



Polycom EagleEye Director II

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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 |
|---------|--------------|----------------------|
| 2.2.2 | 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: <ul style="list-style-type: none"> • 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 2.2.2 release includes important security patches to third-party components. For more information, see the *Polycom EagleEye Director II Offer of Source for Open Source Software* at the [Poly Online Support Center](#).

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 |
|----------------|------------------------|--------------------------|---|
| 2.2.0 | 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 |

| <i>Upload Version</i> | <i>Primary Camera Version</i> | <i>Secondary Camera Version</i> | <i>Update Result / Workaround</i> |
|-----------------------|-------------------------------|---------------------------------|---|
| 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

| <i>Category</i> | <i>Requirement</i> |
|------------------|---|
| 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

| <i>EagleEye Director II Software Build</i> | <i>RealPresence Group Series Version</i> |
|--|--|
| 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

| <i>Product</i> | <i>Interoperable Versions</i> |
|--|--|
| Poly Trio | 5.7.1 |
| 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) |
| 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 with a Poly Trio system, the EagleEye Director II camera must be on the same subnet for the Trio system to detect the camera.
- 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.

Resolved Issues

This release doesn't have new resolved issues.

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 |
|----------|-----------|------------------|--|------------|
| Camera | EN-215149 | 2.2.1 | In BYOD mode, when the EagleEye Director II camera wakes up from sleep, the screen becomes blue for 1~3 seconds. | 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 [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 with 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.

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