Polycom 7230-60896-001

Polycom EagleEye IV USB 12x PTZ Camera User Manual

Model: 7230-60896-001

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Polycom EagleEye IV USB 12x PTZ Camera. Designed for high-performance video collaboration, this camera delivers exceptional HD video quality for Microsoft Skype Room Systems and Polycom RealPresence Trio environments.

The Polycom EagleEye IV USB camera is certified by Microsoft as a Skype Room System camera peripheral, offering pan, tilt, and 12x optical zoom capabilities suitable for medium to large meeting spaces. It ensures clear visibility of all participants with its wide field of view and precise controls.

PACKAGE CONTENTS

- Polycom EagleEye IV USB 12x PTZ Camera
- Remote Control
- 2 x AAA Batteries (for remote control)
- USB Cable (Type A to Type B)
- Power Adapter
- Quick Start Guide (this document serves as the full manual)

Image: Polycom EagleEye IV USB 12x PTZ Camera and its accompanying remote control.

SETUP

1. Camera Placement

Position the camera on a stable, flat surface, such as a conference table or a shelf, ensuring it has a clear line of sight to all meeting participants. Avoid placing it in direct sunlight or near strong light sources that could affect image quality.

Image: Front view of the Polycom EagleEye IV USB 12x PTZ Camera, showing the lens and base.

2. Connecting the Camera

1. Connect the USB cable (Type B end) to the USB port on the back of the EagleEye IV USB camera.

2. Connect the other end of the USB cable (Type A end) to an available USB port on your Microsoft Skype Room System or Polycom RealPresence Trio device.

3. Connect the power adapter to the camera's power input and then plug it into a power outlet.

4. Ensure all connections are secure. The camera will power on automatically.

3. Remote Control Setup

- Open the battery compartment on the back of the remote control.

- Insert the two AAA batteries, ensuring correct polarity (+/-).

- Close the battery compartment.

OPERATING INSTRUCTIONS

Camera Controls (via Remote Control)

- **Pan/Tilt:** Use the directional arrows on the remote to move the camera horizontally (pan) and vertically (tilt).

- **Zoom:** Use the '+' and '-' buttons to zoom in and out. The camera features 12x optical zoom.

- **Home Position:** Press the "Home" button to quickly return the camera to a pre-set home position. This position can be configured through the connected system's software.

- **Preset Positions:** The remote may have buttons (e.g., 1, 2, 3) to save and recall specific camera positions (pan, tilt, zoom settings). Consult your system's software for managing these presets.

Software Integration

The Polycom EagleEye IV USB camera is designed to work seamlessly with Microsoft Skype Room Systems and Polycom RealPresence Trio. Camera controls and settings, such as white balance, exposure, and advanced preset management, are typically managed through the user interface of the connected conferencing system.
Refer to the documentation of your specific conferencing system (e.g., Microsoft Teams Rooms, Skype for Business Rooms) for detailed instructions on how to utilize the camera's features within that environment.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the camera lens and body. Do not use liquid cleaners or abrasive materials, as they may damage the lens or finish.

- **Environment:** Keep the camera in a clean, dry environment. Avoid extreme temperatures, humidity, and direct exposure to dust.

- **Firmware Updates:** Periodically check the Polycom support website for firmware updates for your camera. Firmware updates can improve performance, add new features, or resolve issues. Updates are typically applied through the connected conferencing system.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No video output	USB cable not connected properly. Power not connected. Camera not selected in conferencing software.	Check USB cable connection to both camera and host device. Ensure power adapter is securely connected and plugged in. Verify camera selection in your conferencing application settings.
Remote control not working	Dead batteries. Obstruction between remote and camera. Remote not paired (if applicable).	Replace AAA batteries. Ensure clear line of sight to the camera's IR receiver. Refer to your conferencing system's manual for remote pairing instructions if needed.
Poor image quality	Dirty lens. Insufficient lighting. Incorrect software settings.	Clean the camera lens with a soft, dry cloth. Improve room lighting. Adjust video settings (e.g., brightness, contrast) within your conferencing software.

SPECIFICATIONS

- **Model:** 7230-60896-001

- **Video Resolution:** HD 1080p at 30 frames per second

- **Optical Zoom:** 12x

- **Pan Range:** ±170°

- **Tilt Range:** 120°

- **Field of View (Horizontal):** 72.5°

- **Field of View (Vertical):** 44.8°

- **Connectivity:** USB

- **Dimensions:** 3 x 3 x 5 inches (approximate)

- **Weight:** 5 pounds (approximate)

- **Color:** Black, Grey

- **Power:** External Power Adapter

WARRANTY AND SUPPORT

Warranty Information

Polycom products typically come with a limited hardware warranty. The duration and terms of the warranty may vary by region and product. Please refer to the warranty card included with your product or visit the official Polycom support website for detailed warranty information specific to the Polycom EagleEye IV USB 12x PTZ Camera.

Technical Support

For technical assistance, troubleshooting beyond this manual, or to inquire about service and repairs, please contact Polycom Technical Support. You can find contact information and additional resources on the official Polycom support website:
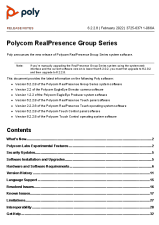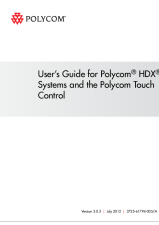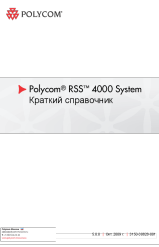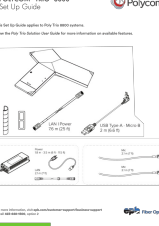www.polycom.com/support
When contacting support, please have your product model number (7230-60896-001) and serial number ready.

Related Documents - 7230-60896-001

Polycom RealPresence Group Series 6.2.2.8 Release Notes

This document provides release notes for Polycom RealPresence Group Series system software version 6.2.2.8, detailing new features, resolved issues, known issues, hardware and software requirements, and interoperability information.

Polycom MSR Series Solution Guide

A comprehensive guide to setting up and troubleshooting Polycom MSR Series solutions, including MSR100, MSR200, MSR300, MSR400, and MSR500 bundles.

User's Guide for Polycom HDX Systems and Polycom Touch Control

Comprehensive user guide for Polycom HDX Systems and the Polycom Touch Control, covering setup, calling, content sharing, and system customization for effective video conferencing.

Polycom RSS 4000 System Quick Start Guide and Technical Information

A quick reference guide for the Polycom RSS 4000 system, covering initial installation, IP configuration, safety precautions, hardware specifications, network ports, and system capabilities. Essential for administrators and users.

Polycom Trio 8800 Set Up Guide

A guide to setting up the Polycom Trio 8800 conference phone system, including minimum and optional configurations, and connectivity details.

MGC+50/
MGC+100

Getting Started Guide
Version 8.0

POLYCOM

[Polycom MGC+50/MGC+100 Getting Started Guide](#)
This guide provides essential information for the installation and basic operation of the Polycom MGC+50 and MGC+100 multipoint conferencing systems, covering setup, configuration, and conference management.