



Poly Studio USB Video Bar

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What's New in This Release

This release of the Poly Studio USB video bar includes the following new features:

- [People Framing](#)
- [Conversation Mode](#)

People Framing

People framing identifies the number of people in a single camera feed and displays them in individual frames.

Note: People framing is a preview feature. A preview feature is a fully tested and supported feature that Poly continues to develop in alignment with customer feedback.

People framing displays in either portrait view (single row of frames) or mixed view (five frames display), based on the number of participants identified. If the participants move, the view reframes.

People framing supports a maximum of six individual frames. When the device identifies more than six participants, people framing changes to group framing that shows the best view of all participants in a single frame.

Select People Framing (Preview)

Select **People Framing (Preview)** for your Poly Studio USB Camera in Poly Lens Desktop (1.1.19 or later).

Task

- 1 In Lens Desktop, select **Studio USB** from the list in the left sidebar.
- 2 Select **Controls**.
- 3 From the **Tracking Mode** drop-down menu, select **People Framing (Preview)**.
- 4 (Optional) To give feedback, select **Feedback** on the right sidebar.

Conversation Mode

Conversation mode frames two speakers separately and puts them on the same window in a split view.

Note: Conversation Mode is a preview feature. A preview feature is a fully tested and supported feature that Poly continues to develop in alignment with customer feedback.

When there's a continuous and well-balanced conversation between two participants in the meeting, the device's camera moves to conversation mode from the group view. The following scenarios don't initiate conversation mode:

- One of the speakers talks too little or too much.

- Both speakers talk at the same time.
- More than two speakers talk while taking turns.

Conversation mode automatically ends when a third participant starts talking.

Select Conversation Mode (Preview)

Select **Conversation Mode (Preview)** for your Poly Studio USB Camera in Poly Lens Desktop (1.1.19 or later).

Task

- 1 In Lens Desktop, select **Studio USB** from the list in the left sidebar.
- 2 Select **Controls**.
- 3 Set **Tracking Mode** to **Conversation (Preview)**.
- 4 (Optional) To give feedback, select **Feedback** on the right sidebar.

Release History

This section lists the release history of the Poly Studio USB video bar.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
2.1.0	August 2022	People Framing Conversation Mode
2.0.0	May 2022	High Speed Software Update
1.5.0	January 2022	New Provisioning Parameters Support for FTPS/HTTPS Provisioning Support for Microsoft Teams room capacity notification Support for more Poly Lens management features Bug fixes
1.4.0	January 2021	Full support of Presenter Mode Framing size in Presenter Mode Support for audio source selection Poly Lens support Provisioning enhancements Bug fixes
1.3.2	November 2020	Bug fixes

<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 Acoustic Fence configurations and certificate management from Polycom Companion
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

Please see the [Security Center](#) for information about known and resolved security vulnerabilities.

Supported Operating Systems

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

Supported Operating Systems

Platform	Operating System
Windows	Windows 8.1
	Windows 10
	Windows 11
MacOS	10.15 Catalina
	11 Big Sur
	12 Monterey
Chrome OS	87 or later

Products Tested with This Release

Poly Studio is 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.

Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See [Poly Service Policies](#) for the Current Poly Interoperability Matrix.

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

<i>Product</i>	<i>Tested Versions</i>
Poly Lens	1.1.19
Polycom RealPresence Resource Manager	10.9
Microsoft Teams	1.5.0
Zoom	5.10.4

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 identifies the limitations and constraints when using Poly Studio 2.1.0.

Hardware Limitations

When using **Conversation (Preview)** and **People Framing (Preview)** tracking modes, some users in multi-frame views might be slightly out of focus if they are at a significantly different distance or angle within the camera view.

HID Control

Poly Studio only gets full control of software clients that support a standard human interface device (HID) protocol, such as Zoom, Microsoft Teams, and 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.

Video Color Limitation

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

Firmware Updates

When using the Poly Studio USB video bar with a supported operating system on a Windows or Mac computer, you must update the device to the latest firmware using the Poly Lens Desktop App. Download the Poly Lens Desktop App at poly.com/lens.

Microsoft Windows users can also update the Poly Studio USB firmware through Windows Update.

Resolved Issues

This release is a feature release. No known issues were resolved in this release.

Known Issues

This section identifies the known issues in this release.

IMPORTANT: These release notes don't 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

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Video	EN-231955	2.1	Poly has seen instances where Windows Update receives the driver and immediately pushes a firmware update to the Studio USB. This could happen during normal business hours, and even during a call if Windows Update settings are not set correctly. If power is removed before the update is complete, the device stays in DFU mode permanently.	Wait up to 8 minutes until the Studio USB LED stops flashing amber, which indicates that the Device Firmware Update (DFU) is complete. If the Studio USB is still in DFU mode, factory restore or use Lens Desktop to restore the device.
Video	EN-233000	2.1	Takes too long for Zoom Rooms app to get XU property after the device is re-plugged in. When you plug Studio USB into the computer during a call and wait for several seconds, then when you open camera control, auto-frame / multi-focus is not shown in the camera control UI.	Restart the Zoom meeting or Zoom Rooms application.
Bluetooth	EN-232106	2.1	Bluetooth device name on Windows is generic/incorrect. When pairing via bluetooth, the Studio USB is shown as 'Communications device – Audio'.	Change the device name from the default: In the Studio USB setup in Lens desktop, on the Get Started page, enter a name in the Device Name field.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Video	EN-232105	2.1	Bluetooth pairing mode correctly times out after 2 minutes, but LED continues flashing blue pattern.	Wait while the LED continues flashing blue lights for approximately 7 minutes, at which point the LEDs return to normal.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation 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.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [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.

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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