



Poly EagleEye Cube USB Camera

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What's New

The Poly EagleEye Cube USB camera 1.2.0 includes all the features of previous releases and the following new features.

Poly G200 Support

Poly G200 supports the EagleEye Cube USB camera 1.2.0.

Microphone Off Default

The EagleEye Cube USB camera has two integrated microphones. In EagleEye Cube USB camera 1.2.0, the microphones are off by default. To use the integrated microphones to capture audio, you must enable the microphones in Polycom Companion. In Polycom Companion, go to **Admin Settings > Miscellaneous > Enable Microphone** and set **Enable Microphone** to **On**.

Stereo Audio with Skype for Business

The EagleEye Cube USB camera integrated microphones support stereo audio. Skype for Business uses only one of the microphones, which impacts audio performance. For EagleEye Cube USB 1.2.0, you can disable the stereo audio so that the EagleEye Cube USB camera mixes the audio from both microphones before sending to Skype for Business. In Polycom Companion, go to **Admin Settings > Miscellaneous > Enable Stereo Audio** and set **Stereo Audio** to **Off**.

Status Page

The EagleEye Cube USB camera 1.2.0 includes a status page that displays general information about the EagleEye Cube USB camera, power status, and USB type.

Certificates Setting

By default, the EagleEye Cube USB camera doesn't require a certificate from RealPresence Resource Manager or PDMS-E. However, you can configure your deployment to require certificates. In Polycom Companion, go to **Admin Settings > General Settings > Certificates** and set **Always Validate Peer Certificates From Server** to **On**.

Camera Control with the Zoom Rooms Application

The EagleEye Cube USB camera 1.2.0 supports the Zoom Rooms application. The Zoom Rooms application user can enable or disable camera framing. You can also adjust the pan/tilt/zoom of the camera or save/load the preset position when framing is turned Off.

DHCP Option 160

The EagleEye Cube USB camera 1.2.0 supports DHCP Option 160. The camera can auto-configure parameters, such as FramingMode/NTP, via DHCP Option 160. The camera downloads the provisioning server address via DHCP Option 160 and then signs in.

Release History

The following table lists the release history of the EagleEye Cube USB camera 1.2.0.

Release History

Release	Release Date	Features
1.2.0	January 2020	This release includes support for: • Poly G200 support • Microphone Off Default • Stereo Audio with Skype for Business • Status Page • Certificates Setting • Camera Control with the Zoom Rooms Application • DHCP Option 160
1.1	August 2019	This release includes support for: • Poly G7500 support • ISP Enhancement for Better Video Quality • Interoperability Enhancement with Ecosystems
1.0	June 2019	Initial Release

Security Updates

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

Software Installation and Upgrades

Upgrade the camera using Polycom Companion, Poly Trio Visual+, Poly G7500, or Poly G200. The EagleEye Cube USB camera also supports Windows Update.

Products Tested with This Release

The EagleEye Cube USB camera is 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: Poly recommends that you upgrade your Poly 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

Product	Tested Versions
Poly Trio Visual+	5.9.1
Polycom Companion	1.4.0
Poly G7500	2.1.0
Poly G200	1.1.0
Zoom	4.5
BlueJeans	2.14.1
Skype for Business	2016 and later
Icron USB 2.0 Ranger 2304	N/A

Note: To output video using Windows 7, you must enable **Windows 7 Compatibility Mode** in Polycom Companion and then reboot.

System Constraints and Limitations

The following sections list constraints and limitations when using the EagleEye Cube USB camera.

Participant Threshold When Using Camera Tracking

When using the Frame Speaker, Frame Group, or Participant Count features, limit the number of participants to 12.

Environmental Color Limitations

Color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Power Requirements for Log Retrieval

To retrieve logs from an EagleEye Cube USB camera that's attached to a codec, you must disconnect the camera from the codec and reconnect it to a PC running Polycom Companion. However, the camera must be continually powered during the USB cable transfer. To prevent loss of power to the camera during this transition, attach a cable that supports PoE+ to the camera before you disconnect the USB cable from the codec.

Resolved Issues

The following table lists the resolved issues in EagleEye Cube USB camera version 1.2.0.

Resolved Issues

Category	Issue ID	Found in Release	Description
Detection	EN-147533	1.1	After a provisioning update through RealPresence Resource Manager, the Ethernet cable is removed from the Poly EagleEye Cube USB, and the camera is plugged into a PC; Polycom Companion and DFU can't detect the Poly EagleEye Cube USB camera.
Interoperability	EN-137504	1.1	In a Windows environment, Polycom Companion can't import a Poly EagleEye Cube USB camera's manual IP address and provisioning configuration.
Network	EN-162588	1.1	Poly EagleEye Cube USB doesn't show the IP address in Polycom Companion.

Known Issues

The following table lists known issues in EagleEye Cube USB camera version 1.2.0 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 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

Category	Issue ID	Release	Description	Workaround
Detection	EN-158418	1.2.0	Occasionally, Poly G200 doesn't detect the camera after rebooting or replugging.	Reboot the Poly G200 system.
Interoperability	EN-146737	1.1	Starting Polycom Companion with both Poly Studio and a Poly EagleEye Cube USB camera connected to the PC can cause Windows 10 to crash.	Upgrade your PC to the latest version of Windows.
Logs	EN-131221	1.0	The camera doesn't restore logs before you unplug and re-plug its USB connection.	No workaround.
Networking	EN-145812	1.1	Periodically, 802.1X configurations display incorrectly in the Polycom Companion 802.1X configuration page.	No workaround.
Tracking	EN-133841	1.0	Camera tracking isn't as effective when the user is near the edge of the camera's view or the user doesn't face the camera.	No workaround.
Video	EN-136534	1.0	When you connect a PoE cable to the camera and connect the camera using a USB-C cable, soft-video endpoints (such as Skype for Business) don't display or preview video.	Factory reset the camera.
Video	EN-135021	1.0	When using select USB-C hubs, the video is corrupted on high resolution.	Use a USB 3.0 cable to connect the camera directly to the PC or replace the USB-C hub with a USB 2.0 hub.

Related Poly and Partner Resources

See the following sites for information related to this release.

- The Polycom Support Site is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, [Product-Related Legal Notices](#), and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

GETTING HELP

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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