

# Polycom Studio USB Video Bar

## Contents

---

<b>Before You Begin.....</b>	<b>2</b>
Related Documentation.....	2
Getting Help.....	2
Polycom Partner and Solution Resources.....	2
The Polycom Community.....	3
Documentation Feedback.....	3
<b>Privacy-Related Options.....</b>	<b>4</b>
Download Log and Crash Files.....	4
Configure a Provisioning Server for the Polycom Studio USB Video Bar.....	4
<b>How Data Subject Rights Are Supported.....</b>	<b>6</b>
<b>Purposes of Processing Personal Data.....</b>	<b>7</b>
<b>How Administrators Are Informed of Any Security Anomalies (Including Data Breaches).....</b>	<b>8</b>
<b>How Personal Data Is Deleted.....</b>	<b>9</b>
Reset Polycom Studio to Factory Settings.....	9
Factory Reset the Polycom Studio USB Video Bar.....	9

# Before You Begin

---

## Topics:

- [Related Documentation](#)
- [Getting Help](#)

The Polycom Studio Privacy Guide provides information regarding the implementation of Privacy by Design for this product.

This guide contains details about configurable privacy options and how personal data is processed.

## Related Documentation

You can find all Polycom Studio documentation on the **Documents & Software** page at Polycom Support.

The available guides on [Polycom Support](#) are:

- Polycom Studio User Guide
- Polycom Studio Setup Sheet
- Polycom Studio Release Notes
- Polycom Studio Regulatory Notices
- Polycom Studio Port Usage Guide
- Polycom Studio Encryption Data Guide
- Polycom Studio Quick Tips
- Polycom Studio Offer of Source for Open Source Software
- Polycom Studio Reference Guide for Provisioning
- Polycom Studio Privacy Guide

## Getting Help

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

## Polycom Partner and Solution Resources

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

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional

information and details, refer to [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

## The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply 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.

## Documentation Feedback

We welcome your feedback to improve the quality of Polycom documentation.

You can email [Documentation Feedback](#) for any important queries or suggestions related to this documentation.

# Privacy-Related Options

---

## Topics:

- [Download Log and Crash Files](#)
- [Configure a Provisioning Server for the Polycom Studio USB Video Bar](#)

## Download Log and Crash Files

You can download the Polycom Studio USB video bar log and crash files to assist in troubleshooting.

1. Open the Polycom Companion application.
2. Connect your Polycom Studio USB video bar to the computer.
3. Click the Polycom Studio USB video bar tile that you just connected to the application.
4. Go to **Diagnostics > Logs**.
5. Click **Download** under **Logs** to download Polycom Studio USB video bar system logs.
6. Click **Download** under **Crash Files** to download Polycom Studio USB video bar system crash log files.

## Configure a Provisioning Server for the Polycom Studio USB Video Bar

You can configure a provisioning server for the Polycom Studio USB video bar through Polycom Companion.

Make sure that the Polycom Studio USB video bar connects to a Wi-Fi network before connecting the Polycom Studio USB video bar to a provisioning server.

1. Open the Polycom Companion application.
2. Connect your Polycom Studio USB video bar to the computer.
3. Click the Polycom Studio USB video bar tile that you just connected to the application.
4. Go to **Admin Settings > Provisioning Server**.
5. Select **Provisioning Mode** and choose one of the following options:

- Select **Auto**.

---

**Note:** If you select **Auto** mode, make sure that you already have the provisioning server address, user name, and password in DHCP option.

---

- Select **Manual** and configure the following parameters:

Parameter	Description
Server Type	<p>Select one server type from the drop-down list.</p> <p>Select <b>Polycom Provisioning Services</b> for PDMS-E or Polycom RealPresence Resource Manager.</p> <p>For more information about PDMS-E and Polycom RealPresence Resource Manager, see the <i>Polycom Device Management Service for Enterprises Administrator Guide</i> and the <i>Polycom RealPresence Resource Manager Operations Guide</i>.</p> <p>Use <b>HTTPS Server</b> and <b>FTPS Server</b> for your own provisioning server.</p>
Server Address	Specify the server address.
User name and Password	Specify the user name and password to log in to the provisioning server.

**6. Click **Save**.**

You can check the provisioning status in **Status > Provisioning Server**.

# How Data Subject Rights Are Supported

---

The device information collected by Polycom Studio generally cannot be tied back to an individual user. Data Subject Rights requests are generally not applicable for this device. In order to stop processing any data, you must factory reset the device.

If the device is configured to send data to RealPresence Resource Manager or PDMS-E, refer to the corresponding Privacy section in the Admin Guide for information on how to support these rights.

# Purposes of Processing Personal Data

---

Category	Type of Personal Data	Purpose of Processing	Interface Type
Device Administration	<ul style="list-style-type: none"><li>▪ Device name</li><li>▪ Device IP address</li><li>▪ Device MAC address</li><li>▪ Device Serial number</li><li>▪ Polycom Companion user name/password</li></ul>	<ul style="list-style-type: none"><li>▪ Configure device access</li><li>▪ Troubleshooting device issues</li><li>▪ View device information</li></ul>	<ul style="list-style-type: none"><li>▪ Polycom Companion UI</li><li>▪ Polycom RealPresence Resource Manager (if configured)</li><li>▪ Polycom Device Management Service for Enterprises (if configured)</li></ul>

---

# How Administrators Are Informed of Any Security Anomalies (Including Data Breaches)

---

Security Anomaly Type	Where to Check	Recommended Frequency to Check
System crash	Polycom Studio LEDs indicate reboot process. Error appears in the system log file.	Check log file just after reboot.

If the device is configured to send data to RealPresence Resource Manager or PDMS-E, refer to the corresponding Privacy section in the Admin Guide for information on how to identify security anomalies.



# How Personal Data Is Deleted

---

## Topics:

- [Reset Polycom Studio to Factory Settings](#)
- [Factory Reset the Polycom Studio USB Video Bar](#)

Data Type	Steps to Delete	Deletion Method
Device Administration	<p>Device information can be deleted via Polycom Companion or directly from the device by performing a factory reset.</p> <p>If the device is configured to send data to RealPresence Resource Manager or PDMS-E, refer to the corresponding Privacy section in the Admin Guide for steps to delete.</p>	Simple delete.

## Reset Polycom Studio to Factory Settings

You can reset the Polycom Studio USB video bar to factory settings if persistent issues remain after troubleshooting.

---

**Warning:** Your USB video bar goes back to the factory software version and erases all configuration and logs.

---

Resetting the USB video bar to factory settings unpairs the remote control. You must re-pair the remote control with the Polycom Studio USB video bar after you reset the system.

1. Unplug the Polycom Studio USB video bar to turn it off.
2. Find the reset pinhole on the bottom of the USB video bar.
3. Use a pin or paperclip to press and hold the reset button and plug in the USB video bar at the same time to turn it on.

The Polycom Studio USB video bar reboots with pulsing amber LED lights.

The Polycom Studio USB video bar rolls back to the factory software version and loses all configuration and logs.

## Factory Reset the Polycom Studio USB Video Bar

You can factory reset the Polycom Studio USB video bar, which removes all configuration and stored settings.

1. Open the Polycom Companion application.

2. Connect your Polycom Studio USB video bar to the computer.
3. Click the Polycom Studio USB video bar tile that you just connected to the application.
4. Go to **Admin Settings > Factory Reset**.
5. Click **Reset**.
6. Click **OK** to confirm the factory reset.  
The system restarts automatically.

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.

**End User License Agreement** By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product. The EULA for this product is available on the Polycom Support page for 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](mailto:OpenSourceVideo@polycom.com) (for video products or [OpenSourceVoice@polycom.com](mailto:OpenSourceVoice@polycom.com) (for voice products).

**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).

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

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