Urgent update required for Poly Studio USB Video Bar

Engineering Advisory | Technical Notification 179409

Executive Summary

This Technical Advisory bulletin provides background information and recommended action for all customers using Poly Studio USB video bar version 1.2 or earlier. Failure to implement the recommended upgrade may result in a need to RMA the Poly Studio USB video bar. It is recommended that all users of Poly Studio USB video bar upgrade to version 1.3 or higher to mitigate the effects. Detailed instructions for this upgrade as well as FAQs are provided below.

Products Impacted:

- Poly Studio USB video bar version 1.2 and earlier

Issue:

- Poly Studio USB video bar logging routines perform higher than expected writes and re-writes causing logging overflow and corruption of the device memory. Symptoms of the issue include being unable to boot the device or complete the startup process.

Urgent Action Required:

- To mitigate this issue, the device should be updated to version 1.3 as soon as possible. The latest release includes an enhancement to significantly reduce the logging level. To perform the upgrade, use Polycom Companion version 1.5, PDMS-E or RealPresence Resource Manager (please see [Knowledge Base Article 43067](#) for update procedures)

Frequently Asked Questions

Does this issue affect Poly Studio X30/X50 systems?

- No. This issue is specific to Poly Studio USB video bar.

What if my Poly Studio USB video bar is no longer covered under warranty or I do not have a service contract?

- Poly will provide warranty support for all devices impacted by this issue. Please contact Poly at https://support.polycom.com/content/support/contact-us.html or your service partner

What if I become unable to boot my device?

- Please contact Poly at https://support.polycom.com/content/support/contact-us.html or your service partner