

# 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.

You must use Polycom Companion 1.2.1 to enable these features.

### ***Support for New Clients and Devices***

Polycom Studio 1.1.0 adds support for the following software clients and hardware devices:

- Polycom Trio Visual+: basic camera control with the Polycom Trio 5.9.0 release
- Zoom Rooms

## Support for 802.1x EAP-TLS Authentication

Polycom Studio can now support more authentication types such as EAP-TLS by supporting certificate-based and mutual authentication. Access the configuration from the Polycom Companion application at **Admin Settings > Wi-Fi Settings**.

## Backlight Compensation

Polycom Studio 1.1.0 enables backlight compensation, which includes several scenarios. By default, backlight compensation is on for macOS but off for Microsoft Windows.

You can configure the feature from the Polycom Companion application at **User Settings > Camera Control > Advanced Camera Settings > Backlight Comp**.

## Certification Management

You can now install, view, and delete certification of your Polycom Studio USB video bar from the Polycom Companion application at **Admin Settings > Certificates**.

## Acoustic Fence Configuration

You can now configure the Acoustic Fence scope from the Polycom Companion application at **User Settings > Audio Settings > Acoustic Fence**.

## Release History

This following table lists the release history of Polycom Studio.

### Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.1.0	July 2019	Bug fixes. Support for Polycom Trio Visual+ and Zoom Rooms. Support for 802.1x EAP-TLS authentication. Support for backlight compensation and the corresponding configurations from Polycom Companion. Support for Acoustic Fence configurations and certificate management from Polycom Companion.
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.

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## 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
- Vidyo Desktop

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>
<b>Windows</b>	Windows 7 with latest service pack Windows 8.1 Windows 10
<b>MacOS</b>	10.12 Sierra 10.13 High Sierra 10.14 Mojave

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## Supported External Microphone

Polycom Studio supports the Polycom RealPresence Debut Expansion Microphone.

See the *Polycom Studio Expansion Microphone Setup Sheet* for information on how to connect your Polycom Studio USB video bar with the expansion 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	1.0
Zoom	4.4
Zoom Rooms	4.4
BlueJeans Network	Win: 2.13.533.0 Mac: 2.13.1.17
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

<i>Product</i>	<i>Tested Versions</i>
Polycom Device Management Service for Enterprise	Current version
Polycom Companion	1.2.1
Polycom MSR Dock	4.0.64.0
Polycom Trio Visual+	5.9.0

## Tested USB Extenders

Polycom Studio follows the USB-IF standard and is compatible with both USB 2.0 and USB 3.0.

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 1.1.0.

### ***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

If you use a certificate chain for authentication, the EAP-TLS connection with wireless networks fails.

## 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)**.

## 4K Video

Polycom Studio supports 4K video, but the functionality depends on the software client and monitor you use. For example, if you use a USB 3.0 cable and the Windows 10 Camera app, you can get a 4K preview.

## 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 H.264 streaming.

## Video Color Limitation

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

## Resolved Issues

The following table lists resolved issues in Polycom Studio 1.1.0.

### Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
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.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Audio	EN-116334	When Polycom NoiseBlock is on and someone speaks loudly, the far end may hear audio popping.
Audio	EN-117483	When Stereo mode is on and you share stereo music in a call, the far end only hears mono music.
Bluetooth	EN-113220	Sometimes Polycom Studio loses the Bluetooth connection with a PC or phones without automatically reconnecting. Manual reconnection fails as well.
Bluetooth	EN-118392	Bluetooth pairing Polycom Studio with the remote control may fail.
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.
Tracking	EN-136509	When Acoustic Fence is on, the camera still tracks speakers outside the 60-degree fence area.

## Known Issues

The following table lists known issues in Polycom Studio 1.1.0.



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 ID</i>	<i>Description</i>	<i>Workaround</i>
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-117574	When <b>Stereo</b> 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 <b>Stereo</b> 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.
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-134664	The Bluetooth connection between Polycom Studio and a Mac may automatically disconnect when you use a 2.4 GHz Wi-Fi network.	Connect to a 5 GHz Wi-Fi network.

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<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Bluetooth	EN-140897	If your Polycom Studio fails to connect to a new Wi-Fi network because of incorrect settings or connects to a new Wi-Fi network and then forgets it, Polycom Studio may fail to auto-connect to an available Wi-Fi network you previously saved.	Manually connect again.
Remote Control	EN-116470	It takes one to three seconds to wake up the remote control.	None.
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.

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## 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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