

Polycom® EagleEye™ Mini USB Camera

Contents

What's New for This Release	1
Camera Firmware Updates	1
Security Updates.....	2
Version History	2
Interoperability	2
Limitations.....	3
Resolved Issues.....	4
Known Issues.....	4
Updates in Previous Releases	4
Get Help	8
Copyright and Trademark Information	9

What's New for This Release

There're no new features in this release. This release for Polycom EagleEye Mini USB camera includes the features and functionality of previous releases.

Camera Firmware Updates

The EagleEye Mini USB camera receives firmware updates through software updates for the connected VVX business media phone or Polycom Trio system. When using the EagleEye Mini USB camera with a Windows or Mac computer, users can update the camera's firmware using the Polycom Companion application, which users can download from [Polycom Support](#).

Security Updates

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

Version History

This following table shows the version history of the Polycom EagleEye Mini USB camera.

Version History

<i>Release Date</i>	<i>Features</i>
August 2019	Important field fix.
May 2019	Important field fix.
March 2019	Important field fixes.
November 2018	Skype for Business Qualification Important field fixes.
July 2018	The initial release of the Polycom EagleEye Mini USB camera. Support for the Polycom Companion application.

Interoperability

This section includes products tested with this release and server interoperability.

Products Tested with this Release

The Polycom EagleEye Mini USB camera is tested with other products. The following list indicates products that have been tested for compatibility with this release and is not a complete inventory of compatible equipment.

Update all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Polycom Interoperability Matrix at [Polycom Support Service Policies](#).

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom Products	
Polycom Companion Application	1.2.1

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Desktop	3.10.0
Polycom Trio 8500 and 8800 Systems	UC Software 5.9.0
Polycom VoxBBox Bluetooth/USB Speakerphone	1.0.1
Polycom VVX 501 and VVX 601 Business Media Phones	UC Software 6.0.0.4796
Operating Systems	
Microsoft Windows	Windows 10 Windows 8.1 Windows 7
Mac OS	OS X 10.14.4
Communication Clients	
BroadSoft UC-One Communicator (HID)	22.6 (Windows)
BroadSoft UC-One Communicator (Non-HID)	22.6 (Windows)
Microsoft Skype for Business	Skype for Business 2016 for Windows (16.0.4849.1000) Skype for Business 2016 for Mac (16.26.19)
Skype	8.44.0.40 (Windows & Mac)
Zoom	4.4.2 (Windows & Mac)

Limitations

The following sections detail limitations when using the EagleEye Mini USB camera.

Docking Stations or USB Hubs

When the EagleEye Mini USB camera is connected to a ThinkPad computer, such as models T400, T440s, and X240 with Windows 10, and you connect other USB peripherals to your computer via a docking station or USB hub, the other connected USB devices won't work properly on your computer. Polycom recommends you remove the docking station or other USB hub and connect the USB peripherals directly to the USB ports on your computer.

Video Color Limitation

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

Resolved Issues

The following table lists all resolved issues for this release.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Description</i>
Video	EN-140188	The EagleEye mini USB camera can't flip video when working with Polycom Trio.

Known Issues

There're no known issues for this release.

Upgrade the Polycom EagleEye Mini USB camera with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.



These release notes do not provide a complete listing of all known issues that are included in 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.

Updates in Previous Releases

This section describes the new features and enhancements in previous EagleEye Mini USB camera releases.

Resolved Issues – May 2019

The following table lists all resolved issues for this release.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Description</i>
Video	EN-86982	Occasionally if you plug in the EagleEye Mini USB camera during a video call on Windows 10 or with a Polycom Trio system, the local view may be magenta.

Resolved Issues – March 2019

The following table lists all resolved issues for this release.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Description</i>
Hardware	EN-111543	Occasionally, the EagleEye Mini USB camera has no LED indicator color when the privacy shutter is completely open.
Hardware	EN-91577	The EagleEye Mini USB camera crashes when connected to a Mac computer that is used with Zoom or a Zoom Room system.

What's New for This Release – November 2018

This release for Polycom EagleEye Mini USB camera includes the features and functionality of previous releases and includes the following new features.

Skype for Business Certification

Polycom EagleEye Mini is a certified USB camera for Skype for Business video calls on a computer or video conferencing device.

Resolved Issues

The following table lists all resolved issues for this release.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
Hardware	EN-98536	Occasionally when the privacy shutter is closed, the camera sends a video stream of the red, closed shutter instead of a no video or black image.	Open the privacy shutter, leave it open for 3 seconds, then close the shutter.
Interoperability	EN-80237	The LED indicator does not turn Amber when a call is placed on hold in the Skype for Business client on Mac computers.	None

Introducing the Polycom® EagleEye™ Mini USB Camera – July 2018

Polycom introduces the Polycom® EagleEye™ Mini USB Camera that supports point-to-point, bridge, and Skype for Business video calls with resolutions up to 1080p.

The EagleEye Mini USB camera supports the following Polycom products:

- Polycom Trio™ 8500 and 8800 system with a paired Polycom Trio Visual+ accessory.
- Polycom® VVX® 501 and VVX 601 business media phones
- Polycom® VoxBox™ Bluetooth/USB speakerphone

Supported Video Communication Clients

The Polycom EagleEye Mini USB camera supports video calls placed in the following communication clients:

- Polycom® RealPresence® Desktop
- BroadSoft UC-One Communicator
- Microsoft® Skype for Business
- Skype™
- Zoom

Supported Operating Systems

You can connect the Polycom EagleEye Mini USB camera to computers with the following operating systems:

- Microsoft® Windows®
 - Windows 10
 - Windows 8.1
 - Windows 7
- Mac OS
 - OS X 10.13.14 (High Sierra)

Known Issues

The following table lists all known issues and suggested workarounds.

Upgrade the Polycom EagleEye Mini USB Camera with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.



These release notes do not provide a complete listing of all known issues that are included in 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 Number</i>	<i>Description</i>	<i>Workaround</i>
Hardware	EN-98536	Occasionally when the privacy shutter is closed, the camera sends a video stream of the red, closed shutter instead of a no video or black image.	Open the privacy shutter, leave it open for 3 seconds, then close the shutter.
Interoperability	EN-80237	The LED indicator does not turn Amber when a call is placed on hold in the Skype for Business client on Mac computers.	None

<i>Category</i>	<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
Interoperability	EN-80446	Video is not transmitted during a conference call in the BroadTouch Business Communication client on Windows 8.1 computers.	None

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.

Copyright and Trademark Information

Copyright© 2019, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA

Trademarks

Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

End User License Agreement

BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

Patent Information

The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product

This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support

Visit [Polycom Support](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.