

Polycom Studio USB Video Bar

Contents

Introducing Polycom Studio 1.0.0	1
Release History	1
Security Updates	2
Supported Video Communication Clients	2
Supported Operating Systems	2
Tested USB Extenders	3
Supported External Microphone	3
Products Tested with this Release	3
System Constraints and Limitations	4
Known Issues	5
Get Help	7
Copyright and Trademark Information	8

Introducing Polycom Studio 1.0.0

Polycom introduces the all-in-one Polycom Studio USB video bar that serves as a video and audio hub. Equipped with high-fidelity stereo microphones that pick up sound within 3.66 m (12 ft) with the Polycom® NoiseBlock™ and Polycom® Acoustic Fence with Beam Shaping technologies. Polycom Studio supports video calls with 4K resolution and a 120-degree field of view. While automatically tracking the person who speaks, it also frames all conference participants as a group when there's no active speaker.

Release History

This following table lists the release history of Polycom Studio.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.0.0	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 1.0.0 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®
- VidyDesktop™

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

<i>Platform</i>	<i>Operating System</i>
MacOS	10.12 Sierra
	10.13 High Sierra
	10.14 Mojave

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



Polycom doesn't recommend connecting the Polycom Studio USB video bar to a USB hub.

Supported External Microphone

Polycom Studio supports Polycom® RealPresence Debut™ 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

<i>Product</i>	<i>Tested Versions</i>
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
Polycom® MSR Dock	4.0.64.0

System Constraints and Limitations

This section provides information on constraints and limitations when using Polycom Studio 1.0.0.

Bluetooth®

Polycom Studio 1.0.0 only supports one Bluetooth connection at a time.

Aligned Audio and Video Source of Applications

Polycom Studio 1.0.0 doesn't support mixed types of audio and video input like 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 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 to convey the status of mute in the call.

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)**.

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.

UVC Driver for H.264 Streaming

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

Known Issues

The following table lists known issues in Polycom Studio 1.0.0.



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

Category	Issue ID	Release	Description	Workaround
Audio	EN-117574	1.0.0	When Stereo mode is off and the far end shares stereo music in a call, you may hear music cut or volume change.	Enable Stereo mode in Polycom Companion.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Audio	EN-104221	1.0.0	When Stereo mode is on and you share stereo music in a call, the far end only hears mono music.	None.
Audio	EN-114506	1.0.0	Sometimes the far end may hear noise when no one is talking due to a Polycom NoiseBlock issue.	Mute if you don't speak.
Audio	EN-120977	1.0.0	When you connect an external micpod, the audio input might switch between the external micpod and the internal microphone, so the far end hears audio with inconsistent quality.	None.
Audio	EN-112527	1.0.0	When in a call with Polycom Studio at both the far end and near end and you try to interrupt the other end, you lose the far end audio for a short time.	None.
Audio	EN-116334	1.0.0	When Polycom NoiseBlock is on and there's a loud voice, the far end may hear audio pop.	None.
Audio	EN-116708	1.0.0	While both ends are in a Skype for Business call using Polycom Studio, if both sides talk continuously, you may hear echoes.	Mute if you don't speak.
Audio	EN-121925	1.0.0	When you have ultrasonic noise in the room and make a call to another Polycom Studio user, you may hear frequent echoes.	Turn off the ultrasonic device.
Audio	EN-122093	1.0.0	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.	None.
Audio	EN-121443	1.0.0	When your Polycom Studio stands by for a long time or reboots, you may hear a short noise at the beginning of the first sound output.	None.
Bluetooth	EN-115776	1.0.0	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-118392	1.0.0	Bluetooth pairing Polycom Studio with the remote control may fail.	Try again.
Bluetooth	EN-113220	1.0.0	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-122584	1.0.0	When you turn on Wi-Fi and make a phone call on iPhone using Polycom Studio as the microphone and speaker via Bluetooth, you may hear pop noise.	Turn off Wi-Fi.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Remote Control	EN-116470	1.0.0	It takes about one seconds to wake up the remote control.	None.
Video	EN-112109	1.0.0	You may see objects edged with thin colorful lines.	None.

Get Help

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

For information about 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.