

# Polycom® Companion

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## What's New in Release 1.0

Polycom Companion 1.0 includes following new features:

- Show Polycom EagleEye Mini status.
- Update Polycom EagleEye Mini firmware.



To view the latest Polycom product documentation, visit [Polycom Support](#).

## Release History

This following table lists the release history of Polycom Companion.

### Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.0	August 2018	<ul style="list-style-type: none"> <li>• Show Polycom EagleEye Mini status.</li> <li>• Update Polycom EagleEye Mini firmware.</li> </ul>

## Security Updates

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

## Hardware Requirements

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The following shows the computer requirements for the Polycom Companion:

### Computer Requirements for Windows

<i>Operating System</i>	<i>Version</i>
Operating System	Windows 7/8.1/10 (32 bit or 64bit)
CPU	Intel Core i5, 2.5GHz or higher
Memory	4G or higher

<i>Operating System</i>	<i>Version</i>
Free Hard Disk	500M or above
Monitor	Resolution 1280x720 or above

### Computer Requirements for Mac OS

<i>Operating System</i>	<i>Version</i>
Operating System	Mac OS X 10.11 macOS 10.12, 10.13
CPU	Intel Core i5, 2.9GHz or higher
Memory	4G or higher
Free Hard Disk	500M or above
Monitor	Resolution 1280x720 or above

## Software Requirements

The following software requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The following table lists the supported operating systems.

<i>Operating System</i>	<i>Version</i>
Windows	Windows 7, Windows 8.1, and Windows 10
MAC OS	MAC OS X 10.11, macOS 10.12, and macOS 10.13

## Products Tested with this Release

Polycom Companion systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Note: 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 EagleEye Mini USB camera	1.0

## Ports

The following tables list the inbound ports that are supported in this release of Polycom Companion.

### Inbound Ports

<i>Usage Type</i>	<i>Protocol</i>	<i>Port</i>	<i>Function</i>
https	TCP	443	HTTPS access

## System Constraints and Limitations

Polycom Companion cannot upgrade the Polycom EagleEye Mini when the camera is in use by another program. Close all programs using the camera before upgrading your device.

For Windows devices, if attempting to upgrade the EagleEye Mini when CPU or Memory usage is high, the update may be unsuccessful after 25 seconds. If encountering an error message, close some programs to reduce CPU or Memory consumption, and unplug the EagleEye Mini and attempt the update again.

If your PC goes to hibernate or sleep when Polycom Companion is upgrading the EagleEye Mini, you can replug the EagleEye Mini and update it again after the PC wakes up from hibernate or sleep.

## Known Issues

The following table lists known issues in all releases of Polycom Companion.



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>Release</i>	<i>Description</i>	<i>Workaround</i>
Operating System	EN-92395	1.0	If Operating System in your PC is Windows 7 without KB2921916, the “Untrusted publisher” dialog box appears when you install Polycom Companion.	Apply the hotfix from Microsoft. For more information, refer to <a href="https://support.microsoft.com/en-sg/help/2921916/theuntrusted-publisher-dialogbox-appears-when-you-install-a-driver-i">https://support.microsoft.com/en-sg/help/2921916/theuntrusted-publisher-dialogbox-appears-when-you-install-a-driver-i</a> .

## 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.

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