



SUPPORT NOTES

Use of Polycom Devices with Microsoft Surface Hub

This document states the use of Polycom devices (CX5100, RealPresence Trio 8800, EagleEye IV USB and EagleEye Director II) with Surface Hub.

RealPresence Trio 8800

RealPresence Trio 8800 (5.4.4 or later) supports connection to Surface Hub via USB as an audio device (speaker/microphone) when the base profile is set to Skype USB mode. For details, refer to [RealPresence Trio Release Notes 5.4.4](#).

CX5100

CX5100 v1.3.1 or later supports Surface Hub as the USB camera and audio device.

EagleEye IV USB

EagleEye IV USB (formerly EagleEye MSR camera) supports connection to Surface Hub via USB as a video device. Camera control via EagleEye IV USB remote including Home Preset works as designed.

EagleEye Director II

EagleEye Director II v1.1.0 or later supports connection to Surface Hub via USB as a video device, including automatic voice tracking and camera framing. For the connection diagram, please refer to [EagleEye Director II Setup Sheet](#).

Note: When using EagleEye Director II as the video device, it needs far end audio routed to the EagleEye Director II device in order to correctly function. Surface Hub does not support USB audio and audio through 3.5mm simultaneously. Because of this reason, combining EagleEye Director II with a USB-based audio device is not supported.