

Polycom Studio

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What's New

This release of the Polycom Studio USB video bar includes all the features of the previous release and the following new features.

UVC Extension APIs

Polycom Studio supports Polycom–defined or Zoom–defined UVC extension APIs. You may use the future releases of other Polycom software or the Zoom client to configure some Polycom Studio settings.

The supported functions include the following:

- Polycom software
 - Attendees count

- Speaker tracking
- Camera presets
- Zoom
 - Automatic speaker tracking

New Provisioning Options

You can now provision additional settings for the Polycom Studio USB video bar from a provisioning server.

- Audio
 - Stereo
 - Bass boost
- Video
 - Tracking mode
 - Tracking speed
 - Framing size

For more information, see the *Polycom Companion User Guide* for information on updating the Polycom Studio USB video bar and the *Polycom Studio Provisioning Reference Guide* for the current list of provisioning parameters.

Bass Boost Configuration Without Rebooting

You can enable or disable bass boost from Polycom Companion, and the changes take effect immediately without restarting. Access this setting in **Settings > Audio Settings > Bass Boost** on Polycom Companion.

Release History

This following table lists the release history of Polycom Studio.

Release History

Release	Release Date	Features
1.0.1	May 2019	Bug fixes. Enables more provisioning options.
1.0.0	February 2019	Initial release with setup and configuration support using Polycom Companion.

Security Updates

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

Supported Video Communication Clients

Polycom Studio works with the following communication clients:

- Polycom RealPresence Desktop
- Microsoft Skype for Business
- Microsoft Teams
- BroadSoft UC-One
- Zoom
- BlueJeans Network
- LogMeIn GoToMeeting
- Google Hangouts communication platform
- Amazon Chime
- Cisco Webex
- VidyoDesktop

Your system's actual performance may vary based on software or hardware configurations.

Supported Operating Systems

You can connect the Polycom Studio USB video bar to computers or devices that run the following operating systems:

Supported Operating Systems

<i>Platform</i>	<i>Operating System</i>
Windows	Windows 7 with latest service pack Windows 8.1 Windows 10
macOS	10.12 Sierra 10.13 High Sierra 10.14 Mojave

Supported External Microphone

Polycom Studio supports the Polycom RealPresence Debut Expansion Microphone.

See the *Polycom RealPresence Debut Setup Sheet* for information on how to connect your Polycom Studio USB video bar with a RealPresence Debut microphone.

Products Tested with this Release

Polycom Studio is tested extensively with a wide range of products. The following list isn't a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Desktop	3.9.1, 3.10
Microsoft Skype for Business	Win: Sfb2016-16.0.* Mac: Sfb16.20.90
BroadSoft UC-One Communicator	Win: 22.6.3.2
Microsoft Teams	Win: 1.0 Mac: 1.0
Zoom	Win: 4.1.35374.1217 Mac: 4.1.35374.1217
BlueJeans Network	Win: 2.9.252.0 Mac: 2.8.1.63
LogMeIn GoToMeeting	Win: 13.4.2 Mac: 8.39.0(11408)
Google Hangouts communication platform	Current version
Amazon Chime	Win: 4.16.8849.1 Mac: 4.16.6291
Cisco Webex	Win: 3.0.10626.0 Mac: 3.0.10260.0
VidyoDesktop	Win: 3.6.3(014)
Polycom RealPresence Resource Manager	10.6
Polycom Device Management Service for Enterprise	Current version
Polycom Companion	1.1.1
Polycom MSR Dock	4.0.64.0

Tested USB Extenders

Polycom Studio follows the USB-IF standard and is compatible with both USB 2.0 and USB 3.0. However, USB 2.0 might provide more robust experiences.

The following list isn't a complete inventory of compatible USB extenders. It indicates what have been tested for compatibility with this release:

- UNITEK Y-3005
- Icron USB 2.0 Ranger 2304
- Icron USB 2.0 Ranger 2311



When you connect the Polycom Studio USB video bar to a USB hub, the performance may vary depending on the hub.

System Constraints and Limitations

This section provides information on constraints and limitations when using Polycom Studio 1.0.1.

Bluetooth

Polycom Studio only supports one Bluetooth connection at a time.

Aligned Audio and Video Source of Applications

Polycom Studio doesn't support mixed types of audio and video input like a PC microphone with Polycom Studio video. If you connect the Polycom Studio USB video bar to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Polycom Studio over USB.

HID Control

Polycom Studio only gets full control of software clients that support a standard human device interface (HID) protocol, such as Microsoft Skype for Business. For other clients, your remote control only changes the behaviors of your Polycom Studio USB video bar without syncing the status to the software.

The following are examples of this behavior:

- When you set the Polycom Studio USB video bar as the audio and video device for Polycom RealPresence Desktop, you can't answer or hang up a call using the remote control.
- When you press **Mute** or **Unmute** on the remote control, only the Polycom Studio USB video bar mutes or unmutes, and the red LED bar changes color accordingly. Although the far-end can't hear any audio, you must click the **Mute** or **Unmute** button on the software client to indicate to the other call participants that you muted or unmuted your audio.

Security

Polycom Studio doesn't support imported certificates. As a result, for 802.1X environments, Polycom Studio supports only password encryption instead of mutual certificate verification.

Anti-Flicker Feature

You must manually set the camera anti-flicker settings in Polycom Companion to correct the value based on different country locations. To update these settings, open Polycom Companion and go to **Settings > Camera Control > Camera Advanced Settings > PowerLine Frequency (Anti Flicker)**.

UVC Driver for H.264 Streaming

When you use a USB 2.0 cable, the 2K or 4K video resolution requires H.264 support. You can download and install the UVC 1.5 driver from [Polycom Support](#) to enable the H.264 streaming.

Resolved Issues

The following table lists resolved issues in Polycom Studio 1.0.1.

Resolved Issues

Category	Issue ID	Description
Audio	EN-112527	When everyone connects to a call with Polycom Studio and you try to interrupt the other end, you lose the far-end audio for a short time.
Audio	EN-115558	If you make an overnight call using Polycom Studio, the far end may hear frequent echoes or choppy audio in the second call.
Audio	EN-116708	When everyone connects to a Skype for Business call using Polycom Studio, if both sides talk continuously, you may hear echoes.
Audio	EN-121925	When you have ultrasonic noise in the room and make a call to another Polycom Studio user, you may hear frequent echoes.
Audio	EN-122093	When you use Polycom Studio with HP SRS to make a Skype for Business call to a Polycom Studio Mac Mini user, you may hear echoes.
Audio	EN-132338	When you have ultrasonic noise in the room and make a call, the far end may hear electrical pulse sounds.
Call	EN-124773	When you're in a Skype for Business call using Polycom Studio as your audio and camera device and a second call comes in, the active call drops without user interaction.
Hardware	EN-126607	Due to a memory issue, Polycom Studio may restart, hang, or crash without a sign.
Remote Control	EN-119841	When Polycom Studio is idle, you may hear noises if you press the Hang Up button on the remote control.
Remote Control	EN-128785	Sometimes when you disable Wi-Fi, the remote control may fail to connect to Polycom Studio.

Known Issues

The following table lists known issues in Polycom Studio 1.0.1.



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 ID	Description	Workaround
Audio	EN-114506	Sometimes the far end may hear noises when no one is talking due to a Polycom NoiseBlock issue.	Mute your device when you aren't speaking.
Audio	EN-116334	When Polycom NoiseBlock is on and someone speaks loudly, the far end may hear audio popping.	None.
Audio	EN-117483	When Stereo mode is on and you share stereo music in a call, the far end only hears mono music.	None.
Audio	EN-117574	When Stereo mode is off and the far end shares stereo music in a call, you may hear the music cut out or the volume may change.	Enable Stereo mode in Polycom Companion.
Audio	EN-120977	When you connect an external micpod, the audio input might switch between the external micpod and the internal microphone. The far end hears audio with inconsistent quality.	None.
Audio	EN-121443	When your Polycom Studio USB video bar is in standby for a long time or reboots, you may hear a short noise when your sound output first starts.	None.
Bluetooth	EN-115776	When you stream music via Bluetooth, it takes a long time to wake the remote control.	Pause the music before waking up the remote control.
Bluetooth	EN-113220	Sometimes Polycom Studio loses the Bluetooth connection with a PC or phones without automatically reconnecting. Manual reconnection fails as well.	Reboot and try again.
Bluetooth	EN-118392	Bluetooth pairing Polycom Studio with the remote control may fail.	Try pairing again.
Bluetooth	EN-122584	When you turn on Wi-Fi and make a phone call on an iPhone using Polycom Studio as the microphone and speaker via Bluetooth, you may hear a popping noise.	Turn off Wi-Fi.
Remote Control	EN-116470	It takes one to three seconds to wake up the remote control.	None.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Tracking	EN-129257	Speaker tracking is insensitive in an ultrasonic environment.	None.
Video	EN-112109	You may see objects edged with thin colorful lines.	None.

Getting Help

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

For information about Polycom partner solutions, see [Polycom 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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