

Polycom Companion

Polycom announces the release of the Polycom Companion software version 1.2. This document includes the latest information about new and updated features available on the Companion.

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What's New

Topics:

- [Managing Polycom EagleEye Cube USB Camera](#)

Polycom Companion 1.2 delivers the following features.

Managing Polycom EagleEye Cube USB Camera

You can use Polycom Companion to update the Polycom EagleEye Cube USB camera firmware, show basic information, configure user and admin settings, and access diagnostics.

You can manage the following features:

- Initialize the EagleEye Cube USB camera by using the setup wizard
- View EagleEye Cube USB camera information
- Update the EagleEye Cube USB camera firmware
- Configure the following EagleEye Cube USB camera user and admin settings:
 - Camera settings
 - Ethernet configurations
 - Provisioning server configurations
 - Import and export settings for configuration files
 - Audio test settings
 - Settings to display camera info on-screen
 - Log download settings

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	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 Polycom EagleEye Mini <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.

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
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