



Polycom EagleEye IV USB Camera

The Polycom EagleEye IV USB camera provides a best-in-class video collaboration experience for the Polycom MSR Series solution (and other Microsoft-certified Skype for Business room systems) and Polycom Trio 8800. The camera features 12x optical zoom with pan and tilt capabilities suitable for medium and large meeting spaces.

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What’s New in this Release

This release aims to support the new hardware version (2215-60896-003). The new hardware version is not compatible with the previous software releases and can't be downgraded. And you can't use the Poly Trio systems to upgrade your camera to this version.

Note: If you use the the previous hardware versions, although they are compatible with this software release, Poly doesn't recommend to upgrade your camera to this version.

This release includes the features and functionality of previous releases,

Release History

This section lists the release history of the Polycom EagleEye IV USB camera.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.2.2	August 2021	New hardware version support.
1.2.1	February 2019	Defect fixes.
1.2.0	August 2018	Includes EagleEye IV USB camera software upgrade by Polycom Trio and Inverted Installation support.
1.1.1	Feb 2018	Name change to Polycom EagleEye IV USB camera.
1.1.0	December 2017	Supports the following: <ul style="list-style-type: none">• Includes MSR camera software upgrade to support UVSC 1.5.• Interconnect with Polycom Trio Visual+ with USB.• Support H.264/AVC (baseline and high profile) and X-H.264UC (Skype for Business).• Single SW build for both MSR and Polycom Trio application.
1.0.0	May 2017	First release of the Polycom EagleEye IV USB camera hardware and software.

Security Updates

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

Interoperability

Poly products are tested extensively with a wide range of products. The table below 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.

Note: The following table only applies to the previous software release and hardware.

Products Tested with this Release

<i>Category</i>	<i>Description</i>
Operating System	<ul style="list-style-type: none">• Windows 7• Windows 8• Windows 10• macOS Sierra: 10.12.6 and later
Products	<ul style="list-style-type: none">• Polycom® MSR Dock 0.26, MSR 1.0• Polycom Trio 8800 system 5.5.4 & 5.7.1• Polycom Visual+ system 5.5.4 & 5.7.1
Peripherals	Icron USB 2.0 Ranger 2311 and 2304 USB extenders
Surface Hub	<ul style="list-style-type: none">• System Version: 10.0.15063.1058• Application Version: 1.4.7.0
Zoom Rooms	<ul style="list-style-type: none">• Mac software: 4.3.0 (390.0130)• Windows software: 4.3.0 (446.0130)
BlueJeans	<ul style="list-style-type: none">• 1.35.15

Resolved Issues

This release doesn't have any newly 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

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
System	EN-85438	Device name still displays as Polycom EagleEye MSR Camera on MacBook Pro.	Unplug the USB cable and plug it into a different USB port.
System	EN-87708	The EagleEye IV USB camera doesn't update the software when using the camera in video mode.	Update the software only when the camera isn't in use.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
System	EN-87155	When Polycom Trio updates the EagleEye camera software via DFU, the red light on the camera blinks continuously and the software upgrade doesn't complete.	Reboot the camera. If the camera doesn't respond, use the USB recovery tool.
System	USBCMRA-281	Device name still displays as Polycom EagleEye MSR Camera on PC (Win10) and MSR Dock Solution.	Go to the device manager and remove the previous EagleEye MSR Camera version, then unplug the USB cable and plug it in again.
Video	EN-86419	Sometimes the EagleEye IV USB camera fails to auto focus on nearby objects.	Wave your hand or a piece of paper in front of the EagleEye IV USB camera.
Video	EN-91991	The EagleEye IV USB camera tilt icon on Polycom Trio works in the opposite direction.	Upgrade the Polycom Trio software to 5.7.1.
Video	USBCMRA-282	Lenovo ThinkPad T470s hangs when you reboot the laptop with an EagleEye IV USB camera connected.	Unplug the USB cable, wait for the laptop to complete rebooting, and then plug the USB cable in again.

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.

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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