

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

Polycom EagleEye IV USB camera includes the features and functionality of previous releases and includes the following new features:

- [Software Upgrade by Polycom Trio](#)
- [Inverted Installation](#)

Software Upgrade by Polycom Trio

The EagleEye IV USB camera v1.2 now supports software upgrade through Polycom Trio 8800 and Polycom Trio Visual+ version 5.7.1. EagleEye IV USB camera software upgrades through USB drive are only supported when the camera is not in video mode. Avoid camera power lose or USB cable disconnection during the software upgrade.



Use the USB drive to update the camera software to v1.2 for the first time, even if the camera is connected to Poycom Trio. Subsequent software update beyond v1.2 will be automatic upon connection with the Trio.

Inverted Installation

This release supports the inverted installation of the camera by enabling the feature in the Polycom Trio user interface.

For more information on Inverted Installation, please refer to Polycom Trio Administrator Guides.

Security Updates

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

Version History

The following table lists the release history of Polycom EagleEye IV USB camera.

Release History

Release	Release Date	Features
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: 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.

Resolved Issues

This following table lists resolved issues for the version 1.2.0 release.

Category	Issue ID	Description
System	EN-79153	Auto focus for EagleEye IV USB camera works even after disabled.
System	EN-75801	The gamma settings for EagleEye IV USB camera appear to be incorrect.
Video	USBCMRA-269	Camera Gamma setting does not work as designed.

Known Issues

The following table lists known issues and suggested workarounds for the version 1.2.0 release.

Known Issues

Category	Issue ID	Description	Workaround
System	EN-85438	Device name still displays as Polycom EagleEye MSR camera on MacBook Pro.	Unplug the USB cable and plug it in a different USB port.
System	EN-87708	The EagleEye IV USB camera does not perform a software update, when camera video mode is in use.	Update the software only when the camera is not in use.
System	EN-87155	When Polycom Trio updates EagleEye camera software via DFU, the red light on the camera blinks continuously and software upgrade is not completed.	Reboot the camera, if camera does not respond, use USB recovery tool to recover.
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 EagleEye IV USB camera fails to auto focus the near by objects.	Wave your hand or a paper in front of the EagleEye IV USB camera.
Video	EN-91991	The EagleEye IV USB camera tilt icon on Polycom Trio works in an opposite direction.	Upgrade the Polycom Trio software to 5.7.1.
Video	USBCMRA-282	Thinkpad T470s hangs when you reboot the laptop with EagleEye IV USB Camera.	Unplug the USB cable and wait for T470s to complete rebooting, and then plug in the USB cable again.

Interoperability

The following table provides interoperability information for using the EagleEye IV USB camera.

Category	Description
Operating System	<ul style="list-style-type: none"> Windows 7 Windows 8 Windows 10 macOS Sierra: 10.12.6 and later
Software Update	Camera software upgrades through Polycom Trio system
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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Mac software: ZoomRoom_4.1.25771 Windows software: ZoomRoom_4.1.25831
BlueJeans	<ul style="list-style-type: none"> 1.35.15

Get Help

For more information about installing, configuring, and administering Polycom products, refer to [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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