

# Polycom® EagleEye™ IV USB Camera

The Polycom® EagleEye™ IV USB camera provides a best-in-class video collaboration experience for the Polycom® MSR Series solution (and other Microsoft®-certified Skype for Business room systems) and Polycom Trio™ 8800. The camera features 12× optical zoom with pan and tilt capabilities suitable for medium and large meeting spaces.

## Contents

<b>What's New</b> .....	<b>1</b>
<b>Security Updates</b> .....	<b>1</b>
<b>Version History</b> .....	<b>1</b>
<b>Resolved Issues</b> .....	<b>2</b>
<b>Known Issues</b> .....	<b>3</b>
<b>Interoperability</b> .....	<b>3</b>
<b>Get Help</b> .....	<b>4</b>
<b>Copyright and Trademark Information</b> .....	<b>5</b>

## What's New

There are no new features in this release. This release includes the features and functionality of previous releases.

## Security Updates

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



Use the USB drive to update the camera software to version 1.2.1.  
Because Polycom Trio doesn't include the EagleEye IV 1.2.1 installation package, Polycom Trio automatically downgrades the EagleEye IV USB camera to version 1.2 when connected.

## Version History

The following table lists the release history of the Polycom EagleEye IV USB camera.

## Release History

Release	Release Date	Features
1.2.1	February 2019	Defect fixes.
1.2.0	August 2018	Includes EagleEye IV USB camera software upgrade by Polycom Trio and Inverted Installation support.
1.1.1	Feb 2018	Name change to Polycom EagleEye IV USB camera.
1.1.0	December 2017	Supports the following: <ul style="list-style-type: none"> <li>Includes MSR camera software upgrade to support UVSC 1.5.</li> <li>Interconnect with Polycom Trio Visual+ with USB.</li> <li>Support H.264/AVC (baseline and high profile) and X-H.264UC (Skype for Business).</li> <li>Single SW build for both MSR and Polycom Trio application.</li> </ul>
1.0.0	May 2017	First release of the Polycom EagleEye IV USB camera hardware and software.

## Resolved Issues

The following table lists resolved issues in the EagleEye IV USB camera 1.2.1 release.

Category	Issue ID	Release	Description
System	EN-118231	1.2.1	When the EagleEye IV USB camera connects to Zoom, it can't respond to the Save Preset or the Call Preset command sent from the Zoom Room Kit.
System	EN-79153	1.2.0	Auto focus for the EagleEye IV USB camera works even after disabled.
System	EN-75801	1.2.0	The gamma settings for the EagleEye IV USB camera appear to be incorrect.
Video	USBCMRA-269	1.2.0	Camera Gamma setting doesn't work as designed.

## Known Issues

The following table lists known issues and suggested workarounds for the EagleEye IV USB camera v1.2.1 release.

### Known Issues

Category	Issue ID	Description	Workaround
System	EN-85438	Device name still displays as Polycom EagleEye MSR Camera on MacBook Pro.	Unplug the USB cable and plug it into a different USB port.
System	EN-87708	The EagleEye IV USB camera doesn't update the software when using the camera in video mode.	Update the software only when the camera isn't in use.
System	EN-87155	When Polycom Trio updates the EagleEye camera software via DFU, the red light on the camera blinks continuously and the software upgrade doesn't complete.	Reboot the camera. If the camera doesn't respond, use the USB recovery tool.
System	USBCMRA-281	Device name still displays as Polycom EagleEye MSR Camera on PC (Win10) and MSR Dock Solution.	Go to the device manager and remove the previous EagleEye MSR Camera version, then unplug the USB cable and plug it in again.
Video	EN-86419	Sometimes the EagleEye IV USB camera fails to auto focus on nearby objects.	Wave your hand or a piece of paper in front of the EagleEye IV USB camera.
Video	EN-91991	The EagleEye IV USB camera tilt icon on Polycom Trio works in the opposite direction.	Upgrade the Polycom Trio software to 5.7.1.
Video	USBCMRA-282	Lenovo ThinkPad T470s hangs when you reboot the laptop with an EagleEye IV USB camera connected.	Unplug the USB cable, wait for the laptop to complete rebooting, and then plug the USB cable in again.

## Interoperability

The following table provides interoperability information for using the EagleEye IV USB camera.

Category	Description
Operating System	<ul style="list-style-type: none"> <li>• Windows 7</li> <li>• Windows 8</li> <li>• Windows 10</li> <li>• macOS Sierra: 10.12.6 and later</li> </ul>
Software Update	Camera software upgrades through Polycom Trio systems

Category	Description
Products	<ul style="list-style-type: none"><li>• Polycom® MSR Dock 0.26, MSR 1.0</li><li>• Polycom Trio 8800 system 5.5.4 &amp; 5.7.1</li><li>• Polycom Visual+ system 5.5.4 &amp; 5.7.1</li></ul>
Peripherals	<ul style="list-style-type: none"><li>• Icron USB 2.0 Ranger 2311 and 2304 USB extenders</li></ul>
Surface Hub	<ul style="list-style-type: none"><li>• System Version: 10.0.15063.1058</li><li>• Application Version: 1.4.7.0</li></ul>
Zoom Rooms	<ul style="list-style-type: none"><li>• Mac software: 4.3.0 (390.0130)</li><li>• Windows software: 4.3.0 (446.0130)</li></ul>
BlueJeans	<ul style="list-style-type: none"><li>• 1.35.15</li></ul>

## Get Help

For more information about installing, configuring, and administering Polycom products, refer to [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

## *The Polycom Community*

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

# Copyright and Trademark Information

Copyright© 2019, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA

**Trademarks** Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**End User License Agreement** BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com).

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

**Polycom Support** Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.