Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

Contents

What's New

These release notes provide information on updates, features, and resolved and known issues for systems using Poly VideoOS software.

3.0.2 includes the following feature:

- Fixes to Audio Issues During Calls Using Zoom Rooms

3.0.1 includes the following features:

- Poly Lens Support
- Studio X50 and Studio X30 Camera Enhancements
- Studio X50 and Studio X30 Audio Enhancements
- Using TC8 Behind a Web Proxy

Fixes to Audio Issues During Calls Using Zoom Rooms

This release fixes audio latency and dropped audio issues during calls while using the Zoom Rooms application.

Poly Lens Support

Poly Lens provides cloud-based management and insights for your modern meeting devices, including the G7500, Studio X50, and Studio X30 systems. Use Poly Lens to learn more about key trends in your organization, such as device health and usage, and soon, room utilization and meeting characteristics.

You can register your system with Poly Lens during system setup or on the Poly Lens registration page. Learn more here.

Register During System Setup

Once you install Poly VideoOS 3.0.1 on your system, you can register with Poly Lens during system setup.

1 When prompted to register with Poly Lens, do one of the following:

> ➢ Scan the registration QR code with your mobile device.
> ➢ Enter the registration URL in a browser.
> ➢ Select the registration link in the system web interface.

2 Follow the instructions to finish registering your system.

Your system remains registered with Poly Lens even after a reset or factory restore.

Register Later

If you don't register during setup, you can do so on the Poly Lens registration page.

1 Go to https://lens.poly.com/go.

2 Follow the instructions to register your system.

Verify Registration Status

You can check if your system is registered with Poly Lens.

1 In the system web interface, go to **Servers > Cloud** to check the **Registration Status**.

Studio X50 and Studio X30 Camera Enhancements

This release includes camera video quality improvements for Studio X50 and Studio X30 systems.

Additional camera settings are also available; for example, you can now adjust the built-in camera's sharpness and brightness.

Studio X50 and Studio X30 Audio Enhancements

Audio enhancements for the Studio X50 and Studio X30 systems include improved background noise suppression.

Using TC8 Behind a Web Proxy

TC8 devices that must communicate with an external cloud service to control your video system can do so from behind a web proxy. No extra setup is required; the device uses the web proxy information configured on your paired video system.

Also see information regarding the TC8 and Web Proxy Auto-Discovery Protocol (WPAD) limitation.

Security Updates

See the Polycom Security Center for information about known and resolved security vulnerabilities.

Installation

Get the latest version of Poly VideoOS at Polycom Support. You don't need a software version key to install version 3.0.2.

You can install updates a few different ways. See your system's *Poly Video Mode Administrator Guide* or *Poly Partner Mode Administrator Guide* for more information.

> **Note:** If you plan to use Zoom Rooms as your primary partner application, Poly recommends regularly updating your system in the Zoom Admin Portal.

This version does not include new TC8 device software. For example, if you upgrade your system from 3.0.1 to 3.0.2, the TC8 will continue to use 3.0.1.

Update Older G7500 Systems in the Zoom Admin Portal

For G7500 systems manufactured before Oct. 15, 2019, you can't upgrade to 3.0.2 using the Zoom Admin Portal's Zoom Device Management (ZDM) features. You must upgrade using the system web interface.

Before you begin, configure your firewall and/or web proxy so that the system can communicate with the Zero Touch Onboarding (ZTO) service (`zto.poly.com`) on port 443.

1 In the system web interface, go to **General Settings > Device Management**.

2 In the **Download Update From** dropdown, choose **Polycom Support Site**.

3 Select **Update All**.

   Your system performs a one-time activity to retrieve a new device certificate from Poly Cloud Services.

Once the certificate is in place, your G7500 system software can be updated using ZDM.

Version History

This following table lists the release history of the G7500, Studio X50, and Studio X30 systems.

Release History

Release	Release Date	Features
3.0.2	February 2020	• Fixes to audio issues during calls using Zoom Rooms
3.0.1	February 2020	• Poly Lens support • Studio X50 and Studio X30 camera enhancements • Studio X50 and Studio X30 audio enhancements • Using a TC8 behind a web proxy
3.0.0	December 2019	• Introducing the Poly Studio X50 and Poly Studio X30 systems • Introducing Poly Partner Mode • Poly interoperability with Zoom Rooms • Introducing the Poly TC8 device

		• Poly NoiseBlockAI
		• Documentation updates
2.1.0	August 2019	• Poly EagleEye Cube USB camera support
		• Persistent HDMI content
		• Comprehensive provisioning template
		• CEC support
		• H.460 on by default
		• Ability to configure wireless channels for Miracast-certified devices
		• Important sleep/wake fixes
		• UI updates
2.0.0	May 2019	• Introducing the Poly G7500

Language Support

The G7500, Studio X50, and Studio X30 systems support the following languages in Poly Video Mode:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

In Partner Mode, your conferencing provider may have a different set of supported languages.

Resolved Issues

The following table lists the resolved issues in this release of the G7500, Studio X50, and Studio X30 systems.

Resolved Issues

Category	Issue ID	Description
Audio	EN-164529 EN-167611 EN-169031	You may experience audio latency issues or lose audio during calls using the Zoom Rooms application.
Device Management	EN-158434	A Studio X50, Studio X30, or G7500 system configured to use Zoom Rooms out of the box takes 60 minutes after powering on for the first time to poll the Zoom Device Management (ZDM) service. If the system is activated with or signed into Zoom Rooms before the first poll completes, the Zoom Admin Portal will not display the ZDM badge.

Known Issues

The following table lists known issues in this release of the G7500, Studio X50, and Studio X30 systems.

> **Note:** These release notes don't provide a complete listing of all known issues that are included in 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.

Known Issues

Category	Issue ID	Description	Workaround
Audio	EN-119155	Downloading logs during a call temporarily disconnects the Poly Microphone IP Adapter, resulting in a loss of audio on the far end.	When using a microphone adapter, don't download logs during a call.
Audio	EN-166415	Dialing out with RMX Manager to two video systems using M-Mode and mono audio results in SIP calls with poor audio quality.	Configure the systems to use stereo audio instead of mono.

Calling	EN-154182	The video quality has issues when you dial in to a Zoom meeting using H.323 on a Poly system.	Dial in to Zoom calls using SIP. You can do this automatically for all calls by setting your primary dialing preference to SIP.
Calling	EN-154858	You can place a Zoom call on a paired TC8 device while the video system's software is still updating, but the call disconnects once the update completes.	Wait until the video system finishes updating before placing calls on the TC8 device.
Certificate Management	EN-132233	Your system still gets updates from RealPresence Resource Manager even if you delete the CA-signed certificate to establish connection with the provisioning server.	Reset your system settings and specify you don't want to keep installed certificates.
Content	EN-156868	In content shared through an HDMI connection, black text on a red background is blurry.	None.
Content	EN-160065	The screen mirroring options remain live in the system web interface even though someone is sharing content. Modifying the settings while sharing content can cause problems. For example, if you disable AirPlay while someone's sharing content from their AirPlay-certified device, the content drops.	Don't modify screen mirroring options during a content session.
Device Management	EN-140507	When the G7500 system is sleeping, EagleEye Cube USB camera information doesn't display in the system web interface.	None.
Device Management	EN-145107	You can create a name for your EagleEye Cube USB camera in the Polycom Companion application that's up to 60 characters long, but the G7500 system web interface cuts off the name after 32 characters.	Use a camera name that isn't longer than 32 characters.
Directories	EN-144594	When uploading contacts from an XML file, the system doesn't display more than one contact with the same name even if the `uniqeid` attribute is different.	Create contacts with unique names.
Hardware	EN-136674	On your G7500 system, unplugging a Poly IP Table Microphone from the first link-local network (LLN) port and plugging it back in causes any other connected table microphones to stop working.	Restart the system after unplugging the table microphone.
Hardware	EN-140535	Rapidly disconnecting and reconnecting an EagleEye Cube USB camera may cause the system to crash.	None.

Hardware	EN-143881	If your monitor has a built-in webcam, your EagleEye Cube USB camera may not display video after a software update.	Reconnect the EagleEye Cube USB camera or restart the system.
Hardware	EN-145997	Swapping a 4K monitor for a 1080p monitor while your system is asleep results in losing the monitor signal.	Restart the system.
Hardware	EN-156837	Restarting the system without HDMI connected can cause the system to crash when attempting to make a H.323 call.	Don't restart the system when no HDMI outputs are connected.
Hardware	EN-165611	After initial system setup with a connected EagleEye Cube USB camera, the local video doesn't display correctly.	Restart the system.
Hardware	EN-165758	After initial system setup in Poly Video mode, the camera settings and controls in the system web interface don't work.	Restart the system.
Installation	EN-164564	During system setup, a Studio X50 or Studio X30 system may take up to four minutes to find and pair with a Poly TC8 device purchased at the same time. Once paired, you will be able to select a conferencing application (Poly Video or Zoom Rooms).	None.
Network	EN-143744	If your system's VLAN changes, your connected IP microphones show as **Disconnected**.	Restart the system.
Peripherals	EN-154642	Recent call history still displays on the TC8 device after you clear recent calls in the paired video system web interface.	Unpair then pair the TC8 device to clear the recent call list.
Peripherals	EN-164533	During a call, the TC8 loses sync with the system and can no longer control the call.	Restart the system paired with the TC8.
Provisioning	EN-132148	In RealPresence Resource Manager, you can't provision the `exchange.meeting.reminderInterval` parameter using these permitted configuration values: `None`, `1`, `5`, `10`, `15`, or `30`.	Configure this feature using the **Meeting Reminder Time in Minutes** setting in the system web interface.
Provisioning	EN-157566	The `cast.miracast.enforcepin` parameter isn't included in the template configuration file you can download from the system.	None.

Software Updates	EN-158776	If you try to update the Studio X30 system with a USB flash drive, you can't complete the update on the screen since the touch monitor no longer has its USB connection.	Update using the system web interface.
User Interface	EN-132836	In the system web interface, you can't configure 802.1p/Q settings.	Select **Enable 802.1p/Q** and select **Save**. The related settings become configurable.
User Interface	EN-155417	Changing the **Time Server** setting in the system web interface from **Auto** to **Off**, and then back to **Auto** causes the time to desync between your system and TC8.	Wait 30 minutes or restart your TC8.
User Interface	EN-154200	When in Poly Partner Mode, the Poly G7500, Studio X50, and Studio X30 system web interface **Home Screen** settings don't work.	None.
User Interface	EN-162421	On the Poly Studio X50 and Poly Studio X30 user interface, the system hangs on the Discovering Network screen after a factory restore of the system.	Verify the system has a network connection before initiating a factory restore of the system.
User Interface	EN-165503	When a far-site participant shares content in a Zoom call, G7500 and Studio X50 systems in Poly Video Mode don't display content and people video based on your system preferences when using dual monitors.	None.
Video	EN-133617	You may see distorted color in a RealPresence Collaboration Server–hosted call.	Do one of the following: • Update RealPresence Collaboration Server to 8.8.0.3 or later. • In the system web interface, go to the **Network Quality** page, turn off **Enable Lost Packet Recovery**, and turn on **Dynamic Bandwidth.**
Video	EN-159888	In the Poly Studio X50 and Poly Studio X30 system web interface, the camera **Brightness** and **Color Saturation** sliders don't change the brightness or color saturation levels.	None.

System Constraints and Limitations

This section provides information on constraints and limitations when using G7500, Studio X50, or Studio X30 systems.

Note: Constraints and limitations apply to all systems unless noted otherwise.

Secondary Wi-Fi Network in Partner Mode

You may see the **Wi-Fi Network** menu in the system web interface after switching from Poly Video Mode to Poly Partner Mode. Disable the secondary Wi-Fi network when the system is in Partner Mode.

Sleep Functions in Partner Mode

To avoid inconsistent behavior in Partner Mode, Poly recommends that you configure sleep settings in your conferencing application rather than the system web interface.

Group Framing with Studio X50 and Studio X30

If your Studio X50 or Studio X30 system is using the Frame Group camera tracking feature, the camera doesn't recognize and track people in the room who aren't facing the camera.

Poly EagleEye Cube USB Camera

Note the following when using this camera with your system:

- 1080p at 60 fps isn't supported, but 1080p at 30 fps is supported.
- The system supports only one directly connected camera at a time. For example, you can't attach an HDCI camera to the back of the system in addition to the EagleEye Cube USB camera.
- The camera's stereo audio pickup isn't supported.
- Camera presets aren't supported.
- The system logs don't include entries about the camera. You can download camera logs using the Polycom Companion application.
- Some camera settings are available only through the Polycom Companion application (for example, hue).
- You can provision camera settings with RealPresence Resource Manager only when you connect the camera to your system.
- If you previously purchased an 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 with the system, do one of the following to update the camera firmware to at least version 1.1.0-827:

> ➢ Connect the camera to a Poly Trio system running software version 5.9.0AB or later.

> ➢ Update the camera using the Polycom Companion application.

Polycom EagleEye IV HDCI Digital Camera Cable (10 m)

The 10 m (32.8 ft) HDCI cable (part number 2457-64356-101) used to connect an EagleEye IV camera to your G7500 system isn't supported.

If you need to connect your camera up to that distance, use the Polycom EagleEye Digital Extender instead.

HDMI Input for Content Only

You can use the HDMI input on your system for a content source only. You can't connect a people video (camera) source to the HDMI input port.

Polycom Content App

Since the system uses a minimum of TLS 1.2 by default, it's recommended that you install Polycom Content App for Windows 1.3.1 or later to avoid issues connecting the client with the system.

Content App for Mac doesn't currently support TLS 1.2. If you need to use this client, you must configure your system to support a minimum of TLS 1.1.

Miracast-Certified Devices

Note the following when using Miracast-certified devices with the system:

- Windows devices only require a security code during the first attempt to connect to the G7500 system. If you can't connect, you may need to remove the system from your device connection list and try again.
- 4K content sharing isn't supported.
- To confirm you have a Miracast-certified device, search for your device on the Wi-Fi Alliance website.

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 disc player, DVD player, or similar device.

Studio X50 Audio Ports

The following Studio X50 system audio ports are not supported and are reserved for future use:

- 3.5 mm audio input and output

- Polycom RealPresence Debut expansion microphone connection

Poly Microphone IP Adapter

Note the following audio limitations when using the microphone adapter with your G7500 system:

- Polycom Acoustic Fence technology isn't supported.
- RealPresence Group Series microphone arrays by default are configured to use stereo audio, but the microphone adapter supports only mono mode.
- You can't connect a SoundStructure accessory to the microphone adapter. To use SoundStructure with a G7500 system, connect it to the codec with a 3.5 mm cable.

Checking Factory Restore Progress

During a factory restore of your system, you can only see the restore progress on a display connected to the secondary monitor HDMI output port.

If you have just one monitor and want to view the restore progress, plug your monitor into the secondary port. (Since the Studio X30 system only has one monitor connection, you can't see the restore progress.)

USB Headsets and Keyboards

You can't use a USB headset or keyboard with your system.

Calibrating the EagleEye Producer

You currently can't calibrate an EagleEye Producer camera connected to your G7500 system for group framing.

Remote Logging and TLS

When your system sends logs to a remote logging server, it may use a version of TLS that you configured your system not to use. This happens because your system sends logs using the TLS version configured on your remote logging server.

For example, if you set your system's minimum version of TLS to 1.2, but the server only uses TLS 1.0, it still receives the logs.

Web Proxies

Note the following limitations when using a web proxy with your system.

Secure Media Streams

Media streams (audio, video, and content) over HTTPS aren't supported.

TC8 and Web Proxy Auto-Discovery Protocol (WPAD)

A TC8 device can't communicate through a web proxy if the paired video system is downloading the required proxy-auto configuration (PAC) file using the web proxy auto-discovery protocol (WPAD).

Sharing Content with RealPresence Desktop

You can't share content to a system using the RealPresence Desktop for Windows or Mac application.

Video Color

Color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Interoperability

This section includes supported peripherals and products tested with this release.

Note: Peripherals are supported in Poly Video Mode and Poly Partner Mode unless noted otherwise.

Supported G7500 Peripherals and Applications

G7500 systems support the following peripherals:

- Poly TC8
- Poly IP Table Microphone
- Poly IP Ceiling Microphone
- Poly Microphone IP Adapter
- Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)
- Polycom SoundStructure accessory (with 3.5 mm line-level connection)
- Polycom Stereo Speaker Kit
- Poly EagleEye Cube USB camera
- Polycom EagleEye IV camera
- Polycom EagleEye Director II camera (HDCI connections only)
- Polycom EagleEye Producer camera
- Polycom EagleEye Digital Extender
- Poly Bluetooth Remote Control (Poly Video Mode only)
- Polycom Content App (Poly Video Mode only)

- Zoom Rooms

Supported Studio X50 Peripherals and Applications

Studio X50 systems support the following peripherals and applications:

- Poly TC8
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms

Supported Studio X30 Peripherals and Applications

Studio X30 systems support the following peripherals and applications:

- Poly TC8
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms

Supported Browsers

You can access the system web interface with the following browsers:

- Google Chrome 46.0.2490.86 and later
- Apple Safari 9 and later
- Mozilla Firefox 42.0 and later
- Microsoft Edge 17 and later

Products Tested with This Release

The G7500, Studio X50, and Studio X30 systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the Current Polycom Interoperability Matrix to match product and software versions.

External MCU, Call Managers, Recorders, Gatekeepers, and Gateways

Product	Tested Versions
Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition	8.8.0 and 8.8.1

Product	Tested Versions
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.0.0
Polycom RealPresence Resource Manager, Virtual Edition	10.8.0
Polycom RealPresence Media Suite	2.8.2
Polycom Multipoint Layout Application	3.1.6.2
Cisco Telepresence Video Communication Server	X8.11.3
Cisco Unified Communications Manager (CUCM)	12.0 (1)

Poly Endpoints

Product	Tested Versions
Polycom RealPresence Group Series 300/310, 500, 550, and 700	6.2.2.1
Poly G200	1.1.0
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.10.2
Polycom RealPresence Desktop for Mac	3.10.2
Polycom RealPresence Mobile for Apple iOS	3.11.0
Polycom RealPresence Mobile for Android	3.10.1
Poly Trio 8500 and 8800	5.9.2
Poly Trio Visual+	5.9.2
Poly Trio VisualPro	5.9.2 and 6.2.2.1
Polycom RealPresence Debut	1.3.3
Polycom VVX 450/501/601/1500	5.9.3.2857 and 6.1.1.2670

Third-Party Endpoints

Product	Tested Versions
Cisco C90, C40, and C20	TC7.3.19.8b1ba34
Cisco C60	TC7.3.17
Cisco DX80 and DX70	CE9.6.1

Product	Tested Versions
Cisco EX90 and EX60	TC7.3.17
Cisco IX5000	8.3.1.1(3)
Cisco SX80, SX20, and SX10	CE9.9.1 47f2e107480
Avaya Scopia XT7000 and XT5000	v9_2_0_215
Huawei TE40 and TX50	6.10.0
Huawei DP-300	2.00.b00
LifeSize ICON 450/600/800i	3.4.0(2268)

Peripherals and Applications

Product	Tested Versions
Poly EagleEye Cube USB	1.1.1
Polycom EagleEye Director II	2.2.0.39
Polycom EagleEye Producer	1.2.2.2
Poly IP Table Microphone	2.0.0
Poly IP Ceiling Microphone	2.0.0
Poly Microphone IP Adapter	2.0.0
Poly TC8	3.0.0
Polycom Content App	1.3.2
Zoom Rooms	4.6.29339.0105

Getting Help and Copyright Information

Patent Information

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