Polycom EagleEye Mini USB Camera

Contents

What's New for This Release

This release improves a video issue that is specific to some cameras. All cameras can upgrade to this version without visible impact.

Camera Firmware Updates

The EagleEye Mini USB camera receives firmware updates through software updates for the connected VVX business media phone or Poly 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 Poly Online Support Center.

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

Release Date	Features
January 2020	Important field fix.
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 Poly 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

Product	Tested Versions
Polycom Products	

Product	Tested Versions
Polycom Companion Application	1.5.0
Polycom RealPresence Desktop	3.10.0
Polycom Trio 8500 and 8800 Systems	UC Software 5.9.0
Polycom VoxBox 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	macOS 10.13.6 macOS 10.14.6 macOS 10.15.5
Communication Clients	
BroadSoft UC-One Communicator (HID) BroadSoft UC-One Communicator (Non-HID)	22.6 (Windows) 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

There're no resolved issues for this release.

Known Issues

There're no known issues for this release.

Upgrade the Polycom EagleEye Mini USB camera with the latest software before contacting Poly 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 – August 2019

The following table lists all resolved issues for this release.

Resolved Issues

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

Resolved Issues – May 2019

The following table lists all resolved issues for this release.

Resolved Issues

Category	Issue Number	Description
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

Category	Issue Number	Description
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

Category	Issue Number	Description	Workaround
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

Category	Issue Number	Description	Workaround
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
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 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 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 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 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.

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