

Polycom Companion

Polycom announces the release of the Polycom Companion software version 1.2.1. This document includes the latest information about new and updated features available on the Companion.

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Polycom Companion Version 1.2.1

What's New

Polycom Companion 1.2.1 delivers the following features.

Certificate Management

You can now use PKI certificates to provide secure network connections to and from the Polycom Studio USB video bar.

Polycom Companion can generate CSRs to send to a certificate authority (CA), a trusted entity that validates and officially issues, or signs, PKI certificates. Your Polycom Studio USB video bar uses those certificates for client and server authentication.

Acoustic Fence Support

In this release, you can configure Polycom Acoustic Fence to reduce background noise in a meeting.

Polycom Acoustic Fence creates a virtual *audio fence* that blocks sounds from outside of the fence. The end result suppresses background noise while you are on a call, which enhances call audio quality for call participants. The Polycom Studio USB video bar defines the audio fence zone in a beam shape with three width options. The system picks up sounds within the beam region and sends only those sounds to the far end.

System Requirements

Your computer system must meet the following requirements before you install Polycom Companion.

Computer Requirements for 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 for 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
1.2.1	July 2019	Support for certificate management Support for Acoustic Fence beam region setting
1.2	June 2019	Support for managing the Polycom EagleEye Cube USB camera
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 the Polycom EagleEye Mini USB camera <ul style="list-style-type: none"> ▪ Update the firmware ▪ Show camera status

Resolved Issues

There are no resolved issues in this release.

Known Issues

The following table lists known issues and suggested workarounds for Polycom Companion 1.2.1 and previous releases.

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.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Downloading	EN-117731	1.1	You can't install the application by clicking Run after downloading <code>PolycomCompanionSetup.exe</code> 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.
Installation	EN-141613	1.2.1	The anti-virus software Avast may prevent the Polycom Companion App from installing till the latter passes its sanity check. This check may take hours.	None. This is not a Polycom bug.

Limitations

The following sections list 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

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	1.1
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

Getting Help

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

Polycom and Partner Resources

To find all Polycom partner solutions, see [Strategic Global 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, simply 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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6001 America Center Drive
San Jose, CA 95002
USA

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