

Poly Studio USB Upgrade Processes

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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

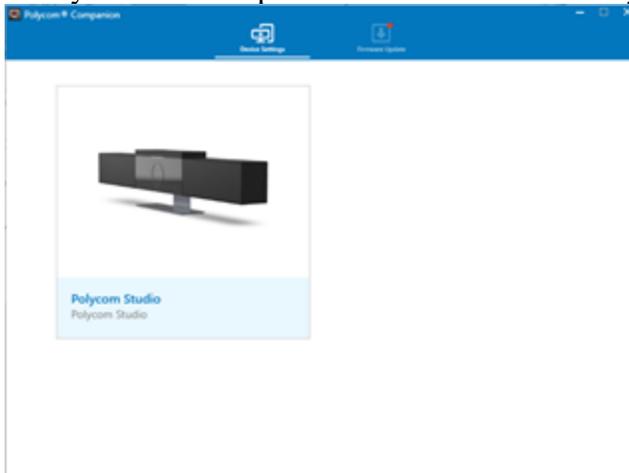


- The latest build I am using is 1.5.0.14741



Connecting the Poly Studio

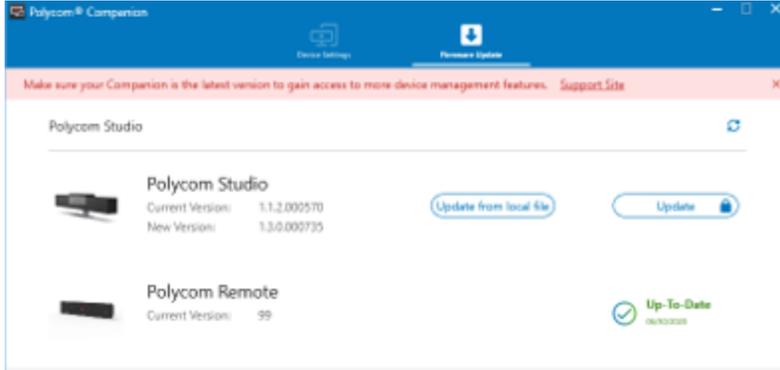
- Connect the USB Cable from the Poly Studio to the PC or Laptop.
- Verify that the Companion Software sees the Poly Studio as shown below:



- 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

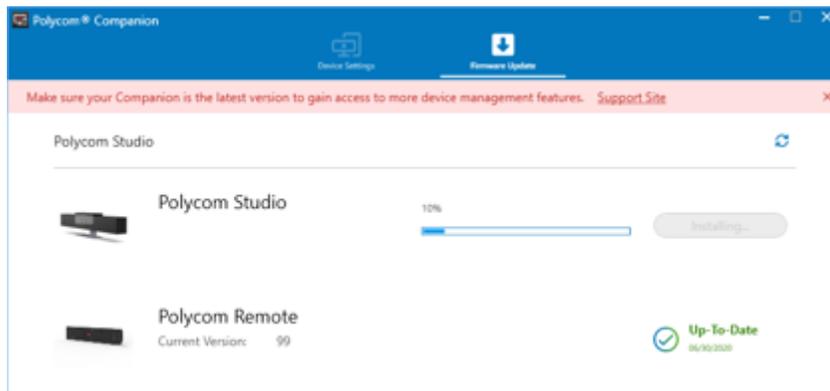
- Click the "Firmware Update" tab. The application will show the current and the new version if available



- 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

The screenshot shows the Polycom Companion Admin Settings interface. On the left is a navigation menu with categories: Dashboard, Conference, Endpoint (selected), Network Device, Network Topology, User, License, and Alert. Under the 'Endpoint' category, 'Monitor View' is selected. The main content area shows 'Endpoint > Monitor View' with a table of endpoints. One endpoint is visible: 'PolycomStudio8g19184d8f9cf9' with status 'Online' and model 'Polycom Studio'. Below the table is a 'Provisioning Server' configuration form for the selected endpoint. The form fields are: Provisioning Mode (Manual), Server Type (Polycom Provisioning Service), Server Address (10.252.122.65/ucservice), Username (PlcmSpIp), and Password (PlcmSpIp). A 'Save' button is at the bottom of the form.

Status	Mode	Endpoint Name	Model
Online	Manual	PolycomStudio8g19184d8f9cf9	Polycom Studio

Provisioning Server

Provisioning Mode:

Server Type:

Server Address:

Username:

Password:

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

The screenshot displays the DHCP configuration interface. On the left, a tree view shows the hierarchy: DHCP > [Scope] > Reservations. The 'Reservation Options' dialog box is open, showing a table of available options. The '066 Boot Server Host Name' option is selected, and its value is entered in the 'String value' field.

Option Name	Vendor	Value
066 Boot Server Host Name	Standard	https://PlcmSpIp:PlcmSpIp@10.252.122.65/ucservice

Available Options	Description
<input type="checkbox"/> 049 X Window System Display	Array of X W
<input type="checkbox"/> 064 NIS+ Domain Name	The name o
<input type="checkbox"/> 065 NIS+ Servers	A list of IP a
<input checked="" type="checkbox"/> 066 Boot Server Host Name	TFTP boot s

Data entry
String value:

bootp					
No.	Time	Source	Destination	Protocol	Leng
984	48.932697	0.0.0.0	255.255.255.255	DHCP	31
985	48.933053	10.252.149.120	255.255.255.255	DHCP	31
987	48.950689	0.0.0.0	255.255.255.255	DHCP	31
988	48.951124	10.252.149.120	255.255.255.255	DHCP	31

```

  ▸ Frame 988: 392 bytes on wire (3136 bits), 392 bytes captured (3136 bits) c
  ▸ 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:

Endpoint > UC Management > Upload Software Updates

Endpoint Type:

- RealPresence Group Series
- RealPresence Group Series
- G Series
- Polycom Studio
- Polycom Phone
- EagleEye Cube

Endpoint Type
Group Series
Count: 1

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

File Name	Version
polycom-studio-ota_1.1.2_000570	polycom studio-1.1.2-000570

Count: 1

Upload Software Update

Software Update File: No File Chosen

Description:

Attach to Configuration Profile

- Do not attach to a configuration profile
- Create a new configuration profile based on software version

Add a meaningful description

Globally Upgrade all devices:

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

Endpoint > UC Management > Profiles Deployment

Global User Groups Users/Rooms Endpoint Groups **Endpoint Models**

   MORE

Endpoint Model Name	
<input type="radio"/>	Trio 8500
<input type="radio"/>	Trio 8300
<input type="radio"/>	CX 5500
<input type="radio"/>	CX 5100
<input type="radio"/>	G7500
<input type="radio"/>	Studio X50
<input type="radio"/>	Studio X30
<input checked="" type="radio"/>	Polycom Studio

Edit the Endpoint Model and assign the newly added Software

  **1** MORE

Endpoint Models

Edit Configuration Profile Association for Device Models

Configuration Profile Association

Configuration Profile Association

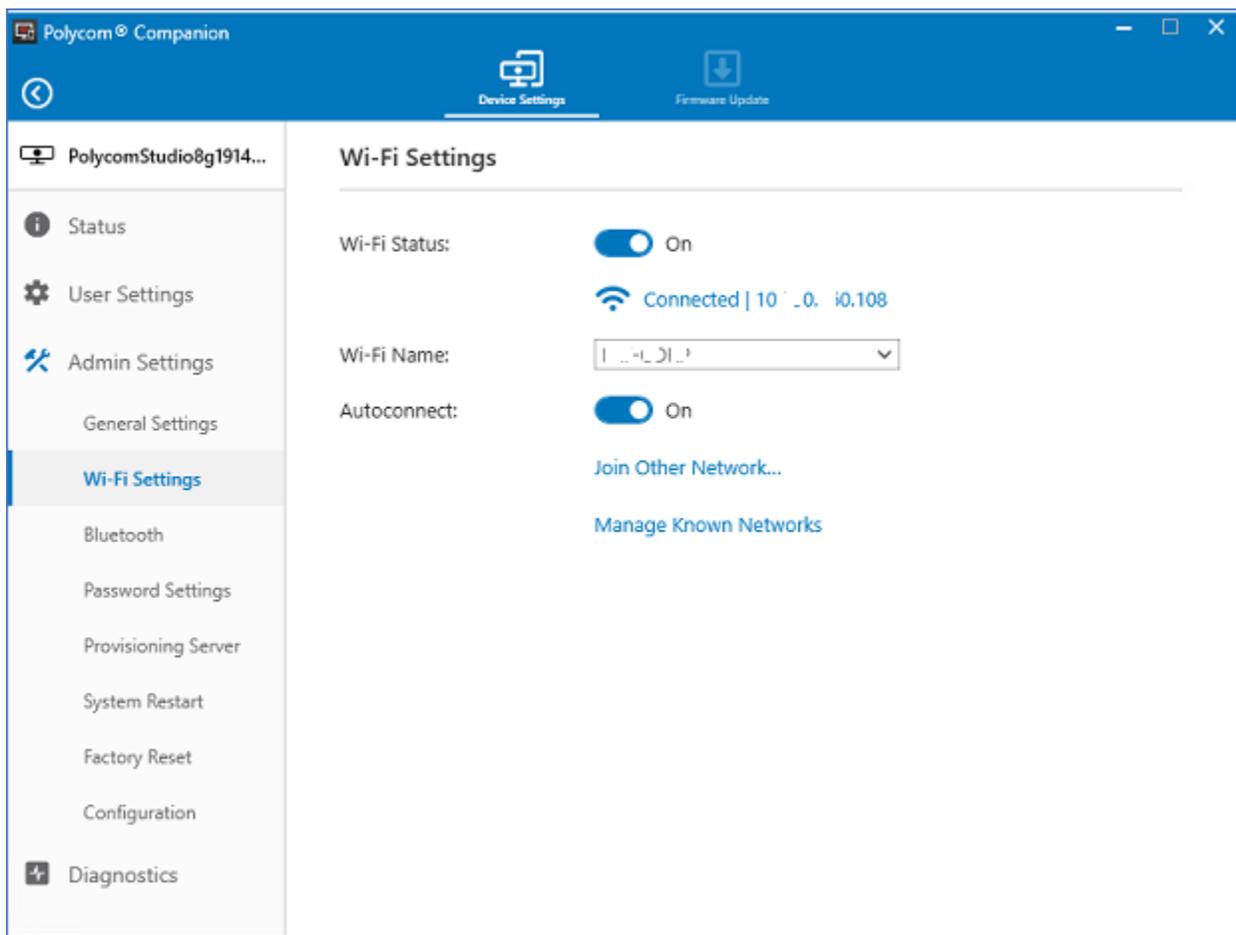
2

Remove any older Firmware assigned

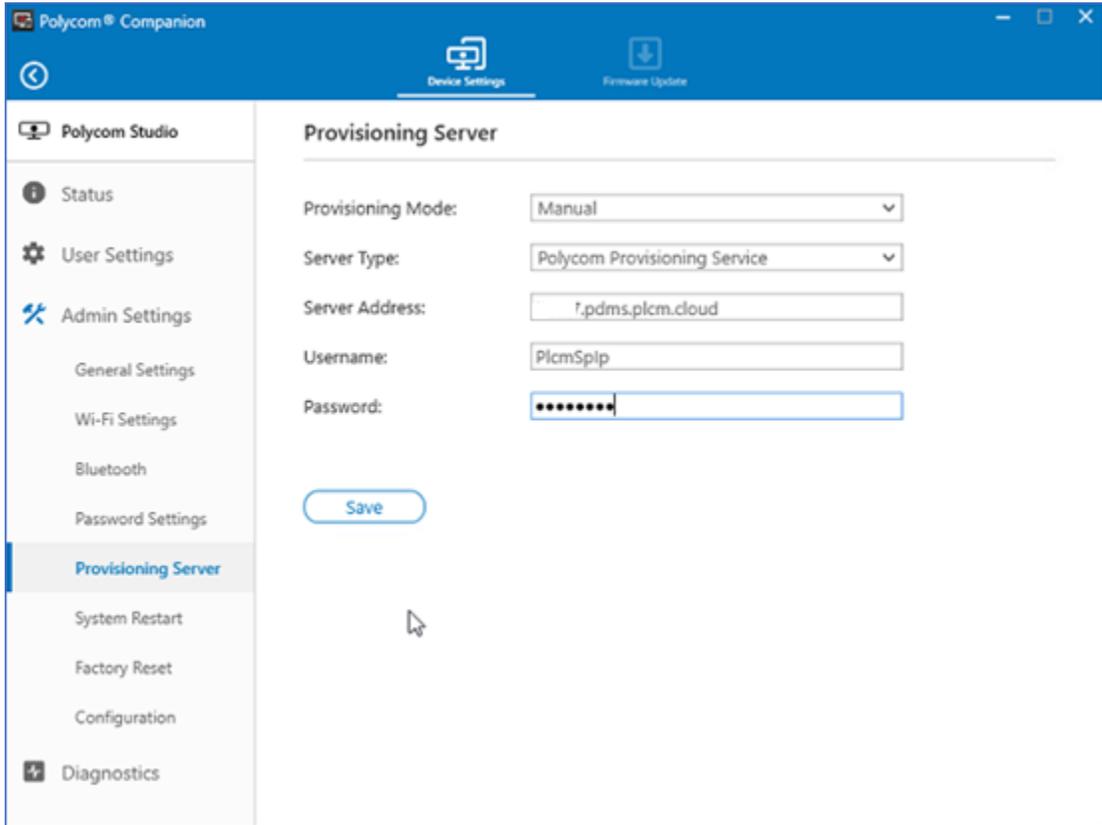
The same steps would be applicable for an individual Test Endpoint via Endpoint > Monitor View > Select the Endpoint in question > Edit > Configuration Profile association

Upgrade From PDMS-E

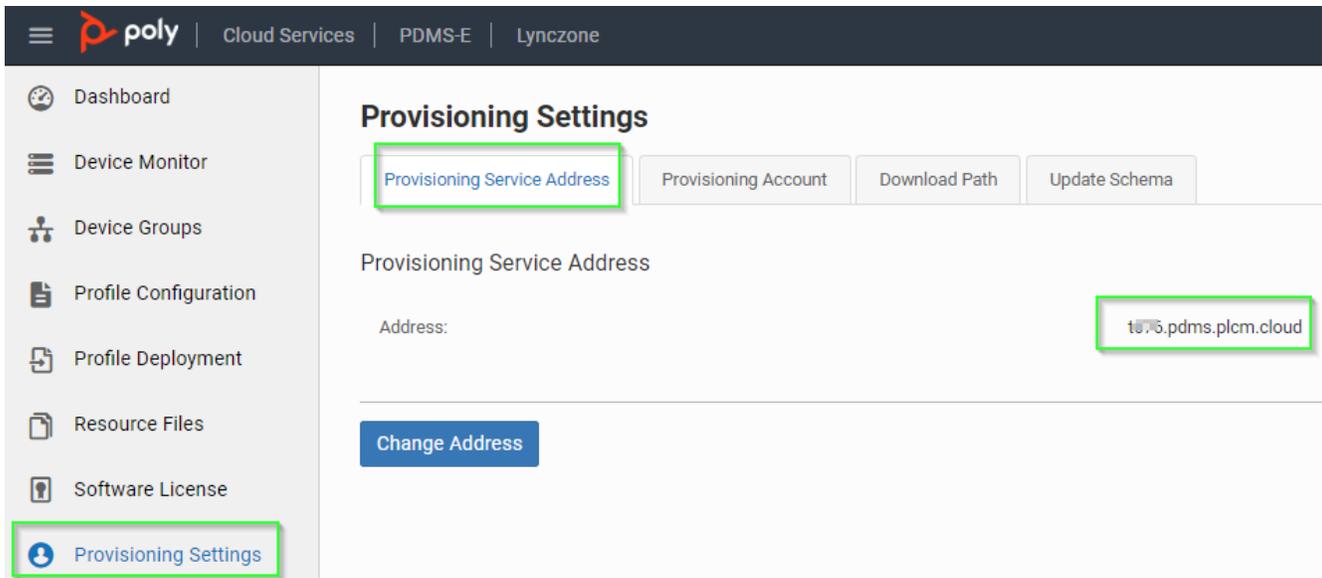
- Download the Polycom Companion on your PC and connect to the Polycom Studio using a USB Type C connection.
- Configure the Polycom Studio to connect to your WIFI network.



- 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

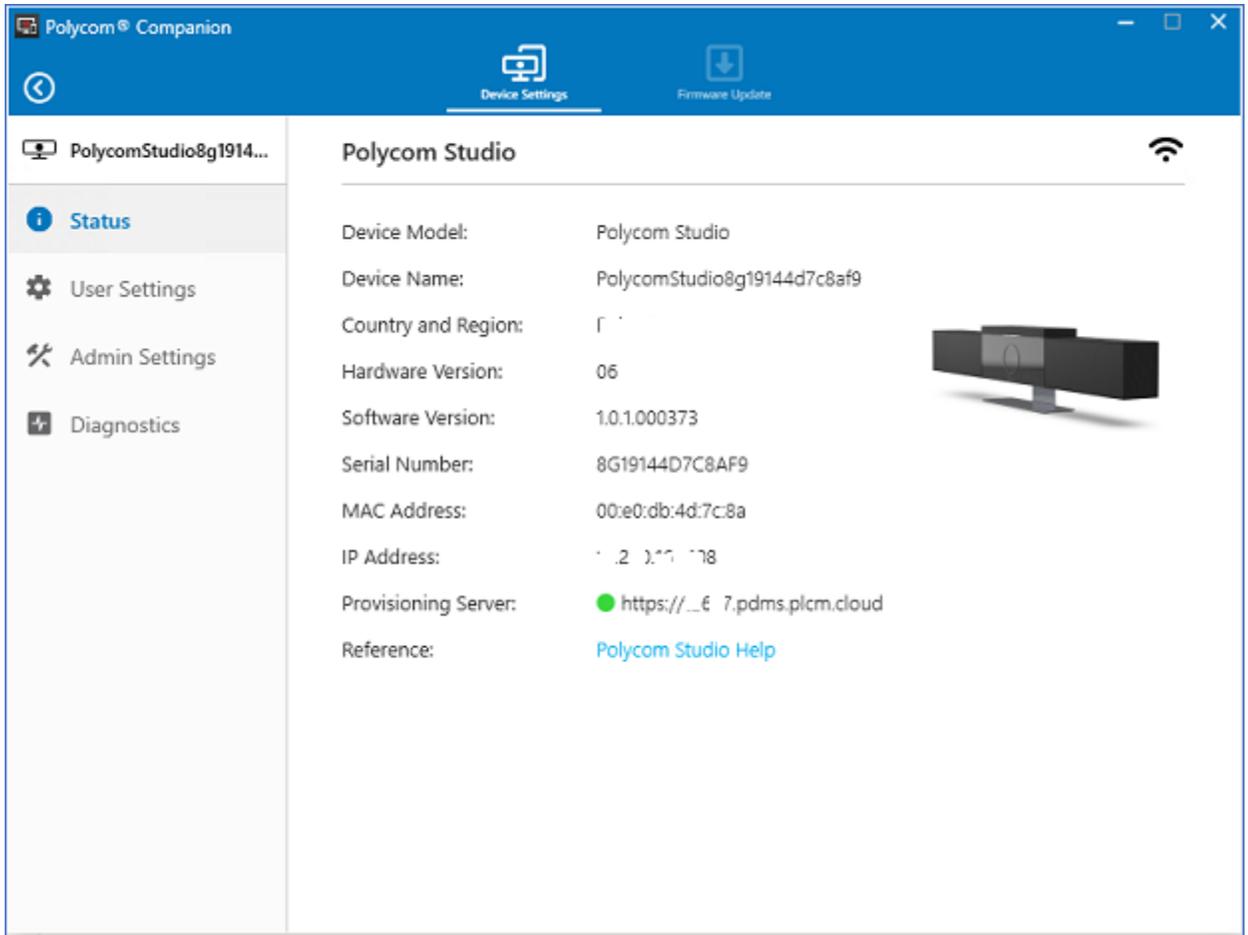
* Account:

* Password:

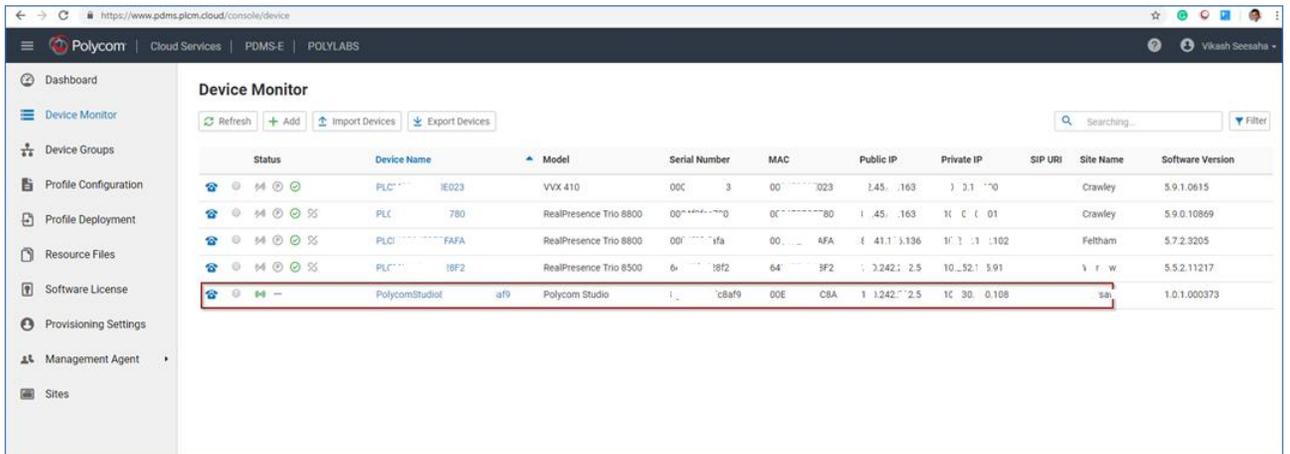
* Confirm Password:

Save

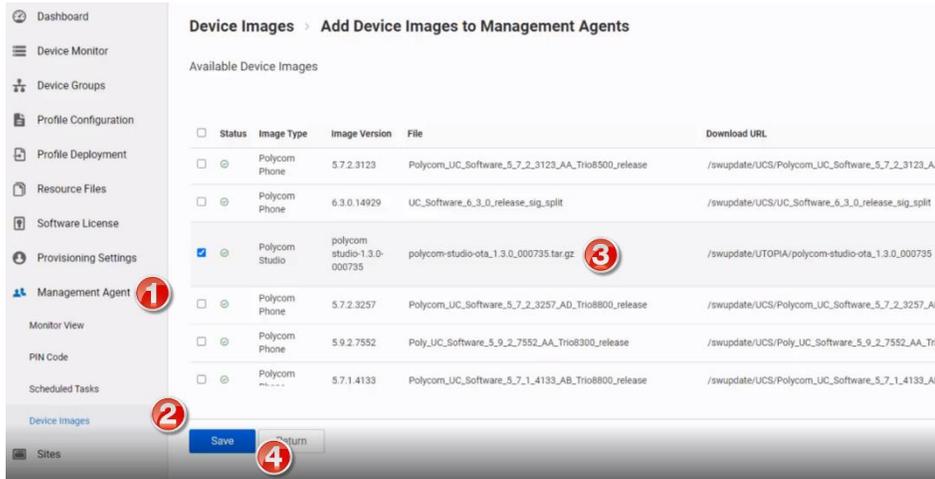
- Once the Polycom Studio connects to the PDMS-E Cloud instance, you should see a green icon next to the provisioning URL.



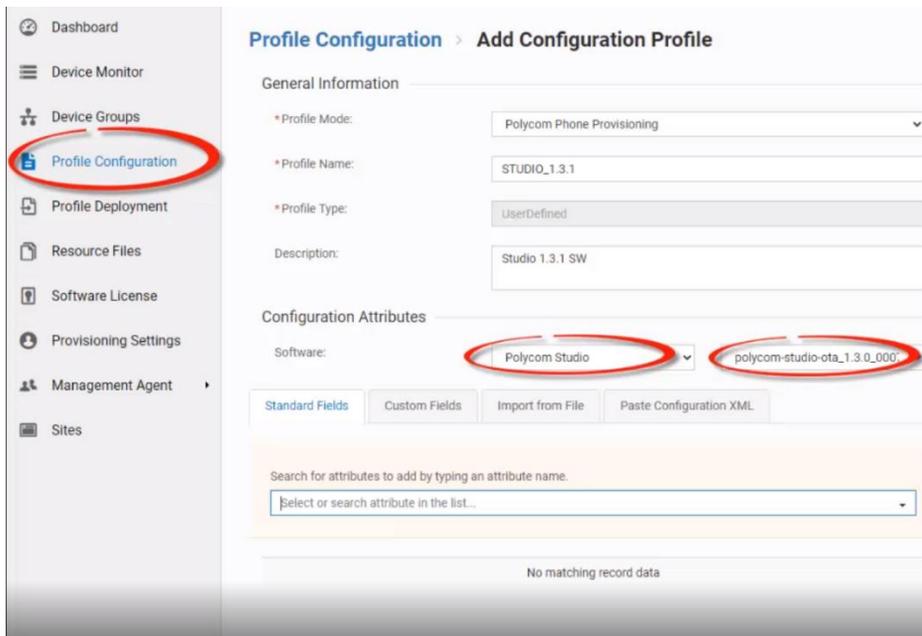
- On PDMS-E console, you should see the Polycom Studio Device under Device Monitor as below.



- Add device image to Management Agents



- Add Configuration Profile



- Apply Configuration Profile Association to Polycom Studio device model

Dashboard

Device Monitor

Device Groups

Profile Configuration

Profile Deployment **1**

Resource Files

Software License

Provisioning Settings

Management Agent

Sites

Profile Deployment

The following tabs sequence is ordered by priority of the conditions from the highest to the lowest.

- Device > Site > Device Model > Device Group > Global

Device Site Device Model Device Group Global

Refresh

Device Model Name

- [CCX 700](#)
- [CX 5100](#)
- [CX 5500](#)
- [EyeEye Cube](#)
- [Polycorn Studio](#) **2**
- [RealPresence Trio 8500](#)
- [RealPresence Trio 8800](#)
- [RealPresence Trio Visual+](#)
- [SoundPoint IP 321](#)
- [SoundPoint IP 331](#)
- [SoundPoint IP 335](#)

> Polycom Studio

Profile

Configuration Profile Association

STUDIO_1.3.1

AUTO_GEN_SW_PROFILE_polycom-studio-ota_1.3.0_000735.tar

Studio

studio_1.0.1

STUDIO_1.3.1

studio-1

Add

Update Return

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

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

07-07-2020 [calendar icon] 18 [dropdown] 06 [dropdown]

Apply

Cancel