



# Poly Studio USB Video Bar

## Contents

What's New.....	1
Release History .....	2
Security Updates.....	4
Supported Video Communication Clients .....	4
Supported Operating Systems.....	4
Products Tested with This Release .....	5
Tested USB Extenders.....	6
System Constraints and Limitations .....	6
Resolved Issues.....	7
Known Issues.....	7
Get Help.....	8
Privacy Policy.....	9
Copyright and Trademark Information .....	9

## What's New

This release of the Poly Studio USB video bar includes all the features of the previous releases and bug fixes.

### ***New Provisioning Parameters***

To help you migrate from other provisioning servers to Poly Lens, Poly Studio 1.5.0 introduces the following parameters:

- `lens.connection.enable`

- 
- `prov.server.mode`
  - `prov.username`
  - `prov.server.type`
  - `prov.password`
  - `prov.url`

These parameters redirect the provisioning of your system to another provisioning server. You must include all of them in your configuration file, or the system ignores the redirect. See the *Poly Studio Parameter Reference Guide* for details on all parameters.

## ***Support for FTPS/HTTPS Provisioning***

Poly recommends that you use Poly provisioning services for better performance, but you can use simple FTPS or HTTPS provisioning as well. Refer to the Poly Studio Parameter Reference Guide for instruction.

---

**Note:** Poly Studio only supports FTPS servers that don't reuse the TLS/SSL session for data connection. Make sure your server settings are correct if the connection to your FTPS server fails.

---

## ***Support for Microsoft Teams Room Capacity Notification***

Poly Studio supports the meeting room capacity notification feature of Microsoft Teams, which counts the people in a meeting room and sends an alert if the number exceeds the configured maximum capacity.

---

**Note:** This feature doesn't work when the tracking mode is Off.

---

## ***Support for More Poly Lens Management Features***

Poly Studio 1.5.0 now supports more Poly Lens management features, including rebooting the device and displaying device information.

After you upgrade Poly Studio to 1.5.0 and connect it to the network, once the device gets a valid IP, you must restart it to connect to Poly Lens.

For more information about Poly Lens, see the [Poly Lens Documentation](#).

## **Release History**

The following table lists the release history of Poly Studio.

---

**Release History**

Release	Release Date	Features
1.5.0	January 2022	New Provisioning Parameters Support for FTPS/HTTPS Provisioning Support for Microsoft Teams room capacity notification Support for more Poly Lens management features Bug fixes
1.4.0	January 2021	Full support of Presenter Mode Framing size in Presenter Mode Support for audio source selection Poly Lens support Provisioning enhancements Bug fixes
1.3.2	November 2020	Bug fixes
1.3.1	September 2020	Security log enhancements Diagnostic information for troubleshooting Connecting to open Wi-Fi networks Bug fixes
1.3.0	June 2020	Presenter mode Bug fixes
1.2.0	December 2019	Camera movement options Conversation mode Always use expansion microphone when connected Maximum zoom-in settings Bug fixes
1.1.2	October 2019	Certified by Skype for Business Bug fixes
1.1.1	August 2019	Bug fixes
1.1.0	July 2019	Bug fixes Support for Poly 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 Polycom Acoustic Fence configurations and certificate management from Polycom Companion

---

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

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

## Supported Video Communication Clients

Poly Studio works with the following video 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
- Tencent Meeting

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

## Supported Operating Systems

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

### Supported Operating Systems

Platform	Operating System
Windows	Windows 7 with latest service pack

Platform	Operating System
	Windows 8.1 Windows 10
MacOS	10.13 High Sierra 10.14 Mojave 10.15 Catalina 11.2.3 Big Sur

## Products Tested with This Release

Poly 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.

**Note:** Poly recommends that you upgrade your Poly 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

Product	Tested Versions
Poly Lens	Current version
Polycom RealPresence Resource Manager	10.9
Polycom Device Management Service for Enterprise	Current version
Polycom Companion	1.7.0
Polycom MSR Dock	4.0.64.0
Poly Trio Visual+	7.1.1
Poly G7500	3.7.0
Polycom RealPresence Desktop	3.9.1, 3.10
Microsoft Teams	1.4
Microsoft Skype for Business	Win: Sfb2016-16.0.x Mac: Sfb16.2.156
BroadSoft UC-One Communicator	Win: 22.6.3.2

---

Product	Tested Versions
Zoom	5.4.6
Zoom Rooms	5.4.0
BlueJeans Network	Win: 2.13.533.0 Mac: 2.13.1.17
LogMeIn GoToMeeting	Win: 13.4.2 Mac: 8.39.0 (11408)
Google Meet	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)

---

## Tested USB Extenders

Poly 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 those that have been tested for compatibility with this release:

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

---

**Note:** When you connect the Poly 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 Poly Studio 1.5.0.

### ***HID Control***

Poly Studio only gets full control of software clients that support a standard human interface device (HID) protocol, such as Zoom, Microsoft Teams, and Microsoft Skype for Business. For other clients, your

remote control only changes the behaviors of your Poly Studio USB video bar without syncing the status to the software.

The following are examples of this behavior:

- When you set the Poly Studio USB video bar as the audio and video device for Poly 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 Poly 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.

## 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 Poly Studio 1.5.0.

### Resolved Issues

Category	Issue ID	Found in Release	Description
Provisioning	EN-201620	1.4.0	When you use the Companion app to change settings for a Lens-provisioned Poly Studio USB video bar, which works on the device, but Poly Lens doesn't update accordingly.

## Known Issues

The following table lists known issues in Poly Studio 1.5.0.

**Note:** 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 Poly NoiseBlock issue.	Mute your USB video bar when you aren't speaking.

Category	Issue ID	Description	Workaround
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 app.
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 Poly 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.
Network	EN-140897	If your Poly 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, Poly Studio may fail to auto-connect to an available Wi-Fi network you previously saved.	Manually connect again.
Remote Control	EN-116470	It takes 1 to 3 seconds to wake up the remote control.	None.
Remote Control	EN-159196	When you press the pan left or pan right buttons on the Polycom Companion app interface and then use the remote control to pan left or right, the camera doesn't move in the direction you indicate from the remote control.	Don't use the pan left or pan right buttons on the Polycom Companion app to adjust the camera direction. Use only the remote control to move the camera.
Tracking	EN-129257	Speaker tracking is insensitive in an ultrasonic environment.	None.
Upgrade	SWD-3700	When video is active, the <b>Update from Local File</b> button disappears from the Polycom Companion app.	Restart the Polycom Companion app.
Upgrade	SWD-3704	Sometimes upgrading with local files from the Polycom Companion app fails.	Retry the upgrade.
Video	EN-112109	You may see objects edged with thin colorful lines.	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 [Poly 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](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

## Copyright and Trademark Information

© 2022 Poly. Bluetooth is a registered trademark of Bluetooth SIG, Inc. All other trademarks are the property of their respective owners.

Poly  
345 Encinal Street  
Santa Cruz, California  
95060