EagleEye Director II systems, Poly recommends linking them directly with an Ethernet cable, especially in a BYOC configuration. Otherwise, you may have lip sync issue for the video from the secondary EagleEye Director II camera.

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	Description	Workaround
Configuration	EN-220561	EagleEye Director II doesn't pair with Trio C60.	Verify that the EagleEye Director II and the Trio C60 are both synced up with an NTP server.

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
API	EN-213180	The session ID isn't returned in the body of the REST API login endpoint.
Camera	EN-214106	When using group framing with a secondary, cascaded camera, only the primary camera captures video.

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 Poly 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 is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

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

Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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.

Copyright and Trademark Information

Poly
345 Encinal Street
Santa Cruz, California 95060