



USER GUIDE

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# Poly EagleEye Cube USB Camera

## Getting Help

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

Plantronics, Inc. (Poly — formerly Plantronics and Polycom)  
345 Encinal Street  
Santa Cruz, California  
95060

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# Before You Begin

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## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)

This guide describes how to administer and configure the EagleEye Cube USB device.

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**Note:** Administration and configuration settings for the EagleEye Cube USB device take place within Polycom Companion. For more information on using Polycom Companion, see the [Polycom Support Site](#).

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## Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users who want to learn more about the features available with EagleEye Cube.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) 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 [Polycom 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 [Polycom 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.

# Getting Started

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## Topics:

- [EagleEye Cube USB Camera Overview](#)
- [Powering On and Off](#)

Poly EagleEye Cube is an electronic pan-tilt-zoom (ePTZ) USB camera.

## EagleEye Cube USB Camera Overview

The EagleEye Cube USB camera supports 4K resolution and 5x zoom. It works with applications that support standard USB peripherals, such as Microsoft Skype for Business, Zoom, and BlueJeans.

The EagleEye Cube USB camera supports both speaker framing and group framing. With speaker framing enabled, the camera can determine which participant is actively speaking, and the camera then frames the speaker. Group framing enables the camera to automatically focus on one or more speakers to display them on the receiving end. As different participants speak or as the speakers move around, the camera can frame them.

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**Note:** The EagleEye Cube USB camera is best suited for huddle rooms or small conference rooms with up to 12 call participants.

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## Powering On and Off

The EagleEye Cube USB device doesn't have a power button. When you plug in the power cord, the device turns on. The EagleEye Cube USB device can be powered using USB 3.0 or PoE. It can also be powered up using USB 2.0, only if the current exceeds 0.9 amps.

# Managing the EagleEye Cube USB Device

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## Topics:

- [Initialize the EagleEye Cube USB Device Using the Setup Wizard](#)
- [View EagleEye Cube Information](#)
- [Update the EagleEye Cube Firmware](#)
- [EagleEye Cube Admin Settings](#)

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.

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

10. Select **Finish**.

## View EagleEye Cube Information

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

### Procedure

1. Connect the 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 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.

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**Note:** Make sure your computer doesn't enter sleep mode during the firmware update. Otherwise, the update may fail.

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### 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.

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**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.

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When the firmware successfully updates, the word **Installed** and the new firmware version number appear on the screen.

## 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 recommends 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**:
  - Select the **Simple Password** check box to enter a simple password.
  - Enter a password that adheres to the on-screen requirements.
4. Enter a new password in **New Password** and **Confirm Password** fields.
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	Specifies the name of the EagleEye Cube USB device.  <b>Note:</b> See <b>Naming Rules</b> for the maximum length and allowed characters.
NTP Mode	Selects the NTP mode. If you select <b>Manual</b> , specify the <b>NTP Server</b> manually.
NTP Server	Specifies the NTP server IP address. Only available when you select <b>Manual</b> in <b>NTP Mode</b> .

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**.

## EagleEye Cube Network Settings

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

### 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. 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.

Field	Description
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.

4. Select **Save**.

## 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"> <li>▪ None</li> <li>▪ 802.1x EAP</li> </ul>
EAP Method	Specifies the EAP for WPA-Enterprise (802.1xEAP): <ul style="list-style-type: none"> <li>▪ PEAP</li> <li>▪ TTLS</li> <li>▪ MD5</li> </ul>
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method. <ul style="list-style-type: none"> <li>▪ MSCHAPV2</li> <li>▪ GTC</li> </ul>
Identify	Specifies your identity.

Setting	Description
Anonymous Identify	Specifies an anonymous identity to protect your real identity.
Password	Specifies the login password.

## 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.

4. Select **Save**.

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

## Configure a Provisioning Server for the EagleEye Cube USB Device Using DHCP Option 160

The system administrator can configure a provisioning server for the EagleEye Cube USB device by providing the server address using DHCP Option 160. The EagleEye Cube USB device then configures the provisioning server automatically. The EagleEye Cube USB device supports DHCP Option 160 by default.

Make sure that the EagleEye Cube USB device uses an Ethernet connection before configuring the EagleEye Cube USB device with a provisioning server.

The following procedure is an example from Windows Server 2008.

### Procedure

1. In the server console, go to **Reservation Options > General** and select the **160 Custom Boot** check box.
2. In the **Data entry > String value** field, configure the provisioning server by entering one of the following string values:

- `<Username>:<Password>@<HTTPS_ServerIP>/<cfg_file_path>/<sn>.cfg` or `<Username>:<Password>@<HTTPS_ServerIP>/<cfg_file_path>/0000000000000000.cfg`

The EagleEye Cube USB device downloads the `.cfg` file from `<HTTPS_ServerIP>` with `<Username>:<Password>` via HTTPS and applies the parameters in the `.cfg` file.

The EagleEye Cube USB device attempts to download `<sn>.cfg` first. If it does not exist, the EagleEye Cube USB device attempts to download `0000000000000000.cfg`. You can download an example `.cfg` file from <https://support.polycom.com/content/support/north-america/usa/en/support/peripherals/eagleeye-cube.html>.

- `<Username>:<Password>@<RPRM_ServerIP>/ucservice`

The EagleEye Cube USB device attempts to sign in to `<RPRM_ServerIP>/ucservice` with `<Username>:<Password>`. The EagleEye Cube USB device provisions if authentication is successful.

## 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 file 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 file 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 Microphone

Enable the microphone when you use the EagleEye Cube USB device integrated microphones to record audio.

The EagleEye Cube USB device has two integrated microphones used for audio detection. You can also use them to record audio. The default value is **Off**. You must enable this setting to record 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

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

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.

# Using the EagleEye Cube USB Camera

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## Topics:

- [EagleEye Cube User Settings](#)

Once you plug the EagleEye USB camera into the USB port of your device, you can start using it.

## 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.

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**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.

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### 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/Out	Adjusts camera zoom in/out when the <b>Tracking Mode</b> is off.
Adjust Camera Directions	Adjusts the direction of camera when the <b>Tracking Mode</b> is off.
Preset Home/1/2/3/4/	Pre-defines EagleEye Cube zoom and position settings. This feature is available only when the <b>Tracking Mode</b> 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.

Button Name	Description
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 <b>Auto</b> 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 up or down direction of the camera.
Tilt	Adjusts the left or right 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 USB Camera LED Indicators

The following table describes the LED indicators and associated system behaviors on the EagleEye Cube USB camera. The LED indicators are located along the top of the camera above the aperture.

### LED Indicator List

Mode	LED Color	LED Timing	# of LEDs
Attention (Error preventing normal operation)	Red	Blinking	5 - All
Camera boot initialization process in progress	White	Chasing	5 - Alternating

Mode	LED Color	LED Timing	# of LEDs
Device firmware update in progress	Amber	Pulsing	5 - All
Privacy cover open, camera is active, active video output, tracking is <b>off</b>	Green	Solid	1 - Center
Privacy cover open, camera is active, active video output, tracking is <b>on</b>	Green	Solid	1 – Depends on Participants
Privacy mode (Shutter is closed)	Red	Solid	1 - Center
Privacy cover open, camera is asleep, no active video output (Standby)	Amber	Solid	1 - Center
Privacy cover open, camera is idle, no video output	White	Solid	1 - Center

# EagleEye Cube Troubleshooting

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## Topics:

- [Test Your Camera Audio Input](#)
- [View Audio Meters](#)
- [Display Camera Information On-Screen](#)
- [Download Log Files](#)
- [Restart Your EagleEye Cube USB Device](#)
- [Factory Reset Your EagleEye Cube USB Device](#)
- [Factory Restore Your EagleEye Cube USB Device](#)

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 Polycom Support 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 audio channels and their signal strength.

### 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.

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**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.

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### 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.

## Download Logs Files While Connected to a Codec

You must take special considerations before downloading log files from an EagleEye Cube USB camera connected to a codec.

The EagleEye Cube USB camera must have a Power-over-Ethernet (PoE) connection in addition to its USB connection. The PoE connection ensures that the camera doesn't lose power during the log download process.

### Procedure

1. Unplug the USB connection from the codec.  
The USB camera remains powered using the PoE connection.
2. Connect the EagleEye Cube USB camera to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
3. Go to **Diagnostics > Logs**.
4. Select **Download** and choose a local directory to save the log file to.

## Log Files Lost Before Download

### Symptom:

You tried to download logs from an EagleEye Cube USB camera connected to a codec, but the log files were lost.

### Problem:

The camera lost power during the log download process when the camera was unplugged from the codec. This brief loss of power resulted in the loss of log files.

### Workaround:

Before you unplug the camera from the codec, plug in a PoE connection to maintain power while moving the camera's USB connection from the codec to the computer with Polycom Companion installed.

## 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**.

## 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.

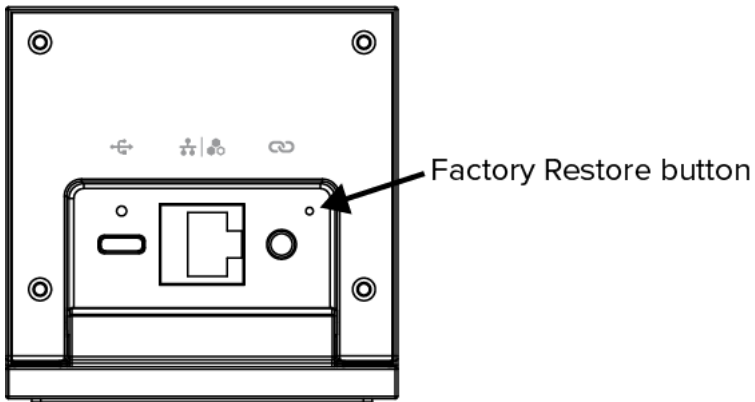
The system restarts automatically.

## Factory Restore Your EagleEye Cube USB Device

You can factory restore your EagleEye Cube USB device to reset the software to the factory image. Factory restoring your camera resets all parameters to default, like a factory reset, but goes a step further and removes all installed software updates as well.

### Procedure

1. Power off the camera.
2. Press and hold the button behind the pin hole on the back of the camera as shown in the following figure.



3. While holding the button, power up the camera.
4. Release the button after 5 seconds.

The EagleEye Cube USB device factory restores the software and boots up within about two minutes.