Poly VideoOS

Poly G7500, Poly Studio X70, Poly Studio X50, and Poly Studio X30

Poly announces the release of Poly VideoOS 3.12.0 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC8 Controller 3.12.0
- Poly Microphone IP Adapter 3.0.0
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB Camera 1.3.1
- Poly Studio E70 Camera 1.5.0

Contents

What's New in This Release

These release notes provide information on updates, features, resolved and known issues for systems using Poly VideoOS software with Poly G7500 and Poly Studio X Family systems.

Poly VideoOS 3.12.0 includes the following new features:

- [Introducing People Framing on Studio X70 and Studio E70 (Preview Only)](#)
- [Disabling HDMI Auto-Start in Poly Video Mode](#)
- [Support for Device Mode on Studio X70](#)
- [Support for Poly IR Receiver and IR Remote Control](#)
- [Partner App Updates](#)

Introducing People Framing on Studio X70 and Studio E70 (Preview Only)

Poly Studio X70 systems and Studio E70 cameras support the new people framing feature. When you enable people framing, the camera identifies individuals in a conference and provides personally framed views for six or fewer participants. If the camera detects more than six people, the camera places all participants in a single frame.

People framing is a preview feature. Preview features are fully tested and supported features that Poly continues to develop in alignment with customer feedback.

To provide feedback, use one of the following options:

- In Poly Lens Desktop (v 1.1.18 or later), select **Feedback**.
- Go to the [Poly Lens Feedback Portal](#) (for Poly Studio X70 and Studio E70 only), and fill out the questionnaire.

Enable People Framing Mode

Enable people framing mode to track and frame meeting participants in up to six individual frames.

1 Log in to the system web interface.

2 Go to **Audio / Video > Video Inputs > Poly Studio E70**.

3 From the **Tracking Mode** drop-down menu, select **People Framing (Preview)**.

Disabling HDMI Auto-Start in Poly Video Mode

Poly VideoOS 3.12.0 introduces the option to disable HDMI auto-start in Poly Video Mode. When you disable HDMI auto-start, the system doesn't automatically display content when you connect an active HDMI source. Choose when to start displaying content by selecting **Content** from the user interface.

Support for Device Mode on Studio X70

Poly VideoOS 3.12.0 provides support for Device Mode on Studio X70. Device Mode enables you to use the Studio X70's camera, microphones, and speakers as peripherals from a computer.

To enable this option, set your system provider as Device Mode or initiate Device Mode from Poly Video Mode or a partner application.

Support for Poly IR Receiver and IR Remote Control

With the Poly IR Receiver connected to the system, you can control the system using a Poly IR remote control. The IR Receiver connects to the system's USB port and supports no radio and standard G7500 and Studio X series systems.

The Poly IR remote control supports Poly Video mode. IR remote control support when using partner applications may be limited.

The Poly IR receiver supports the Extron USB Extender with up to a 100 meter long CAT5e cable. For more information see the *Extron USB Extender Plus Series User Guide*.

For more information on setting up and using the Poly IR Receiver, see the *Poly IR Receiver Quick Start Guide* located at Poly Support.

Partner App Updates

Poly VideoOS 3.12.0 includes the following partner application updates:

- BlueJeans 2.5.0.38

  For more information on this BlueJeans release, see the BlueJeans website.

- Dialpad v1.005.0-7-gde573e8

  For more information on this Dialpad release, see the Dialpad website

- GoToMeeting Room 1.213.3

  For more information on this GoToMeeting Rooms release, see the GoToMeeting website.

- RingCentral 22.2.10.86

  For more information on this RingCentral release, see the Ring Central website.

- StarLeaf 4.7.6d1

  For more information, see the StarLeaf website.

- Tencent Meeting Rooms 2.12.120.501

  For more information on this Tencent release, see the Tencent website.

- Zoom Rooms 5.10.6.1375

  For more information on this Zoom Room release, see the Zoom website.

Installation

Get the latest version of Poly VideoOS at Poly Support. You don't need a software version key to install version 3.12.0.

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

Some notes on software updates:

- If you use Zoom Rooms as your primary conferencing application, Poly recommends regularly updating your system in the Zoom Admin Portal.

- Poly supports automatic software updates from the last major software release (3.11.0). If you have an earlier software version, you must update to the next major release before updating to the latest release. When updating this way, you must update using USB update.

- If you have a system paired with a Poly Trio C60 phone, you must update Trio C60 to software version 7.0.1 or later.

System Hardware Version Support

The following tables list the supported Poly VideoOS versions for each G7500 and Studio X system hardware version.

To locate your system's hardware version, see Identify the System Hardware Version.

Poly VideoOS Versions Supported on G7500 Systems by Hardware Version

System	Hardware Version	Supported Poly VideoOS Version
G7500	1 to 7	All
G7500	8 and greater	3.3.2 to current
G7500 (No Radio)	20	All
G7500 (No Radio)	21 and greater	3.3.2 to current

Poly VideoOS Versions Supported on Studio X70 Systems by Hardware Version

System	Hardware Version	Supported Poly VideoOS Version
Studio X70	1	3.7.1 to current
Studio X70	2 and greater	3.9.1 to current

Poly VideoOS Versions Supported on Studio X50 Systems by Hardware Version

System	Hardware Version	Supported Poly VideoOS Version
Studio X50	1	All
Studio X50	2 and greater	3.3.2 to current

System	Hardware Version	Supported Poly VideoOS Version
Studio X50 (No Radio)	20	All
Studio X50 (No Radio)	21 and greater	3.3.2 to current

Poly VideoOS Versions Supported on Studio X30 Systems by Hardware Version

System	Hardware Version	Supported Poly VideoOS Version
Studio X30	All	All

Downgrading to Previous VideoOS Software Versions

Poly recommends the following if you want to downgrade from version 3.12.0:

- If your system is managed by the Poly Zero Touch Onboarding (ZTO) service, don't downgrade. Contact your authorized Poly dealer for information.

- Before downgrading, verify that the version of Poly VideoOS you're downgrading to supports the system hardware version and the selected conferencing provider.

- When downgrading software to versions earlier than 3.3.2, use the system's dashboard to check that the hardware version meets the requirement for the software version.

- Before downgrading, reset the system through the system web interface by navigating to **Diagnostics > System Reset > Reset All System Configurations**.

Important: Before downgrading your system to a previous Poly VideoOS version, verify that your system's hardware version supports the version you're downgrading to.

See the *Poly Video Mode Administrator Guide* or *Poly Partner Mode Administrator Guide* for more information on how to downgrade.

Identify the System Hardware Version

Locate and identify the system hardware version using the system web interface or a connected TC8 controller.

To identify the system hardware version:

- » Do one of the following:
  - ➢ In the system web interface, go to **Dashboard > System Details**.
  - ➢ From a connected TC8 controller, swipe left and select **Settings**.

Release History

This section lists the release history of Poly VideoOS.

Release History

Release	Release Date	Features
3.12.0	June 2022	• Introducing People Framing on Studio X70 and Studio E70 (Preview Only) • Disabling HDMI Auto-Start in Poly Video Mode • Support for Device Mode on Studio X70 • Support for Poly IR Receiver and IR Remote • Partner App Updates
3.11.0	April 2022	• Support for Tencent Meeting Rooms (For customers in China) • Zoom OS and Management Updates • Support for Biamp USB audio products • Extended support for QSC USB audio products • Partner Apps Updates • Digital Signage Provider Updates
3.10.0	March 2022	• Updated Zoom Rooms Application • Updated Microsoft Teams Application • LLDP Supported in Microsoft Teams Mode • Speaker Framing Enhancements on Studio X30 and Studio X50 Systems • System Web Interface Camera Tracking Toggle • Support for Raydiant as a Digital Signage Provider • Tencent Rooms (Beta Only for Chinese market) • Updated Partner Apps
3.9.1	January 2022	• Fixes for G7500 systems and Studio E70 cameras connectivity issues • Factory Restore Partition Update to 3.9.1
3.9.0	December 2021	• Device Mode supported in Microsoft Teams mode on Poly StudioX30 and Poly Studio X50 • HDMI video-only ingest supported in Microsoft Teams mode • Smart Gallery for Zoom now supported in X70 and E70 • Provider Mode Command-Line API • Support for BlueJeans as a Video Conferencing Provider • Enhanced people detection
3.8.0	November 2021	• Attach Multiple Poly TC8 Controllers and Poly Trio C60 Phones to a System simultaneously • Hide Icons and PIP on the system monitor • Configure Wi-Fi Settings in Microsoft Teams Mode • Set Device Mode Idle Timeout

Security Updates

Please see the [Security Center](#) 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, see the *Poly Security and Privacy Overview*.

Language Support

G7500 and Studio X Family 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.

Supported Products

Poly products are tested extensively with a wide range of products. The table below lists the products that have been tested for compatibility with this release.

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

Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See Poly Service Policies for the Current Polycom Interoperability Matrix.

Note:	The following list is not a complete inventory of compatible equipment. It provides information on the products that have been tested with this release.

Supported Peripherals and Applications

The following table includes the Poly and partner peripherals and applications supported on G7500 and Studio X Family systems.

Conferencing Applications

Product	G7500	Studio X70	Studio X50	Studio X30
Polycom Content App (Poly Video only)	Yes	Yes	Yes	Yes
Microsoft Teams	Yes (Preview only)	No	Yes	Yes
Zoom Rooms	Yes	Yes	Yes	Yes
GoToRoom by LogMeIn	Yes	Yes	Yes	Yes
StarLeaf	Yes	Yes	Yes	Yes
RingCentral Rooms	Yes	Yes	Yes	Yes
BlueJeans Rooms	Yes	Yes	Yes	Yes
Dialpad	No	No	Yes	Yes
Device Mode	Yes	Yes	Yes	Yes
Appspace	Yes	Yes	Yes	Yes
Raydiant	Yes	Yes	Yes	Yes
Tencent	No	No	Yes	Yes

Controllers

Product	G7500	Studio X70	Studio X50	Studio X30
Poly TC8	Yes	Yes	Yes	Yes
Poly Bluetooth Remote Control	Yes	Yes	Yes	Yes
Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Yes	Yes	Yes	Yes

Microphones and Speakers

Product	G7500	Studio X70	Studio X50	Studio X30
Poly IP Table Microphone	Yes	No	No	No
Poly IP Ceiling Microphone	Yes	No	No	No
Poly Microphone IP Adapter	Yes	No	No	No

Product	G7500	Studio X70	Studio X50	Studio X30
Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)	Yes	No	No	No
Polycom SoundStructure accessory (with microphone adapter connection)	Yes	No	No	No
Polycom Stereo Speaker Kit	Yes	No	No	No
Polycom RealPresence Debut expansion microphone	No	Yes	Yes	No

Audio Processors

Product	G7500	Studio X70	Studio X50	Studio X30
Biamp DSP USB audio processors	Yes	Yes	Yes	No
QSC Core Series audio processors	Yes	Yes	Yes	No
Shure IntelliMix P300 audio conferencing processor	Yes	Yes	Yes	No

Cameras

Product	G7500	Studio X70	Studio X50	Studio X30
Poly Studio USB video bar	Yes	Yes	Yes	No
Poly Studio E70 camera	Yes	Yes	Yes	No
Polycom EagleEye Mini USB camera	Yes	Yes	Yes	No
Poly EagleEye Cube USB camera	Yes	Yes	Yes	No
Polycom EagleEye IV USB camera	Yes	Yes	Yes	No
Polycom EagleEye IV HDCI camera	Yes	No	No	No
Polycom EagleEye Director II camera (HDCI connections only)	Yes	No	No	No
Polycom EagleEye Producer (with EagleEye IV camera only)	Yes	No	No	No

Product	G7500	Studio X70	Studio X50	Studio X30
Vaddio ConferenceSHOT AV camera (only supports video with no audio input from the USB camera)	Yes	Yes	Yes	No
Huddly IQ Conference camera (only supports video with no audio input from the USB camera)	Yes	Yes	Yes	No
Logitech Rally Ultra HD PTZ USB camera (only supports video with no audio input from the USB camera)	Yes	Yes	Yes	No
INOGENI 4K2USB3 HDMI to USB 3.0 capture device	Yes	Yes	Yes	No
Polycom EagleEye Digital Extender	Yes	No	No	No
Polycom Digital Breakout Adapter	No	No	No	No

Supported Web Browsers

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

- Google Chrome 90.0.4430 and later
- Apple Safari 14 and later
- Mozilla Firefox 89 and later
- Microsoft Edge 91 and later

Microsoft Teams Support

Studio X50 and Studio X30 systems support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers. Poly recommends running Poly VideoOS 3.12.0 for the best experience when using Teams on Studio X Family systems.

Note the following when using Microsoft Teams on your system:

- After upgrading to Poly VideoOS 3.7.0 or later, you must sign in to the paired TC8 device (when using the touch console) using the same Microsoft Teams account and credentials you use on the system.
- The TC8 device now signs in independently of the system, so you may need to increase the maximum number of devices allowed per user or room account by one to include the TC8 device, the default number of devices that can be registered per account is 15 (unless changed by your administrator).
- After signing in to Teams, you must pair the TC8 device to the system via a pairing code.

- All deployment requirements and recommendations for Teams now apply to the TC8 device as well as to the system. This includes firewall, security, and network configuration. Ensure that your corporate firewalls are configured as per the Microsoft recommendations.

- 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 TC8 devices. The latest Microsoft supported Poly VideoOS version is posted on the Microsoft Teams Admin Center.

- After you upgrade to Poly VideoOS 3.7.0 or later, update to the latest Teams APK from the Microsoft Teams Admin Center.

For more information on updates for the Teams application, see What's new in Microsoft Teams devices

Products Tested With This Release

Poly tests G7500 and Studio X Family systems with a wide range of products. The following list isn't a complete inventory of compatible equipment. This list indicates 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 available software updates may already address the compatibility issues. See the Current Poly Interoperability Matrix to match product and software versions.

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

Product	Tested Versions
Poly One Touch Dial Service	Current version
Poly RealConnect Service	Current version
Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition	8.10.0
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.2
Polycom RealPresence Resource Manager, Virtual Edition	10.10.1
Polycom RealPresence Media Suite	2.8.2
Cisco Telepresence Video Communication Server	X12.7.0
Cisco Unified Communications Manager (CUCM)	12.5.1

Poly Endpoints

Product	Tested Versions
Polycom RealPresence Group Series	6.2.2.8
Poly G200	1.4.0

Product	Tested Versions
Poly G7500, Poly Studio X70, Poly Studio X50, and Poly Studio X30 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Poly VideoOS software 3.9.0 UC software 7.2.2
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.11.2.73443
Polycom RealPresence Desktop for Mac	3.10.4.72927
Polycom RealPresence Mobile for Apple iOS	3.11.2.73443
Polycom RealPresence Mobile for Android	3.10.1.71327
Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	7.2.2.1095
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC software 7.2.2 RealPresence Group Series software 6.2.2.8
Poly Trio C60 with Polycom RealPresence Group Series	UC software 7.2.2 RealPresence Group Series software 6.2.2.8
Poly Trio Visual+	7.2.2.1094
Poly Trio VisualPro	UC software 7.2.2.1095 RealPresence Group Series software 6.2.2.8
Polycom RealPresence Debut	1.3.3-71352
Polycom VVX 450/501/601/1500	5.9.5.0614 6.3.1.8427

Third-Party Endpoints

Product	Tested Versions
Avaya Scopia XT7000 and XT5000	V9_2_3_15
Cisco C90, C40, and C20	TC7.3.21.6ac6d47
Cisco SX80, SX20, and SX10	ce 9.15.0.11 aec227943ed
Huawei DP-300	2.00.b00
Huawei TE40 and TX50	6.10.0
LifeSize ICON 450/600/800i	3.4.4 (3331)

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	9.0.23
Poly Studio E70 camera	1.5.0
Poly Studio USB video bar	1.5.0
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.0
Poly TC8	3.12.0
Poly Lens	1.1.15
Polycom Content App	1.3.4.73535
Zoom Rooms	5.10.6.1375 5.10.3.1262 (TC8)
Microsoft Teams	1449/1.0.96.2022011305
BlueJeans	2.5.0.38
DialPad	v1.006.0-1-gaf447e2
LogMeIn	1.213.3
RingCentral	22.2.10.86
StarLeaf	4.7.6d1

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
API	EN-220174	Can't change the IP address using the API command.

Category	Issue ID	Description
Audio	EN-222019	On a G7500 system paired with a Trio C60, the volume is low even when set to 100.
Audio	EN-221952	On a Studio X70, the audio volume may seem too low even when you set the system to maximum volume.
Configuration	EN-222476	The **Tracking Enabled** setting reverts from "OFF" to "ON" after a reboot or after going to sleep.
Configuration	EN-222691	On G7500 and Studio X30 systems, manual IP address setup isn't available during out-of-box setup.
Device Management	EN-193733	The system may not send notifications for log capacity when logs fill the available space on the device.
Device Management	EN-215692	On G7500 systems, after signing in to the system web interface, a blank page displays.
Device Management	EN-222920	On a G7500 with a connected Studio E70 camera, the system can't update while in Device Mode.
Partner Application	EN-220010	On Studio X50 systems with an expansion microphone in Teams mode, the system mute status doesn't synchronize between the TC8 and Studio X50.
Partner Application	EN-216254	On a Studio X50 system in Teams mode, the Teams UI mute status isn't synced when muting or unmuting from a RealPresence Debut Mic.
Partner Application	EN-221927	On Studio X50 systems in Zoom mode, when you start a call with video muted unmuting the video doesn't display video on the far end. In addition, the call drops after 30 seconds and tries to reconnect for a until dropping altogether after a few seconds.
Partner Application	EN-226542	On G7500, Studio X30, and Studio X50 in Tencent Rooms mode, setting the volume to maximum results in lower than expected system volume.
Peripherals	EN-220318	On a G7500 with a connected EagleEye Producer, the system may fail to detect the EagleEye Producer when the system is waking from sleep and **Camera Sleep Mode** is set to **Save Energy**.
Peripherals	EN-211121	On a Studio X50 with a Debut microphone, the Debut microphone LED doesn't display the correct mute status.
Peripherals	EN-226874	On TC8 controllers, 802.1x authentication isn't initiated resulting in pairing loss with the system.
Peripherals	EN-226834	A Poly TC8 with integrated Extron controls doesn't display the environment controls button.
Security	EN-219494	Poly Root certificate is shown for port 443 on network scan after generating CSR and disabling preinstalled certificates.

Known Issues

This section identifies the known issues in this release.

IMPORTANT:	These release notes do not 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.

Known Issues

Category	Issue ID	Description	Workaround
Application	EN-216057	The system grays out the Capture Video button even if Group Framing is on and the device is registered to Lens.	In tracking mode, change a setting in the pull-down menu, for example, toggle to Speaker Framing and back to Group Framing.
Application	EN-202210	If you change conferencing providers, your sleep settings may revert to default values.	After you change providers, make sure that your sleep settings are correct.
Audio	EN-226524	On a Studio X70 system in Device Mode, when speaker tracking is activated, switching between cameras causes the near-side audio feed to be lost for 1 or 2 seconds.	None
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-211978	On Studio X systems in Microsoft Teams mode, mute and unmute from a connected USB audio advice isn't reflected.	None
Audio	EN-212975	During a call on a Poly Studio X70 with a Poly Trio C60 paired as an audio device, audio clipping may be heard on the far end.	None
Camera	EN-227999	On a G7500 or Studio X50, HDMI input set as People will become the primary camera and take priority over the built-in camera.	None
Camera	EN-213328	On G7500 and Studio X70 systems, if you disconnect an EagleEye Cube and hot-plug a Studio USB, the system may continue to report the camera as an EagleEye Cube.	None

Category	Issue ID	Description	Workaround
Camera	EN-214877	On a Studio X50 with an attached camera as primary, far end control of the X50 may cause it to switch to the integrated camera.	None
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.
Content Sharing	EN-222777	On a G7500 system screen sharing is blank when using Airplay.	Disable and enable Bluetooth in the system web interface.
Device Management	EN-226868	On Studio X70 systems, HDMI 1 output may display a blank screen during a system update.	Temporarily move the HDMI cable to HDMI 1 output or use the system web interface to monitor factory reset progress.
Device Management	EN-225374	On a Studio X70 system in sleep mode, logs for the built-in camera may not be included in the Studio X70 log file.	Before collecting system logs, wake the system.
Device Management	EN-178323	Entering Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30.	Exit Device Mode.
Device Management	EN-213468	If the system is asleep during a software update, the system will not update the firmware on connected USB cameras.	Wake the system before performing a system update.
Device Management	EN-213422	During a factory restore, the system LEDs only glow white. The LEDs don't glow amber or yellow.	None
Network	EN-227777	When you enable VLAN tagging TC8 doesn't pair with the G7500 or Studio X series system.	Disable LLDP in TC8 and set the switch port to access VLAN with the video VLAN as untagged.
Partner Application	EN-226595	On a G7500 system in Zoom mode, the system web interface reports a disconnected camera as connected.	None
Partner Application	EN-227950	On a Studio X70 in Zoom mode, the default camera can't run Multi-Stream.	None
Partner Application	EN-222715	On a G7500 with a connected Studio E70 camera, Zoom displays a message that the active camera isn't working when you disconnect the HDMI content cable.	Select a different camera control mode such as Manual or Auto/Group Framing.
Partner Application	EN-225416	On G7500 systems in Tencent Rooms mode, switching an active HDMI source to camera causes the system to restart.	None

Category	Issue ID	Description	Workaround
Partner Application	EN-224846	On Studio X50 and Studio X30 systems in Tencent Rooms mode, connecting a macOS computer to the system as a content source causes the system to restart.	None
Partner Application	EN-224800	On G7500 and Studio X50 systems in Tencent Rooms mode, unplugging an active USB camera and then plugging it back in causes the system to restart.	None
Partner Application	EN-209088	On a system in Microsoft Teams Rooms, the LED indicators display red or green when the system isn't in a call.	None
Partner Application	EN-215494	On a system in Teams mode, a green bar may be visible at the bottom of local video streams.	None
Partner Application	EN-212620	On a system in Microsoft Teams or Zoom Rooms, the system may reboot into the app launcher screen.	Reboot the system. Alternatively, if you have a touch monitor or connected mouse, select your provider.
Partner Application	EN-217417	Studio X50 systems don't support Zoom Smart Gallery when using a connected Studio E70.	Use the Studio X50 built-in camera.
Peripherals	EN-222757	On a system connected to a Biamp TesiraForte AVG VT4 with an EXT-UBT expander, audio latency may be observed during a call.	None
Peripherals	EN-154642	Recent call history still displays on the TC8 device after you clear recent calls in the system web interface.	Unpair then pair the TC8 device to clear the recent call list.
Peripherals	EN-179484	If you use a Shure microphone in Microsoft Teams mode, you can't unmute a Studio X50 or Studio X30 system using the Shure microphone. You can mute the Studio X50 or Studio X30 system through the user interface, but the local interface still shows the Shure microphone as unmuted.	None
Peripherals	EN-182043	When using a Studio X50 system in Poly Video Mode, you can't see an incoming call notification on TC8 when the TC8 displays the **Camera** or **Settings** screen.	None

Category	Issue ID	Description	Workaround
Peripherals	EN-196977	When you switch from a Wi-Fi connection to a wired LAN connection, your TC8 device indicates that it's unpaired. However, the system web interface indicates that the TC8 device is paired.	Reboot both the system and the TC8 device.
Peripherals	EN-210589	When using a Studio X70 system, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired TC8 to adjust the camera.
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.
Video	EN-225338	Connecting a Studio X50 to a 4K monitor may result in the local video preview displaying as black.	None
Video	EN-207264	While using the Zoom Rooms Smart Gallery feature during a meeting on a Poly Studio X-series, the virtual camera's video may freeze.	Disable and re-enable Zoom Rooms Smart Gallery.
Video	EN-217558	On a G7500 or Studio X system, changing the resolution from 1080p to 2160p may cause the camera preview to no longer show the near-side camera view.	Return the resolution to 1080p or reboot the system.
Video	EN-227698	On a Studio X50 and Studio X30 systems mounted inverted, camera tracking behaves as if the camera is mounted right side up moving the opposite direction of the active speaker.	None
Video	EN-226889	On a Studio X50 or Studio X30, Presenter Tracking may take up to two minutes to frame the active speaker.	None

System Constraints and Limitations

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

- [Updating a System While in Sleep Mode](#)
- [Downloading System Logs](#)
- [Using the System in Device Mode](#)
- [Microsoft Teams](#)

- [Sleep and Out of Office Settings in Partner Mode](#)
- [Primary Audio Volume in Partner Mode](#)
- [Frame Speaker Mode](#)
- [Poly EagleEye Cube USB Camera](#)
- [Polycom EagleEye IV USB Camera](#)
- [Polycom EagleEye IV 10 Meter HDCI Digital Camera Cable](#)
- [No Support for HDCP Sources](#)
- [Secure Media Streams](#)
- [Sharing Content with RealPresence Desktop](#)
- [No Support for Full Screen Video with Airplay](#)

Updating a System While in Sleep Mode

When a system enters sleep mode, the connected HDCI and USB peripherals are disconnected and remain disconnected until the system exits sleep mode.

If a software update is initiated while a system is in sleep mode, USB and HDCI peripherals will not be updated. You must wake the system before applying the software update.

Downloading System Logs

Wake the system before downloading system logs to ensure all component logs are captured.

Using the System in Device Mode

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode from a paired Trio 8500, Trio 8800, or 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.

Microsoft Teams

Note the following limitations when using Microsoft Teams with a Poly video conferencing system:

- On Poly G7500 systems running Poly VideoOS 3.12.0, Microsoft Teams is available as a provider for preview purposes only.
- Poly Studio X70 doesn't support Microsoft Teams.
- You can't use a Poly Trio if you're connected to a Wi-Fi network. You must use a touchscreen, a paired TC8 device, or a Bluetooth remote to interact with the system.

- Only supports built-in cameras.

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.

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.

Frame Speaker Mode

Based on customer feedback, Poly will improve the performance of Frame Speaker mode in a forthcoming release. If you experience undesired behavior when Tracking Mode is set to Frame Speaker, Poly advises setting Tracking Mode to Frame Group.

Poly EagleEye Cube USB Camera

Note the following when using an 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 the Poly 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 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 Polycom Companion application.

Polycom EagleEye IV USB Camera

Note the following when using an EagleEye IV USB camera with your system:

- The pan, tilt, zoom controls don't work if you use the camera with an Acer T232HL touch monitor.

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 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. For more information, see the *Poly G7500 Room Preparation Guide*.

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.

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.

No Support for Full Screen Video with Airplay

You can't use Airplay to share full screen video from a website or app on an iOS device.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Poly Support.

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The Poly Documentation Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.

- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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Poly
345 Encinal Street
Santa Cruz, California
95060