

Polycom® Companion

Polycom® announces the release of the Polycom Companion software version 1.1.1. This document includes the latest information about new and updated features available on the Companion.

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What's New

Polycom Companion 1.1.1 is a patch release. It includes a bug fix for the Polycom Studio USB video bar Bass Boost feature configuration.

Setup Requirements

Make sure your computer meets the following requirements before you install Polycom Companion.

Computer Requirements with Windows

Item	Configuration Requirement
Operating System	Windows 7, 8.1, or 10 (32 bit or 64 bit)
CPU	Intel Core i5, 2.5 GHz or faster
Memory	4 GB RAM
Free Hard Disk Space	500 MB
Monitor Resolution	1280 × 720 or higher

Computer Requirements with macOS

Item	Configuration Requirement
Operating System	macOS 10.12, 10.13, or 10.14 (64 bit)
CPU	Intel Core i5, 2.9 GHz or faster
Memory	4 GB RAM
Free Hard Disk Space	500 MB
Monitor Resolution	1280 × 720 or higher

Release History

The following table shows the release history of Polycom Companion.

Release History

Software Version	Release Date	Description
1.1.1	May 2019	Bug fixes
1.1	February 2019	Support for managing the Polycom Studio USB video bar
1.0	August 2018	Support for Polycom EagleEye Mini <ul style="list-style-type: none">▪ Update the firmware▪ Show camera status

Resolved Issues

The following table lists fixed issues for Polycom Companion 1.1.1.

Category	Issue ID	Found in Release	Description
Configuration	EN-123726	1.1	<p>After you enable or disable the Bass Boost feature of the Polycom Studio USB video bar from Polycom Companion User Settings > Audio Settings > Bass Boost, you must restart the Polycom Studio for the changes to take effect.</p> <p>This problem is now fixed in Polycom Studio firmware 1.0.1, which is supported by Polycom Companion 1.1.1.</p>

Known Issues

The following table lists known issues and suggested workarounds for Polycom Companion 1.1.1.

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 or 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.

Category	Issue ID	Found in Release	Description	Workaround
Installation	EN-130340	1.1	You can't install the Polycom Companion App on some non-English-version Windows 10 Home Edition PCs.	None.
Downloading	EN-117731	1.1	You can't install the application by clicking Run after downloading PolycomCompanionSetup.exe from a Microsoft Edge browser.	Select Save or Save as to save the installation package to your local disk, then install it from Windows File Explorer.

Limitations

The following table lists limitations and constraints when using Polycom Companion.

Polycom Companion for Mac Compatibility with Microsoft Skype for Business

Polycom Companion for Mac doesn't work when Microsoft Skype for Business is running. Exit Skype for Business before using Polycom Companion.

Notes on Device Configuration

Caution: Don't unplug the USB cable or power cable of the Polycom Studio USB video bar or Polycom EagleEye Cube USB camera while changing settings on Polycom Companion. This may cause unexpected errors.

Interoperability

Topics:

- [Products Tested with Polycom Companion](#)
- [Language Support](#)
- [Ports](#)

The following sections provide information for devices tested with Polycom Companion, supported languages, and port usage.

Products Tested with Polycom Companion

Polycom products are tested extensively with a wide range of products. You can view a list of the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems. Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Note: Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See [Polycom Service Policies](#) for the Current Polycom Interoperability Matrix.

Products Tested with this Release

Product	Tested Versions
Polycom EagleEye Mini USB camera	<ul style="list-style-type: none">▪ 1.0▪ 1.0 (with new lens)
Polycom Studio USB video bar	<ul style="list-style-type: none">▪ 1.0.1
Polycom EagleEye Cube USB camera	1.0

Language Support

The Polycom Companion user interface supports the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- English
- French
- German

- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Ports

The following table lists the port usage in this release of Polycom Companion.

Usage Type	Protocol	Port	Direction	Description
HTTPS	TCP	443	In	HTTPS access