Poly Studio USB Upgrade Processes

Documentation: Studio Software

Release Notes

Companion Application

Support Page:

Poly Studio - The USB video bar built for small rooms

Introduction

The Studio USB can be upgraded three different ways

1. From the Companion Application that can be downloaded from the Poly Support Site
2. PDMS-E
3. RPRM (RealPresence Resource Manager)

Upgrading using the Companion Application

Installing the Companion Applications

- Go to Polycom Support Site and download the Companion Application Software. You can find the latest build here →

    https://support.polycom.com/content/support/north-america/usa/en/support/video/companion/companion.html

- Install the Companion Application on to your local PC or Laptop

Download the Latest Studio USB Software

- Go to Polycom Support Site and download the Companion Application Software. You can find the latest build here →

    https://support.polycom.com/content/support/north-america/usa/en/support/peripherals/polycom-studio.html

Running the Companion Application

- Run the Companion Application.
- Verify the version of Companion Application Software. Make sure it is the latest build.
- Click on the Computer logo in the upper left-hand corner and select About

- The latest build I am using us 1.5.0.14741

Polycom® Companion

Version: 1.5.0.14741
Copyright © 2019 Polycom, Inc. All rights reserved.
End User License Agreement

Close

Connecting the Poly Studio

- Connect the USB Cable from the Poly Studio to the PC or Laptop.
- Verify that the Companion Software sees the Poly Studio as shown below:

Polycom® Companion

Polycom Studio
Polycom Studio
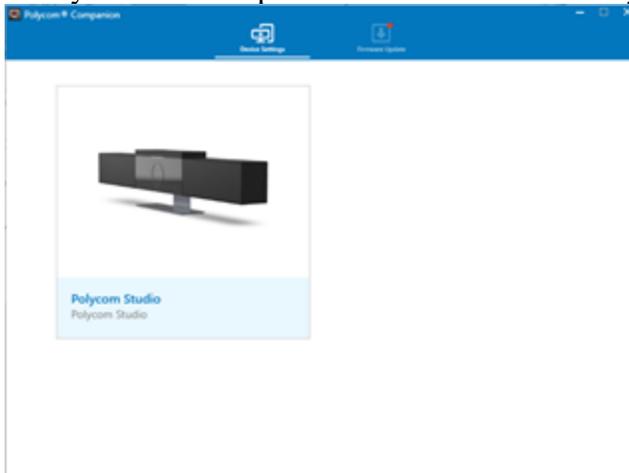
- If the device is not shown on the Polycom Companion software, check the following:
  - Verify the Poly Studio is powered on and the front LED is lit
  - On the PC, go to Device Manager and see if the camera is recognized under Cameras
- After the Polycom Studio USB video bar connects, the application checks for a new software version from the server automatically. If the app detects a new version, the app displays a red dot on the Firmware Update tab as a reminder.

Updating the Software

- Click the "Firmware Update" tab. The application will show the current and the new version if available
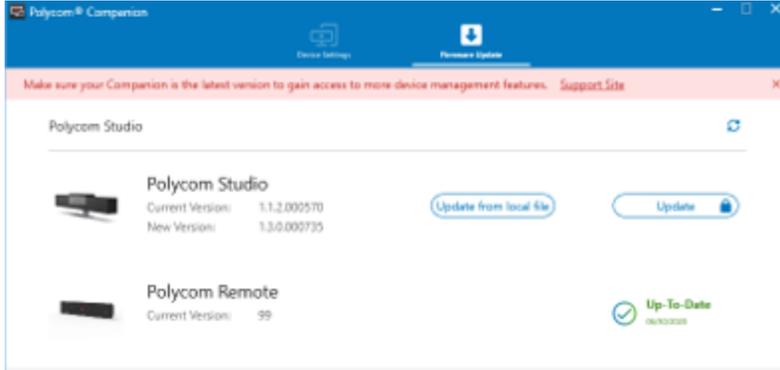
- Click "Update" to update a Polycom Studio USB video bar or a remote control in active mode
- Enter the admin password to start the update (the default password is Polycom12#$).

Note:

Do not disconnect the Polycom Studio USB video bar while installing the update. If the Polycom Studio USB video bar disconnects unexpectedly, you must finish the update immediately after reconnecting the Polycom Studio USB video bar.
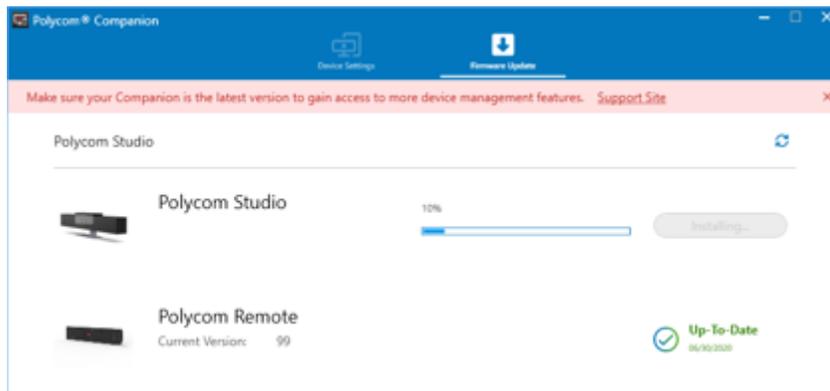
- Application shows the new version number after the update installs.

Upgrade From RPRM (RealPresence Resource Manager)

Poly added support for the Studio in RPRM 10.6.

Simply open the Poly Companion app (for password questions check => here <=), and ensure the Poly Studio is connected to a WiFi Network which can reach the Poly Resource Manager.

Option 1 - Manually add the RPRM address via Provisioning Server

Companion App > Admin Settings > Provisioning Server:

- **Provisioning Mode**: manual
- **Server Type** Polycom Provisioning Service
- **Server Address**: The FQDN or IP of the RPRM with /ucservice/
- **Username**: PlcmSpIp
  or the changed username set withing RPRM Endpoint > UC Management > UC
  Management Settings > Provisioning Account Configuration
- **Password**: PlcmSpIp or see above

Option 2 - Automatic Provisioning Mode

Companion App > Admin Settings > Provisioning Server:

- **Provisioning Mode**: Auto

Setup a DHCP Option 66 and use the following string

- https://Username:Password@FQDN_or_IP_of_RPRM/ucservice/

Example https://PlcmSpIp:PlcmSpIp@10.252.122.65/ucservice/

The default Username and Password can be found within RPRM Endpoint > UC Management > UC Management Settings > Provisioning Account Configuration

```
bootp

No.      Time              Source              Destination          Protocol   Leng
      984 48.932697       0.0.0.0             255.255.255.255      DHCP          3
      985 48.933053       10.252.149.120      255.255.255.255      DHCP          3
      987 48.950689       0.0.0.0             255.255.255.255      DHCP          3
      988 48.951124       10.252.149.120      255.255.255.255      DHCP          3

▷ Frame 988: 392 bytes on wire (3136 bits), 392 bytes captured (3136 bits) o
▷ Ethernet II, Src: Vmware_21:e6:a4 (00:0c:29:21:e6:a4), Dst: Broadcast (ff:
▷ Internet Protocol Version 4, Src: 10.252.149.120, Dst: 255.255.255.255
▷ User Datagram Protocol, Src Port: 67, Dst Port: 68
◢ Dynamic Host Configuration Protocol (ACK)
      Message type: Boot Reply (2)
      Hardware type: Ethernet (0x01)
      Hardware address length: 6
      Hops: 0
      Transaction ID: 0x7b8e8ca1
      Seconds elapsed: 0
   ▷ Bootp flags: 0x0000 (Unicast)
      Client IP address: 0.0.0.0
      Your (client) IP address: 10.252.149.61
      Next server IP address: 0.0.0.0
      Relay agent IP address: 0.0.0.0
      Client MAC address: Viavideo_4d:8f:9c (00:e0:db:4d:8f:9c)
      Client hardware address padding: 00000000000000000000
      Server host name not given
      Boot file name not given
      Magic cookie: DHCP
   ▷ Option: (53) DHCP Message Type (ACK)
   ▷ Option: (58) Renewal Time Value
   ▷ Option: (59) Rebinding Time Value
   ▷ Option: (51) IP Address Lease Time
   ▷ Option: (54) DHCP Server Identifier (10.252.149.120)
   ▷ Option: (1) Subnet Mask (255.255.255.0)
   ▷ Option: (3) Router
   ▷ Option: (6) Domain Name Server
   ◢ Option: (66) TFTP Server Name
         Length: 50
         TFTP Server Name: https://PlcmSpIp:PlcmSpIp@10.252.122.65/ucservice
   ▷ Option: (255) End
```

Software:

Browse to Endpoint > UC Management > Upload Software Updates and select the Polycom Studio from the Endpoint type:

Choose the Software file downloaded from the Poly support page and create a new configuration profile based on the software version:

Add a meaningful description

Globally Upgrade all devices:

Go to Endpoint > UC Management > Profiles Deployment > Endpoint models and select the Polycom Studio

Edit the Endpoint Model and assign the newly added Software

Remove any older Firmware assigned

The same steps would be applicable for an individual Test Endpoint via Endpoint > Monitor View > Select the Endpoint in question > Edit > Configuration Profile association

Upgrade From PDMS-E

- Download the Polycom Companion on your PC and connect to the Polycom Studio using a USB Type C connection.

- Configure the Polycom Studio to connect to your WIFI network.
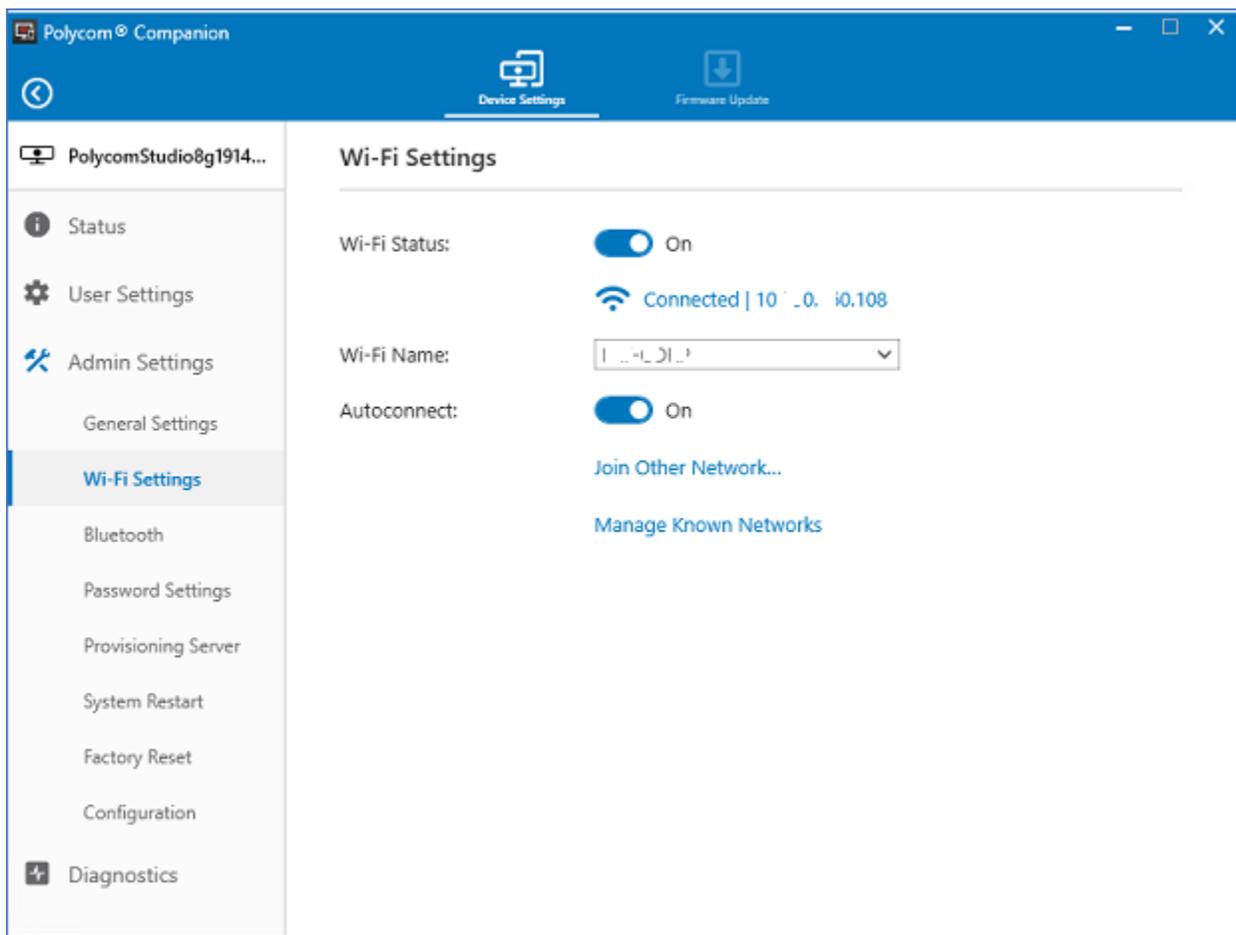
- Under the Provisioning Server, set the Provisioning Server Mode to manual and provide your PDMS-E instance details as below.
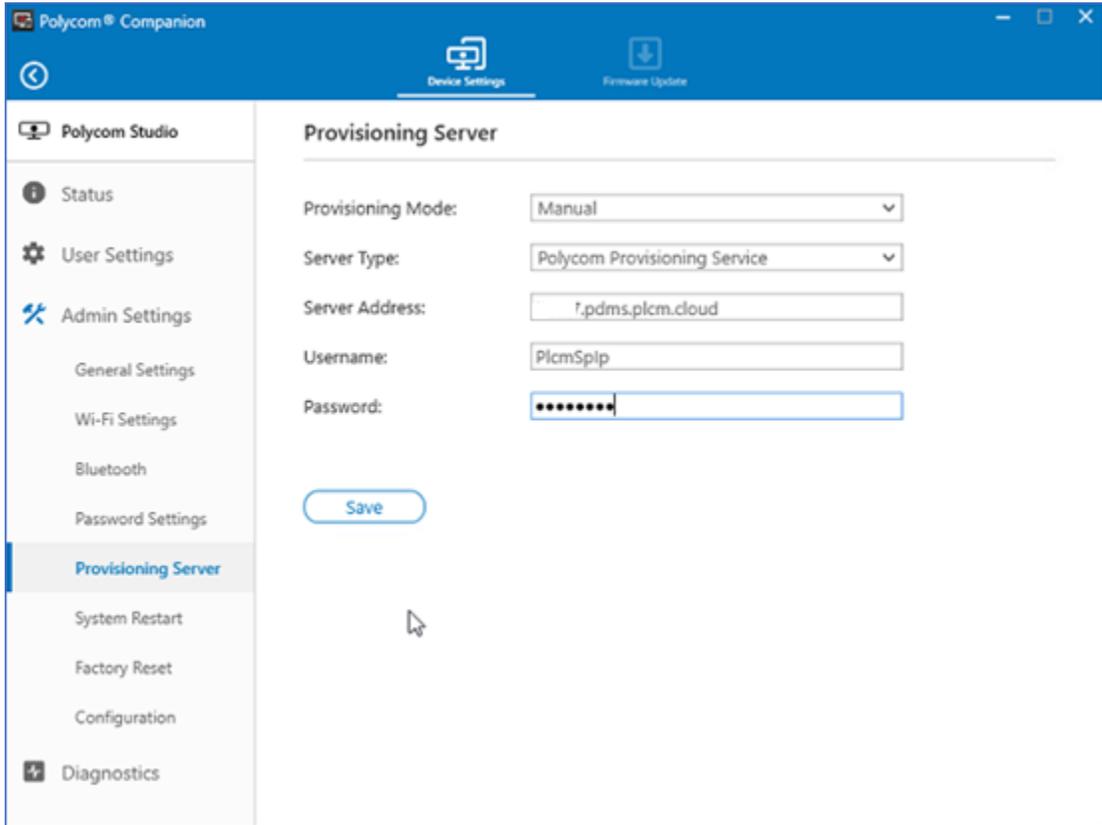
The Provisioning Service Address, User name and Password is set on PDMS-E:
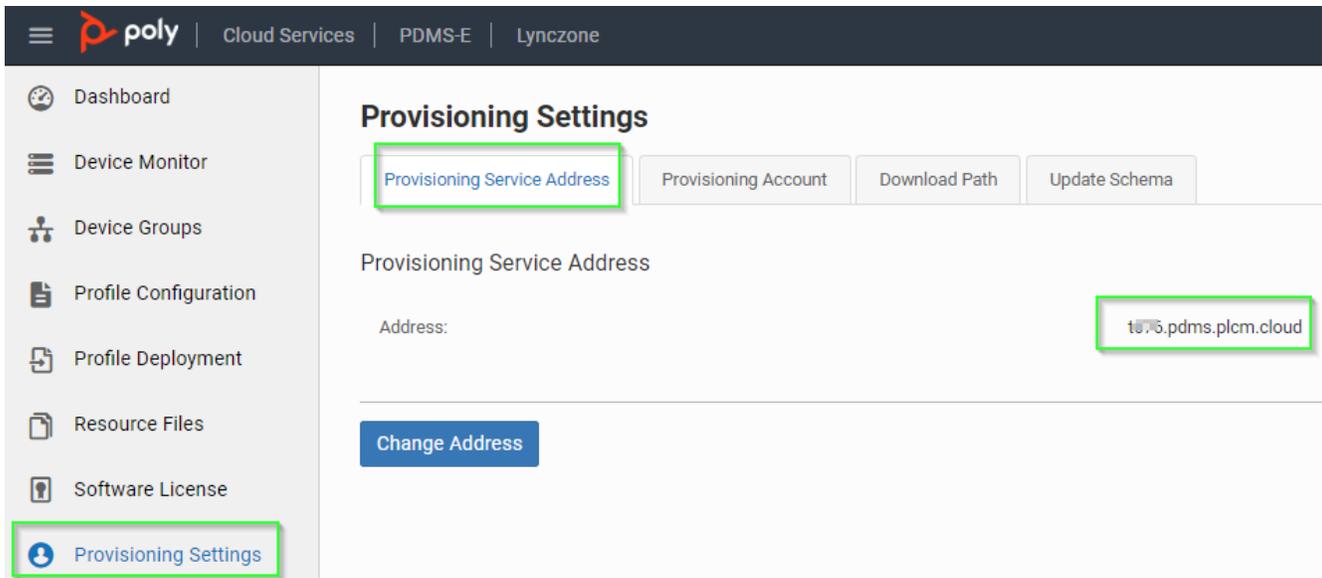
The default Username and Password are PlcmSpIp and can be changed:

Provisioning Settings

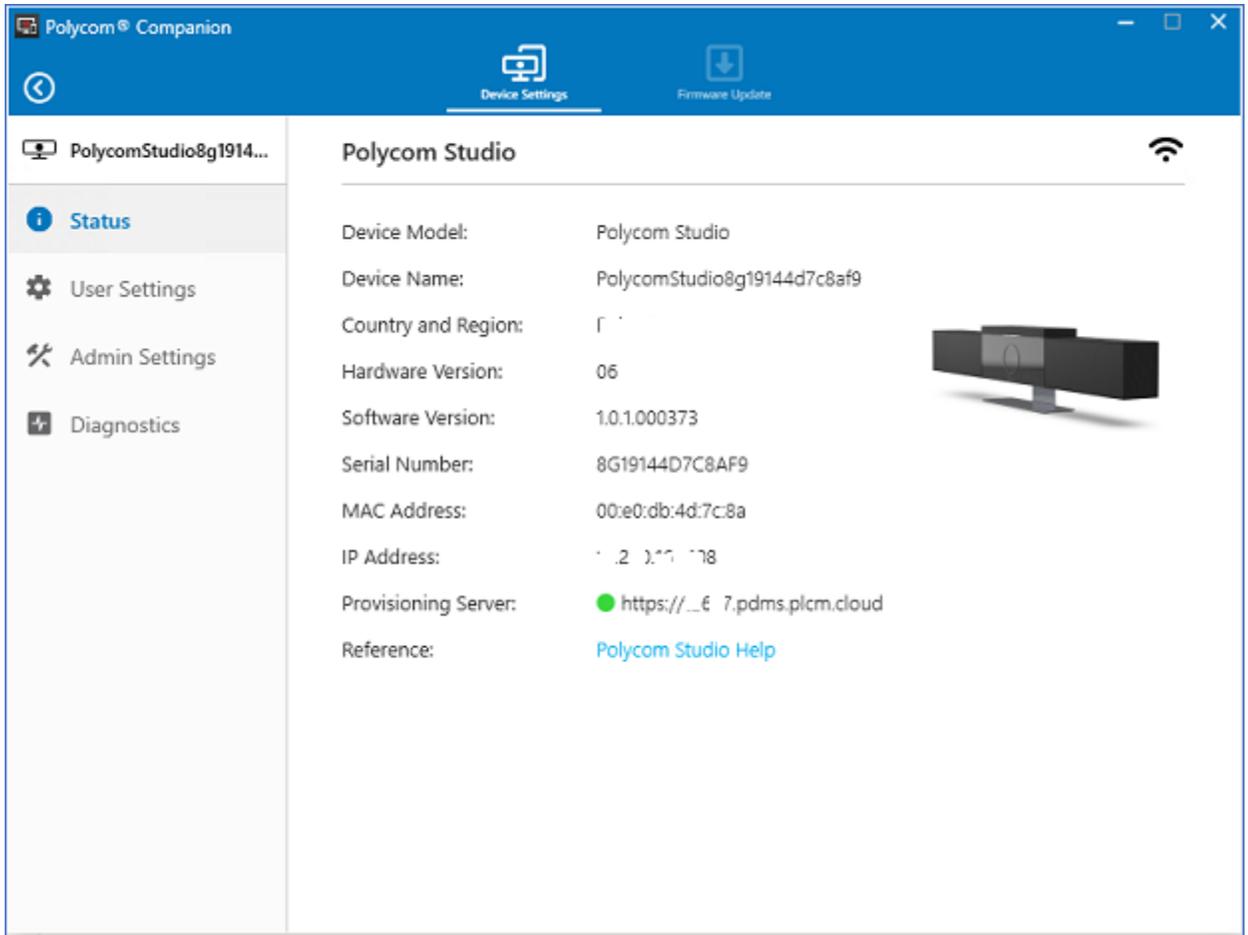| Provisioning Service Address | Provisioning Account | Download Path | Update Schema |

☑ Polycom Device Provisioning Account

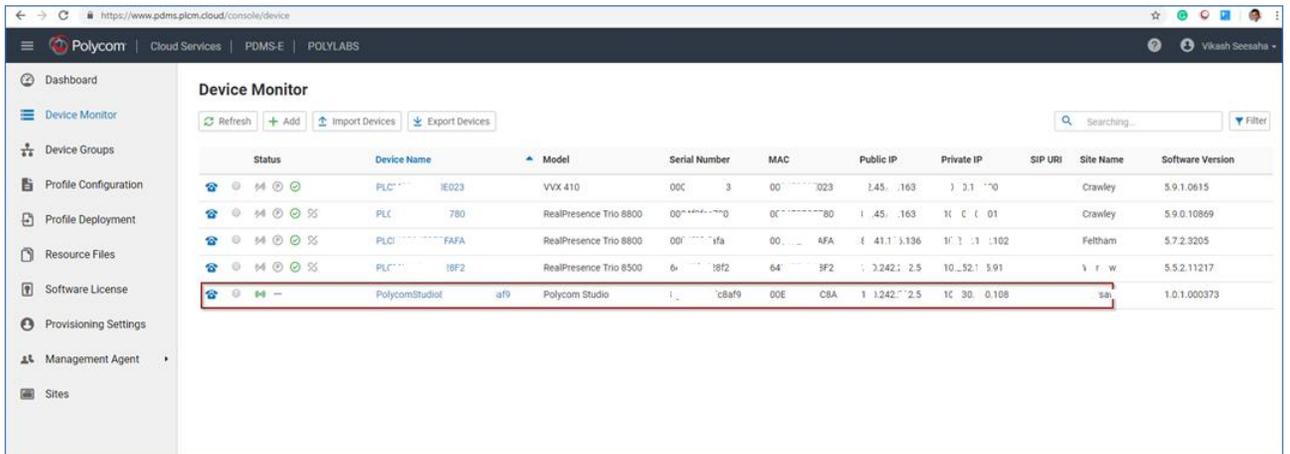* Account: PlcmSpIp

* Password: ••••••••

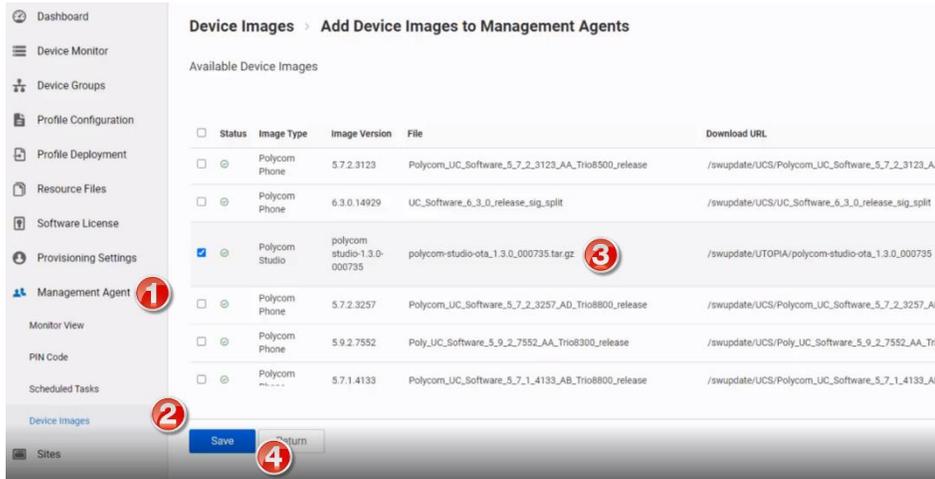* Confirm Password: ••••••••

Save

- Once the Polycom Studio connects to the PDMS-E Cloud instance, you should see a green icon next to the provisioning URL.
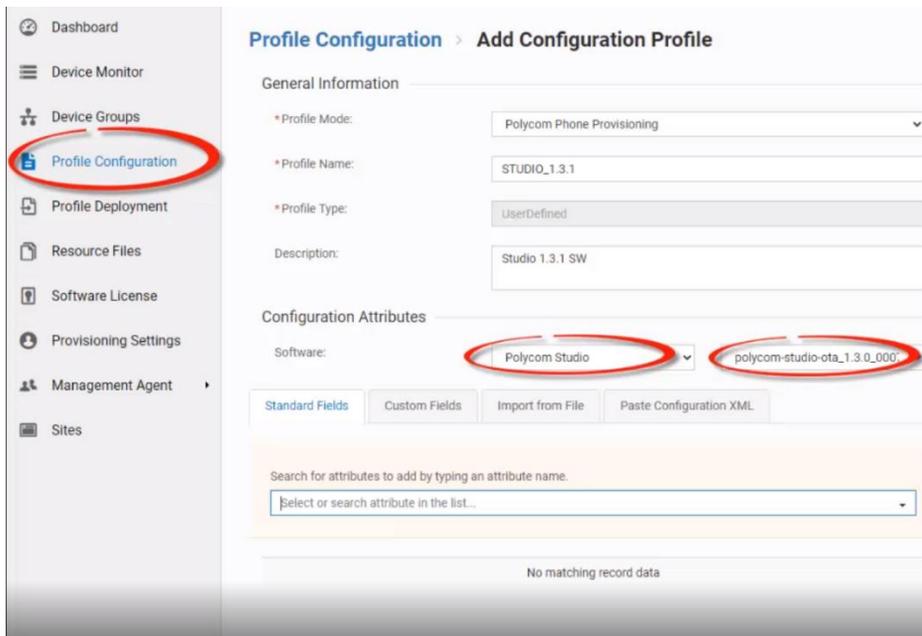
- On PDMS-E console, you should see the Polycom Studio Device under Device Monitor as below.

- Add device image to Management Agents

- Add Configuration Profile

- Apply Configuration Profile Association to Polycom Studio device model

- Select Execute the task Now or schedule a future time to apply the software upgrade

Polycom Studio

Saved successfully. Do you want to apply the change?

This change could impact 9 device(s). You can apply the change now and reboot the device(s) immediately, or you can skip the application now and wait for the change take effect at the next provisioning interval.

◉ Execute the Task Now
○ Execute the Task at a Future Time

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[Apply] [Cancel]