Poly Studio USB Video Bar

Contents

What's New

This release of the Poly Studio USB video bar includes all the features of the previous releases and bug fixes.

Full Support for Presenter Mode

Presenter Mode is fully supported in Poly Studio 1.4.0, but the current Polycom Companion App version continues to list the settings in the **Lab Features** section. You can find these settings in **Admin Settings > Lab Feature > Presenter Mode** until the next version of Companion App.

> **Note:** You can only enable one mode at a time.

Support for Framing Size in Presenter Mode

In Poly Studio 1.4.0, you can now apply the framing size configuration in Presenter Mode.

Support for Audio Source Selection

You can specify the way Poly Studio picks up sound by configuring `voice.in.preferredMic` in your provisioning server.

Poly Lens Support

Starting with 1.4.0, you can use Poly Lens to manage and provision Poly Studio. For more information about Poly Lens, see the Poly Lens Documentation.

Provisioning Enhancements

You can configure Poly Studio parameters with Poly Lens, Polycom RealPresence Resource Manager, and Polycom Device Management Services for Enterprises (PDMS-E). This release includes the following parameters:

- `device.wifi.autoConnect`

- `device.wifi.dhcp.enable`

- `device.wifi.dns.server.1`

- `device.wifi.dns.server.2`

- `device.wifi.dot1x.anonymousIdentity`

- `device.wifi.dot1x.identity`

- `device.wifi.dot1x.password`

- `device.wifi.dot1xEAP.EAP.method`

- `device.wifi.dot1xEAP.phase2Auth`

- `device.wifi.ipAddress`

- `device.wifi.ipGateway`

- `device.wifi.paramOn`

- `device.wifi.securityType`

- `device.wifi.ssid`

- **`device.wifi.subnetMask`**

- **`device.wifi.TLS.CAcert`**

- **`device.wifi.TLS.clientCert`**

- **`camera_vivid_mode`**

- **`conversation_view`**

- **`lecture_mode`**

- **`sec.auth.simplePassword`**

- **`sec.server.cert.CAvalidate`**

- **`smooth_transition`**

- **`voice.in.preferredMic`**

- **`video.camera.antiFlicker`**

- **`video.camera.backlightComp`**

- **`video.camera.osdEnable`**

- **`zoom_level`**

See the *Poly Studio Parameter Reference Guide* for details on all parameters.

Release History

The following table lists the release history of Poly Studio.

Release History

Release	Release Date	Features
1.4.0	January 2021	Full support of Presenter Mode Framing size in Presenter Mode Support for audio source selection Poly Lens support Provisioning enhancements Bug fixes
1.3.2	November 2020	Bug fixes
1.3.1	September 2020	Security log enhancements Diagnostic information for troubleshooting Connecting to open Wi-Fi networks Bug fixes

Release	Release Date	Features
1.3.0	June 2020	Presenter mode Bug fixes
1.2.0	December 2019	Camera movement options Conversation mode Always use expansion microphone when connected Maximum zoom-in settings Bug fixes
1.1.2	October 2019	Certified by Skype for Business Bug fixes
1.1.1	August 2019	Bug fixes
1.1.0	July 2019	Bug fixes Support for Poly Trio Visual+ and Zoom Rooms Support for 802.1x EAP-TLS authentication Support for backlight compensation and the corresponding configurations from Polycom Companion Support for Polycom Acoustic Fence configurations and certificate management from Polycom Companion
1.0.1	May 2019	Bug fixes Enables more provisioning options
1.0.0	February 2019	Initial release with setup and configuration support using Polycom Companion

Security Updates

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

Supported Video Communication Clients

Poly Studio works with the following video communication clients:

- Polycom RealPresence Desktop

- Microsoft Skype for Business

- Microsoft Teams

- BroadSoft UC-One

- Zoom

- BlueJeans Network

- LogMeIn GoToMeeting

- Google Hangouts communication platform

- Amazon Chime

- Cisco Webex

- Vidyo Desktop

- Tencent Meeting

Your system's actual performance may vary based on software or hardware configurations.

Supported Operating Systems

You can connect the Poly Studio USB video bar to computers or devices that run the following operating systems.

Supported Operating Systems

Platform	Operating System
Windows	Windows 7 with latest service pack
	Windows 8.1
	Windows 10
MacOS	10.13 High Sierra
	10.14 Mojave
	10.15 Catalina

Products Tested with This Release

Poly Studio is tested extensively with a wide range of products. The following list isn't 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 Lens	Current version
Polycom RealPresence Resource Manager	10.9

Product	Tested Versions
Polycom Device Management Service for Enterprise	Current version
Polycom Companion	1.6.1
Polycom MSR Dock	4.0.64.0
Poly Trio Visual+	5.9.2
Poly G7500	3.3.0
Polycom RealPresence Desktop	3.9.1, 3.10
Microsoft Teams	1.3
Microsoft Skype for Business	Win: Sfb2016-16.0.x Mac: Sfb16.2.156
BroadSoft UC-One Communicator	Win: 22.6.3.2
Zoom	5.4.6
Zoom Rooms	5.4.0
BlueJeans Network	Win: 2.13.533.0 Mac: 2.13.1.17
LogMeIn GoToMeeting	Win: 13.4.2 Mac: 8.39.0 (11408)
Google Meet	Current version
Amazon Chime	Win: 4.16.8849.1 Mac: 4.16.6291
Cisco Webex	Win: 3.0.10626.0 Mac: 3.0.10260.0
VidyoDesktop	Win: 3.6.3 (014)

Tested USB Extenders

Poly Studio follows the USB-IF standard and is compatible with both USB 2.0 and USB 3.0.

The following list isn't a complete inventory of compatible USB extenders. It indicates those that have been tested for compatibility with this release:

- UNITEK Y-3005

- Icron USB 2.0 Ranger 2304

- Icron USB 2.0 Ranger 2311

> **Note:** When you connect the Poly Studio USB video bar to a USB hub, the performance may vary depending on the hub.

System Constraints and Limitations

This section provides information on constraints and limitations when using Poly Studio 1.4.0.

Bluetooth

Poly Studio only supports one Bluetooth connection at a time.

Aligned Audio and Video Source of Applications

Poly Studio doesn't support mixed types of audio and video input like a computer microphone with Poly Studio video. If you connect the Poly Studio USB video bar to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Poly Studio over USB.

HID Control

Poly Studio only gets full control of software clients that support a standard human interface device (HID) protocol, such as Zoom, Microsoft Teams, and Microsoft Skype for Business. For other clients, your remote control only changes the behaviors of your Poly Studio USB video bar without syncing the status to the software.

The following are examples of this behavior:

- When you set the Poly Studio USB video bar as the audio and video device for Poly RealPresence Desktop, you can't answer or hang up a call using the remote control.

- When you press **Mute** or **Unmute** on the remote control, only the Poly Studio USB video bar mutes or unmutes, and the red LED bar changes color accordingly. Although the far-end can't hear any audio, you must click the **Mute** or **Unmute** button on the software client to indicate to the other call participants that you muted or unmuted your audio.

Automatically Reconnecting Wi-Fi

Poly Studio doesn't store data or time information in the device itself. Therefore, if you configure Poly Studio to verify certificates when connecting to a Wi-Fi network from the Polycom Companion app, disconnect from the Polycom Companion app, and then reboot the USB video bar, Poly Studio can't automatically reconnect to the Wi-Fi network due to a verification failure that comes from the inconsistent time information.

Security

If you use a certificate chain for authentication, the EAP-TLS connection with wireless networks fails.

Anti-Flicker Feature

You must manually set the camera anti-flicker settings in Polycom Companion or the provisioning server to correct the value based on different country locations.

To update the anti-flicker settings:

- » Do one of the following:
    - ➢ Open Polycom Companion and go to **User Settings > Camera Control > Advanced Camera Settings > PowerLine Frequency (Anti Flicker)**.
    - ➢ Configure `video.camera.antiFlicker`.

4K Video

Poly Studio supports 4K video, but the functionality depends on the software client and monitor you use. For example, if you use a USB 3.0 cable and the Windows 10 Camera app, you can get a 4K preview.

UVC Driver for H.264 Streaming

When you use a USB 2.0 cable, the 2K or 4K video resolution requires H.264 support. You can download and install the UVC 1.5 driver from the Poly Online Support Center to enable H.264 streaming.

Video Color Limitation

Color reproduction accuracy can vary based upon environmental conditions and camera sensor capabilities.

Resolved Issues

The following table lists resolved issues in Poly Studio 1.4.0.

Resolved Issues

Category	Issue ID	Found in Release	Description
Audio	EN-186374	1.3	When using Poly Studio with the HP Elite Slice for Meeting Rooms system and the device remains idle for a long time, Poly Studio may not pick up voices.

Category	Issue ID	Found in Release	Description
Tracking	EN-185147	1.3	If the USB video bar keeps running for more than a month, tracking mode stops working.
Upgrading	EN-189822	1.3	You can't upgrade Poly Studio from PDMS-E.

Known Issues

The following table lists known issues in Poly Studio 1.4.0.

> **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	Description	Workaround
Audio	EN-114506	Sometimes the far end may hear noises when no one is talking due to a Poly NoiseBlock issue.	Mute your USB video bar when you aren't speaking.
Audio	EN-117574	When **Stereo** mode is off and the far end shares stereo music in a call, you may hear the music cut out or the volume may change.	Enable **Stereo** mode in Polycom Companion app.
Audio	EN-194626	The audio output gets interrupted for 2 seconds if you provision `voice.toneControl.bassBoost.enable` in the provisioning server.	Set the **Bass Boost** option from the Polycom Companion application instead.
Bluetooth	EN-115776	When you stream music via Bluetooth, it takes a long time to wake the remote control.	Pause the music before waking up the remote control.
Bluetooth	EN-134664	The Bluetooth connection between Poly Studio and a Mac may automatically disconnect when you use a 2.4 GHz Wi-Fi network.	Connect to a 5 GHz Wi-Fi network.
Network	EN-140897	If your Poly Studio fails to connect to a new Wi-Fi network because of incorrect settings or connects to a new Wi-Fi network and then forgets it, Poly Studio may fail to auto-connect to an available Wi-Fi network you previously saved.	Manually connect again.

Category	Issue ID	Description	Workaround
Remote Control	EN-116470	It takes 1 to 3 seconds to wake up the remote control.	None.
Remote Control	EN-159196	When you press the pan left or pan right buttons on the Polycom Companion app interface and then use the remote control to pan left or right, the camera doesn't move in the direction you indicate from the remote control.	Don't use the pan left or pan right buttons on the Polycom Companion app to adjust the camera direction. Use only the remote control to move the camera.
Tracking	EN-129257	Speaker tracking is insensitive in an ultrasonic environment.	None.
Upgrade	SWD-3700	When video is active, the **Update from Local File** button disappears from the Polycom Companion app.	Restart the Polycom Companion app.
Upgrade	SWD-3704	Sometimes upgrading with local files from the Polycom Companion app fails.	Retry the upgrade.
Video	EN-112109	You may see objects edged with thin colorful lines.	None.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- 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 Poly 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 Poly Partners 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 Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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