Poly Studio USB Video Bar

Contents

What's New

This maintenance release includes important fixes for connection issues to the Poly Lens cloud and support for Zoom Rooms Speaker Focus mode.

- Poly Lens Cloud Connection Fix

- Support for Zoom Rooms Speaker Focus Mode

Poly Lens Cloud Connection Fix

This release includes a fix to deliver a more stable connection between the system and the Poly Lens cloud.

Support for Zoom Rooms Speaker Focus Mode

Support for the Zoom Rooms camera control setting of Speaker Focus mode, which maps to Speaker Framing on the Poly Studio USB.

Release History

This section lists the release history of Poly Studio USB.

Poly Studio USB Release History

Release	Release Date	Features
2.1.1	March 2023	Poly Lens cloud connection fix and Zoom Rooms Speaker Focus mode
2.1.0	August 2022	People framing, conversation mode, and bug fixes
1.5.0	January 2022	New Provisioning Parameters Support for FTPS/HTTPS Provisioning Support for Microsoft Teams room capacity notification Support for more Poly Lens management features Bug fixes
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
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

Release	Release Date	Features
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 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

See the Security Center for information about known and resolved security vulnerabilities.

Hardware Requirements

Poly Studio USB only supports the USB cable that comes with Poly Studio R30, Poly Studio P15, or Poly Studio USB devices.

Note the following issues with USB connections:

- Using a third-party USB-C to USB-C cable may affect device performance, or your device may not work at all
- Using a third-party USB-C to USB-A adapter may affect video quality

Poly Studio USB only supports 4K video in the following configuration:

- Software client or conferencing platform that supports 4K
- Monitor that supports 4K resolution
- USB 3.0 cable
- PC with 4K graphics and USB 3.0 port (if using software client)

Supported Operating Systems

Connect the Poly Studio USB video bar to computers with the following operating systems:

Supported Operating Systems for Poly Studio USB

Operating System	Version
Windows	Windows 11
	Windows 10

Operating System	Version
macOS	macOS 13
	macOS 12
	macOS 11
Chrome OS	87 or later

Products Tested with This Release

Poly tests Poly Studio USB with a wide range of products. The following list isn't a complete inventory of compatible equipment. This list indicates products that are tested for compatibility with this release.

> **NOTE**: Poly recommends that you upgrade your Poly devices with the latest software versions, as available software updates may already address the compatibility issues. Use Poly Lens Desktop version 1.1.19 or later for Poly Studio USB device firmware updates.

Products Tested with This Release

Product	Tested Versions
Poly Lens	1.1.24
Polycom RealPresence Desktop	3.11.6
Google Meet	Current version
Microsoft Teams	1.6.0
Zoom	5.13.7

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.

Firmware Updates

When using the Poly Studio USB video bar with a supported operating system on a Windows or Mac computer, you must update the device to the latest firmware using the Poly Lens Desktop App. Download the Poly Lens Desktop App at poly.com/lens.

Microsoft Windows users can also update the Poly Studio USB firmware through Windows Update.

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
Provisioning	EN-238831	Creating a Certificate Signing Request in Poly Lens results in an empty file.

Known Issues

This section identifies the known issues in this release.

> **IMPORTANT**: These release notes don't provide a complete listing of all known issues for 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	Found in Release	Description	Workaround
Bluetooth	EN-232105	2.0	Bluetooth pairing mode correctly times out after 2 minutes, but the LED continues flashing blue.	Wait 6 minutes for the LED to return to normal.
Video	EN-232106	2.0	When paired via Bluetooth, the device displays with a generic or unclear name.	Change the device name from the default.

Category	Issue ID	Found in Release	Description	Workaround
Video	EN-231955	2.0	Windows Update receives the driver and immediately pushes a firmware update to the device. This might happen during normal business hours, and even during a call, if you set Windows Update settings incorrectly If you remove power before the update is complete, the device stays in Device Firmware Update (DFU) mode permanently.	Wait up to 8 minutes until the LED stops flashing amber and returns to white. This indicates the Device Firmware Update (DFU) is complete. If the device is still in DFU mode, factory restore the device or use Poly Lens Desktop to restore the device.

System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

Second Participant Display in Conversation Mode

When you use Poly Studio USB in conversation mode, the system only displays the first participant in focus with a sharp image. The second participant displays as slightly out of focus.

Video Color Limitation

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

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The Poly Documentation 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 Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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