



Poly Documentation

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Poly VideoOS Software Release Notes

This document provides end-users and administrators with information about a specific release of the featured product.

- [Poly VideoOS release notes 4.4.0](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X72, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.3.3](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.3.2](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.3.1](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.3.0](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.2.2](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.2.0](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.1.4](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.1.3](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.1.2](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly VideoOS Release Notes 4.1.1](#)

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

- [Poly G7500, Poly Studio G62 and Poly Studio X all-in-one video bar supported products](#)

This section provides information on products supported by Poly G7500, Poly Studio G62 and Poly Studio X all-in-one video bars. Poly tests the latest software version for products listed as supported. Update to the latest software version for any supported devices that are connected to your Poly G7500, Poly Studio G62 or Poly Studio X all-in-one video bar.

- [System constraints and limitations](#)

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

- [Product resources and additional information](#)

This section provides resources and additional information for your product.

Poly VideoOS release notes 4.4.0

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X72, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.4.0

Release date: November 2024

This Poly VideoOS software build includes the following device software versions:

- Poly VideoOS Lite 1.4.0 for Poly Studio V52
- Poly TCOS 6.4.0
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.11.0
- Poly Studio E60 camera 1.1.3.6
- Poly Modular Room Switch 1.6.0

- [What's new in Poly VideoOS 4.4.0](#)

This feature release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release includes and is tested with the following partner application versions.

- [Updating your system](#)

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.0.

- [Products tested with Poly VideoOS 4.4.0](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.4.0](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.4.0](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.4.0

This feature release of Poly VideoOS is available for all Poly and partner modes.

- [Support for Poly Studio X72 premium all-in-one video bars](#)

Poly VideoOS 4.4.0 supports the Poly Studio X72 is a premium all-in-one video bar. Poly Studio X72 supports large meeting rooms and can be used in Poly Video mode, Poly Device Mode, and native third-party applications such as Microsoft Teams Rooms and Zoom Rooms.

- [Poly Studio E60 support for IP connectivity](#)

Connect one Poly Studio E60 camera to a Poly G7500 LLN port or up to three Poly Studio E60 cameras to the Poly Studio G62 LLN port using a supported Ethernet switch.

- [Poly DirectorAI Perimeter live setup](#)

Using a Poly touch controller, you can now see a live view of detected heads with Poly DirectorAI Perimeter on Poly Studio X52, Poly Studio X50, and Poly Studio X30 video bars. This tool enables you to adjust the boundaries interactively and see in real-time who is included or excluded in the view.

- [Configure Poly Studio X52 hearing augmentation with Creative Labs Sound Blaster USB](#)

Connect the compatible Creative Labs Sound Blaster USB Type-A to 3.5 mm adapter to a Poly Studio X52 video bar and configure the settings to hear audio with hearing assisted systems.

- [Poly Studio G62 compatibility with the StarTech ST4300USBM USB hub](#)

Poly Studio G62 is now compatible with the StarTech ST4300USBM Mountable 4-Port Industrial USB hub for connecting additional USB peripherals to the system.

- [Introducing Poly Labs](#)

Poly Labs is a new collaborative program to deliver pre-released features and experiences to customers.

- [AV controls on Poly TC10 and Poly TC8 touch controllers](#)

On Poly TC10 and Poly TC8 touch controllers, enable control of both call and AV controls, such as lighting, blinds, and heating, ventilation, and air conditioning (HVAC) systems.

- [Poly TC8 and Poly TC10 remote view and control using Poly Lens](#)

You can now remotely view and control your Poly touch controller via Poly Lens.

- [Support for diagnostic video capture on an IP-connected Poly Studio E70 camera](#)

You can now capture diagnostic audio and video data for a Poly G7500 or Poly G62 system with an IP-connected Poly Studio E70 camera and send it for diagnosis via Poly Lens. Access this feature in the system web interface under Diagnostic / Video Capture.

- [Automatically register your standalone Poly TC10 to Poly Lens using DHCP autodiscovery](#)

Admins can use DHCP to automatically register a standalone Poly TC10 to a provisioning service before initial system setup or after a system reset.

- [Web proxy support for standalone Poly TC10 touch controllers](#)

Web proxy is now enabled for your standalone Poly TC10 touch controller used as a room scheduler or Zoom Rooms on Windows (ZRoW) controller. You can also configure web proxy settings through the Poly TC10 touch controller local interface or system web interface.

- [Customize the Poly touch controller background](#)

You can now set a custom background on your system display and Poly touch controller in Poly Device Mode. Custom background behavior may be different in provider mode.

- [Support for Poly Connect Call Control by Pexip](#)

This release introduced the Poly Connect Call Control feature to integrate your Poly device in Poly Video mode with a Pexip Infinity call interface on SIP calls.

- [Zoom Smart Gallery v2 enhancements](#)

This release includes an improved Zoom Smart Gallery v2 experience.

- [Enhancements to Poly Bluetooth remote control call control in Poly Video Mode](#)

In Poly Video mode, you can now add a voice call, hang up either the voice or video call, or hang up the call for all participants on a Poly Studio X Series video bar using the Poly Bluetooth remote control.

Support for Poly Studio X72 premium all-in-one video bars

Poly VideoOS 4.4.0 supports the Poly Studio X72 is a premium all-in-one video bar. Poly Studio X72 supports large meeting rooms and can be used in Poly Video mode, Poly Device Mode, and native third-party applications such as Microsoft Teams Rooms and Zoom Rooms.

Note	Poly Studio X72 ships with Poly VideoOS 4.2.5. Poly recommends that you update your system to Poly VideoOS 4.4.0 or later. Poly VideoOS 4.3.x is not supported on Poly Studio X72.
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Poly VideoOS 4.4.0 supports Poly Studio X72. You can update your system through the Poly update server, Poly Lens, Teams Admin Center, or Zoom Device Manager.

Poly Studio E60 support for IP connectivity

Connect one Poly Studio E60 camera to a Poly G7500 LLN port or up to three Poly Studio E60 cameras to the Poly Studio G62 LLN port using a supported Ethernet switch.

Note Poly Studio G62 and Poly G7500 systems don't support mixing IP LLN and USB-connected cameras. To connect multiple cameras to your system, note the following:

- Poly Studio G62 systems support connecting up to three IP LLN cameras using a supported Netgear switch.
- Zoom Rooms and Poly Video mode support up to three IP LLN cameras. Teams Rooms supports one IP LLN camera.
- Poly G7500 supports connecting one IP LLN camera only. To connect multiple cameras, use USB connectivity.

Poly Studio E60 IP LLN connectivity is supported in Teams Rooms, Zoom Rooms, and Poly Video Mode. Poly Studio E60 IP LLN connectivity is not supported in other provider modes. For more information, refer to the [Poly Partner Mode Administrator Guide](#).

Poly DirectorAI Perimeter live setup

Using a Poly touch controller, you can now see a live view of detected heads with Poly DirectorAI Perimeter on Poly Studio X52, Poly Studio X50, and Poly Studio X30 video bars. This tool enables you to adjust the boundaries interactively and see in real-time who is included or excluded in the view.

Note The Poly touch controller must be running TCOS 6.4.0 or later.

Configure Poly Studio X52 hearing augmentation with Creative Labs Sound Blaster USB

Connect the compatible Creative Labs Sound Blaster USB Type-A to 3.5 mm adapter to a Poly Studio X52 video bar and configure the settings to hear audio with hearing assisted systems.

Hearing augmentation is an associative feature used to support hearing assisted system. When you enable this feature and connect a compatible adapter, both near- and far-end audio is transmitted through the 3.5 mm audio out on the adapter to a hearing assisted system headset.

This feature is only supported using the compatible [Creative Labs Sound Blaster PLAY! 3 USB DAC Amp and External Sound Card](#) USB Type-A to 3.5 mm audio adapter.

Note This feature is for audio output only. Do not connect the USB adapter to a microphone.

Procedure

- 1 Connect the audio adapter to a USB Type-A port on the video conferencing system.
- 2 Connect your hearing assisted system equipment to the 3.5 mm audio out port on the adapter.

For information on setting up your hearing assisted system or using the adapter, consult your manufacturer's documentation.

- 3 In the Poly Studio X52 system web interface, go to **Audio / Video > Audio** and enable **Enable Hearing Augmentation Over USB**.

Poly Studio G62 compatibility with the StarTech ST4300USBM USB hub

Poly Studio G62 is now compatible with the StarTech ST4300USBM Mountable 4-Port Industrial USB hub for connecting additional USB peripherals to the system.

Using the StarTech ST4300USBM, connect up to three additional USB devices to your Poly Studio G62 system, for a total of five USB devices. The following USB devices can be connected to the StarTech ST4300USBM Mountable 4-Port Industrial USB hub:

- Up to three supported Poly USB cameras including Poly Studio E70 and Poly Studio E60 cameras
For information on compatible cables and extenders for Poly Studio E70 and Poly Studio E60 cameras, see the camera release notes.
- One touchscreen monitor
- One USB audio DSP

If you use the Pluggable USB to HDMI adapter (UGA-2KHDMI) to connect a third monitor in Zoom Rooms mode, connect the adapter directly to a USB Type-A port on the codec. Connecting the Pluggable USB to HDMI adapter to the StarTech USB hub is not a supported configuration.

Introducing Poly Labs

Poly Labs is a new collaborative program to deliver pre-released features and experiences to customers.

Note	Poly Labs features may or may not progress to general availability based on feedback and evaluation by Poly. Poly recommends using Poly Labs features in test environments or designated rooms. If you experience issues due to a Poly Labs feature, disable the feature. If disabling the feature doesn't resolve the issue, disable Poly Labs.
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This initial release of Poly Labs includes the following features:

- **VoiceScoreAI** - Provides a live audio scoring to assess room acoustics in real-time, providing actionable insights for improving audio clarity.
- **People on monitor filter** - Refines Poly DirectorAI smart camera technology by excluding participants displayed on monitors during multi-camera or multi-display setups.
- **Stationary people filter** - Refines Poly DirectorAI smart camera technology by excluding stationary objects from framing, focusing solely on active participants.

- **People count exploration** - Unlock insights from your usage data to better understand how your organization utilizes collaborative spaces.

For access to Poly Labs, you must have a Poly Lens account and accept the feature terms.

- 1 In Poly Lens, go to **Admin Menu > Poly Labs > Enroll in Poly Labs** and accept the terms.
- 2 To enable a feature, select **Explore**, and then **Activate**.
- 3 Select **Feedback** to fill out a survey and report any bugs.

AV controls on Poly TC10 and Poly TC8 touch controllers

On Poly TC10 and Poly TC8 touch controllers, enable control of both call and AV controls, such as lighting, blinds, and heating, ventilation, and air conditioning (HVAC) systems.

Poly supports Extron and Lightware as compatible vendors with a mechanism to bypass authentication. Other vendors are operable and might require an authentication step on the touch controller.

For more information, review the [Poly AV Control Admin Guide](#).

Poly TC8 and Poly TC10 remote view and control using Poly Lens

You can now remotely view and control your Poly touch controller via Poly Lens.

You must have a Poly Lens cloud account with a Poly + Enterprise or Poly + Trial license and an admin or device user role. The touch controller must also be on version 6.4.0 or higher. To enable, go to **Settings, Poly Lens**, and select **Remote Admin**. For further information, see the [Poly TC10 6.4.0 Release Notes](#).

Note	Firefox is not a supported browser.
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Support for diagnostic video capture on an IP-connected Poly Studio E70 camera

You can now capture diagnostic audio and video data for a Poly G7500 or Poly G62 system with an IP-connected Poly Studio E70 camera and send it for diagnosis via Poly Lens. Access this feature in the system web interface under **Diagnostic / Video Capture**.

Automatically register your standalone Poly TC10 to Poly Lens using DHCP autodiscovery

Admins can use DHCP to automatically register a standalone Poly TC10 to a provisioning service before initial system setup or after a system reset.

The system looks for option number 160 and 66 (in that order) in the response received from the DHCP server. The DHCP server sends address information that matches one of the address formats.

For more information, see the [Poly TC10 Administrator Guide](#).

Web proxy support for standalone Poly TC10 touch controllers

Web proxy is now enabled for your standalone Poly TC10 touch controller used as a room scheduler or Zoom Rooms on Windows (ZRoW) controller. You can also configure web proxy settings through the Poly TC10 touch controller local interface or system web interface.

During out of box setup, the web proxy is enabled by default on DHCP option 252. If you choose paired mode during out of box setup, web proxy is disabled and can be configured through the Poly video bar or system.

For further information, refer to the [Poly TC10 6.4.0 Administrator Guide](#).

Note	Poly TC8 touch controller doesn't support standalone mode.
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Customize the Poly touch controller background

You can now set a custom background on your system display and Poly touch controller in Poly Device Mode. Custom background behavior may be different in provider mode.

When you upload a background image, your uploaded image displays on the monitor and the touch controller in Poly Video mode and Poly Device Mode.

Support for Poly Connect Call Control by Pexip

This release introduced the Poly Connect Call Control feature to integrate your Poly device in Poly Video mode with a Pexip Infinity call interface on SIP calls.

Note	Pexip application switching is enabled in Poly Video mode by default.
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Note the following information:

- Your system must be running Poly VideoOS 4.4.0 or later.
- Pexip Infinity must be version 34 or later.
- Your Poly touch controller must be able to reach Pexip Infinity via HTTPS port 443.
- Your Poly device must trust any certificate issued from Pexip Infinity unless it's a public certificate.
Upload the Root CA Server Certificate to your Poly device. Poly devices and touch controllers sync certificates.

Zoom Smart Gallery v2 enhancements

This release includes an improved Zoom Smart Gallery v2 experience.

Note	On Poly Studio G62 and Poly G7500 systems, Zoom Smart Gallery is only supported when the Poly Studio E70 camera is connected using USB. Zoom Smart Gallery support for IP LLN connected Poly Studio E70 cameras is not available in this release.
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Based on feedback, Poly partnered with Zoom to re-imagine our single camera multistream experience with meeting equity in mind. Zoom Smart Gallery v2 now supports up to four simultaneous video streams on Poly Studio X52 and Poly Studio X72 video bars and Poly Studio G62 systems.

With Zoom Rooms Smart Gallery v2, the first stream shows a persistent group frame shot, providing full context of all participants in the room. The subsequent streams of composited people frame views adapt as those in the room come into view.

The adapted stream views differ by system:

- On Poly Studio X30 and Poly Studio X50 systems, up to two additional people frame streams are possible (totaling three).
- On Poly Studio X52, Poly Studio X72 systems, up to three additional streams are possible (totaling four).
- On Poly Studio G62 and Poly G7500 with Poly Studio E70, up to three additional streams are possible (totaling four).

On Poly Studio G62 and Poly G7500 systems, Zoom Smart Gallery is only supported when the Poly Studio E70 camera is connected over USB. MR/IP LLN support is not available in this release.

Enhancements to Poly Bluetooth remote control call control in Poly Video Mode

In Poly Video mode, you can now add a voice call, hang up either the voice or video call, or hang up the call for all participants on a Poly Studio X Series video bar using the Poly Bluetooth remote control.

Partner application updates

This release includes and is tested with the following partner application versions.

Table 1. Partner application updates

Partner application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202402202353.product Teams: 1449/1.0.96.2024080804 Company Portal: 5.0.6061.0	<ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 6.1.0.5144 Zoom Rooms Controller (TC8 / TC10): 5.17.5	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0602.00.00	<ul style="list-style-type: none"> • Maintenance release.
Ring Central	24.3.10.21	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, visit the Ring Central website.
Tencent Meeting Rooms	Rooms: 3.28.290.570 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.

Partner application	Version	Features
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
BlueJeans	N/A	BlueJeans is no longer supported. After updating to Poly VideoOS 4.2.0, systems that are still using BlueJeans automatically revert to Poly Video mode.

Updating your system

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.0.

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

For a list of supported 3.x versions for each system, review the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating Poly G7500, Poly Studio G62, or Poly Studio X](#)
Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.
- [Updating Poly TC10 or Poly TC8 touch controllers](#)
Update your Poly TC10 or Poly TC8 touch controller to the latest release.

Updating Poly G7500, Poly Studio G62, or Poly Studio X

Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.

Note the following before you update:

- Poly VideoOS 4.3.x isn't a supported release for Poly Studio X72 systems and isn't available for Poly Studio X72 on the Poly update server, Poly Lens, Zoom Device Management, or Microsoft Teams Admin Center.

- Poly Studio G62 initially ships with Poly VideoOS 4.1.5. Poly strongly encourages you to update your system as part of the out-of-box setup process.
- Poly Studio X52 initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 or Poly Studio X Series systems (except Poly Studio X52) to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Updating to this release without first upgrading to 3.14.1 or later isn't supported, as it's an untested upgrade path that may result in your system not functioning correctly.

Updating Poly TC10 or Poly TC8 touch controllers

Update your Poly TC10 or Poly TC8 touch controller to the latest release.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Note the following before you update:

- Updating your Poly TC10 or Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 or Poly TC8 touch controller to the latest software (if prompted) during the out-of-box experience to avoid sync issues when pairing with a Poly G7500, Poly Studio G62, or Poly Studio X Series system.

Products tested with Poly VideoOS 4.4.0

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested versions
Poly Clariti Core / Poly Clariti Edge (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1-849745
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.12.0.1_17

Table 2. Poly endpoints

Product	Tested versions
Poly G7500, Poly Studio G62, Poly Studio X72, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60	Poly VideoOS 4.4.0
Poly Trio C60	8.0.2

Table 3. Poly peripherals and applications

Product	Tested versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.11.0
Poly Studio E60 camera	1.1.3.6
Poly Studio USB video bar	2.1.2
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0

Product	Tested versions
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.4.0
Poly TC8	6.4.0
Poly Lens	1.5.0

Table 4. Partner applications

Product	Tested versions
Google Meet	2024.0602.00.00
Zoom Rooms	6.1.0.5144
Microsoft Teams	1449/1.0.96.2024080804
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.11
RingCentral	24.3.10.21
Tencent	3.28.290.570

Resolved issues in Poly VideoOS 4.4.0

Review the resolved issues in this release.

Note Starting with VideoOS 4.3.1, issue IDs have the format PVENG-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use the EN number to reference your issue when working with Poly Support. These release notes may not include all resolved issues, User Experience updates, performance fixes, and upgrades. In addition, information is as-is at the time of release and is subject to change without notice. Resolved issues in this release take effect once you update your system.

Table 1. Resolved issues

Category	Issue ID	Description
Audio	PVENG-26328	On Poly G7500 in Device Mode, connecting a USB cable from a PC to the system causes the system audio level to fluctuate randomly, independent of the connected PC.
Camera	PVENG-7243	On a Poly G7500 system with a connected Poly Studio E70 camera, after a system restart, the camera doesn't recall the previous PTZ settings.
Device management	PVENG-7616	After switching the provider in the system web interface, the system resets to the provider set in Lens Cloud.
Device Management	PVENG-24991	On a Poly G7500 system or Poly Studio X video bar, connecting HDMI content sometimes causes a blue screen to appear.
Device Management	PVENG-25171	On a Poly Studio X video bar, when setting Scheduled Auto Restart , restart time and out of office start and end times fields are missing.
Device Management	PVENG-26374	Poly Studio E60 cameras don't respond to PTZ CLI API commands after the first command is received.
Partner application	PVENG-7407	On a Poly G7500 system in Zoom Rooms mode, no audio is heard on the far end until you reboot the system.

Category	Issue ID	Description
Partner application	PVENG-7444	Microsoft Teams Rooms is missing the Camera Controls drop-down menu.
Partner application	PVENG-7488	On a Poly Studio X72 in Teams Room mode, whiteboard functionality doesn't work in a dual screen environment.
Partner application	PVENG-7613	On a Poly Studio X70 video bar in Google Meet mode, interference lines show on the video stream.
Peripherals	PVENG-7571	In Poly Lens, status for some peripheral devices is either incorrect or incomplete.
Peripherals	PVENG-7546	On a Poly G7500 system with three USB-connected Poly Studio E70 cameras powered by Poly G7500 LLN ports, one or more Poly Studio E70 cameras may not properly connect to the video conferencing system after reboot.
Peripherals	PVENG-7540	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.
Peripherals	PVENG-20616	On a Poly Studio X72 or Poly Studio X52 system, when hotplugging to a HP EliteBook 630 G10, some cables cause the system and the Teams Rooms application to freeze.
Provisioning	PVENG-7607	On a Poly Studio X72 paired with a Poly TC10 or Poly TC8 touch controller, the system loses pairing after a reboot or provider change.
Provisioning	PVENG-23196	On a Poly Studio X video bar in partner mode, you can't disable Bluetooth via provisioning.

Category	Issue ID	Description
System update	PVENG-20971	On a Poly Studio X72 system, when an update is available, the system web interface is stuck on the checking for updates message.

Known issues in Poly VideoOS 4.4.0

Review the known issues in this release.

Note 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.

This known issues table only includes issues discovered during this release. For known issues in the previous release, visit [Known issues in Poly VideoOS 4.3.3](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	VOICE-77624	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	No workaround.
Audio	PVENG-9176	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	PVENG-21018	On a Poly Studio X72 in Device Mode, the system makes a popping sound when you exit Device Mode using the touch controller.	No workaround.
Camera	PVENG-8496	Selecting Disable All USB Ports on the Poly Studio X70 video bar disconnects the camera.	No workaround.

Category	Issue ID	Description	Workaround
Camera	PVENG-20988	On Poly Studio X72, Poly Studio X70, Poly Studio G62, or Poly G7500 using a Poly Studio E70 camera, the camera presets fail to save.	No workaround.
Camera	PVENG-20463	On a Poly Studio X50 video bar in an inverted configuration, sometimes speaker framing doesn't detect the speaker.	Poly Studio X50 is designed to be upright whether mounted above or below the monitor. Mount the Poly Studio X50 in the upright position.
Configuration	EN-243770 PVENG-63863	On a Poly Studio X video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals before starting the system.
Device management	PVENG-25562	On a Poly Studio X52 system, the message that an administrator is requesting to capture diagnostic video doesn't appear on the touch controller.	Use the system web interface or Poly Lens to restart the system.
Device management	PVENG-25545	If you capture a snapshot during a content sharing session and end the session with the snapshot displayed, the system remains awake and doesn't enter sleep mode.	Start and end another call.
Device management	PVENG-25544	On Poly Studio G62 system, disabling all USB ports doesn't work.	No workaround.

Category	Issue ID	Description	Workaround
Device management	EN-240753 PVENG-7684	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Restart the system and enable the daily or weekly Scheduled Auto Restart feature.
Partner application	EN-233295 PVENG-8425	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes, including manual, speaker focus, or autoframing.
Partner application	EN-202446 PVENG-9005	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function.
Peripherals	PVENG-26093	On a Poly Studio G62 system with two IP LLN connected Poly Studio E60 cameras using the recommended Netgear switch, the cameras aren't selectable on a Poly TC10 device.	In the system web interface, unpair the Poly Studio E60 cameras and then pair the cameras again.
Peripherals	PVENG-25765	On a Poly TC10 device, the time doesn't change after changing the time zone.	Reboot the Poly TC10 device.
Peripherals	PVENG-24976	On a Poly TC10 or Poly TC8 device, an incorrect IP address displays.	Sign in to the touch controller as administrator.

Category	Issue ID	Description	Workaround
Peripherals	PVENG-20689	On a Poly Studio X72 system connected to a Dell touch screen monitor, touching the monitor doesn't wake up the system.	Use a connected Poly touch controller or remote control to wake the system.
Peripherals	PVENG-12655	On Poly Studio X70, after you power cycle the system, the connected Poly TC8 device is forced to pair again after one minute.	Wait for the Poly TC8 device to pair to the system.
Peripherals	EN-238525 PVENG-9141	On a Poly G7500 system, the device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-182043 PVENG-9924	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	PVENG-24585	On a PolyTC10 device, the Poly Lens QR code doesn't appear during out of box setup.	Register your system to Poly Lens Cloud after out of box setup using the system web interface.
Provisioning	EN-248675 PVENG-20443	On a Poly G7500 or Poly Studio X system, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points.

Poly VideoOS Release Notes 4.3.3

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.3.3

Release date: October 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TCOS 6.3.3
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.10.3
- Poly Studio E60 camera 1.0.4.7
- Poly Modular Room Switch 1.6.0

- [What's new in Poly VideoOS 4.3.3](#)

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release includes and is tested with the following partner application versions.

- [Updating your system](#)

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.3 except Poly Studio X72.

- [Products tested with Poly VideoOS 4.3.3](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.3.3](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.3.3](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.3.3

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

Note	Poly VideoOS 4.3.3 isn't compatible with Poly Studio X72. Don't download or install it on Poly Studio X72. Review the section on updating your system before you install this release.
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Partner application updates

This release includes and is tested with the following partner application versions.

Table 1. Partner application updates

Partner application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202402202353.product Teams: 1449/1.0.96.2024080804 Company Portal: 5.0.6061.0	<ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 6.1.0.5144 Zoom Rooms Controller (TC8 / TC10): 6.1.0	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0176.00	<ul style="list-style-type: none"> • Maintenance release.
Ring Central	24.2.10.22	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, visit the Ring Central website.
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.

Partner application	Version	Features
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
LogMeIn	1.219.11	<ul style="list-style-type: none"> • Maintenance Release • For more information on this LogMeIn release, visit the LogMeIn website.

Updating your system

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.3 except Poly Studio X72.

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

For a list of supported 3.x versions for each system, review the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating Poly G7500, Poly Studio G62, or Poly Studio X](#)
Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.
- [Updating Poly TC10 or Poly TC8 touch controllers](#)
Update your Poly TC10 or Poly TC8 touch controller to the latest release.

Updating Poly G7500, Poly Studio G62, or Poly Studio X

Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.

Note the following before you update:

- Poly VideoOS 4.3.x isn't a supported release for Poly Studio X72 systems and isn't available for Poly Studio X72 on the Poly update server, Poly Lens, Zoom Device Management, or Microsoft Teams Admin Center.

- Poly Studio G62 initially ships with Poly VideoOS 4.1.5. Poly strongly encourages you to update your system as part of the out-of-box setup process.
- Poly Studio X52 initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 or Poly Studio X Series systems (except Poly Studio X52) to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Updating to this release without first upgrading to 3.14.1 or later isn't supported, as it's an untested upgrade path that may result in your system not functioning correctly.

Updating Poly TC10 or Poly TC8 touch controllers

Update your Poly TC10 or Poly TC8 touch controller to the latest release.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Note the following before you update:

- Updating your Poly TC10 or Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 or Poly TC8 touch controller to the latest software (if prompted) during the out-of-box experience to avoid sync issues when pairing with a Poly G7500, Poly Studio G62, or Poly Studio X Series system.

Products tested with Poly VideoOS 4.3.3

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1-849745
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.12.0.1_17

Table 2. Poly endpoints

Product	Tested versions
Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60.	Poly VideoOS software 4.3.3
Poly Trio C60	8.0.2

Table 3. Poly peripherals and applications

Product	Tested versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.10.3
Poly Studio E60 camera	1.0.4.7
Poly Studio USB video bar	2.1.2
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0

Product	Tested versions
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.3.3
Poly TC8	6.3.3
Poly Lens	1.5.0

Table 4. Partner applications

Product	Tested versions
Google Meet	2024.0176.00
Zoom Rooms	6.1.0.5144
Microsoft Teams	1449/1.0.96.2024080804
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.11
RingCentral	24.2.10.22
Tencent	3.21.250.594

Resolved issues in Poly VideoOS 4.3.3

Review the resolved issues in this release.

Note These release notes may not include all resolved issues, User Experience updates, performance fixes, and upgrades. In addition, information is as-is at the time of release and is subject to change without notice.
Resolved issues in this release take effect once you update your system.

Table 1. Resolved issues

Category	Issue ID	Description
Device Management	PVENG-25171	On a Poly Studio X video bar, when setting Scheduled Auto Restart, restart time and out of office start and end times fields are missing.
Device Management	PVENG-24991	On a Poly G7500 system or Poly Studio X video bar, connecting HDMI content sometimes causes a blue screen to appear.
Provisioning	PVENG-23196	On a Poly Studio X video bar in partner mode, you're unable to disable Bluetooth via provisioning.

Known issues in Poly VideoOS 4.3.3

Review the known issues in this release.

Note 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.
This known issues table only includes issues discovered during this release. For known issues in the previous release, visit [Known issues in Poly VideoOS 4.3.2](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	EN-212975	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-258352	On a Poly Studio X50 video bar in an inverted configuration, sometimes speaker framing doesn't detect the speaker.	None.
Camera	EN-253477	On a Poly G7500 system with a connected Poly Studio E70 camera, after a system restart, the camera doesn't recall the previous PTZ settings.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 video bar disconnects the camera.	None.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-243770	On a Poly Studio X video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals before starting the system.

Category	Issue ID	Description	Workaround
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Restart the system / enable the daily or weekly Scheduled Auto Restart feature.
Device management	EN-226868	On a Poly Studio X70 video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-257701	On a Poly Studio X70 video bar in Google Meet mode, interference lines show on the video stream.	None
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes, including manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function.
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 device doesn't launch as a controller.	Manually clear the host name.
Peripherals	EN-238525	On a Poly G7500 system, the device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-210589	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X system, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points

Poly VideoOS Release Notes 4.3.2

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.3.2

Release date: October 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TCOS 6.3.2
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.10.2
- Poly Studio E60 camera 1.0.4.7
- Poly Modular Room Switch 1.6.0

- [What's new in Poly VideoOS 4.3.2](#)

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release includes and is tested with the following partner application versions.

- [Updating your system](#)

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.2.

- [Products tested with Poly VideoOS 4.3.2](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.3.2](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.3.2](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.3.2

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

Note	Poly VideoOS 4.3.2 isn't compatible with Poly Studio X72. Don't download or install it on Poly Studio X72. Review the section on updating your system before you install this release.
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Partner application updates

This release includes and is tested with the following partner application versions.

Table 1. Partner application updates

Partner application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202402202353.product Teams: 1449/1.0.96.2024080804 Company Portal: 5.0.6061.0	<ul style="list-style-type: none">• Maintenance release• For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 6.1.0.5144 Zoom Rooms Controller (TC8 / TC10): 6.1.0	<ul style="list-style-type: none">• Maintenance release.• For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0176.00	<ul style="list-style-type: none">• Maintenance release.
Ring Central	24.2.10.22	<ul style="list-style-type: none">• Maintenance release.• For more information on Ring Central, visit the Ring Central website.

Partner application	Version	Features
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
LogMeIn	1.219.11	<ul style="list-style-type: none"> • Maintenance Release • For more information on this LogMeIn release, visit the LogMeIn website.

Updating your system

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.2.

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

For a list of supported 3.x versions for each system, review the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating Poly G7500, Poly Studio G62, or Poly Studio X](#)
Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.
- [Updating Poly TC10 or Poly TC8 touch controllers](#)
Update your Poly TC10 or Poly TC8 touch controller to the latest release.

Updating Poly G7500, Poly Studio G62, or Poly Studio X

Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.

Note the following before you update:

- Poly VideoOS 4.3.x isn't a supported release for Poly Studio X72 systems and isn't available for Poly Studio X72 on the Poly update server, Poly Lens, Zoom Device Management, or Microsoft Teams Admin Center.
- Poly Studio G62 initially ships with Poly VideoOS 4.1.5. Poly strongly encourages you to update your system as part of the out-of-box setup process.
- Poly Studio X52 initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 or Poly Studio X Series systems (except Poly Studio X52) to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Updating to this release without first upgrading to 3.14.1 or later isn't supported, as it's an untested upgrade path that may result in your system not functioning correctly.

Updating Poly TC10 or Poly TC8 touch controllers

Update your Poly TC10 or Poly TC8 touch controller to the latest release.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Note the following before you update:

- Updating your Poly TC10 or Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 or Poly TC8 touch controller to the latest software (if prompted) during the out-of-box experience to avoid sync issues when pairing with a Poly G7500, Poly Studio G62, or Poly Studio X Series system.

Products tested with Poly VideoOS 4.3.2

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1-849745
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.12.0.1_17

Table 2. Poly endpoints

Product	Tested versions
Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60.	Poly VideoOS software 4.3.2
Poly Trio C60	8.0.2

Table 3. Poly peripherals and applications

Product	Tested versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.10.2
Poly Studio E60 camera	1.0.4.7
Poly Studio USB video bar	2.1.2

Product	Tested versions
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.3.2
Poly TC8	6.3.2
Poly Lens	1.5.0

Table 4. Partner applications

Product	Tested versions
Google Meet	2024.0176.00
Zoom Rooms	6.1.0.5144
Microsoft Teams	1449/1.0.96.2024080804
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.11
RingCentral	24.2.10.22
Tencent	3.21.250.594

Resolved issues in Poly VideoOS 4.3.2

Review the resolved issues in this release.

Note	These release notes may not include all resolved issues, User Experience updates, performance fixes, and upgrades. In addition, information is as-is at the time of release and is subject to change without notice. Resolved issues in this release take effect once you update your system.
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Table 1. Resolved issues

Category	Issue ID	Description
Camera	PVENG-22871	On a Poly G7500 system with a USB-connected Poly Studio E70 camera, Poly DirectorAI Perimeter sometimes frames people outside the set perimeter.
Camera	PVENG-22318	On a Poly Studio X70 video bar in Microsoft Teams mode, sometimes Speaker Framing doesn't frame participants on the left correctly.
Camera	PVENG-8107	On a Poly G7500 system in Device Mode, settings for camera tracking don't persist when joining a Microsoft Teams call.
Partner Application	PVENG-22334	On a Poly Studio X72 video bar in Microsoft Teams mode, with sleep enabled, the system doesn't go to sleep.
Device Management	PVENG-8110	On a Poly Studio X50 video bar with multiple connected monitors, the secondary monitor sometimes doesn't wake from sleep mode.
Device Management	PVENG-8108	On a Poly G7500 system in Poly Video Mode on a Pexip call via H265, a black screen shows when trying to connect.
Device Management	PVENG-8104	On a Poly Studio X52 video bar in Poly Video Mode, the onscreen keyboard sometimes doesn't appear when placing a call.

Category	Issue ID	Description
Device Management	PVENG-8103	On a Poly Studio X50 video bar on a Pexip call in Poly provider mode, when dialing into a Cisco system the call intermittently disconnects.
Peripherals	PVENG-21837	On a Poly Studio X video bar with a connected Poly touch controller in Zoom mode, configuring the language to German results in a failed touch controller update.
Peripherals	PVENG-8112	On a Poly Studio X video bar with a connected Poly touch controller in Device Mode, disconnecting and re-connecting the USB C and HDMI cables freezes the output and you're unable to exit Device Mode from the touch controller.
Provisioning	PVENG-8109	On a Poly G7500 system or Poly Studio X video bar, you can't redirect from Poly Clariti Manager to Poly Lens using provisioning parameters.
Provisioning	PVENG-8102	On a Poly G7500 system or Poly Studio X video bar in Zoom mode, you can't provision two Network Time Protocol (NTP) IP addresses via DHCP option 42.
Provisioning	PVENG-8101	On a Poly G7500 system or Poly Studio X video bar, the host name can't begin with a number.

Known issues in Poly VideoOS 4.3.2

Review the known issues in this release.

Note	<p>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.</p> <p>This known issues table only includes issues discovered during this release. For known issues in the previous release, visit Known issues in Poly VideoOS 4.3.1.</p>
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Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	EN-212975	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-258352	On a Poly Studio X50 video bar in an inverted configuration, sometimes speaker framing doesn't detect the speaker.	None.
Camera	EN-253477	On a Poly G7500 system with a connected Poly Studio E70 camera, after a system restart, the camera doesn't recall the previous PTZ settings.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 video bar disconnects the camera.	None.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-243770	On a Poly Studio X video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals before starting the system.

Category	Issue ID	Description	Workaround
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Restart the system / enable the daily or weekly Scheduled Auto Restart feature.
Device management	EN-226868	On a Poly Studio X70 video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-257701	On a Poly Studio X70 video bar in Google Meet mode, interference lines show on the video stream.	None
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes, including manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function.
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 device doesn't launch as a controller.	Manually clear the host name.
Peripherals	EN-238525	On a Poly G7500 system, the device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-210589	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X system, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points

Poly VideoOS Release Notes 4.3.1

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.3.1

Release date: September 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TCOS 6.3.1
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.10.1
- Poly Studio E60 camera 1.0.4.7
- Poly Modular Room Switch 1.6.0

- [What's new in Poly VideoOS 4.3.1](#)

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release includes and is tested with the following partner application versions.

- [Updating your system](#)

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.0.

- [Products tested with Poly VideoOS 4.3.1](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.3.1](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.3.1](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.3.1

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

Note	Poly VideoOS 4.3.1 is not compatible with Poly Studio X72. Do not download or install it on Poly Studio X72. Review the section on updating your system before you install this release.
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Partner application updates

This release includes and is tested with the following partner application versions.

Table 1. Partner application updates

Partner application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202402202353.product Teams: 1449/1.0.96.2024042606 Company Portal: 5.0.6061.0	<ul style="list-style-type: none">• Maintenance release• For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 6.1.0.5144 Zoom Rooms Controller (TC8 / TC10): 6.1.0	<ul style="list-style-type: none">• Maintenance release.• For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0176.00	<ul style="list-style-type: none">• Maintenance release.
Ring Central	24.2.10.22	<ul style="list-style-type: none">• Maintenance release.• For more information on Ring Central, visit the Ring Central website.

Partner application	Version	Features
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
LogMeIn	1.219.11	<ul style="list-style-type: none"> • Maintenance Release • For more information on this LogMeIn release, visit the LogMeIn website.

Updating your system

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.0.

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

For a list of supported 3.x versions for each system, review the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating Poly G7500, Poly Studio G62, or Poly Studio X](#)
Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.
- [Updating Poly TC10 or Poly TC8 touch controllers](#)
Update your Poly TC10 or Poly TC8 touch controller to the latest release.

Updating Poly G7500, Poly Studio G62, or Poly Studio X

Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.

Note the following before you update:

- Poly Studio G62 initially ships with Poly VideoOS 4.1.5. Poly strongly encourages you to update your system as part of the out-of-box setup process.
- Poly Studio X52 initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 or Poly Studio X Series systems (except Poly Studio X52) to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Updating to this release without first upgrading to 3.14.1 or later isn't supported, as it's an untested upgrade path that may result in your system not functioning correctly.

Updating Poly TC10 or Poly TC8 touch controllers

Update your Poly TC10 or Poly TC8 touch controller to the latest release.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Note the following before you update:

- Updating your Poly TC10 or Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 or Poly TC8 touch controller to the latest software (if prompted) during the out-of-box experience to avoid sync issues when pairing with a Poly G7500, Poly Studio G62, or Poly Studio X Series system.

Products tested with Poly VideoOS 4.3.1

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1-849745
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.12.0.1_17

Table 2. Poly endpoints

Product	Tested versions
Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60.	Poly VideoOS software 4.3.1
Poly Trio C60	8.0.2

Table 3. Poly peripherals and applications

Product	Tested versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.10.1
Poly Studio E60 camera	1.0.4.7
Poly Studio USB video bar	2.1.2
Poly IP Table Microphone	3.0.0

Product	Tested versions
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.3.1
Poly TC8	6.3.1
Poly Lens	1.4.0

Table 4. Partner applications

Product	Tested versions
Google Meet	2024.0176.00
Zoom Rooms	6.1.0.5144
Microsoft Teams	1449/1.0.96.2024042606
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.11
RingCentral	24.2.10.22
Tencent	3.21.250.594

Resolved issues in Poly VideoOS 4.3.1

Review the resolved issues in this release.

Note These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.
Resolved issues in this release take effect once you update your system.

Table 1. Resolved issues

Category	Issue ID	Description
Audio	EN-258414	On a Poly Studio X50 video bar with a connected Shure P300, on a call, audio comes from the video bar speakers before transferring to ceiling speakers.
Audio	EN-257570	On a Poly Studio X30 video bar in Zoom mode, audio is intermittently distorted.
Audio	EN-257370	On a Poly Studio X70 video bar in Teams mode with a USB-connected audio processor, intermittent random noises are picked up.
Camera	EN-257548	On a Poly G7500 system with connected Poly Studio E70 cameras and a Crestron controller, you can't control tracking via the controller.
Camera	EN-253171	On a Poly G7500 system with a connected Eagle Eye IV USB camera, the camera feed becomes out of focus when the system is left idle.
Configuration	EN-257778	On a Poly Studio X30 video bar connected to a HP G3 monitor, the video bar and display fail to reconnect after a sudden power loss.
Configuration	EN-257386	On a Poly Studio X video bar, time and date settings may take more than 5 minutes to synchronize with the NTP server after a power cycle.

Category	Issue ID	Description
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the Poly Studio E70 camera fails to work when connected after startup.
Device Management	EN-257177	On a Poly G7500 system with a connected Poly TC8 touch controller on a Pexip call, the touch controller gets intermittently stuck when placing a call.
Device Management	EN-256174	On a Poly Studio X50 video bar with a connected Poly TC8 touch controller on a Pexip call, the system web interface sometimes doesn't show the call in progress.
Partner Application	EN-259023	On a Poly Studio X video bar deployed via Microsoft Intune, after an update, the data drive shows as not encrypted.
Peripherals	EN-258101	On a Poly G7500 system with a connected Poly TC8 touch controller, the contacts group tab doesn't expand to show contacts when selected.
Peripherals	EN-257714	On a Poly Studio X52 video bar with a connected Poly TC10 touch controller and Link Layer Discovery Protocol (LLDP) enabled, the touch controller doesn't pair.
Peripherals	EN-257475	On a Poly Studio X70 video bar with a connected TC8 touch controller, updating the touch controller via USB doesn't work.
Peripherals	EN-254777	On a Poly G7500 system with a connected Poly TC8 touch controller in Ring Central mode, the touch controller shows a Microsoft Teams logo when pairing after a system update.

Category	Issue ID	Description
Peripherals	EN-254067	On a Poly Studio X video bar with a connected Poly TC10 touch controller in Teams mode, 802.1X settings for the touch controller aren't retained when configured through the Microsoft Teams user interface.
Peripherals	EN-253892	On a Poly G7500 system in Zoom mode with a connected Poly TC8 touch controller, after connecting a PC in BYOD mode, the TC8 doesn't show the correct screen.
Peripherals	EN-249850	On a Poly G7500 system or Poly Studio X video bar with a connected Poly TC10 /TC8 touch controller, switching providers causes the touch controller to freeze on the sign-in page.
Provisioning	EN-257713	On a Poly Studio X52 video bar and Poly Studio X70 video bar. provisioning fails after a system restart using a web proxy.
Provisioning	EN-257055	On a Poly G7500 system in Zoom mode, the room isn't available and an untrusted server certificate warning displays.
Provisioning	EN-250498	On a Poly Studio X video bar registered in Poly Lens, after switching provider in the system web interface, the device switches back to the provider set in Poly Lens.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't sent to the server from the system.

Known issues in Poly VideoOS 4.3.1

Review the known issues in this release.

Note 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.

This known issues table only includes issues discovered during this release. For known issues in the previous release, visit [Known issues in Poly VideoOS 4.3.0](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	EN-212975	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-258352	On a Poly Studio X50 video bar in an inverted configuration, sometimes speaker framing doesn't detect the speaker.	None.
Camera	EN-253477	On a Poly G7500 system with a connected Poly Studio E70 camera, after a system restart, the camera doesn't recall the previous PTZ settings.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 video bar disconnects the camera.	None.

Category	Issue ID	Description	Workaround
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-243770	On a Poly Studio X video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals before starting the system.
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Restart the system / enable the daily or weekly Scheduled Auto Restart feature.
Device management	EN-226868	On a Poly Studio X70 video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-257701	On a Poly Studio X70 video bar in Google Meet mode, interference lines show on the video stream.	None

Category	Issue ID	Description	Workaround
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes, including manual, speaker focus, or autoframing.
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function.
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 device doesn't launch as a controller.	Manually clear the host name.
Peripherals	EN-238525	On a Poly G7500 system, the device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-210589	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.

Category	Issue ID	Description	Workaround
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X system, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points

Poly VideoOS Release Notes 4.3.0

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.3.0

Release date: July 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TCOS 6.3.0
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.10.0
- Poly Studio E60 camera 1.0.4.6
- Poly Modular Room Switch 1.6.0

- [What's new in Poly VideoOS 4.3.0](#)

This feature release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release includes and is tested with the following partner application versions.

- [Updating your system](#)

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.0.

- [Products tested with Poly VideoOS 4.3.0](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.3.0](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.3.0](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.3.0

This feature release of Poly VideoOS is available for all Poly and partner modes.

Note	Poly VideoOS 4.3.0 is not compatible with Poly Studio X72. Do not download or install it on Poly Studio X72. Review the section on updating your system before you install this release.
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- [Connecting modular room IP devices to Poly G7500 or Poly Studio G62](#)
Connect modular room peripherals via IP to Poly G7500 and Poly Studio G62 systems.
- [Poly Studio E60 supports presenter tracking](#)
A USB-connected Poly Studio E60 camera supports presenter tracking on Poly G7500, Poly Studio G62, and Poly Studio X Series systems. Enable and configure presenter tracking in the system web interface.
- [Poly Studio E60 supported as a secondary camera on Poly Studio X Series systems](#)
Connect a Poly Studio E60 camera to a Poly Studio X Series system for use as a secondary camera.
- [Updated 3072-bit certificates for greater security](#)
A 3072-bit encryption certificate is a more secure type of digital security key compared to shorter 2048-bit keys, ensuring better security for sensitive information. The 3072-bit certificate identifies the device for network access such as 802.1x, Simple Certificate Enrollment Protocol (SCEP), and web proxy.
- [Improvements for SCEP setting configuration](#)
This release provides Improvements to how you configure Simple Certificate Enrollment Protocol (SCEP) settings on Poly devices.
- [Third display support for Poly Studio X52 and Poly Studio G62 in Zoom Rooms](#)
Use the Pluggable USB 3.0 to 2K HDMI adapter (UGA-2KHDMI) to connect a third monitor in Zoom Rooms for Poly Studio X52 and Poly Studio G62 systems.
- [Improved out-of-box experience using the Poly TC10 and Poly TC8 touch controller](#)
Complete a new system setup via the Poly TC10 or Poly TC8 touch controller, and the device displays a list of Poly devices available in out-of-box mode.
- [Add a voice call to an active video call in Poly Video Mode using the Poly Bluetooth remote control](#)
In Poly Video mode, add a voice participant to an active video call on a Poly Studio X Series video bar using the Poly Bluetooth remote control.
- [Disabling audible DTMF tones in Poly Video mode using command-line API](#)
Disable audible dual-tone multi-frequency (DTMF) tones when making a call on a Poly G7500 system using a connected Poly Group Series device in Poly Video mode.
- [Set far end camera presets](#)

You can set far-end camera presets on a Poly G7500, Poly Studio G62, and Poly Studio X video bar in Poly Video mode.

- [Import an audio configuration file supplied by Poly support](#)

If you experience audio issues with your system, import an audio configuration file supplied by Poly support using a USB flash drive connected to a system USB Type-A port. Importing an audio configuration file enables enhanced debugging and field support.

- [RS232 and LG WebOS integration in Zoom Rooms](#)

You can now configure a hospital room with a Poly Studio X30 system connected via USB to a Poly Studio E70 camera in Zoom Rooms and a medical grade LG TV running WebOS.

- [Poly NoiseBlockAI v2 enabled](#)

You can enable Poly NoiseBlockAI v2 on all systems and video bars.

Connecting modular room IP devices to Poly G7500 or Poly Studio G62

Connect modular room peripherals via IP to Poly G7500 and Poly Studio G62 systems.

Poly G7500 and Poly Studio G62 systems support connecting modular room IP cameras and microphones using the system LLN port. Poly G7500 includes three powered LLN ports that connect a maximum of three supported IP devices. Poly Studio G62 includes one unpowered LLN port that requires a Netgear Pro AV GSM4210PD switch to connect up to six IP devices.

At this time, Poly modular room IP peripherals include the Poly Studio E70 camera, Poly IP table microphones, and Poly IP ceiling microphones.

When connecting IP peripherals to Poly Studio G62 or Poly G7500 systems, note the following:

- Poly systems don't support mixing USB and IP cameras.
- Poly G7500 doesn't support connecting a network switch to the LLN ports. Use the three onboard LLN ports to connect a maximum of three IP LLN peripherals.
- You can connect only a single Poly Studio E70 camera via IP to a Poly G7500 system when using any provider.
- Poly Studio G62 systems support only the Netgear Pro AV GSM4210PD switch for connecting multiple IP peripherals to the LLN port. You must configure the switch using the instructions provided by Poly. Other switches and configurations aren't supported and may suffer audio and content issues as a result.

If you're connecting only one IP peripheral to the Poly Studio G62 LLN port, you can use a PoE injector rated for the IP device you're connecting.

- On the Poly touch controller, camera controls for the Poly Studio E70 camera aren't available when connected via IP. Use the system web interface to change tracking modes.

Modular room IP device support by provider

Table 1. Modular room IP devices per provider

Provider	Supported Poly G7500 connections	Supported Poly Studio G62 connections
Microsoft Teams Rooms	One Poly Studio E70 camera and two Poly IP microphones	One Poly Studio E70 camera and three Poly IP microphones
Zoom Rooms	One Poly Studio E70 camera and two Poly IP microphones	Three Poly Studio E70 cameras and three Poly IP microphones
Poly Video	One Poly Studio E70 camera and two Poly IP microphones	Three Poly Studio E70 cameras and three Poly IP microphones

- [Configure the network switch](#)
Manually configure your modular room network switch to ensure a stable experience with Poly modular room peripherals.
- [Connect modular room IP peripherals to the Poly Studio G62 LLN port using a network switch](#)
Connect Poly modular room peripherals to a Poly Studio G62 system using a supported network switch to ensure a stable experience.

Configure the network switch

Manually configure your modular room network switch to ensure a stable experience with Poly modular room peripherals.

Make sure you have the following equipment:

- Laptop with an Ethernet port
- Ethernet patch cable
- Netgear ProAV M4250-9G1F-PoE+ (GSM4210PD) network switch

Note Automatic network switch configuration isn't supported in this release.

Note Ignore Netgear instructions on setting up your switch.

Procedure

- 1 On your computer, go to <https://lens.poly.com>.
- 2 Sign in to Poly Lens Cloud and go to **Manage > Software Versions**.
- 3 Search for **Modular Room Switch**.
- 4 Download the file to your computer and unzip the file contents.
- 5 Turn on the network switch and connect the Ethernet patch cable to your laptop and the port labeled OOB on the back of the switch.
- 6 Configure the following settings for your computer's Ethernet interface:
 - Static IP address: 192.168.0.200
 - Subnet mask: 255.255.255.0
 - Leave the default gateway blank
- 7 Open a Command Prompt (Windows) or Terminal (Mac) and create a continuous ping to 192.168.0.239.
 - Windows: `ping 192.168.0.239 -t`
 - Mac: `ping 192.168.0.239`
- 8 When the ping replies start responding, open a web browser and go to <http://192.168.0.239>.

The ping replies may take up to three minutes.
- 9 Under **Login**, enter admin - leave the password field blank.
- 10 When prompted, set the password to Poly!4567.
- 11 Select **AV UI Login**.
- 12 On the left sidebar, select **Configure > Maintenance > Firmware Update**.
- 13 Browse to the location of your extracted files, select the file named M4250L-v13.0.4.19.stk and select **Upload**.

After a few minutes, a dialog appears stating that the upload was successful.
- 14 Select **Reboot Now**.

Allow four minutes for this process to complete.
- 15 Refresh the web browser, and select **OK** on the dialog stating that the account login timed out.
- 16 Sign in using your credentials, and select **AV UI Login**.
- 17 Select **Maintenance** under the **Configuration** section.
- 18 In the **Configuration Management** section, select **Browse file** and click in the blank space.

A file web browser opens.
- 19 Browse to the downloaded files, and select the file labeled Poly-MR-16.cfg and select **Upload**.

- 20 Once the progress bar turns green and reaches one hundred percent, select **Restore Now**.
- 21 On the top-right corner of the page, select **Reboot**.
- 22 When prompted to save the configuration settings, select **No**.

Allow four minutes for this process to complete.

- 23 Refresh the web browser, and select **OK** on the dialog stating that the account login timed out.
- 24 Sign in using your credentials, and select **AV UI Login**.
- 25 Go to **Device Details** and verify that the firmware version is 13.0.4.19.
- 26 Under **Configured Profiles**, verify that there's a Poly system name beginning with Poly-MR.
- 27 Once complete, you can close the web browser and disconnect the Ethernet cable connected to your computer and the switch.

Connect modular room IP peripherals to the Poly Studio G62 LLN port using a network switch

Connect Poly modular room peripherals to a Poly Studio G62 system using a supported network switch to ensure a stable experience.

Procedure

- 1 Connect the Ethernet patch cable to port 9 on the Netgear ProAV M4250-9G1F-PoE+ (GSM4210PD) switch.
- 2 Connect the cable to the left RJ-45 port (labeled **LLN**) on the back of the Poly Studio G62 system.
- 3 Connect your Poly modular room peripherals to ports 1 through 8 on the switch.

Poly Studio E60 supports presenter tracking

A USB-connected Poly Studio E60 camera supports presenter tracking on Poly G7500, Poly Studio G62, and Poly Studio X Series systems. Enable and configure presenter tracking in the system web interface.

Note	Poly G7500, Poly Studio G62, or Poly Studio X systems don't support the Poly Studio E60 remote control. Use a Poly touch controller or the Poly G7500, Poly Studio G62, or Poly Studio X Series system's remote control instead.
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For more information on the Poly Studio E60 camera, review the [Poly Studio E60 Release Notes](#).

Poly Studio E60 supported as a secondary camera on Poly Studio X Series systems

Connect a Poly Studio E60 camera to a Poly Studio X Series system for use as a secondary camera.

Note	Poly G7500, Poly Studio G62, or Poly Studio X Series systems don't support the Poly Studio E60 remote control. Use a Poly touch controller or the Poly G7500, Poly Studio G62, or Poly Studio X Series system's remote control instead.
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For more information on the Poly Studio E60 camera, review the [Poly Studio E60 Release Notes](#).

Updated 3072-bit certificates for greater security

A 3072-bit encryption certificate is a more secure type of digital security key compared to shorter 2048-bit keys, ensuring better security for sensitive information. The 3072-bit certificate identifies the device for network access such as 802.1x, Simple Certificate Enrollment Protocol (SCEP), and web proxy.

Note the following information about provisioning:

- You can provision 3072-bit certification for all devices via SCEP in Poly Lens. When your 2048-bit certificates expire, the SCEP server sends 3072-bit certificates.

Improvements for SCEP setting configuration

This release provides Improvements to how you configure Simple Certificate Enrollment Protocol (SCEP) settings on Poly devices.

The default Common Name (CN) attribute is the serial number of the device. Customize this setting in the system web interface or via provisioning.

The Subject Alternative Name (SAN) must include the host name or Fully Qualified Domain Name (FQDN) as `hostname.domain`.

The other name attribute is an email address. You can't customize these settings.

Third display support for Poly Studio X52 and Poly Studio G62 in Zoom Rooms

Use the Plugable USB 3.0 to 2K HDMI adapter (UGA-2KHDMI) to connect a third monitor in Zoom Rooms for Poly Studio X52 and Poly Studio G62 systems.

The Zoom Rooms output to the third monitor is 1080p, regardless of the monitor's capabilities.

Note	Poly systems using a USB audio DSP don't support connecting the Plugable USB 3.0 to 2K HDMI adapter. You can only connect one audio device to one of the system's USB Type-A ports.
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Improved out-of-box experience using the Poly TC10 and Poly TC8 touch controller

Complete a new system setup via the Poly TC10 or Poly TC8 touch controller, and the device displays a list of Poly devices available in out-of-box mode.

Note	Update the touch controller to the latest software if prompted during the out-of-box experience to avoid sync issues when pairing with Poly G7500, Poly Studio G62, or Poly Studio X Series systems.
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Add a voice call to an active video call in Poly Video Mode using the Poly Bluetooth remote control

In Poly Video mode, add a voice participant to an active video call on a Poly Studio X Series video bar using the Poly Bluetooth remote control.

You can also hang up the call for all participants via the Poly Bluetooth remote control.

Disabling audible DTMF tones in Poly Video mode using command-line API

Disable audible dual-tone multi-frequency (DTMF) tones when making a call on a Poly G7500 system using a connected Poly Group Series device in Poly Video mode.

Use the API command `gendialset`.

Syntax

```
gendialset <get|inband|outband|both>
```

Table 1.

Parameter	Description
get	Returns the current settings.
inband	Sends a DTMF tone to the near end.
outband	Sends a DTMF tone to the far end.
both	Sends a DTMF tone to both the near and far end.

Feedback Examples

- `gendialset get`
returns
`gendialset both`
and causes the system to produce the DTMF tone on both the near and far end.

Limitations

None

Comments

None

Set far end camera presets

You can set far-end camera presets on a Poly G7500, Poly Studio G62, and Poly Studio X video bar in Poly Video mode.

This feature allows you to set far-end camera presets and control another call participant's camera. You can create up to 10 presets for a far-end camera. These presets are saved only for the duration of the call.

Import an audio configuration file supplied by Poly support

If you experience audio issues with your system, import an audio configuration file supplied by Poly support using a USB flash drive connected to a system USB Type-A port. Importing an audio configuration file enables enhanced debugging and field support.

In the system web interface, go to **Audio** and select **Import Custom Audio Configuration**.

RS232 and LG WebOS integration in Zoom Rooms

You can now configure a hospital room with a Poly Studio X30 system connected via USB to a Poly Studio E70 camera in Zoom Rooms and a medical grade LG TV running WebOS.

When a call connects, the Poly Studio X30 video bar takes over the TV and displays content. When the call ends, Poly signals the Leightronix IPTV video switch, which reverts back to HDMI and TV.

Poly NoiseBlockAI v2 enabled

You can enable Poly NoiseBlockAI v2 on all systems and video bars.

Poly NoiseBlockAI v2 incorporates Poly Sound Reflection Reduction. This feature uses advanced AI and machine learning to identify and reduce distracting noises and reverberations for the far end. Poly recommends you use Poly NoiseBlockAI v2 in large rooms and rooms with reflective surfaces such as

tables and glass walls. For best results, in the system web interface, under **General Audio Settings** and **NoiseBlockAI Options**, select **NoiseBlockAI v2**.

Partner application updates

This release includes and is tested with the following partner application versions.

Table 1. Partner application updates

Partner application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202402202353.product Teams: 1449/1.0.96.2024042606 Company Portal: 5.0.6061.0	<ul style="list-style-type: none">• Maintenance release• For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.17.7.6 Zoom Rooms Controller (TC8 / TC10): 5.17.5	<ul style="list-style-type: none">• Maintenance release.• For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0122.00.00	<ul style="list-style-type: none">• Maintenance release.
Ring Central	24.2.10.22	<ul style="list-style-type: none">• Maintenance release.• For more information on Ring Central, visit the Ring Central website.

Partner application	Version	Features
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
BlueJeans	N/A	BlueJeans is no longer supported. After updating to Poly VideoOS 4.2.0, systems that are still using BlueJeans automatically revert to Poly Video mode.

Updating your system

All Poly G7500, Poly Studio G62, and Poly Studio X systems support Poly VideoOS 4.3.0.

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

For a list of supported 3.x versions for each system, review the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating Poly G7500, Poly Studio G62, or Poly Studio X](#)
Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.
- [Updating Poly TC10 or Poly TC8 touch controllers](#)
Update your Poly TC10 or Poly TC8 touch controller to the latest release.

Updating Poly G7500, Poly Studio G62, or Poly Studio X

Update your Poly G7500, Poly Studio G62 or Poly Studio X Series system to the latest release.

Note the following before you update:

- Poly Studio G62 initially ships with Poly VideoOS 4.1.5. Poly strongly encourages you to update your system as part of the out-of-box setup process.
- Poly Studio X52 initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 or Poly Studio X Series systems (except Poly Studio X52) to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Updating to this release without first upgrading to 3.14.1 or later isn't supported, as it's an untested upgrade path that may result in your system not functioning correctly.

Updating Poly TC10 or Poly TC8 touch controllers

Update your Poly TC10 or Poly TC8 touch controller to the latest release.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Note the following before you update:

- Updating your Poly TC10 or Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 or Poly TC8 touch controller to the latest software (if prompted) during the out-of-box experience to avoid sync issues when pairing with a Poly G7500, Poly Studio G62, or Poly Studio X Series system.

Products tested with Poly VideoOS 4.3.0

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1-849745
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.12.0.1_17

Table 2. Poly endpoints

Product	Tested versions
Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60.	Poly VideoOS software 4.3.0
Poly Trio C60	8.0.2

Table 3. Poly peripherals and applications

Product	Tested versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.10.0
Poly Studio E60 camera	1.0.4.4
Poly Studio USB video bar	2.1.2
Poly IP Table Microphone	3.0.0

Product	Tested versions
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.3.0
Poly TC8	6.3.0
Poly Lens	1.3.2

Table 4. Partner applications

Product	Tested versions
Google Meet	2024.01.22.00.00
Zoom Rooms	5.17.7.6
Microsoft Teams	1449/1.0.96.2024042606
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.11
RingCentral	24.2.10.22
Tencent	3.21.250.594

Resolved issues in Poly VideoOS 4.3.0

Review the resolved issues in this release.

Note These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.
Resolved issues in this release take effect once you update your system.

Table 1. Resolved issues

Category	Issue ID	Description
Audio	EN-254733	On a Poly Studio X50 and Poly Studio X70 video bar in Zoom mode, full-duplex audio isn't heard on calls.
Camera	EN-254061	On a Poly Studio X52 video bar in Microsoft Teams mode with a connected Poly TC8 touch controller, you're unable to pan-tilt-zoom using the camera settings in the end user interface.
Device Management	EN-256238	On a Poly Studio X video bar in Microsoft Teams mode with a connected Poly TC8 touch controller, log files are not deleted and permission is denied to remove them.
Peripherals	EN-256675	On a Poly Studio X video bar with a connected Poly TC8 touch controller, the touch controller doesn't always honor PAC file settings.
Peripherals	EN-256610	On a Poly G7500 system with a connected Poly TC8 touch controller and Poly Studio E70 camera, after update, the touch controller incorrectly shows a software update for the camera.
Peripherals	EN-256491	On a Poly Studio X video bar with a connected Poly TC10 touch controller, after downloading a PAC file, the touch controller crashes entering a call.

Category	Issue ID	Description
Peripherals	EN-255067	On a Poly TC10 touch controller, the side menu pops in and out randomly.
Provisioning	EN-254436	On a Poly Studio X52 video bar, a H.323 call fails to connect via Pexip Cloud Service.
Provisioning	EN-254413	On a Poly Studio X video bar, provisioning fails to register using Load Discovered Information in Zoom Rooms.
Provisioning	EN-252697	On a Poly Studio X video bar, provisioning directly to Poly Lens cloud fails when certificate validation is enabled.

Known issues in Poly VideoOS 4.3.0

Review the known issues in this release.

Note	<p>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.</p> <p>This known issues table only includes issues discovered during this release. For known issues in the previous release, visit Known issues in Poly VideoOS 4.2.2.</p>
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Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	EN-212975	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.

Category	Issue ID	Description	Workaround
Camera	EN-253477	On a Poly G7500 system with a connected Poly Studio E70 camera, after a system restart, the camera doesn't recall the previous PTZ settings.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 video bar disconnects the camera.	None.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the Poly Studio E70 camera fails to work when connected after startup.	Connect any monitors, cameras, or peripherals before starting the system.
Configuration	EN-243770	On a Poly Studio X video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals before starting the system.
Device management	EN-257177	On a Poly G7500 system with a connected Poly TC8 touch controller on a Pexip call, the touch controller intermittently becomes stuck when placing a call.	Access the system web interface and end the call.
Device management	EN-256174	On a Poly Studio X50 video bar with a connected Poly TC8 touch controller on a Pexip call, the system web interface sometimes doesn't show the call in progress.	None.

Category	Issue ID	Description	Workaround
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Restart the system.
Device management	EN-226868	On a Poly Studio X70 video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-257701	On a Poly Studio X70 video bar in Google Meet mode, interference lines show on the video stream.	None
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes, including manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) function.
Peripherals	EN-254777	On a Poly G7500 system with a connected Poly TC8 touch controller in Ring Central mode, the touch controller shows a Microsoft Teams logo when pairing after a system update.	None.
Peripherals	EN-254067	On a Poly Studio X video bar with a connected Poly TC10 touch controller in Teams mode, 802.1X settings for the touch controller aren't retained when configured through the Microsoft Teams user interface.	Configure 802.1X settings through the Poly TC10 touch controller.
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 device doesn't launch as a controller.	Manually clear the host name.
Peripherals	EN-249850	On a Poly G7500 system or Poly Studio X video bar with a connected Poly TC10 /TC8 touch controller, switching providers causes the touch controller to freeze on the sign-in page.	Restart the system.
Peripherals	EN-238525	On a Poly G7500 system, the device doesn't connect using Miracast.	Restart the system and wireless connection.

Category	Issue ID	Description	Workaround
Peripherals	EN-210589	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-250498	On a Poly Studio X video bar registered in Poly Lens, after switching provider in the system web interface, the device switches back to the provider set in Poly Lens.	Once registered, switch the provider in Poly Lens.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X system, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.

Poly VideoOS Release Notes 4.2.2

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.2.2

Release date: June 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TCOS 6.0.2
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.9.2
- Poly Studio E60 camera 1.0.4.2

- [What's new in Poly VideoOS 4.2.2](#)

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release supports the following versions of partner applications.

- [Updating your system](#)

All Poly G7500, Poly Studio G62 systems, and Poly Studio X video bars support Poly VideoOS 4.2.2.

- [Products tested with Poly VideoOS 4.2.2](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.2.2](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.2.2](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.2.2

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

Note	Review the section on updating your system before you install this release.
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- [Introducing Poly Studio G62](#)

The Poly Studio G62 system is an Android-based codec with HDMI, IP LLN, and USB connections to support custom conference rooms. At launch, Microsoft Teams Rooms and Poly Video mode are supported.

- [Support for Icron Raven Pro 3104 on the Poly Studio E60 as a USB camera for Poly G7500 and Poly Studio G62](#)

This release provides support for an Icron Raven Pro 3104 extender on the Poly Studio E60 as a USB camera for Poly G7500 and Poly Studio G62 systems.

- [This release provides many quality-focused updates and fixes](#)

This release provides enhancements and fixes to resolve customer issues. These updates provide a more stable and reliable experience.

- [CPU performance improvements when using multi-focus in Zoom Rooms](#)

This release contains performance improvements for high CPU usage in Zoom Rooms.

Introducing Poly Studio G62

The Poly Studio G62 system is an Android-based codec with HDMI, IP LLN, and USB connections to support custom conference rooms. At launch, Microsoft Teams Rooms and Poly Video mode are supported.

Note	Poly Studio G62 ships with Poly VideoOS 4.1.5. Update to the latest software build as part of setting up your system.
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Designed with simplified mounting and PoE+ power, Poly Studio G62 can be placed behind a display, under a table, or in an AV rack. The Poly Studio G62 system supports Poly audio and video products over IP LLN as well as Poly and third-party products over USB. For further information and supported configurations on Poly Studio G62, see the [Poly Studio G62 Release Notes](#).

The Poly Studio G62 system brings the following functionality to your conferencing space:

- Audio innovations such as Poly NoiseBlock AI
- Poly Sound Reflection Reduction
- Poly DirectorAI camera framing and tracking
- Configurable second network port for accessories
- Dual monitor 4K video
- Flexible installation with cable management
- USB-C DP Alt Mode port for content and device mode
- Wireless content sharing using Airplay or Miracast

Support for Icron Raven Pro 3104 on the Poly Studio E60 as a USB camera for Poly G7500 and Poly Studio G62

This release provides support for an Icron Raven Pro 3104 extender on the Poly Studio E60 as a USB camera for Poly G7500 and Poly Studio G62 systems.

Note	For detailed information on the Poly Studio E60 camera, review the Poly Studio E60 Release Notes .
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This release provides many quality-focused updates and fixes

This release provides enhancements and fixes to resolve customer issues. These updates provide a more stable and reliable experience.

Some of the main resolved issues are:

- 3.5mm audio input playback options revert to default settings after a system update (EN-256068)
- The Poly TC8 touch controller becomes stuck entering Device Mode if digital signage is enabled on a Poly Studio X50 video bar (EN-254615)

CPU performance improvements when using multi-focus in Zoom Rooms

This release contains performance improvements for high CPU usage in Zoom Rooms.

This update improves system CPU performance when sharing content via HDMI or when you select multi-focus on the camera controls in Zoom Rooms.

Partner application updates

This release supports the following versions of partner applications.

Table 1. Partner application updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202310260109.product Teams: 1449/1.0.96.2024020802 Company Portal: 5.0.6061.0	<ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.17.7.6 Zoom Rooms Controller (TC8 / TC10): 5.17.5	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0122.00.00	<ul style="list-style-type: none"> • Maintenance release. • For more information on Google Meet, visit the Google Meet website.
Ring Central	24.1.10.20	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, visit the Ring Central website.

Partner Application	Version	Features
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
BlueJeans	N/A	BlueJeans is no longer supported. After updating to Poly VideoOS 4.2.0 or later, systems that are still using BlueJeans automatically revert to Poly Video mode.

Updating your system

All Poly G7500, Poly Studio G62 systems, and Poly Studio X video bars support Poly VideoOS 4.2.2.

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

For a list of supported 3.x versions for each system, see the [Poly VideoOS 3.14.2 Release Notes](#).

Note	By default, systems in Microsoft Teams mode will be enabled for auto restart via the Teams app daily update. Choose to auto restart via either the Teams app daily update or Poly system daily update - don't have both enabled.
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- [Updating your Poly G7500 System / Poly Studio G62 / Poly Studio X Video Bar](#)
Note the following issues before you update.
- [Updating your Poly TC10 or Poly TC8 touch controller](#)

Note the following issues before you update.

Updating your Poly G7500 System / Poly Studio G62 / Poly Studio X Video Bar

Note the following issues before you update.

- Poly Studio G62 initially ships with Poly VideoOS 4.1.5. Poly strongly encourages you to update your system as part of the out of box setup process.
- Poly Studio X52 video bar initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 / other Poly Studio X video bars to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Upgrading from earlier versions to this release isn't supported.
- Updating to this release without first upgrading to 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating your Poly TC10 or Poly TC8 touch controller

Note the following issues before you update.

- Updating your Poly TC10 / Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 / Poly TC8 touch controller to Poly TCOS 6.0.0 software if prompted during the out-of-box experience to avoid sync issues when pairing with a Poly G7500 system or Poly Studio X video bar.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Products tested with Poly VideoOS 4.2.2

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that's standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been resolved by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested Versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1-849745
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.12.0.1_17

Table 2. Poly endpoints

Product	Tested Versions
Poly G7500, Poly Studio G62, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60.	Poly VideoOS software 4.2.2
Poly Trio C60	8.0.2

Table 3. Poly peripherals and applications

Product	Tested Versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.9.2
Poly Studio E60 camera	1.0.4.2
Poly Studio USB video bar	2.1.2

Product	Tested Versions
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.0.2
Poly TC8	6.0.2
Poly Lens	1.4.0

Table 4. Partner applications

Product	Tested Versions
Google Meet	2024.01.22.00.00
Zoom Rooms	5.17.7.6
Microsoft Teams	1449/1.0.96.2024020802
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.2
RingCentral	24.1.10.20
Tencent	3.21.250.594

Resolved issues in Poly VideoOS 4.2.2

Review the resolved issues in this release.

Note	These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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. Resolved issues in this release take effect once you update your system.
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Table 1. Resolved issues

Category	Issue ID	Description
Audio	EN-254733	On a Poly Studio X50 and Poly Studio X70 video bar in Zoom mode, full-duplex audio is not heard on calls.
Audio	EN-256068	On a Poly G7500 system, 3.5mm audio input settings revert to default after a system update.
Camera	EN-254061	On a Poly Studio X52 video bar in Microsoft Teams mode with a connected Poly TC8 touch controller, you're unable to pan-tilt-zoom via the camera settings in the end user interface.
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Microsoft Teams mode, the Poly Studio E70 camera fails to work when connected after startup.
Device Management	EN-256133	On a Poly G7500 system or Poly Studio X Series video bar, static IP not set after a system update.
Device Management	EN-255968	On a Poly Studio X70 video bar in Device Mode connecting a USB-connected device causes the Poly Studio X70 to disconnect or freeze.

Category	Issue ID	Description
Device Management	EN-253896	On a Poly G7500 system or Poly Studio X Series video bar with HDMI connected devices, the software update process is blocked or doesn't complete.
Device Management	EN-253891	On a Poly Studio X Series video bars, the auto-update setting isn't disabled after changing provider mode from Poly to Zoom
Device Management	EN-250522	On a Poly G7500 system or Poly Studio X Series video bar in Poly mode, after switching to Microsoft Teams mode and performing a factory reset, Poly mode settings persist.
Device Management	EN-248157	On a Poly G7500 system or Poly Studio X Series video bar, the location during emergency dialling (933) isn't populated.
Peripherals	EN-254912	On a Poly G7500 system or Poly Studio X Series video bar with a connected Poly touch controller, pinch zoom occurs on the user interface.
Peripherals	EN-254615	On a Poly Studio X50 video bar with a connected Poly TC8 touch controller and digital signage enabled, the touch controller becomes stuck in Device Mode.
Peripherals	EN-254360	On a Poly Studio X52 video bar with a connected Poly TC10 touch controller in Microsoft Teams mode, a created configuration profile fails to apply.
Peripherals	EN-254117	On a Poly G7500 system with a connected IR remote, the remote intermittently fails to work.

Category	Issue ID	Description
Peripherals	EN-253170	On a Poly Studio X30 in Tencent mode on a connected TC8 touch controller, the Device Mode option doesn't show after a system update.
Provisioning	EN-255470	On a Poly G7500 system in Microsoft Teams mode, the Meeting ID shows as the last dialled number.
Provisioning	EN-254437 / EN-254436	On a Poly Studio X52 video bar, a H.323 call fails to connect via Pexip Cloud service.
Provisioning	EN-254172 / EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.
Provisioning	EN-254065	On a Poly Studio X Series video bar, Poly Clariti Manager shows the wrong device type in directory services.
Provisioning	EN-253771	On a Poly Studio X70 video bar in Zoom mode, proxy-based services don't reconnect after a system update.
Provisioning	EN-253397	On a Poly Studio X30 video bar, the microphone stops working when StereoSurround is enabled.

Known issues in Poly VideoOS 4.2.2

Review the known issues in this release.

Note	<p>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.</p> <p>This known issues table only includes issues discovered during this release. For known issues in the previous release, visit Known issues in Poly VideoOS 4.2.0.</p>
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Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	EN-212975	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-255847	On a Poly Studio X70 video bar, camera controls pan-tilt-zoom stop working after saving camera presets.	Restart the system.
Camera	EN-251009	On a Poly G7500 system with a connected Poly Studio E60 camera, changing tracking mode using the remote control or in the camera system web interface doesn't change it in the Poly G7500 system web interface.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 all-in-one video bar disconnects the camera.	None.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 all-in-one video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-243770	On a Poly Studio X all-in-one video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals, before starting the system.

Category	Issue ID	Description	Workaround
Device management	EN-257177	On a Poly G7500 system with a connected Poly TC8 touch controller on a Pexip call, the touch controller intermittently becomes stuck when placing a call.	Access the system web interface and end the call.
Device management	EN-256174	On a Poly Studio X50 video bar with a connected Poly TC8 touch controller on a Pexip call, the system web interface sometimes doesn't show the call in progress.	None.
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device management	EN-226868	On a Poly Studio X70 all-in-one video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) function.
Peripherals	EN-253355	On a Poly Studio X52 video bar with a connected Poly TC10 or TC8 touch controller or Trio C60, if Link Layer Discovery Protocol (LLDP) is enabled, the touch controller or Trio C60 doesn't pair.	Disable Link Layer Discovery Protocol (LLDP).
Peripherals	EN-254777	On a Poly G7500 system with a connected Poly TC8 touch controller in Ring Central mode, the touch controller shows a Microsoft Teams logo when pairing after a system update.	None.
Peripherals	EN-254067	On a Poly Studio X video bar with a connected Poly TC10 touch controller in Teams mode, 802.1X settings for the touch controller are not retained when configured through the Microsoft Teams user interface.	Configure 802.1X settings through the Poly TC10 touch controller.
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 doesn't launch as a controller.	Manually clear the host name.

Category	Issue ID	Description	Workaround
Peripherals	EN-249850	On a Poly G7500 system or Poly Studio X video bar with a connected Poly TC10/TC8 touch controller, switching providers causes the touch controller to freeze on the sign-in page.	Restart the system.
Peripherals	EN-238525	On a Poly G7500 system, your device can't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-250498	On a Poly Studio X video bar registered in Poly Lens, after switching provider in the system web interface, the device switches back to the provider set in Poly Lens.	Once reissued, switch the provider in Poly Lens.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X video bar, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.
Video	EN-238554	On a Poly Studio X30 video bar in Device Mode the video freezes.	Exit and then re-enter Device Mode.

Poly VideoOS Release Notes 4.2.0

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.2.0

Release date: June 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TCOS 6.0.0
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.9.0
- Poly Studio E60 camera 1.0.3.3

- [What's new in Poly VideoOS 4.2.0](#)

This feature release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release supports the following versions of partner applications.

- [Updating your system](#)

All Poly G7500 systems and Poly Studio X video bars support Poly VideoOS 4.2.0.

- [Products tested with Poly VideoOS 4.2.0](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.2.0](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.2.0](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.2.0

This feature release of Poly VideoOS is available for all Poly and partner modes.

Note	Review the section on updating your system before you install this release.
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- [Introducing Poly Studio E60 as a USB camera for Poly G7500](#)

Poly Studio E60 is a mechanical pan-tilt-zoom (MPTZ) 4K camera for large meeting rooms.

- [Poly DirectorAI Improvements](#)

There have been several updates to the AI and machine learning technology behind Poly DirectorAI in Poly VideoOS Lite 1.4.0.

- [This release provides many quality-focused updates and fixes](#)

This release provides enhancements and fixes to resolve customer issues. These updates provide a more stable and reliable experience.

- [Multiple USB-connected cameras in Microsoft Teams Rooms](#)

Connect a second Poly Studio E70 camera or Poly EagleEye IV camera via USB in Microsoft Teams Rooms.

- [New out-of-box experience using Poly TC10 and Poly TC8](#)

Complete a new system setup via the Poly TC10 or Poly TC8 touch controller. The new experience provides a guided set up for any use case, including standalone mode, or if in paired mode, the initial configuration for the entire Poly video system.

- [SCEP support on Poly touch controllers](#)

You can manage certificates using your touch controller.

- [People counting on Poly G7500 and Poly Studio X70 video bar](#)

People counting is now available on the Poly G7500 system with a USB- connected Poly Studio E70 camera and the Poly Studio X70 video bar.

- [Poly DirectorAI people framing enabled on Poly Studio X30 and Poly Studio X50 video bars](#)

You can now enable Poly DirectorAI people framing on Poly Studio X30 and Studio X50 video bars for all applications including Poly Video mode.

- [Diagnostic / Video Capture on the Poly Studio E70 camera and Poly G7500](#)

Diagnostic / Video Capture is now available on a Poly Studio X70 video bar or Poly G7500 system with a USB-connected Poly Studio E70 camera.

- [Poly Speaker Volume Boost on Poly Studio X70 and Poly Studio X52](#)

Poly Speaker Volume Boost is now available on Poly Studio X70 and Poly Studio X52 video bars in all provider modes.

- [Poly Speaker Volume Boost via 3.5mm lineout on Poly G7500 in Microsoft Teams](#)

Poly Speaker Volume Boost is available to boost 3.5mm lineout audio on the Poly G7500 system in Microsoft Teams.

- [Expanded support to connect up to four Poly Trio C60 conference phones](#)

Poly G7500 and Poly Studio X video bars now support up to four connected Poly Trios C60 conference phones as audio devices.

- [Poly Sound Reflection Reduction supported via line in / line out and USB on DSP processors](#)

Support has been extended for Poly Sound Reflection Reduction.

- [French Canadian QWERTY keyboard on the Poly TC10 and Poly TC8 touch controller](#)

A French-Canadian QWERTY keyboard is now available on the Poly TC10 and Poly TC8 touch controller.

- [Software update process now includes the option to ignore HDMI sessions](#)

The software update process has been enhanced with a new option that enables HDMI connected devices to stay connected when the system updates.

Introducing Poly Studio E60 as a USB camera for Poly G7500

Poly Studio E60 is a mechanical pan-tilt-zoom (MPTZ) 4K camera for large meeting rooms.

Poly Studio E60 camera features include:

- 12x optical zoom MPTZ camera
- Poly DirectorAI, which includes only group framing in this initial release
- Connects to Android and Windows-based video systems
- Supports inverted mounting above or below a monitor

In this initial release the Poly Studio E60 camera can only be connected via USB to a Poly G7500 system. The Poly Studio E60 camera supports Poly Video, Zoom, and Tencent. You can connect up to three Poly Studio E60 cameras to the Poly G7500 system.

Note	For detailed information on the new Poly Studio E60 camera, review the Poly Studio E60 Release Notes .
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Poly DirectorAI Improvements

There have been several updates to the AI and machine learning technology behind Poly DirectorAI in Poly VideoOS Lite 1.4.0.

The machine learning model for head detection has been retrained to significantly improve detection rates and better handle low-contrast situations.

People framing has been improved based on customer feedback. The speed of head framing decisions/transitions has been increased while logic around proximity framing has also been improved to minimize layout changes and stabilize the experience.

This release provides many quality-focused updates and fixes

This release provides enhancements and fixes to resolve customer issues. These updates provide a more stable and reliable experience.

Some of the main resolved issues are:

- Camera tracking doesn't pick up all participants or complexions on a Poly G7500 system with a connected Poly Studio E70 camera or a Poly Studio X video bar (EN-239787).
- There is a delay between saving and the device being registered when provisioning a Poly Studio X video bar in Poly Lens (EN-249918).
- People counting doesn't work on a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode (EN-237827).

- Far end participants hear an echo on a Poly Studio X70 video bar with a connected Poly Studio Table Microphone in Device Mode (EN-249274).

Multiple USB-connected cameras in Microsoft Teams Rooms

Connect a second Poly Studio E70 camera or Poly EagleEye IV camera via USB in Microsoft Teams Rooms.

- The Poly G7500 system supports two USB-connected Poly Studio E70 or Poly EagleEye IV cameras.
- Poly Studio X50, Poly Studio X52, and Poly Studio X70 video bars support a single USB-connected Poly Studio E70 or Poly EagleEye IV camera.

There is also increased functionality when using USB-connected cameras on Poly Studio X50, Poly Studio X52, Poly Studio X70 video bars, and G7500 systems.

This includes:

- Firmware management
- Framing mode changes via the Microsoft Teams application
- Camera controls via the Poly Video application
- Management of settings in the system web interface

New out-of-box experience using Poly TC10 and Poly TC8

Complete a new system setup via the Poly TC10 or Poly TC8 touch controller. The new experience provides a guided set up for any use case, including standalone mode, or if in paired mode, the initial configuration for the entire Poly video system.

Users are prompted to complete the out-of-box setup via the touch controller. The process remains the same for setting up a Poly device without a touch controller.

Note	Update the touch controller to Poly TCOS 6.0.0 software if prompted during the out-of-box experience to avoid sync issues when pairing with a Poly G7500 system or Poly Studio X video bar.
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A new touch controller system web interface is also now available.

For more information on the new Poly touch controller out-of-box experience and the new touch controller system web interface, review the [Poly TCOS 6.0.0 Release Notes](#).

- [Access the touch controller web interface](#)

Access network and system settings, security settings, and diagnostics tools and logs in the Poly touch controller web interface.

Access the touch controller web interface

Access network and system settings, security settings, and diagnostics tools and logs in the Poly touch controller web interface.

Note	In paired mode, the touch controllers inherit some settings from the Poly VideoOS system web interface. Inherited settings are read only in the touch controller web interface.
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Procedure

- 1 Open a web browser and enter the touch controller IP address.

The touch controller web interface sign-in screen displays.

- 2 Log in using the following credentials:

- Username: `admin`
- Password: `<last six digits of the Poly TC10 serial number>`

Note	The serial number is displayed on the sticker on the back of the device and in the settings of the touch controller display.
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- 3 Recommended: Reset the password in **Security > Local Accounts**.

SCEP support on Poly touch controllers

You can manage certificates using your touch controller.

SCEP enables you to automatically enroll devices to retrieve new digital certificates or renew expiring certificates. When paired to a Poly video system, your touch controller syncs settings automatically from your Poly G7500 system or Poly Studio X video bar.

Configure or pair the touch controller in a staged network before moving to an 802.1x enabled network.

- Settings can't be configured via the touch controller. SCEP and 802.1x settings are read-only.
- The touch controller syncs all SCEP and 802.1x settings from the primary device.
- Settings can either be set in the system web interface or provisioned via Poly Lens.

Note	Only HTTP SCEP server URLs are currently supported. Your SCEP challenge password must be configured as a static password. Only a single set of credentials is shared between the Poly G7500 system or Poly Studio X video bar and the Poly touch controller.
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People counting on Poly G7500 and Poly Studio X70 video bar

People counting is now available on the Poly G7500 system with a USB- connected Poly Studio E70 camera and the Poly Studio X70 video bar.

People counting is now available on a Poly G7500 system with a USB-connected Poly Studio E70 camera in Microsoft Teams and Zoom. This feature is now available on all Poly Studio X video bars. Change your shutter settings to allow people counting to work, in the system web interface, select **Audio / Video > Video Inputs > Camera Sleep Mode > Fast Wake Up**.

Poly DirectorAI people framing enabled on Poly Studio X30 and Poly Studio X50 video bars

You can now enable Poly DirectorAI people framing on Poly Studio X30 and Studio X50 video bars for all applications including Poly Video mode.

Poly DirectorAI people framing is recommended for spaces with 6 participants or less. For best results on Poly Studio X30 and X50 video bars, in the system web interface under **Workspace Lighting** , select **Conference Mode**.

For spaces with glass walls, highly reflective surfaces, or near public areas, Poly recommends that you configure Poly DirectorAI Perimeter to limit framing of unintended persons and reduce distractions to the far end.

Note	Poly DirectorAI people framing will not work in 4K resolution on Poly Studio X30 and Poly Studio X50 video bars. People framing is no longer a preview feature and is now fully supported and tested.
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Diagnostic / Video Capture on the Poly Studio E70 camera and Poly G7500

Diagnostic / Video Capture is now available on a Poly Studio X70 video bar or Poly G7500 system with a USB-connected Poly Studio E70 camera.

Capture audio and video data and send it for diagnosis via Poly Lens. Access this feature in the system web interface under **Diagnostic / Video Capture**.

Poly Speaker Volume Boost on Poly Studio X70 and Poly Studio X52

Poly Speaker Volume Boost is now available on Poly Studio X70 and Poly Studio X52 video bars in all provider modes.

Enable Poly Speaker Volume Boost to increase the system volume above the normal maximum output level while also decreasing the bass to prevent distortion. Enable this feature in the system web interface, go to **Audio**, and select the **Speaker Volume Boost** check box.

Poly Speaker Volume Boost via 3.5mm lineout on Poly G7500 in Microsoft Teams

Poly Speaker Volume Boost is available to boost 3.5mm lineout audio on the Poly G7500 system in Microsoft Teams.

Enable Poly Speaker Volume Boost to increase the system volume above the normal maximum output level while also decreasing the bass to prevent distortion. Enable this feature in the system web interface, go to **Audio**, and select the **Speaker Volume Boost** check box.

Expanded support to connect up to four Poly Trio C60 conference phones

Poly G7500 and Poly Studio X video bars now support up to four connected Poly Trios C60 conference phones as audio devices.

Deliver an audio solution for medium and large rooms by connecting an additional two Poly Trio C60 conference phones as audio devices to a Poly G7500 system or Poly Studio X video bar. This setup is supported while using Poly Video mode, Device Mode, and Zoom Rooms. Microsoft Teams Rooms supports connecting one Poly Trio C60 to your system as an audio device.

Poly Sound Reflection Reduction supported via line in / line out and USB on DSP processors

Support has been extended for Poly Sound Reflection Reduction.

Poly Sound Reflection Reduction is supported via line in and line out or USB with third-party digital signal processor (DSP) products. This feature is available in Microsoft Teams, Zoom, and Poly Video mode.

French Canadian QWERTY keyboard on the Poly TC10 and Poly TC8 touch controller

A French-Canadian QWERTY keyboard is now available on the Poly TC10 and Poly TC8 touch controller.

Select a French-Canadian QWERTY keyboard under **System Language > Français Canadien**.

Software update process now includes the option to ignore HDMI sessions

The software update process has been enhanced with a new option that enables HDMI connected devices to stay connected when the system updates.

This improvement resolves an issue which saw the software update process being blocked due to active HDMI input being detected. Select **Ignore HDMI Sessions** in the system web interface.

Partner application updates

This release supports the following versions of partner applications.

Table 1. Partner application updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202310260109.product Teams: 1449/1.0.96.2024020802 Company Portal: 5.0.6061.0	<ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.17.7.6 Zoom Rooms Controller (TC8 / TC10): 5.17.5	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, visit the Zoom website.
Google Meet	2024.0122.00.00	<ul style="list-style-type: none"> • Maintenance release. • For more information on Google Meet, visit the Google Meet website.
Ring Central	24.1.10.20	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, visit the Ring Central website.

Partner Application	Version	Features
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, visit the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, visit the Dialpad website.
BlueJeans	N/A	BlueJeans is no longer supported. After updating to Poly VideoOS 4.2.0, systems that are still using BlueJeans automatically revert to Poly Video mode.

Updating your system

All Poly G7500 systems and Poly Studio X video bars support Poly VideoOS 4.2.0.

For a list of supported 3.x versions for each system, see the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating your Poly G7500 System / Poly Studio X Video Bar](#)
Note the following issues before you update.
- [Updating your Poly TC10 or Poly TC8 touch controller](#)
Note the following issues before you update.

Updating your Poly G7500 System / Poly Studio X Video Bar

Note the following issues before you update.

- Poly Studio X52 video bar initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.

- You can downgrade your Poly G7500 / other Poly Studio X video bars to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Upgrading from earlier versions to this release isn't supported.
- Updating to this release without first upgrading to 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating your Poly TC10 or Poly TC8 touch controller

Note the following issues before you update.

- Updating your Poly TC10 / Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Update your Poly TC10 / Poly TC8 touch controller to Poly TCOS 6.0.0 software if prompted during the out-of-box experience to avoid sync issues when pairing with a Poly G7500 system or Poly Studio X video bar.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Products tested with Poly VideoOS 4.2.0

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Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

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Table 2. Poly endpoints

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Table 3. Poly peripherals and applications

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Poly Studio E60 camera	1.0.3.3
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Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0

Product	Tested Versions
Poly Microphone IP Adapter	3.0.0
Poly TC10	6.0.0
Poly TC8	6.0.0
Poly Lens	1.3.2

Table 4. Partner applications

Product	Tested Versions
Google Meet	2024.01.22.00.00
Zoom Rooms	5.17.7.6
Microsoft Teams	1449/1.0.96.2024020802
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.2
RingCentral	24.1.10.20
Tencent	3.21.250.594

Resolved issues in Poly VideoOS 4.2.0

Review the resolved issues in this release.

Note These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.
Resolved issues in this release take effect once you update your system.

Table 1. Resolved issues

Category	Issue ID	Description
Audio	EN-253193 / EN-253335	On a Poly G7500 system with an IP-connected microphone and Sound Reflection Reduction selected, lower voices within one meter of the microphone aren't picked up.
Audio	EN-252180	On a Poly G7500 system, the Stereo Surround option becomes cleared after a system restart.
Audio	EN-250564	On a Poly G7500 system with multiple connected Poly IP Table Microphones, the microphones aren't detected in the system web interface after a system update.
Audio	EN-250482	On a Poly G7500 system with multiple connected Poly IP Ceiling Microphones, enabling Acoustic Fence and selecting 'Playback to Far Sites' causes the G7500 to restart.
Audio	EN-250481	On a Poly Studio X70 or Poly Studio X52 video bar, the speaker volume is too low.
Audio	EN-249274	On a Poly Studio X70 video bar in Device Mode with a connected Poly IP Table Microphone, far end participants hear an echo.
Audio	EN-245240	On a Poly G7500 system in Zoom mode connected to an external DSP audio processor, additional noises are picked up by the microphone.

Category	Issue ID	Description
Camera	EN-253386	On a Poly G7500 system or Poly Studio X video bar with multiple connected Poly Studio E70 cameras, settings are not being retained after a power loss.
Camera	EN-252742	On a Poly Studio X30 video bar in Poly Video Mode, a low content frame rate displays.
Camera	EN-252715	On a Poly G7500 system with an IP-connected Poly Studio E70 camera, camera content is shown as pulsing.
Camera	EN-252672	On a Poly G7500 system with a connected Poly Studio E70 camera in Poly Video mode, a QComVidDec error shows in the logs.
Camera	EN-252334	On a Poly G7500 system with a connected Poly Studio E70 camera set to Fast Wake Up, the shutter closes after a call.
Camera	EN-252172	On a Poly G7500 system with a HDCI-connected Poly EagleEye IV camera and Poly TC10 touch controller in Zoom mode, the camera doesn't start.
Camera	EN-252056 / EN-251369	On a Poly Studio X video bar, the device tracking mode updates to Group Framing when switched from Device Mode.
Camera	EN-251911	On a Poly G7500 system with several connected Poly Studio E70 cameras via link-local network (LLN) ports, switching a camera in Poly Video Mode causes the video to freeze.
Camera	EN-251703	On a Poly Studio X50 with a second USB-connected Poly Studio E70 camera in Device Mode, the camera doesn't switch between system and USB presets in Device Mode.

Category	Issue ID	Description
Camera	EN-251867	On a G7500 or Poly Studio X video bar, People Counting counts people outside of the area set using Poly Director AI Perimeter.
Camera	EN-251708	On a Poly Studio X50 video bar in Device Mode, the camera fails to start after a system update.
Camera	EN-251519	On a Poly Studio X video bar with a USB-connected Poly EagleEye IV camera, the camera connects but doesn't display as a connected device in the system web interface.
Camera	EN-251413	On a G7500 with a connected Poly Studio E70 camera or Poly Studio X52 video bar in Zoom mode, in People Framing or Speaker Framing not all participants faces are detected and shown.
Camera	EN-250585	On a Poly Studio X video bar in Device Mode after power loss, the camera returns to default and not preset 1.
Camera	EN-250565	On a Poly G7500 system with a connected Poly Studio E70 camera, the camera feed is dark on all tracking modes other than Speaker Framing.
Camera	EN-245006	On a Poly G7500 system with multiple connected Poly Studio E70 cameras, the camera names of 1 and 2 swap.
Camera	EN-242004	On a Poly Studio X30 with a connected Horus Scope camera, the scope camera output is rescaled to a lower ratio.
Camera	EN-239787	On a Poly G7500 system or Poly Studio X video bar with a connected Poly Studio E70 camera, camera tracking doesn't pick up all participants or complexions.

Category	Issue ID	Description
Camera	EN-219295 / EN-217561	On a Poly Studio X video bar, speaker framing is slow to track and frame the speaker.
Device management	EN-252931 / EN-253028	On a Poly G7500 system or Poly Studio X video bar in Poly Video mode, Acoustic Fence messaging is not clear or poorly translated.
Device management	EN-252992	On a Poly G7500 system or Poly Studio X video bar with a connected Poly TC10 touch controller, performing a pinhole reset causes the admin password to be lost or shown as blank on restart.
Device management	EN-252400	On a Poly G7500 system after waking from sleep mode, the LED remains red.
Device management	EN-252660	On a Poly G7500 system or Poly Studio X video bar in Zoom mode adding a calendar service causes an untrusted server certificate warning to display.
Device management	EN-252557	On a Poly G7500 system in Poly Video mode when sharing content, the layout is incorrect on the near-end monitor.
Device management	EN-252555	On a Poly G7500 system or Poly Studio X video bar with Miracast enabled, device PINs are persisted and not being requested each time.
Device Management	EN-252400	On a Poly G7500 system after waking from sleep mode, the LED remains red.
Device management	EN-252209	On a Poly Studio X video bar, after content sharing in Device Mode, content share doesn't work in Microsoft Teams mode without unplugging and replugging the HDMI cable.

Category	Issue ID	Description
Device management	EN-252025	On a Poly Studio X52 video bar with two connected monitors, CEC-enabled and a Sleep Timer set, the second monitor doesn't wake.
Device Management	EN-251933	On a Poly Studio X70 or Poly Studio X52 video bar, in the system web interface under Audio the label for Speaker Volume Boost is not configured correctly.
Device management	EN-251648	On a Poly Studio X50 video bar in Poly Video Mode, the device unexpectedly performs a system restart during a call.
Device management	EN-251002	On a Poly G7500 system or Poly Studio X video bar after update, monitor output isn't the correct resolution and shows black borders.
Device management	EN-249905	On a Poly Studio X70 video bar, 802.1x security settings don't sync successfully in Poly Lens.
Device management	EN-249228	On a Poly G7500 system or Poly Studio X video bar with a connected Poly Studio E70 camera in any provider mode, Poly DirectorAI Perimeter distance calculations aren't accurate.
Partner application	EN-251963	On a Poly Studio X52 video bar in Zoom mode, proximity framing doesn't work correctly with participants showing off-center.
Partner application	EN-252209	On a Poly Studio X30 or Poly Studio X50 in Teams mode, sharing content in Microsoft Teams doesn't work after sharing in Device Mode.
Partner application	EN-250997	On a Poly Studio X30 video bar with a connected Poly TC10 or TC8 touch controller in Tencent mode, the touch controller shows as unknown.

Category	Issue ID	Description
Partner application	EN-250993	On a Poly Studio X video bar with a connected Poly TC8 touch controller, a shadow displays beneath the Join button.
Partner application	EN-236295	On a Poly G7500 system with a connected Poly Studio E70 camera in Zoom BYOD mode, the camera shows as black and disconnecting doesn't exit BYOD mode.
Peripherals	EN-252682	On a Poly G7500 system in Zoom mode with a connected Poly TC10 or TC8 touch controller, the system doesn't connect via a calendar invite and calendar information isn't displayed on the touch controller.
Peripherals	EN-252298	On a Poly G7500 system or Poly Studio X video bar with a Poly TC10 touch controller, after a system update, you can't select a meeting card to view meeting information.
Peripherals	EN-251016	On a Poly Studio X30 with a connected Poly TC8 touch controller, previously scheduled meetings display on the monitor but not on the touch controller.
Peripherals	EN-250998	On a Poly Studio X52 video bar with a connected Poly TC8 touch controller, touching the touch controller screen doesn't wake the monitor.
Peripherals	EN-249781	On a Poly Studio X30 video bar with a connected Poly TC8 touch controller, you can't answer an incoming call when the camera control screen is open.
Peripherals	EN-241057	On a Poly G7500 system or Poly Studio X video bar with a connected Poly TC8 touch controller, the touch controller doesn't show the correct status when sharing content via HDMI.

Category	Issue ID	Description
Provisioning	EN-252984	On a Poly G7500 system or Poly Studio X video bar with a connected TC10 touch controller, provisioning via DHCP doesn't work correctly.
Provisioning	EN-252556	On a Poly G7500 system or a Poly Studio X52 video bar, HTTP CONNECT request is sent to the IP address instead of fully qualified domain name (FQDN) when provisioning through a proxy server.
Provisioning	EN-252417	On a Poly G7500 system or Poly Studio X50 video bar, registering to Poly Lens takes longer than expected.
Provisioning	EN-251429	On a Poly Studio X video bar provisioned via Poly Clariti Manager, clear text passwords are shown.
Provisioning	EN-251306	On a Poly Studio X30 or Poly Studio X50, the certificate received from Poly Lens is not recognized.
Provisioning	EN-249918 / EN-252417	When provisioning a Poly Studio X video bar in Poly Lens, there is a delay between saving and the device being registered.
Provisioning	EN-248640	On a Poly Studio X video bar, the Network Address Translation (NAT) configuration is wrongly shown as private when set to public.

Known issues in Poly VideoOS 4.2.0

Review the known issues in this release.

Note 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.

This known issues table only includes issues discovered during this release. For known issues in the previous release, visit [Known issues in Poly VideoOS 4.1.4](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 video bar speakers.
Audio	EN-212975	On a Poly Studio X70 video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-251009	On a Poly G7500 system with a connected Poly Studio E60 camera, changing tracking mode using the remote control or in the camera system web interface doesn't change in the Poly G7500 system web interface.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 all-in-one video bar disconnects the camera.	None.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 all-in-one video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.

Category	Issue ID	Description	Workaround
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the Poly Studio E70 camera fails to work when connected after startup.	Connect any monitors, cameras, or peripherals, before starting the system.
Configuration	EN-243770	On a Poly Studio X all-in-one video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals, before starting the system.
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device management	EN-226868	On a Poly Studio X70 all-in-one video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) function.
Peripherals	EN-254912	On a Poly G7500 system or Poly Studio X series video bar with a connected Poly touch controller, the touch screen allows you to pinch and zoom the user interface.	None. There is no functionality for pinch and zoom on the user interface.
Peripherals	EN-254777	On a Poly G7500 system with a connected Poly TC8 touch controller in Ring Central mode, the touch controller shows a Microsoft Teams logo when pairing after a system update.	None.
Peripherals	EN-254067	On a Poly Studio X video bar with a connected Poly TC10 touch controller in Teams mode, 802.1X settings for the touch controller are not retained when configured through the Microsoft Teams user interface.	Configure 802.1X settings through the Poly TC10 touch controller.
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 doesn't launch as a controller.	Manually clear the host name.

Category	Issue ID	Description	Workaround
Peripherals	EN-249850	On a Poly G7500 system or Poly Studio X video bar with a connected Poly TC10/TC8 touch controller, switching providers causes the touch controller to freeze on the sign-in page.	Restart the system.
Peripherals	EN-238525	On a Poly G7500 system, your device can't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-210589	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-250498	On a Poly Studio X video bar registered in Poly Lens, after switching provider in the system web interface, the device switches back to the provider set in Poly Lens.	Once reissued, switch the provider in Poly Lens.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X video bar, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.

Category	Issue ID	Description	Workaround
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.
Video	EN-238554	On a Poly Studio X30 video bar in Device Mode the video freezes.	Exit and then re-enter Device Mode.

Poly VideoOS Release Notes 4.1.4

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.1.4

Release date: March 2024

This Poly VideoOS software build includes the following device software versions

- Poly TC10 / Poly TC8 Touch Controller 4.1.4
- Poly Microphone IP Adapter 3.0.1
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB Camera 1.3.1
- Poly Studio E70 Camera 1.8.2

- [What's new in Poly VideoOS 4.1.4](#)

This Poly VideoOS 4.1.4 maintenance release is available for all Poly and partner modes, except Microsoft Teams users who are advised to wait for the upcoming release of Poly VideoOS 4.2.0. For Zoom users operating within complex network setups or secure environments, this release provides a secure upgrade path for enabling certificates and the secure connection of peripheral devices.

- [Partner application updates](#)

This release supports the following versions of partner applications.

- [Updating your system](#)

All Poly G7500 and Poly Studio X systems support Poly VideoOS 4.1.4.

- [Products tested with Poly VideoOS 4.1.4](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.1.4](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.1.4](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.1.4

This Poly VideoOS 4.1.4 maintenance release is available for all Poly and partner modes, except Microsoft Teams users who are advised to wait for the upcoming release of Poly VideoOS 4.2.0. For Zoom users operating within complex network setups or secure environments, this release provides a secure upgrade path for enabling certificates and the secure connection of peripheral devices.

Note	Review the section on updating your system before you install this release.
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Partner application updates

This release supports the following versions of partner applications.

Table 1. Partner application updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202310260109.product Teams: 1449/1.0.96.2023120801 Company Portal: 5.0.6061.0	<ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.15.7.3484 Zoom Rooms Controller (TC8 / TC10): 5.15.7.2163	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, see the Zoom website.
Google Meet	2023.09.17.00.00	<ul style="list-style-type: none"> • Maintenance release. • For more information on Google Meet, see the Google Meet website.
Ring Central	23.3.35.2	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, see the Ring Central website.

Partner Application	Version	Features
Tencent Meeting Rooms	Rooms: 3.16.210.584 Controller: 3.16.210.567	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, see the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, see the Dialpad website.
BlueJeans	2.12.0.108	<ul style="list-style-type: none"> • Maintenance release. • For more information on this BlueJeans release, see the BlueJeans website.

Updating your system

All Poly G7500 and Poly Studio X systems support Poly VideoOS 4.1.4.

For a list of supported 3.x versions for each system, see the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating your Poly G7500 / Poly Studio X Video Bar / Poly Studio camera](#)
Note the following issues before you update.
- [Updating your Poly TC10 or Poly TC8 touch controller](#)
Note the following issues before you update.

Updating your Poly G7500 / Poly Studio X Video Bar / Poly Studio camera

Note the following issues before you update.

- Poly Studio X52 initially ships with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 / other Poly Studio X video bars to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Upgrading from earlier versions to this release isn't supported.
- Updating to this release without first upgrading to 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating your Poly TC10 or Poly TC8 touch controller

Note the following issues before you update.

- Updating your Poly TC10 / Poly TC8 touch controller to 4.1.0 includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Your Poly TC8 touch controller must be on Poly VideoOS 3.11.0 or later before updating to Poly VideoOS 4.1.x.
- If you're using your Poly TC10 touch controller as a paired room controller with a Poly G7500 or Poly Studio X video bar, don't accept the out-of-box prompt to upgrade a new Poly TC10 device to Poly TCOS 5.0 software. If you're upgrading an existing Poly TC10 device, perform the update through the system web interface of the paired video system.
- Only update your Poly TC10 touch controller to Poly TCOS 5.0 software if you plan to use it as a standalone Microsoft Teams panel or standalone Zoom controller / scheduler.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Products tested with Poly VideoOS 4.1.4

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested Versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.2.2.3
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.11.2.211
Cisco Unified Communications Manager (CUCM)	12.5.1

Table 2. Poly endpoints

Product	Tested Versions
Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60.	Poly VideoOS software 4.1.4
Poly Trio C60	7.2.6.0019

Table 3. Poly peripherals and applications

Product	Tested Versions
Polycom EagleEye Director II	2.2.3
Polycom EagleEye Producer	1.2.2
Polycom EagleEye IV USB	1.2.1
Polycom EagleEye USB Mini	9.0.33
Poly Studio E70 camera	1.8.2-508010

Product	Tested Versions
Poly Studio USB video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	4.1.3-211457
Poly TC8	4.1.3-211457
Poly Lens	1.2.0
Polycom Content App	Current version

Table 4. Partner applications

Product	Tested Versions
Google Meet	2023.07.09.00.00
Zoom Rooms	5.15.7.3484
Microsoft Teams	1449/1.0.96.2023120801
Dialpad	1.025.0-0-g1cd2175
LogMeIn	1.219.2

Product	Tested Versions
RingCentral	23.3.30.20
Tencent	3.16.210.584

Resolved issues in Poly VideoOS 4.1.4

Review the resolved issues in this release.

Note	These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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. Resolved issues in this release take effect once you update your system.
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Table 1. Resolved issues

Category	Issue ID	Description
Peripherals	EN-252968 / EN-252967	On a Poly Studio X video bar with a connected Poly TC8 touch controller, the touch controller fails to update correctly.
Peripherals	EN-253656	On a Poly Studio X video bar with a connected Poly TC8 touch controller, two touch controllers show in Zoom Device Manager after update to Poly VideoOS 4.1.3.

Known issues in Poly VideoOS 4.1.4

Review the known issues in this release.

Note	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. This known issues table only includes issues discovered during this release. For known issues in the previous release, visit Known issues in Poly VideoOS 4.1.3 .
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Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 all-in-one video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 all-in-one video bar speakers or use a supported monitor or TV.
Audio	EN-212975	During a call on a Poly Studio X70 all-in-one video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 all-in-one video bar disconnects the camera.	None.
Camera	EN-234479	On a Poly G7500 system with three USB-connected Poly Studio E70 cameras powered by Poly G7500 LLN ports, one or more Poly Studio E70 cameras may not properly connect to the video conferencing system after restart.	Restart the system.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 all-in-one video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the camera fails to work when the Poly Studio E70 camera is connected after startup.	Connect any monitors, cameras, or peripherals, before starting the system.

Category	Issue ID	Description	Workaround
Configuration	EN-191539	If you don't select the country during initial system setup, any subsequent changes to the camera Power Frequency don't change the setting.	Select the country in the system web interface.
Configuration	EN-243770	On a Poly Studio X all-in-one video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals, before starting the system.
Device Management	EN-251933	On a Poly Studio X70 or Poly Studio X52 all-in-one video bar, in the system web interface under Audio the label for Speaker Volume Boost is not configured correctly.	Select ENABLE_SPKVOLB OOST_LABEL .
Device Management	EN-244703	On a Poly G7500 system or Poly Studio X all-in-one video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device Management	EN-242235	On a Poly G7500 system in Zoom Rooms mode with a paired Poly Trio C60, the monitor unexpectedly shows a "Peripherals Update" screen.	None.
Device Management	EN-242466	On a Poly G7500 system, a date set manually in the system web interface changes to a random date after a system restart.	None.
Device Management	EN-240771	On a Poly Studio X70 all-in-one video bar in Teams mode with a connected Poly TC8 touch controller, the update screen unexpectedly displays.	None.

Category	Issue ID	Description	Workaround
Device Management	EN-240753	On a Poly Studio X all-in-one video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device Management	EN-236658	Selecting Disable All USB Ports causes the device to restart.	None.
Device Management	EN-226868	On a Poly Studio X70 all-in-one video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner Application	EN-235202	On a Poly Studio X50 all-in-one video bar in Teams mode, number keys don't work on the sign-in screen.	Do one of the following: Select the Email, phone or username field to make the keys functional. Or select the back arrow to the main screen before going back to the sign-in screen.
Partner Application	EN-233295	On a Poly Studio X70 all-in-one video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner Application	EN-202446	On a Poly Studio X all-in-one video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) function.
Peripherals	EN-250227	On a Poly Studio X all-in-one video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.1.2, the Poly TC10 doesn't launch as a controller.	Manually clear the hostname.
Peripherals	EN-238840	On a Poly Studio X50 all-in-one video bar with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset.	None.
Peripherals	EN-238525	On a Poly G7500 system, your device can't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-237543	On a Poly Studio X50 all-in-one video bars with a connected Poly Trio C60, if you attempt to the update the system with a USB flash drive, the system doesn't update.	Unpair the Poly Trio C60 and then update the system using the USB flash drive, After the update, pair the Poly Trio C60 back to the system.
Peripherals	EN-210589	When using a Poly Studio X70 all-in-one video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.

Category	Issue ID	Description	Workaround
Peripherals	EN-182043	When using a Poly Studio X50 all-in-one video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X all-in-one video bar, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.
Video	EN-238554	On a Poly Studio X30 all-in-one video bar in Device Mode the video freezes.	Exit and then re-enter Device Mode.
Video	EN-235419	On a Poly Studio X50 or Poly Studio X30 all-in-one video bar, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group.	Use Group Framing.

Poly VideoOS Release Notes 4.1.3

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.1.3

Release date: February 2024

This Poly VideoOS software build includes the following device software versions

- Poly TC10 / Poly TC8 touch controller 4.1.3
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.8.2

- [What's new in Poly VideoOS 4.1.3](#)

This maintenance release of Poly VideoOS is available for all Poly and partner modes and contains fixes for connection issues between Poly devices and Zoom Device Manager (ZDM) plus Poly touch controller unpairing issues. This release also features enhancements specifically for users in secure environments related to web proxy functionality in Microsoft Teams, ZDM connectivity plus an updated Microsoft Teams app.

- [Partner application updates](#)

This release supports the following versions of partner applications.

- [Updating your system](#)

All Poly G7500 and Poly Studio X systems support Poly VideoOS 4.1.3.

- [Products tested with Poly VideoOS 4.1.3](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.1.3](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.1.3](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.1.3

This maintenance release of Poly VideoOS is available for all Poly and partner modes and contains fixes for connection issues between Poly devices and Zoom Device Manager (ZDM) plus Poly touch controller unpairing issues. This release also features enhancements specifically for users in secure environments related to web proxy functionality in Microsoft Teams, ZDM connectivity plus an updated Microsoft Teams app.

Note	Review the section on updating your system before you install this release.
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Partner application updates

This release supports the following versions of partner applications.

Table 1. Partner application updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202310260109.product Teams: 1449/1.0.96.2023120801 Company Portal: 5.0.6061.0	<ul style="list-style-type: none">• Maintenance release• For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.15.7.3484 Zoom Rooms Controller (TC8 / TC10): 5.15.7.2163	<ul style="list-style-type: none">• Maintenance release.• For more information on this Zoom Room release, see the Zoom website.
Google Meet	2023.09.17.00.00	<ul style="list-style-type: none">• Maintenance release.• For more information on Google Meet, see the Google Meet website.
Ring Central	23.3.35.2	<ul style="list-style-type: none">• Maintenance release.• For more information on Ring Central, see the Ring Central website.

Partner Application	Version	Features
Tencent Meeting Rooms	Rooms: 3.16.210.584 Controller: 3.16.210.567	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, see the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, see the Dialpad website.
BlueJeans	2.12.0.108	<ul style="list-style-type: none"> • Maintenance release. • For more information on this BlueJeans release, see the BlueJeans website.

Updating your system

All Poly G7500 and Poly Studio X systems support Poly VideoOS 4.1.3.

For a list of supported 3.x versions for each system, see the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating your Poly G7500 / Poly Studio X Video Bar](#)
Note the following issues before you upgrade.
- [Updating your Poly TC8 or Poly TC10 touch controller](#)
Note the following issues before you upgrade Poly TC8 or Poly TC10.

Updating your Poly G7500 / Poly Studio X Video Bar

Note the following issues before you upgrade.

- Poly Studio X52 comes with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 / other Poly Studio X video bars to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Upgrading from earlier versions to this release isn't supported.
- Upgrading to this release without first upgrading to 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating your Poly TC8 or Poly TC10 touch controller

Note the following issues before you upgrade Poly TC8 or Poly TC10.

- Updating your Poly TC8 / Poly TC10 touch controller to 4.1.0 includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Your Poly TC8 touch controller must be on Poly VideoOS 3.11.0 or later before updating to Poly VideoOS 4.1.x.
- If you're using your Poly TC10 touch controller as a paired room controller with a Poly G7500 or Poly Studio X video bar, don't accept the out-of-box prompt to upgrade a new Poly TC10 device to Poly TCOS 5.0 software. If you're upgrading an existing Poly TC10 device, perform the update through the system web interface of the paired video system.
- Only update your Poly TC10 touch controller to Poly TCOS 5.0 software if you plan to use it as a standalone Microsoft Teams panel or standalone Zoom controller / scheduler.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Products tested with Poly VideoOS 4.1.3

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested Versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.2.2.3
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.11.2.211
Cisco Unified Communications Manager (CUCM)	12.5.1

Table 2. Poly endpoints

Product	Tested Versions
Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Poly VideoOS software 4.1.3
Poly Trio C60	7.2.6.0019

Table 3. Poly peripherals and applications

Product	Tested Versions
Polycom EagleEye Director II	2.2.3
Polycom EagleEye Producer	1.2.2
Polycom EagleEye IV USB	1.2.1
Polycom EagleEye USB Mini	9.0.33
Poly Studio E70 camera	1.8.2-508010

Product	Tested Versions
Poly Studio USB video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	4.1.3-211457
Poly TC8	4.1.3-211457
Poly Lens	1.2.0
Polycom Content App	Current version

Table 4. Partner applications

Product	Tested Versions
Google Meet	2023.07.09.00.00
Zoom Rooms	5.15.7.3484
Microsoft Teams	1449/1.0.96.2023120801
BlueJeans	2.11.0.73
Dialpad	1.025.0-0-g1cd2175

Product	Tested Versions
LogMeIn	1.219.2
RingCentral	23.3.30.20
Tencent	3.16.210.584

Resolved issues in Poly VideoOS 4.1.3

Review the resolved issues in this release.

Note	<p>These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.</p> <p>Resolved issues in this release take effect once you update your system.</p>
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Table 1. Resolved issues

Category	Issue ID	Description
Device Management	EN-251744 / EN-251737	On a Poly Studio X52 video bar in Zoom mode with a connected Poly TC10 touch controller, the device and controller lose connection to Zoom Device Manager.
Device Management	EN-251317	On a Poly Studio X video bar in Zoom mode which is not connected to the internet the device becomes stuck attempting to connect to the cloud.
Peripherals	EN-252122	On a Poly Studio X video bar, after update to Poly VideoOS 4.1.2, a connected Poly TC8 touch controller randomly signs out of Microsoft Teams and unpairs.

Known issues in Poly VideoOS 4.1.3

Review the known issues in this release.

Note	<p>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.</p> <p>This known issues table only includes issues discovered during this release. For known issues in the previous release, visit Known issues in Poly VideoOS 4.1.2.</p>
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Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 all-in-one video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 all-in-one video bar speakers or use a supported monitor or TV.
Audio	EN-212975	During a call on a Poly Studio X70 all-in-one video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 all-in-one video bar disconnects the camera.	None.
Camera	EN-234479	On a Poly G7500 system with three USB-connected Poly Studio E70 cameras powered by Poly G7500 LLN ports, one or more Poly Studio E70 cameras may not properly connect to the video conferencing system after restart.	Restart the system.

Category	Issue ID	Description	Workaround
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 all-in-one video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the camera fails to work when the Poly Studio E70 camera is connected after startup.	Connect any monitors, cameras, or peripherals, before starting the system.
Configuration	EN-191539	If you don't select the country during initial system setup, any subsequent changes to the camera Power Frequency don't change the setting.	Select the country in the system web interface.
Configuration	EN-243770	On a Poly Studio X all-in-one video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals, before starting the system.
Device Management	EN-251933	On a Poly Studio X70 or Poly Studio X52 all-in-one video bar, in the system web interface under Audio the label for Speaker Volume Boost is not configured correctly.	Select ENABLE_SPKVOLB OOST_LABEL .
Device Management	EN-244703	On a Poly G7500 system or Poly Studio X all-in-one video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.

Category	Issue ID	Description	Workaround
Device Management	EN-242235	On a Poly G7500 system in Zoom Rooms mode with a paired Poly Trio C60, the monitor unexpectedly shows a "Peripherals Update" screen.	None.
Device Management	EN-242466	On a Poly G7500 system, a date set manually in the system web interface changes to a random date after a system restart.	None.
Device Management	EN-240771	On a Poly Studio X70 all-in-one video bar in Teams mode with a connected Poly TC8 touch controller, the update screen unexpectedly displays.	None.
Device Management	EN-240753	On a Poly Studio X all-in-one video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device Management	EN-236658	Selecting Disable All USB Ports causes the device to restart.	None.
Device Management	EN-226868	On a Poly Studio X70 all-in-one video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.

Category	Issue ID	Description	Workaround
Partner Application	EN-235202	On a Poly Studio X50 all-in-one video bar in Teams mode, number keys don't work on the sign-in screen.	Do one of the following: Select the Email, phone or username field to make the keys functional. Or select the back arrow to the main screen before going back to the sign-in screen.
Partner Application	EN-233295	On a Poly Studio X70 all-in-one video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or autoframing.
Partner Application	EN-202446	On a Poly Studio X all-in-one video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function.
Peripherals	EN-250227	On a Poly Studio X all-in-one video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.1.2, the Poly TC10 doesn't launch as a controller.	Manually clear the hostname.
Peripherals	EN-238840	On a Poly Studio X50 all-in-one video bar with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset.	None.

Category	Issue ID	Description	Workaround
Peripherals	EN-238525	On a Poly G7500 system, your device can't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-237543	On a Poly Studio X50 all-in-one video bars with a connected Poly Trio C60, if you attempt to the update the system with a USB flash drive, the system doesn't update.	Unpair the Poly Trio C60 and then update the system using the USB flash drive, After the update, pair the Poly Trio C60 back to the system.
Peripherals	EN-210589	When using a Poly Studio X70 all-in-one video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	When using a Poly Studio X50 all-in-one video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X all-in-one video bar, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.

Category	Issue ID	Description	Workaround
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.
Video	EN-238554	On a Poly Studio X30 all-in-one video bar in Device Mode the video freezes.	Exit and then re-enter Device Mode.
Video	EN-235419	On a Poly Studio X50 or Poly Studio X30 all-in-one video bar, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group.	Use Group Framing.

Poly VideoOS Release Notes 4.1.2

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Software version: 4.1.2

Release date: December 2023

This Poly VideoOS software build includes the following device software versions

- Poly TC10 / Poly TC8 touch controller 4.1.2
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.8.2

- [What's new in Poly VideoOS 4.1.2](#)

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

- [Partner application updates](#)

This release supports the following versions of partner applications.

- [Updating your system](#)

All Poly G7500 systems and Poly Studio X all-in-one video bars support Poly VideoOS 4.1.2.

- [Products tested with Poly VideoOS 4.1.2](#)

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- [Resolved issues in Poly VideoOS 4.1.2](#)

Review the resolved issues in this release.

- [Known issues in Poly VideoOS 4.1.2](#)

Review the known issues in this release.

What's new in Poly VideoOS 4.1.2

This maintenance release of Poly VideoOS is available for all Poly and partner modes.

Note	Review the section on updating your system before you install this release.
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- [This release includes over 30 resolved issues](#)

In this release, Poly has resolved over 30 issues. These fixes include eight audio, three camera, three configuration, seven device management, three partner application, five peripheral, and one provisioning issues.

- [Poly Speaker Framing enabled on Poly Studio E70 in Zoom Rooms for Windows](#)

Poly Speaker Framing functionality is now available on the Poly Studio E70 camera in Zoom Rooms for Windows 5.17.0 or later.

- [Poly Sound Reflection Reduction improved](#)

The Poly Sound Reflection Reduction feature has been improved in all provider modes.

- [Poly Scheduled Auto Restart enabled on Poly touch controllers](#)

Poly Scheduled Auto Restart is now enabled on Poly TC8 and Poly TC10 touch controllers.

- [Poly speaker output enhancement on Poly Studio X70 and Poly Studio X52 all-in-one video bars](#)

In environments where the speaker volume on Poly Studio X70 and Poly Studio X52 all-in-one video bars is too low, you can enable Poly speaker output enhancement to increase the system volume above the normal maximum output level while also decreasing the bass to prevent distortion.

This release includes over 30 resolved issues

In this release, Poly has resolved over 30 issues. These fixes include eight audio, three camera, three configuration, seven device management, three partner application, five peripheral, and one provisioning issues.

Some of the main resolved issues are:

- The system or all-in-one video bar unpairs with the Poly touch controller or signs out of Microsoft Teams (EN-250082 / EN-250072).

- The system or all-in-one video bar in Zoom mode loses configuration settings after update (EN-248478).
- Audio stops working once a participant from the far end speaks on a G7500 system (EN-245414).
- The device returns to factory settings after a system update on a Poly Studio X all-in-one video bar (EN-248472).

Find further details on resolved issues at [Resolved issues in Poly VideoOS 4.1.2](#).

Poly Speaker Framing enabled on Poly Studio E70 in Zoom Rooms for Windows

Poly Speaker Framing functionality is now available on the Poly Studio E70 camera in Zoom Rooms for Windows 5.17.0 or later.

Speaker Framing enables the Poly Studio E70 to determine which participant is actively speaking. The camera then frames the speaker when transmitting video to the far end. Enable this feature via a connected Poly touch controller, select **Camera Controls**, then select **Speaker Focus**.

Poly Sound Reflection Reduction improved

The Poly Sound Reflection Reduction feature has been improved in all provider modes.

Noise suppression has been improved and audio reverberation has been decreased in rooms where echo is a problem for users. Poly Sound Reflection Reduction is also now supported on the Poly Trio C60 and third-party DSP audio processors connected via USB.

Poly Scheduled Auto Restart enabled on Poly touch controllers

Poly Scheduled Auto Restart is now enabled on Poly TC8 and Poly TC10 touch controllers.

You can configure your device to automatically restart on a weekly or daily basis when paired to a Poly G7500 system or Poly Studio X all-in-one video bar. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

Note	By default, systems in Microsoft Teams mode will be enabled for auto restart via the Teams app daily update. Choose to auto restart via either the Teams app daily update or Poly system daily update - don't have both enabled.
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Poly speaker output enhancement on Poly Studio X70 and Poly Studio X52 all-in-one video bars

In environments where the speaker volume on Poly Studio X70 and Poly Studio X52 all-in-one video bars is too low, you can enable Poly speaker output enhancement to increase the system volume above the normal maximum output level while also decreasing the bass to prevent distortion.

Poly speaker output enhancement is available in all provider modes and reduces the impact on Acoustic Echo Cancellation (AEC) at higher volume levels.

To enable this feature, sign in to the system web interface, go to **Audio**, and select the **ENABLE_SPKVOLBOOST_LABEL** check box.

Partner application updates

This release supports the following versions of partner applications.

Table 1. Partner application updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202310260109.product t Teams: 1449/1.0.96.2023111001 Company Portal: 5.0.6061.0	<ul style="list-style-type: none">• Maintenance release• For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.15.7.3484 Zoom Rooms Controller (TC8 / TC10): 5.15.7.2163	<ul style="list-style-type: none">• Maintenance release.• For more information on this Zoom Room release, see the Zoom website.
Google Meet	2023.09.17.00.00	<ul style="list-style-type: none">• Maintenance release.• For more information on Google Meet, see the Google Meet website.

Partner Application	Version	Features
Ring Central	23.3.35.2	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, see the Ring Central website.
Tencent Meeting Rooms	Rooms: 3.16.210.584 Controller: 3.16.210.567	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, see the Tencent website.
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, see the Dialpad website.
BlueJeans	2.12.0.108	<ul style="list-style-type: none"> • Maintenance release. • For more information on this BlueJeans release, see the BlueJeans website.

Updating your system

All Poly G7500 systems and Poly Studio X all-in-one video bars support Poly VideoOS 4.1.2.

For a list of supported 3.x versions for each system or all-in-one video bar, see the [Poly VideoOS 3.14.2 Release Notes](#).

- [Updating your Poly G7500 system / Poly Studio X all-in-one video bar](#)
Note the following issues before you update.
- [Updating your Poly TC8 or Poly TC10 touch controller](#)

Note the following issues before you update your Poly TC8 or Poly TC10 touch controller.

Updating your Poly G7500 system / Poly Studio X all-in-one video bar

Note the following issues before you update.

- The Poly Studio X52 all-in-one video bar comes with Poly VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 system / other Poly Studio X all-in-one video bars to previous Poly VideoOS 4.x versions.
- Downgrading from Poly VideoOS 4.x to Poly VideoOS 3.x versions isn't supported.
- Your system must be running Poly VideoOS 3.14.1 or later before updating. If your system is running software earlier than Poly VideoOS 3.14.1, you must first update your system to Poly VideoOS 3.14.1 or later. Updating from earlier versions to this release isn't supported.
- Updating to this release without first updating to Poly VideoOS 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating your Poly TC8 or Poly TC10 touch controller

Note the following issues before you update your Poly TC8 or Poly TC10 touch controller.

- Updating your Poly TC8 / Poly TC10 touch controller to Poly VideoOS 4.1.0 includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Your Poly TC8 touch controller must be on Poly VideoOS 3.11.0 or later before updating to Poly VideoOS 4.1.x.
- If you're using your Poly TC10 touch controller as a paired room controller with a Poly G7500 system or Poly Studio X all-in-one video bar, don't accept the out-of-box prompt to upgrade a new Poly TC10 touch controller to Poly TCOS 5.0 software. If you're updating an existing Poly TC10 touch controller, perform the update through the system web interface of the paired video system.
- Only update your Poly TC10 touch controller to Poly TCOS 5.0 software if you plan to use it as a standalone Microsoft Teams panel or standalone Zoom controller / scheduler.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Products tested with Poly VideoOS 4.1.2

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See the [Current Poly Intra-operability Matrix](#).

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested Versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.2.2.3
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.11.2.211
Cisco Unified Communications Manager (CUCM)	12.5.1

Table 2. Poly endpoints

Product	Tested Versions
Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Poly VideoOS software 4.1.2
Poly Trio C60	7.2.6.0019
Poly Trio 8500 Poly Trio 8800	7.2.6.0019
Poly Trio C60 with Polycom RealPresence Group Series	UC Software 7.2.6.0019 RealPresence Group Series software 6.2.2.9

Product	Tested Versions
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC Software 7.2.6.0019 RealPresence Group Series software 6.2.2.9
Poly Trio VisualPro	UC Software 7.2.4 RealPresence Group Series software 6.2.2.9

Table 3. Peripherals

Product	Tested Versions
Poly EagleEye Cube USB	1.3.1
Polycom EagleEye Director II	2.2.3
Polycom EagleEye Producer	1.2.2
Polycom EagleEye IV USB	1.2.1
Polycom EagleEye USB Mini	9.0.33
Poly Studio E70 camera	1.8.2-508010
Poly Studio USB all-in-one video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0

Product	Tested Versions
Poly Microphone IP Adapter	3.0.0
Poly TC10 touch controller	4.1.2-211340
Poly TC8 touch controller	4.1.2-211340
Poly Lens	1.2.0
Polycom Content App	Current version

Table 4. Partner applications

Product	Tested Versions
Google Meet	2023.09.17.00.00
Zoom Rooms	5.15.7.3484
Microsoft Teams	1449/1.0.96.202311101
BlueJeans	2.12.0.108
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.2
RingCentral	23.3.35.2
Tencent	3.16.210.584

Resolved issues in Poly VideoOS 4.1.2

Review the resolved issues in this release.

Note	These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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. Resolved issues in this release take effect once you update your system.
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Table 1. Resolved issues

Category	Issue ID	Description
Audio	EN-249447	On a Poly Studio X all-in-one video bar in Teams mode, far end participants hear an echo of near end participants.
Audio	EN-249137	On a Poly G7500 system with two connected Poly IP microphones, a reconnected microphone doesn't gain audio until after a system restart.
Audio	EN-248899	On a Poly Studio X52 all-in-one video bar, the speaker level is lower than other Poly Studio X all-in-one video bars.
Audio	EN-248741	On a Poly Studio X70 all-in-one video bar in Zoom mode with HDMI content sharing, audio intermittently fades in and out.
Audio	EN-248645	On a Poly G7500 system using 3.5 mm output, after update no audio is heard when the system is set to TV Speakers.
Audio	EN-248521	On a Poly Poly Studio X52 system in Zoom Rooms mode, audio is lost to the far end during a lengthy (1 hr+) call.
Audio	EN-248242	On a Poly Studio X70 all-in-one video bar in Teams mode, far end participants hear a hissing sound when the near end participants speak.

Category	Issue ID	Description
Audio	EN-248015	On a Poly G7500 system in Zoom mode with 'Hide nonvideo participants' selected, the Poly G7500 screen flickers when those participants speak.
Audio	EN-245414	On a Poly G7500 system, audio stops working once a participant from the far end speaks.
Camera	EN-248155	On a Poly G7500 system with a connected Poly Studio E70 camera, a blue screen continues to display after swiPoly TChing between USB and LLN.
Camera	EN-248041	On a Poly G7500 system with a connected Poly Studio E70 camera, the Picture-in-Picture (PIP) window appears black after an update.
Camera	EN-248013	A Poly Studio E70 camera connected via USB to a laptop, intermittently flickers.
Configuration	EN-248478	<p>On a Poly Studio X all-in-one video bar in Zoom mode, all configurations are lost after a system update.</p> <p>This issue is resolved in VideoOS 4.1.2 and applies to future updates to VideoOS software. You may still experience this issue when you update your system to VideoOS 4.1.2.</p>
Configuration	EN-248472	<p>On a Poly Studio X all-in-one video bar, the device returns to factory settings after a system update.</p> <p>This issue is resolved in VideoOS 4.1.2 and applies to future updates to VideoOS software. You may still experience this issue when you update your system to VideoOS 4.1.2.</p>

Category	Issue ID	Description
Configuration	EN-242519	The time zone database doesn't reflect the Kuala Lumpur 8+ timezone.
Device Management	EN-249464	On a Poly Studio X52 all-in-one video bar in Zoom mode with a connected Poly TC10 touch controller and proxy enabled, the device doesn't connect to a meeting via the calendar.
Device Management	EN-248425	On a Poly G7500 system content sharing via the Extron app, content doesn't stop being shared after stop sharing is selected.
Device Management	EN-248046	On a Poly Studio X70 all-in-one video bar in Device Mode, content from the previous session displays on screen.
Device Management	EN-245486	On a Poly G7500 system or Poly Studio X all-in-one video bar in the system web interface you can't change the Admin ID.
Device Management	EN-245452	On a Poly Studio X70 all-in-one video bar with a connected QSC audio processor, speaker framing doesn't work.
Device Management	EN-245038	On a Poly G7500 system in Teams mode, the system becomes stuck when left in an idle state.
Device Management	EN-245029	On a Poly Studio X50 all-in-one video bar after system update, the device doesn't go to Sleep.
Partner Application	EN-250082	On a Poly G7500 or Poly Studio X all-in-one video bar with a connected touch controller in Teams mode, the touch controller unpairs from the device.

Category	Issue ID	Description
Partner Application	EN-250072	On a Poly G7500 or Poly Studio X all-in-one video bar with a connected touch controller in Teams mode, the touch controller unpairs from the device.
Partner Application	EN-248670	On a Poly G7500 system in BlueJeans mode, the user can't change to other provider modes.
Peripherals	EN-249453	On a Poly Studio X all-in-one video bar with a connected Poly TC8 touch controller, the Poly TC8 fails to update via provisioning from Poly Lens.
Peripherals	EN-248324	On a Poly Studio X30 all-in-one video bar with a connected Poly TC8 touch controller in Teams mode, 802.1X authentication isn't enabled.
Peripherals	EN-248322	On a Poly Studio X50 all-in-one video bar with a connected Poly TC8 touch controller, tapping the volume controls is inconsistent.
Peripherals	EN-245035	On a Poly G7500 system or Poly Studio X all-in-one video bar with a connected Poly TC8 touch controller, plugging in and out a content source results in the Poly TC8 showing 'Available Content' but no selectable content source.
Peripherals	EN-238840	On a Poly Studio X50 system with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset.
Provisioning	EN-245039	On a Poly Studio X all-in-one video bar with a connected Poly TC10 touch controller, the host name is not prepopulated for DHCP.

Known issues in Poly VideoOS 4.1.2

Review the known issues in this release.

Note 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.

This known issues table only includes issues discovered during this release. For known issues in the previous release, visit [Known issues in Poly VideoOS 4.1.1](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-247651	On a Poly Studio X52 all-in-one video bar with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 all-in-one video bar speakers or use a supported monitor or TV.
Audio	EN-212975	During a call on a Poly Studio X70 all-in-one video bar with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 all-in-one video bar disconnects the camera.	None.
Camera	EN-234479	On a Poly G7500 system with three USB-connected Poly Studio E70 cameras powered by Poly G7500 LLN ports, one or more Poly Studio E70 cameras may not properly connect to the video conferencing system after restart.	Restart the system.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 all-in-one video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.

Category	Issue ID	Description	Workaround
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the camera fails to work when the Poly Studio E70 camera is connected after startup.	Connect any monitors, cameras, or peripherals, before starting the system.
Configuration	EN-191539	If you don't select the country during initial system setup, any subsequent changes to the camera Power Frequency don't change the setting.	Select the country in the system web interface.
Configuration	EN-243770	On a Poly Studio X all-in-one video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals, before starting the system.
Device Management	EN-244703	On a Poly G7500 system or Poly Studio X all-in-one video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device Management	EN-242235	On a Poly G7500 system in Zoom Rooms mode with a paired Poly Trio C60, the monitor unexpectedly shows a "Peripherals Update" screen.	None.
Device Management	EN-242466	On a Poly G7500 system, a date set manually in the system web interface changes to a random date after a system restart.	None.

Category	Issue ID	Description	Workaround
Device Management	EN-240771	On a Poly Studio X70 all-in-one video bar in Teams mode with a connected Poly TC8 touch controller, the update screen unexpectedly displays.	None.
Device Management	EN-240753	On a Poly Studio X all-in-one video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device Management	EN-236658	Selecting Disable All USB Ports causes the device to restart.	None.
Device Management	EN-226868	On a Poly Studio X70 all-in-one video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner Application	EN-235202	On a Poly Studio X50 all-in-one video bar in Teams mode, number keys don't work on the sign-in screen.	Do one of the following: Select the Email, phone or username field to make the keys functional. Or select the back arrow to the main screen before going back to the sign-in screen.
Partner Application	EN-233295	On a Poly Studio X70 all-in-one video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or autoframing.

Category	Issue ID	Description	Workaround
Partner Application	EN-202446	On a Poly Studio X all-in-one video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) function.
Peripherals	EN-250227	On a Poly Studio X all-in-one video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.1.2, the Poly TC10 doesn't launch as a controller.	Manually clear the hostname.
Peripherals	EN-238840	On a Poly Studio X50 all-in-one video bar with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset.	None.
Peripherals	EN-238525	On a Poly G7500 system, your device can't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-237543	On a Poly Studio X50 all-in-one video bars with a connected Poly Trio C60, if you attempt to the update the system with a USB flash drive, the system doesn't update.	Unpair the Poly Trio C60 and then update the system using the USB flash drive, After the update, pair the Poly Trio C60 back to the system.
Peripherals	EN-210589	When using a Poly Studio X70 all-in-one video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.

Category	Issue ID	Description	Workaround
Peripherals	EN-182043	When using a Poly Studio X50 all-in-one video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X all-in-one video bar, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.
Video	EN-238554	On a Poly Studio X30 all-in-one video bar in Device Mode the video freezes.	Exit and then re-enter Device Mode.
Video	EN-235419	On a Poly Studio X50 or Poly Studio X30 all-in-one video bar, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group.	Use Group Framing.

Poly VideoOS Release Notes 4.1.1

Poly announces the new release of Poly VideoOS for Poly G7500, Poly Studio X70, Poly Studio X52, Poly Studio X50, and Poly Studio X30.

Note	This release has specific update considerations. Review the section on updating your system before you install this release.
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Software version: 4.1.1

Release date: November 2023

This Poly VideoOS software build includes the following device software versions

- Poly TC10 / Poly TC8 touch controller 4.1.1
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.8.1
- [What's new in Poly VideoOS 4.1.1](#)
This maintenance release of Poly VideoOS is initially available for all Poly and partner modes, except Microsoft.
- [Partner application updates](#)
This release supports the following versions of partner applications.
- [Updating your system](#)
All Poly G7500 and Poly Studio X systems support Poly VideoOS 4.1.1.
- [Products tested with Poly VideoOS 4.1.1](#)
Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.
- [Resolved issues in Poly VideoOS 4.1.1](#)
The following table lists resolved issues in this release.
- [Known issues in Poly VideoOS 4.1.1](#)
The following table lists known issues in this release.

What's new in Poly VideoOS 4.1.1

This maintenance release of Poly VideoOS is initially available for all Poly and partner modes, except Microsoft.

Microsoft Teams customers can upgrade to a comparable version of Poly VideoOS at a later date to enjoy the same benefits, plus Microsoft updates to the Teams app and Company Portal agent that incorporate fixes for a [known Microsoft issue](#).

- [This release includes over 40 resolved issues](#)

In this release, Poly has resolved 48 issues in total. These fixes include four audio, twelve camera, seven configuration, ten device management, nine peripheral, and six provisioning issues.

- [People Framing enabled on Poly Studio X30 and Poly Studio X50 systems](#)

You can now enable people framing on Poly Studio X30 and Studio X50 video bars for all applications except Poly Video Mode.

- [Distance estimation improved in Poly DirectorAI Perimeter](#)

Distance estimation is improved to enable greater accuracy when measuring room or area size in Poly DirectorAI Perimeter.

- [Device Mode UI aligned on Poly Studio X systems and Poly touch controllers](#)

Alignment between Device Mode user interfaces on Poly Studio X systems and Poly touch controllers.

- [Poly G7500 audio output for HDMI and 3.5 mm connections](#)

After updating to Poly VideoOS 4.1.1, your Poly G7500 sends audio through HDMI to the TV speakers by default.

This release includes over 40 resolved issues

In this release, Poly has resolved 48 issues in total. These fixes include four audio, twelve camera, seven configuration, ten device management, nine peripheral, and six provisioning issues.

Some of the main resolved issues are:

- The ceiling microphone unpairs after update on a G7500 system in Zoom mode (EN-248074).
- The system displays a static camera image and Poly logo on a Studio X30 video bar in Device Mode (EN-245292).
- HDMI content sharing stops working on a G7500 system switching between and Poly and Device Mode (EN-242731).

Find further details on resolved issues at [Resolved issues in Poly VideoOS 4.1.1](#).

People Framing enabled on Poly Studio X30 and Poly Studio X50 systems

You can now enable people framing on Poly Studio X30 and Studio X50 video bars for all applications except Poly Video Mode.

People framing is recommended for spaces with 6 participants or less. For best results on Poly Studio X30 and X50 video bars, in the system web interface under Workspace Lighting, select **Conference Mode**.

For spaces with glass walls, highly reflective surfaces, or near public areas, Poly recommends that you configure DirectorAI Perimeter to limit framing of unintended persons and reduce distractions to the far end.

Distance estimation improved in Poly DirectorAI Perimeter

Distance estimation is improved to enable greater accuracy when measuring room or area size in Poly DirectorAI Perimeter.

Your Poly DirectorAI Perimeter configuration resets after you upgrade to Poly VideoOS 4.1.1. Redefine your room or area size in the system web interface under **Audio / Video > Video Inputs > Enable Poly DirectorAI Perimeter**.

Device Mode UI aligned on Poly Studio X systems and Poly touch controllers

Alignment between Device Mode user interfaces on Poly Studio X systems and Poly touch controllers.

Poly G7500 audio output for HDMI and 3.5 mm connections

After updating to Poly VideoOS 4.1.1, your Poly G7500 sends audio through HDMI to the TV speakers by default.

If you connect a 3.5 mm audio output and select **TV Speakers and Line Out**, audio is sent to both the HDMI output and the 3.5 mm audio output. Configure your output in the system web interface, under **Audio / Video > Audio > Audio Output**.

Choose one of the following **Speaker Options**:

- **TV Speakers** (Default) - Sound is sent through HDMI to the TV speakers. The 3.5 mm audio output is turned off.
- **Line Out** - Sound is sent through the 3.5 mm audio output. The HDMI output is turned off.
- **TV Speakers and Line Out** - Sound is output to the HDMI output and the 3.5 mm audio output.

For Poly G7500 systems using 3.5 mm output previously set to **TV Speakers**, select **TV Speakers and Line Out** to replicate.

Partner application updates

This release supports the following versions of partner applications.

Table 1. Partner application updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202306202019.product Teams: 1449/1.0.96.2023090601 Company Portal: 5.0.5954.0	<ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.15.7.3484 Zoom Rooms Controller (TC8 / TC10): 5.15.7.2163	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, see the Zoom website.
Google Meet	2023.07.09.00.00	<ul style="list-style-type: none"> • Maintenance release. • For more information on Google Meet, see the Google Meet website.
Ring Central	23.3.30.20	<ul style="list-style-type: none"> • Maintenance release. • For more information on Ring Central, see the Ring Central website.

Partner Application	Version	Features
Tencent Meeting Rooms	Rooms: 3.16.210.584 Controller: 3.16.210.567	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, see the Tencent website.
Dialpad	1.025.0-0-g1cd2175	<ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, see the Dialpad website.

Updating your system

All Poly G7500 and Poly Studio X systems support Poly VideoOS 4.1.1.

For a list of supported 3.x versions for each system, see the [Poly VideoOS 3.14.2 Release Notes](#).

This Poly VideoOS 4.1.1 maintenance release is initially available for all Poly and partner modes, except Microsoft.

Microsoft Teams customers can upgrade to a comparable version of Poly VideoOS at a later date to enjoy the same benefits, plus Microsoft updates to the Teams app and Company Portal agent that incorporate fixes for a [known Microsoft issue](#).

- [Updating your Poly G7500 / Poly Studio X Video Bar](#)

Note the following issues before you upgrade.

- [Updating your Poly TC8 / TC10 Touch Controller](#)

Note the following issues before you upgrade.

Updating your Poly G7500 / Poly Studio X Video Bar

Note the following issues before you upgrade.

- Poly Studio X52 comes with VideoOS 4.1.0 software, which you can't downgrade to a previous release.

- You can downgrade your Poly G7500 / other Studio X video bars to previous VideoOS 4.x versions.
- Downgrading from VideoOS 4.x to VideoOS 3.x versions isn't supported.
- Your system must be running VideoOS 3.14.1 or later before updating. If your system is running software earlier than VideoOS 3.14.1, you must first update your system to VideoOS 3.14.1 or later. Upgrading from earlier versions to this release isn't supported.
- Upgrading to this release without first upgrading to 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating your Poly TC8 / TC10 Touch Controller

Note the following issues before you upgrade.

- Updating your Poly TC8 / TC10 touch controller to 4.1.0 includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Your TC8 touch controller must be on VideoOS 3.11.0 or later before updating to VideoOS 4.1.x.
- If you're using your TC10 touch controller as a paired room controller with a Poly G7500 or Studio X video bar, don't accept the out-of-box prompt to upgrade a new TC10 to Poly TC 5.0 software. If you're upgrading an existing TC10, perform the update through the system web interface of the paired video system.
- Only update your TC10 touch controller to Poly TC 5.0 software if you plan to use it as a standalone Microsoft Teams panel or standalone Zoom controller / scheduler.

You have multiple options for updating your system. For more information, review the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

To receive software updates from the Poly support site, your system must be able to access `swupdate.lens.poly.com`. If necessary, update your firewall settings.

Note	This update URL is only accessible by your system. You can't access this URL using a web browser.
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Products tested with Poly VideoOS 4.1.1

Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See the [Current Poly Intra-operability Matrix](#).

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Table 1. External MCU, call managers, recorders, gatekeepers, and gateways

Product	Tested Versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.2.2.3
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.11.2.211
Cisco Unified Communications Manager (CUCM)	12.5.1

Table 2. Poly endpoints

Product	Tested Versions
Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Poly VideoOS software 4.1.1
Poly Trio C60	7.2.6.0019
Poly Trio 8500 Poly Trio 8800	7.2.6.0019
Poly Trio C60 with Polycom RealPresence Group Series	UC Software 7.2.6.0019 RealPresence Group Series software 6.2.2.9
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC Software 7.2.6.0019 RealPresence Group Series software 6.2.2.9

Product	Tested Versions
Poly Trio VisualPro	UC Software 7.2.4 RealPresence Group Series software 6.2.2.9

Table 3. Poly peripherals and applications

Product	Tested Versions
Poly EagleEye Cube USB	1.3.1
Polycom EagleEye Director II	2.2.3
Polycom EagleEye Producer	1.2.2
Polycom EagleEye IV USB	1.2.1
Polycom EagleEye USB Mini	9.0.33
Poly Studio E70 camera	1.8.1-504019
Poly Studio USB video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.0
Poly TC10	4.1.1-211267

Product	Tested Versions
Poly TC8	4.1.1-211267
Poly Lens	1.2.0
Polycom Content App	Current version

Table 4. Partner applications

Product	Tested Versions
Google Meet	2023.07.09.00.00
Zoom Rooms	5.15.7.3484
Microsoft Teams	1449/1.0.96.2023090601
BlueJeans	2.11.0.73
Dialpad	1.025.0-0-g1cd2175
LogMeIn	1.219.2
RingCentral	23.3.30.20
Tencent	3.16.210.584

Resolved issues in Poly VideoOS 4.1.1

The following table lists resolved issues in this release.

Note These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.

Table 1. Resolved issues

Category	Issue ID	Description
Audio	EN-248074	On a Poly G7500 system in Zoom mode, ceiling microphone unpairs after update.
Audio	EN-243632	On a Poly Studio X52 system with a connected Poly TC8 touch controller and USB audio processor, audio is lost or delayed.
Audio	EN-243356	On a Poly G7500 system with connected Poly IP microphones, the microphones intermittently stop working after update.
Audio	EN-243685	On a Poly Studio X52 system in Device Mode, device microphones stop working during a call.

Category	Issue ID	Description
Camera	EN-245293	On a Poly G7500 system with a connected Poly EagleEye Cube camera in Tencent mode, directly connecting the Poly G7500 to a PC by USB cable causes the camera feed to display incorrectly.
Camera	EN-245292	On a Poly Studio X30 system in Device Mode with no monitor connected, the system displays a static camera image and Poly logo.
Camera	EN-245239	On a Poly G7500 system in Tencent mode with two connected monitors, one monitor intermittently flickers.
Camera	EN-245045	On a Poly G7500 system in Tencent mode, a second USB camera isn't controllable after plug in until after a system restart.

Category	Issue ID	Description
Camera	EN-245222	On a Poly G7500 system with a connected Poly Studio E70 or Poly EagleEye IV camera, the Picture-in-Picture (PIP) window disappears / reappears in a meeting.
Camera	EN-244773	On a Poly Studio X30 system in Teams mode, both the near and far end cameras show a black screen.
Camera	EN-243526	On a Poly Studio X50 system in Device Mode, a participant's face is overexposed when the camera zooms in.
Camera	EN-243481	On a Poly Studio X system in Teams mode with a connected Poly Studio E70 camera, Poly Audio Service doesn't register correctly in Windows.
Camera	EN-242485	On a Poly G7500 system with a connected Poly Studio E70 camera, setting the camera to 50 HZ causes the video to flicker.

Category	Issue ID	Description
Camera	EN-241558	On a Poly G7500 system with a connected Poly EagleEye IV camera and Poly TC8 touch controller, you can't re-enable the camera after disabling it.
Camera	EN-239568	On a Poly G7500 system with multiple connected Poly Studio E70 cameras in Zoom mode with multi-camera enabled, the video occasionally crashes before rejoining the call.
Camera	EN-217068	On a Poly Studio X system in Zoom mode, the camera shows black and intermittently reframes the participants.
Configuration	EN-244174	In the Poly system web interface, adding a new contact and marking as favorite doesn't work as expected.
Configuration	EN-243431	On a Poly G7500 system, there's a mismatch on network settings when viewed in Poly Lens.

Category	Issue ID	Description
Configuration	EN-243169	In the Poly system web interface, the remote monitoring presets page shows as blank.
Configuration	EN-243135	In the Poly Lens portal, the IP source of a device displays as manual instead of Dynamic Host Configuration Protocol (DHCP).
Configuration	EN-241922	On a Poly Studio X system, the device name overlaps the time display on a connected Poly TC8 touch controller.
Configuration	EN-241877	The time zone database doesn't reflect the fact that Mexico City no longer observes Daylight Savings Time.
Configuration	EN-218418	On a Poly Studio X30 system in the system web interface with the language set to Portuguese, errors appear in the video inputs field.
Device Management	EN-248033	On a Poly Studio X30 system in Tencent mode, the system shows no output when connected via HDMI.

Category	Issue ID	Description
Device Management	EN-247687	On a Poly G7500 system in Tencent mode, the monitor receives a low refresh rate.
Device Management	EN-245417	On a Poly Studio X52 system in Zoom Rooms mode, the device intermittently shows as not supported.
Device Management	EN-245187	On a Poly Studio X system in Teams mode with a connected Poly TC8 touch controller using the Extron app, switching between the apps isn't seamless.
Device Management	EN-244916	On a Poly G7500 system with a connected Poly IP Microphone and static IP address assigned, a message appears to 'Check Your Network Connection' after a system restart.
Device Management	EN-244626 / EN-243445	On a Poly Studio X system in Poly Video mode, a 502 error is shown on the system web interface after the system is left idle.

Category	Issue ID	Description
Device Management	EN-244273	On a Poly Studio X50 system in Device Mode, the system reboots during a call.
Device Management	EN-244163	On a Poly Studio X70 system in Zoom mode, a difference is shown between bright contrast and saturation from HDMI1 to HDMI2.
Device Management	EN-243781	On a Poly G7500 system in Zoom mode, while sharing content via HDMI, the far end receives a dimmed image or low brightness.
Device Management	EN-242731	On a Poly G7500 system switching between and Poly and Device Mode causes HDMI content sharing to stop working.
Peripherals	EN-248163	On a Poly Studio X system with a connected Poly TC8 touch controller, the controller unpairs or becomes unresponsive after update from an earlier than 3.11 software version.

Category	Issue ID	Description
Peripherals	EN-245357	On a Poly Studio X30 system with a connected Poly TC8 touch controller in Tencent mode, the touch controller side menu stops responding.
Peripherals	EN-245455	On a Poly Studio X50 system in Zoom mode with a connected Poly TC8 touch controller, you can't join or create a new meeting.
Peripherals	EN-245454	On a Poly Studio X system in Teams mode with a connected Poly TC8 touch controller using the Extron app, calls can't be answered.
Peripherals	EN-245296	On a Poly Studio X30 or Poly Studio X50 system with a connected Poly TC8 touch controller, the controller screen becomes stuck after update.
Peripherals	EN-244772	On a Poly Studio X system with a connected Poly TC10 touch controller, the touch controller setup wizard restarts when you manually assign an IP address.

Category	Issue ID	Description
Peripherals	EN-244770	On a Poly Studio X system with a connected Poly TC8 touch controller, the touch controller intermittently unpairs and displays 'Discovering network'.
Peripherals	EN-243068	On a Poly Studio X50 system with two connected monitors, the second monitor doesn't display when the location is set to the United Kingdom.
Peripherals	EN-241559	On a Poly Studio X system with a connected touch controller, the settings menu doesn't open.
Provisioning	EN-244945	On a Poly Studio X52 system with syslog enabled, the system freezes and becomes stuck.
Provisioning	EN-244607	On a Poly G7500 or Poly Studio X system in Teams mode, the audio gain parameter is ignored.

Category	Issue ID	Description
Provisioning	EN-244557	On a Poly Studio X70 system in Teams mode, Link Layer Discovery Protocol (LLDP) enabled doesn't allow assignment of a static IP address.
Provisioning	EN-243133	On a Poly G7500 system with connected Poly Studio X Series systems, correct provisioning information isn't received via Dynamic Host Configuration Protocol (DHCP).
Provisioning	EN-242687	On a Poly G7500 system, web proxy autodiscovery doesn't locate the PAC file due to an invalid character being added to the request.
Provisioning	EN-234496	On a Poly G7500 system, SSH sessions cause a memory leak issue.

Known issues in Poly VideoOS 4.1.1

The following table lists known issues in this release.

Note 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.

 This known issues table only includes issues discovered during this release. For known issues in the previous release, see the [Poly VideoOS 4.1.0 Release Notes](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-248521	On a Poly Studio X52 system in Zoom Rooms mode, audio is lost to the far end during a lengthy (1 hr+) call.	Disconnect and then reconnect to the Zoom Room.
Audio	EN-247651	On a Poly Studio X52 system with a connected Samsung monitor, the TV Speakers option doesn't work.	Use the Poly Studio X52 speakers or use a supported monitor or TV.
Audio	EN-212975	During a call on a Poly Studio X70 system with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.

Category	Issue ID	Description	Workaround
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 system disconnects the camera.	None.
Camera	EN-234479	On a Poly G7500 system with three USB-connected Poly Studio E70 cameras powered by Poly G7500 LLN ports, one or more Poly Studio E70 cameras may not properly connect to the video conferencing system after restart.	Restart the system.
Camera	EN-227999	On a Poly G7500 or Poly Studio X50 system, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.

Category	Issue ID	Description	Workaround
Configuration	EN-235428	On a Poly G7500 system with a connected Poly TC8 or Poly TC10 touch controller in Teams mode, the camera fails to work when the Poly Studio E70 is connected after start up.	Connect any monitors, cameras, or peripherals, before starting the system.
Configuration	EN-191539	If you don't select the country during initial system setup, any subsequent changes to the camera Power Frequency don't change the setting.	Select the country in the system web interface.
Configuration	EN-243770	On a Poly Studio X system in Poly Video mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals, before starting the system.

Category	Issue ID	Description	Workaround
Device Management	EN-244703	On a Poly G7500 or Poly Studio X system, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.
Device Management	EN-242235	On a Poly G7500 system in Zoom Rooms mode with a paired Poly Trio C60, the monitor unexpectedly shows a "Peripherals Update" screen.	None.
Device Management	EN-242466	On a Poly G7500 system, a date set manually in the system web interface changes to a random date after a system restart.	None.

Category	Issue ID	Description	Workaround
Device Management	EN-240771	On a Poly Studio X70 in Teams mode with a connected Poly TC8 touch controller, the update screen unexpectedly displays.	None.
Device Management	EN-240753	On a Poly Studio X system in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device Management	EN-236658	Selecting Disable All USB Ports causes the system to restart.	None.
Device Management	EN-226868	On Poly Studio X70 systems, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.

Category	Issue ID	Description	Workaround
Partner Application	EN-235202	On Poly Studio X50 systems in Teams mode, number keys don't work on the sign-in screen.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Select the Email, phone or username field to make the keys functional. • Select the back arrow to the main screen before going back to the sign-in screen.
Partner Application	EN-233295	On a Poly Studio X70 system with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or auto-framing.
Partner Application	EN-202446	On Poly Studio X systems in Teams mode, the PAC file instruction isn't properly utilized to bypass the proxy.	<ul style="list-style-type: none"> • Use the (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) function.

Category	Issue ID	Description	Workaround
Peripherals	EN-238840	On a Poly Studio X50 system with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset.	None.
Peripherals	EN-238525	On a Poly G7500 system, your device can't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-237543	On a Poly Studio X50 system with a connected Poly Trio C60, if you attempt to update the system with a USB flash drive, the system doesn't update.	Unpair the Poly Trio C60 and then update the system using the USB flash drive. After the update, pair the Poly Trio C60 back to the system.
Peripherals	EN-234766	When using a Poly TC10 device in Standalone Mode, leaving the custom URL field blank and selecting Check for Updates points to new software available at the default URL.	None.

Category	Issue ID	Description	Workaround
Peripherals	EN-210589	When using a Poly Studio X70 system, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	When using a Poly Studio X50 system in Poly Video mode, you can't see incoming call notifications on Poly TC8 when the Poly TC8 device displays the Camera or Settings screen.	When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X system, the system doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled.
Provisioning	EN-243555	In Poly Lens with a connected Poly G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.

Category	Issue ID	Description	Workaround
Provisioning	EN-238094	In Poly Clariti Manager (formerly Poly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.
Provisioning	EN-226934	In Poly Clariti Manager (Formerly RealPresence Resource Manager), Poly Studio X systems are showing as offline.	Update Poly Clariti Manager (Formerly RealPresence Resource Manager) to 10.11.
Video	EN-238554	On Studio X30 systems in Device Mode the video freezes.	Exit and then re-enter Device Mode.
Video	EN-235419	On a Studio X50 or Studio X30 system, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group.	Use Group Framing.

Poly G7500, Poly Studio G62 and Poly Studio X all-in-one video bar supported products

This section provides information on products supported by Poly G7500, Poly Studio G62 and Poly Studio X all-in-one video bars. Poly tests the latest software version for products listed as supported. Update to the latest software version for any supported devices that are connected to your Poly G7500, Poly Studio G62 or Poly Studio X all-in-one video bar.

- [Supported peripherals and applications](#)

The following table includes the Poly and partner peripherals and applications supported on Poly G7500, Poly Studio G62, and Poly Studio X video bars. Not all the hardware listed is compatible with all provider modes. This table reflects hardware compatibility and not provider configuration compatibility.

- [USB cables and USB extenders supported with Poly Studio E70](#)

For a list of USB cables and extenders supported for use with the Poly Studio E70 camera, review the Poly Studio E70 Release Notes.

- [USB cables and USB extenders supported with Poly Studio E60](#)

For a list of USB cables and extenders supported for use with the Poly Studio E60 camera, review the Poly Studio E60 Release Notes.

- [Supported web browsers](#)

Access the system web interface with the following web browsers:

- [Microsoft Teams support for Poly G7500, Poly Studio G62 and Poly Studio X all-in-one video bars](#)

Poly G7500 (when running Poly VideoOS 4.0 or later), Poly Studio G62 (when running Poly VideoOS 4.2.2 or later), Poly Studio X70 (when running Poly VideoOS 4.0 or later), Poly Studio X50, Poly Studio X30, and Poly Studio X52 all-in-one video bars (when running Poly VideoOS 4.1 or later), support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers. Poly recommends updating to the latest software version for the best experience when using Microsoft Teams on Poly G7500, Poly Studio G62, or Poly Studio X all-in-one video bars.

Supported peripherals and applications

The following table includes the Poly and partner peripherals and applications supported on Poly G7500, Poly Studio G62, and Poly Studio X video bars. Not all the hardware listed is compatible with all provider modes. This table reflects hardware compatibility and not provider configuration compatibility.

For a complete list of supported peripherals, see the [Poly VideoOS Compatibility Reference Guide](#).

USB cables and USB extenders supported with Poly Studio E70

For a list of USB cables and extenders supported for use with the Poly Studio E70 camera, review the Poly Studio E70 Release Notes.

Review the [Poly Studio E70 Release Notes](#).

USB cables and USB extenders supported with Poly Studio E60

For a list of USB cables and extenders supported for use with the Poly Studio E60 camera, review the Poly Studio E60 Release Notes.

Review the [Poly Studio E60 Release Notes](#).

Supported web browsers

Access the system web interface with the following web browsers:

- Google Chrome 106.0.5249.126 and later
- Apple Safari 14 and later
- Mozilla Firefox 99 and later
- Microsoft Edge 94 and later

Microsoft Teams support for Poly G7500, Poly Studio G62 and Poly Studio X all-in-one video bars

Poly G7500 (when running Poly VideoOS 4.0 or later), Poly Studio G62 (when running Poly VideoOS 4.2.2 or later), Poly Studio X70 (when running Poly VideoOS 4.0 or later), Poly Studio X50, Poly Studio X30, and Poly Studio X52 all-in-one video bars (when running Poly VideoOS 4.1 or later), support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers. Poly recommends updating to the latest software version for the best experience when using Microsoft Teams on Poly G7500, Poly Studio G62, or Poly Studio X all-in-one video bars.

Note the following when using Microsoft Teams on your device:

- After signing into Teams, you must pair the Poly TC8 / Poly TC10 touch controller to the system via the Teams app.
- After updating to Poly VideoOS 4.1.1 or later, set Transmission Audio Gain to the default value of 0 dB.
- All deployment requirements and recommendations for Teams now apply to the Poly TC8 / Poly TC10 touch controller as well as to the system. This includes firewall, security, and network configuration. Make sure that your corporate firewalls are configured as noted at the Office 365 URLs and IP address ranges page at [Microsoft Teams](#).
- If you're using Teams as your primary conferencing application, Poly recommends using the Microsoft Teams Admin Center to manage all software for your system, and paired Poly TC8 / Poly TC10 touch controllers. Microsoft posts the latest supported Poly VideoOS version at the Microsoft Teams Admin Center.
- By default, systems in Microsoft Teams mode will be enabled for auto restart via the Teams app daily update. Choose to auto restart via either the Teams app daily update or Poly system daily update - don't have both enabled.

- Only one Poly Trio C60 is supported as an audio device in Microsoft Teams mode.

For more information on updates for the Teams application, see [What's new in Microsoft Teams devices](#).

System constraints and limitations

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

- [Barco Clickshare fails to wake system from idle](#)
Poly recommends waking the Poly device before clicking on Barco Clickshare. If a blue screen displays after clicking on Barco Clickshare, disconnect and then reconnect the HDMI cable.
- [Biamp DSP USB Audio Processors](#)
Audio issues can occur due to incorrect setup and configuration of Biamp DSP USB Audio Processors.
- [Poly Bluetooth and IR Remote Control and receiver](#)
Poly Bluetooth and IR Remote Control functionality may be limited when using partner applications.
- [Camera controls on Poly touch controller and IP-connected Poly Studio E70 camera](#)
On the Poly touch controller, camera controls for the Poly Studio E70 camera aren't available when connected via IP
- [Color correction setting in Microsoft Teams](#)
The Poly Studio X all-in-one video bar doesn't support the Color Correction feature.
- [Connecting or disconnecting a camera while the system is on](#)
Poly recommends that you don't connect or disconnect a camera when the system is powered-on. To connect / disconnect a camera, you should first turn off the system, and then connect / disconnect the camera.
- [Disabling USB ports on Poly Studio X70 all-in-one video bars](#)
Disabling USB ports on a Poly Studio X70 all-in-one video bar results in the built-in camera being disconnected.
- [Downloading system logs](#)
Wake the device before downloading system logs to ensure all component logs are captured.
- [Error message - A compatible software update package isn't found](#)
In the system web interface, this error message may display after updating to Poly VideoOS 4.x as the provisioning server finds an earlier software release, which you can't downgrade to.
- [Full-screen video with Airplay not supported](#)
You can't use Airplay to share full-screen video from a website or app on an iOS device.
- [HDMI to DVI not supported](#)
Poly recommends only using monitors with a direct HDMI input as Poly G7500 and Poly Studio X all-in-one video bars don't support HDMI to DVI adapters.
- [Monitor display issues with CEC](#)

If you experience display issues after the system wakes from sleep, disable CEC in the system web interface.

- [No support for HDCP sources](#)

You can't send content from a High-bandwidth Digital Content Protection (HDCP) source to your system. An HDCP source can be a Blu-ray player, DVD player, or similar device.

- [Poly EagleEye Cube USB camera](#)

Note the following when using a Poly EagleEye Cube USB camera with your system.

- [Poly EagleEye Cube microphone](#)

Don't use the Poly EagleEye Cube microphone with a USB DSP audio solution due to conflict between the microphones.

- [Polycom EagleEye IV 10-meter HDCI digital camera cable](#)

The 10 m (32.8 ft) HDCI cable (part number 2457-64356-101) used to connect an Polycom EagleEye IV camera to your Poly G7500 system isn't supported.

- [Polycom EagleEye IV USB camera](#)

Note the following when using an EagleEye IV USB camera with your system:

- [Poly Studio E70 camera controls in Poly Lens](#)

Poly Studio E70 camera controls are not configurable in Poly Lens.

- [Primary audio volume in Partner Mode](#)

Configuring the Primary Audio Volume setting with the system web interface isn't supported in Partner Mode. Change the volume using your partner application settings instead.

- [Secure media streams](#)

Media streams (audio, video, and content) over HTTPS aren't supported. Media streams in H.323 and SIP calls are encrypted using SRTP.

- [Sharing content with RealPresence Desktop](#)

You can't share content to a system using the RealPresence Desktop for Windows or Mac application.

- [Sleep and out-of-office settings in Partner Mode](#)

Configuring sleep and out-of-office settings with the system web interface may not be supported in Partner Mode. Check your partner application settings for support of similar functionality.

- [Using Device Mode as a provider](#)

Note the following when you use Device Mode as a provider:

- [Using Device Mode with a paired Poly Trio conference phone](#)

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode from a paired Poly Trio 8500, Poly Trio 8800, or Poly Trio C60 system:

- [Using the Poly G7500 or Poly Studio X video bar in Microsoft Teams mode](#)

Note the following limitations when using Microsoft Teams with a Poly video conferencing system:

- [Zoom Smart Gallery using multiple cameras not supported](#)

When using Zoom Smart Gallery, using multiple connected cameras isn't supported.

Barco Clickshare fails to wake system from idle

Poly recommends waking the Poly device before clicking on Barco Clickshare. If a blue screen displays after clicking on Barco Clickshare, disconnect and then reconnect the HDMI cable.

Biamp DSP USB Audio Processors

Audio issues can occur due to incorrect setup and configuration of Biamp DSP USB Audio Processors.

Poly recommends the following solution:

- 1 Update your Biamp device firmware.
- 2 In DSP Properties, disable **Asynchronous Synchronization**.
- 3 In USB (X) Initialization, under **Connection Type**, select **Speakerphone: Disables Computer AEC**.

Poly Bluetooth and IR Remote Control and receiver

Poly Bluetooth and IR Remote Control functionality may be limited when using partner applications.

Camera controls on Poly touch controller and IP-connected Poly Studio E70 camera

On the Poly touch controller, camera controls for the Poly Studio E70 camera aren't available when connected via IP

Use the system web interface to change tracking modes.

Color correction setting in Microsoft Teams

The Poly Studio X all-in-one video bar doesn't support the Color Correction feature.

Connecting or disconnecting a camera while the system is on

Poly recommends that you don't connect or disconnect a camera when the system is powered-on. To connect / disconnect a camera, you should first turn off the system, and then connect / disconnect the camera.

Disabling USB ports on Poly Studio X70 all-in-one video bars

Disabling USB ports on a Poly Studio X70 all-in-one video bar results in the built-in camera being disconnected.

Downloading system logs

Wake the device before downloading system logs to ensure all component logs are captured.

Error message - A compatible software update package isn't found

In the system web interface, this error message may display after updating to Poly VideoOS 4.x as the provisioning server finds an earlier software release, which you can't downgrade to.

Full-screen video with Airplay not supported

You can't use Airplay to share full-screen video from a website or app on an iOS device.

HDMI to DVI not supported

Poly recommends only using monitors with a direct HDMI input as Poly G7500 and Poly Studio X all-in-one video bars don't support HDMI to DVI adapters.

Monitor display issues with CEC

If you experience display issues after the system wakes from sleep, disable CEC in the system web interface.

No support for HDCP sources

You can't send content from a High-bandwidth Digital Content Protection (HDCP) source to your system. An HDCP source can be a Blu-ray player, DVD player, or similar device.

Poly EagleEye Cube USB camera

Note the following when using a Poly EagleEye Cube USB camera with your system.

- The system doesn't support 1080p at 60 fps, but it does support 1080p at 30 fps.
- The system logs don't include entries about the camera. You can download camera logs using [Poly Lens Desktop](#).
- Some camera settings are available only through the Poly Lens Desktop application (for example, hue).
- You can provision camera settings with Poly RealPresence Resource Manager only when you connect the camera to your system.
- If you previously purchased a Poly EagleEye Cube USB camera to use with a Poly Trio system, you can also use the camera with your system. However, to avoid camera connectivity issues Poly recommends updating the camera to firmware version 1.1.0-827 or later:

- Connect the camera to a Poly Trio system running software version 5.9.0AB or later.
- Update the camera using the Poly Lens Desktop application.

Poly EagleEye Cube microphone

Don't use the Poly EagleEye Cube microphone with a USB DSP audio solution due to conflict between the microphones.

Polycom EagleEye IV 10-meter HDCI digital camera cable

The 10 m (32.8 ft) HDCI cable (part number 2457-64356-101) used to connect an Polycom EagleEye IV camera to your Poly G7500 system isn't supported.

If you need to connect your camera up to that distance, use the Polycom EagleEye Digital Extender instead. For more information, review the [Poly G7500 Room Preparation Guide](#).

Polycom EagleEye IV USB camera

Note the following when using an EagleEye IV USB camera with your system:

- The pan, tilt, and zoom controls don't work if you use the camera with an Acer T232HL touch monitor.
- When EagleEye IV is set as the primary camera, Preset 1 isn't used for the default camera position. The camera uses the default full-frame camera view.

Poly Studio E70 camera controls in Poly Lens

Poly Studio E70 camera controls are not configurable in Poly Lens.

Poly Studio E70 camera controls such as brightness/saturation/contrast/hue/gamma are no longer customer facing as of Poly Studio E70 1.8.1 software update. These settings were never meant to be configurable.

Primary audio volume in Partner Mode

Configuring the **Primary Audio Volume** setting with the system web interface isn't supported in Partner Mode. Change the volume using your partner application settings instead.

Secure media streams

Media streams (audio, video, and content) over HTTPS aren't supported. Media streams in H.323 and SIP calls are encrypted using SRTP.

Sharing content with RealPresence Desktop

You can't share content to a system using the RealPresence Desktop for Windows or Mac application.

Sleep and out-of-office settings in Partner Mode

Configuring sleep and out-of-office settings with the system web interface may not be supported in Partner Mode. Check your partner application settings for support of similar functionality.

Using Device Mode as a provider

Note the following when you use Device Mode as a provider:

- You must have a monitor connected to the system. When you connect an HDMI cable from your system to your computer, the system's monitor becomes a second display for your computer.
- Airplay and Miracast are disabled in the system web interface.
- Sleep and digital signage aren't available.

Using Device Mode with a paired Poly Trio conference phone

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode from a paired Poly Trio 8500, Poly Trio 8800, or Poly Trio C60 system:

- You can only access Device Mode from the Trio screen when the system is in Poly Video Mode.
- When the system is in Device Mode, the controls displayed on the Trio screen don't work.
- System and connected microphone LEDs don't indicate you're muted if you mute using RealPresence Desktop.
- You can't use the Bluetooth remote control to interact with your system.

Using the Poly G7500 or Poly Studio X video bar in Microsoft Teams mode

Note the following limitations when using Microsoft Teams with a Poly video conferencing system:

- Poly Trio is only supported as an audio device and not as a controller. Use a touchscreen, a paired Poly TC8 or TC10 touch controller, or a Bluetooth remote to interact with the system.
- The Poly G7500 solution is certified for use with and supports two USB-connected Poly Studio E70 or Poly EagleEye IV cameras.
- The Poly Studio X50, Poly Studio X52, and Poly Studio X70 video bars support one USB-connected Poly Studio E70 or Poly EagleEye IV camera.
- The Poly Studio X50, Poly Studio X52, and Poly Studio X70 video bars support limited functionality when using multiple USB-connected cameras such as firmware management, framing mode changes via the Microsoft Teams application, camera controls via the Poly Video application, and management of settings in the system web interface.
- The Poly Studio X video bar doesn't support the Microsoft Teams Color Correction feature.

Zoom Smart Gallery using multiple cameras not supported

When using Zoom Smart Gallery, using multiple connected cameras isn't supported.

Product resources and additional information

This section provides resources and additional information for your product.

- [Security updates](#)
Review security information for Poly products.
- [Security policy](#)
Poly implements a layered defense-in-depth approach to protect information in products and systems from unauthorized processing.
- [Language support](#)
Poly G7500 systems and Poly Studio X all-in-one video bars support multiple languages.
- [Getting help](#)
Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

Security updates

Review security information for Poly products.

Review the [Security Bulletins](#) page for information about known and resolved security vulnerabilities.

Security policy

Poly implements a layered defense-in-depth approach to protect information in products and systems from unauthorized processing.

For more information, review the [HP | Poly Security and Privacy Overview](#) white paper.

Language support

Poly G7500 systems and Poly Studio X all-in-one video bars support multiple languages.

Note	In Partner Mode, your conferencing provider may have a different set of supported languages.
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The systems support the following languages in Poly Video Mode:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- English (American)
- English (British)
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The [Poly Documentation Library](#) is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to [HP Support](#).

The [HP Community](#) provides additional tips and solutions from other HP product users.