Poly VideoOS Software

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

Poly announces the release of Poly VideoOS 3.8.0 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC8 3.8.0
- 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 1.1.0

Contents

What's New

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 3.8.0 includes the following features:

- Appspace Digital Signage Support
- Attach Multiple Poly TC8 Controllers and Poly Trio C60 Phones to a System
- Hide Task Buttons and PIP on the System Monitor
- Configure Wi-Fi Settings in Microsoft Teams Mode
- Set Device Mode Idle Timeout

Appspace Digital Signage Support

Poly G7500 and Studio X systems support Appspace digital signage.

Using Appspace, you can display alert messages, quick tips, videos, or company messaging on the system monitor when the system is idle. You must have an Appspace account to configure digital signage on Poly video systems. For more information on Appspace, see Workplace Digital Signage Solution | Displays for the Workplace (appspace.com).

Attach Multiple Poly TC8 Controllers and Poly Trio C60 Phones to a System

Poly Video Mode and Zoom Rooms support attaching up to two Trio C60s and up to three Poly TC8's to a system simultaneously.

Configure Wi-Fi Settings in Microsoft Teams Mode

In Teams Mode, you can now configure Wi-Fi Settings from the System Device Settings menu.

Hide Task Buttons and PIP on the System Monitor

By default, in Poly Video mode, the system displays task buttons and the local camera view on the front of room monitor. You can now choose to hide the PIP local camera view and task buttons so they don't cover information you display on the monitor.

Set Device Mode Idle Timeout

By default, the system exits Device Mode shortly after a computer is disconnected from the system. You can now choose the amount of time the system remains in Device Mode after you disconnect a computer from the system.

Updated Partner Applications

Poly VideoOS 3.8.0 includes updates to the following partner applications:

- Teams Update 2E
- Zoom Rooms 5.8.0

Security Updates

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

Installation

Get the latest version of Poly VideoOS at the Poly Online Support Center. You don't need a software version key to install version 3.8.0.

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.

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 (3.7.0). 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, you must update your Trio C60 to software version 7.0.1 or later.

Downgrading Software

Poly recommends the following if you want to downgrade from version 3.8.0:

- 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.

Note: Poly Studio X30 has no hardware restrictions on downgrading.

Supported Hardware Versions for Downgrading Systems

System	Poly VideoOS 3.3.1 and Earlier	Poly VideoOS 3.3.2 and Later	Poly VideoOS 3.7.1 and Later
Poly Studio X50	1	All	All
Poly Studio X50 No Radio	20	All	All
Poly Studio X70	Not supported	Not supported	All
Poly G7500	1 to 7	All	All
G7500 No Radio	20	All	All

See your system's Poly Video Mode Administrator Guide or Poly Partner Mode Administrator Guide for more information on how to downgrade.

Version History

The following table lists the release history of the G7500 and Studio X Family systems.

Release History

Release	Release Date	Features
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
3.7.1	October 2021	• Introducing Poly Studio X70 • Updated Partner Applications • Factory Restore Partition Update to 3.7.1
3.7.0	September 2021	• Digital Signage • Updated Partner Applications • Support for QSC Core Series Audio Processors • Configuring Network Settings During Out-of-Box Setup • Studio X50 and Studio X30 Camera Enhancements • Capturing Video Remotely • Button Command-Line API Command Updates

3.6.0	August 2021	- Support for Poly Studio E70 Camera - Poly Control App - Support for Extron Environment Controls - Zoom Smart Gallery - Support for Zoom Rooms 5.7.0 - Studio X50 and Studio X30 Group Framing and Speaker Framing Enhancements - Deleting a Certificate from TC8 Device - Device Mode Auto Launch - Configuring RealPresence Resource Manager Heartbeat Interval - Command-Line API Command Enhancements
3.5.1	June 2021	Zoom Smart Gallery
3.5.0	June 2021	- Microsoft Teams Enhancements - Support for Zoom Rooms 5.6.6 - Saving Logs to Internal Storage - Support for Pairing TC8 with Wi-Fi as the Primary Network - Camera Improvements - Native Interoperability with BlueJeans - Support for New USB Cameras
3.4.0	May 2021	- Support for Presenter Mode - Live Microphone Switching on Studio X50 - Wi-Fi Enhancements - Support for Microsoft Teams - Support for Zoom Rooms 5.6.3 - Support for New USB Cameras - Provisioning Enhancements - Enhancements for Switching Conferencing Providers - Removed 8x8 as a Conferencing Provider - Support for INOGENI 4KUSB3 4K HDMI to USB 3.0 Capture Device - USB Mouse Support

3.3.2-286154	April 2021	• Support for Zoom Rooms 5.5.0 • Additional Multicamera Support with Zoom Rooms • Interoperability with Dialpad • Updated Icons • Wi-Fi Enhancements • Microsoft Teams Enhancements • New REST APIs for Device Mode • Remote Logging Updates • Global Security Enhancements • Increased Number of TC8 Devices Supported • Important Downgrading Information • Factory Restore Partition Update to 3.3.2
3.3.1	January 2021	• Camera Enhancements for Studio X50 and Studio X30
3.3.0	January 2021	• Support for Zoom Rooms 5.4.0 • Locking Your System in Device Mode • VLAN and LLDP Enhancements • 802.1X Enhancements • Zoom Device Management Integration with TC8 • Studio X50 and Studio X30 LED Bar Brightness • Polycom Content App Port • Miracast Improvements • Using Wi-Fi as the Primary Network • Removed Workspace Lighting Setting • Monitor Display Settings Automatically Configured
3.2.3	November 2020	• Microsoft Teams Enhancements • Support for Zoom Rooms 5.3.0
3.2.2	November 2020	• Multicamera Support with Zoom Rooms • Monitoring the System Remotely • Default Logging Level • Auto-Merge Incoming Call to Current Call • Miracast Enhancements • Device Mode Enhancements • Update Device Registration When Downgrading System from 3.2.2 to 3.2.0
3.2.1	September 2020	• Support for Zoom Rooms 5.2.0 • Register the System Using DHCP Auto Discovery • Provisioning Configuration Changes • Disable Preinstalled Certificates • 3.5 mm Audio Input on Studio X50 • Device Mode Enhancements • Video Quality Enhancements

3.2.0	August 2020	• Support for Zoom Rooms 5.1.2
		• Native Interoperability with StarLeaf
		• Native Interoperability with RingCentral Rooms
		• Multicamera Support
		• USB Camera Support
		• Limit Maximum Camera Digital Zoom
		• Reset Camera Settings to Defaults
		• Configuring HDMI Input as a People Source
		• 3.5 mm Audio Output on Studio X50
		• TC8 Web Proxy Enhancements
		• Updating TC8 Software Using a USB Flash Drive
		• Automatic Software Updates
		• Default Logging Level
		• Provisioning Your System with Poly Lens
		• Device Mode Provisioning Parameter
3.1.3	July 2020	• Camera enhancements
3.1.2	October 2020	• DoD APL-approved software
3.1.1-216125	June 2020	• Support for Zoom Rooms 5.0.2
3.1.1-216122	June 2020	• Fixes to audio issues and conference provider switching
3.1.1-216109	June 2020	• Studio X Family Certified Collaboration Bar for Microsoft Teams
		• Native Interoperability with 8x8
		• Adjust Studio X50 or Studio X30 Camera Lighting Based on Workspace
		• Disable Poly Device Mode
		• System Acceptlist
3.1.0	May 2020	• Support for Zoom Rooms 5.0
		• Native Interoperability with GoToRoom by LogMeIn
		• Pairing a Poly Trio System
		• Using the System as a Camera and Audio Peripheral
		• New Camera Tracking Option for Studio X Family
		• IPv6 Support
		• Security Banner
		• New Security Defaults
		• PKI Certificates for Poly TC8
		• 802.1X for TC8
		• System Audio Enhancements
		• Poly Lens Enhancements
		• Improving Picture Quality
		• Out of Office Sleep Settings

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 • Local interface updates
2.0.0	May 2019	• Introducing the Poly G7500 system

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.

Resolved Issues

The following table lists the resolved issues in this release.

Resolved Issues

Category	Issue ID	
API	EN-207861	The status of audio and camera is incorrect when they are retrieved via the CLI (Telnet) port.
Calling	EN-211201	The system may not send audio tones (DTMF) and will not join the conference call.
Calling	EN-210654	When frequently polling the system telnet API, the system may not report the correct call state.
General	EN-213849	USB Camera may cause an event which interrupts digital signage.
General	EN-213467	Once Device Mode is disabled, it cannot be re-enabled.
Network	EN-210784	Documentation updated to indicate that NAT cannot be configured in SIP environments.
Network	EN-211401	During initial setup of codec and TC8 with static IP address, TC8 may not pair correctly with the codec.
Partner Application	EN-210068	Zoom Smart Gallery not enabled on system after boot.
Partner Application	EN-209301	In Microsoft Teams Rooms Mode, the star (*) key isn't recognized.
Partner Application	EN-207264	Video streams for the Zoom Rooms Smart Gallery virtual cameras freeze.
Partner Application	EN-182506	After exiting Device Mode on Studio X50 systems, you may need to disconnect and reconnect the HDMI cable before sharing content in Zoom.
Partner Application	EN-207558	RPRM may not report the correct state of the system.
Peripherals	EN-210920	Cannot enable camera tracking from TC8 slide-out menu.
Provisioning	EN-210663	When frequently polling the API for calendar and other information, the system may reboot.
Provisioning	EN-214322	Provisioning is reported as Registered even when invalid details are specified
User Interface	EN-208823	The menu options in the side Control bar aren't functional.
Video	EN-211328	Fixed the Device Mode issue where disconnecting and reconnecting HDMI sometimes momentarily displayed the previous HDMI buffer before seeing the new HDMI video displaying. The system will now wait until the new HDMI content is rendered before showing on the display.

Video	EN-209075	After setting up the system for the first time, the camera preview may not show live video.

Known Issues

The following table lists known issues in this release.

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
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-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-193593	Audio artifacts or loss of audio may be experienced on the far end of a call when you're using a Poly IP Microphone Adapter.	Reboot the Poly IP Microphone Adapter.
Audio	EN-205439	With an external USB speaker device connected, the ringback tone plays out of the Studio X50 speakers and the USB speaker device.	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.
Calling	EN-209389	Studio X30 no-radio systems may disconnect long duration point-to-point calls.	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.
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	EN-156868	In content shared through an HDMI connection, black text on a red background is blurry.	None.
Device Management	EN-178323	Entering Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30.	Exit Device Mode.
Device Management	EN-213422	During a factory restore, the system LEDs only glow white. The LEDs do not glow amber or yellow.	None.
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-214169	When Appspace runs for more than five minutes, the TC8 screen indicates that the companion app is not detected.	Tap the TC8 screen.
Partner Application	EN-213849	On Studio X70 systems running Zoom Rooms, the system doesn't turn off outside of the set Device Operation Time.	None.
Device Management	EN-213467	If you disable Device Mode in the web UI, you may not have the option to enable it through the web UI after the system reboots.	Reset the system.
Device Management	EN-213422	During a factory restore, the system LEDs only glow white. The LEDs do not glow amber or yellow.	None.
Partner Application	EN-209088	When the system is configured for Microsoft Teams in Partner mode, the LED indicators display red or green when the system isn't in a call. This is a Microsoft Teams APK issue.	None.
Partner Application	EN-212620	On a system running 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.
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-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.
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.
Peripherals	EN-213516	A Poly G7500 may not recognize a connected Poly Studio E70 camera.	Disconnect the USB-C from the E70, rotate it and reconnect it. Restart the G7500.
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-213277	On a G7500 or Studio X series codec, provisioning the system through Lens and enabling auto-updates may result in no video on the monitor.	Reboot the system.
Video	EN-192994	The video from an EagleEye Cube USB camera is hazy when connected to a G7500 system.	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.

System Constraints and Limitations

This section provides information on constraints and limitations when using G7500 and Studio X Family systems.

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

This release contains the following constraints and limitations:

- [Using the System in Device Mode](#)
- [Microsoft Teams](#)
- [Sleep and Out of Office Settings in Partner Mode](#)
- [Primary Audio Volume in Partner 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](#)

Using the System in Device Mode

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode:

- Poly Trio systems:
  - When you pair a Trio 8500, Trio 8800, or Trio C60 system, Device Mode works only in Poly Video Mode.
  - When you pair a Trio system, the controls displayed when the system is in Device Mode 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.
- Studio X70 doesn't currently support Device Mode.

Microsoft Teams

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

- Poly G7500 and Studio X70 systems don't support Microsoft Teams.
- You can't use your system's HDMI input to share content.
- You can't use your system as an external camera, microphone, and speaker for your computer in Device Mode.
- 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.

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 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 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* at the Poly Online Support Center.

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.

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 Peripherals and Applications

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

Applications

Application	Supported on G7500	Supported on Studio X30	Supported on Studio X50	Supported on Studio X70
Polycom Content App (Poly Video only)	Yes	Yes	Yes	Yes
Microsoft Teams	No	Yes	Yes	No
Zoom Rooms	Yes	Yes	Yes	Yes
GoToRoom by LogMeIn	Yes	Yes	Yes	Yes
StarLeaf	Yes	Yes	Yes	Yes
RingCentral Rooms	Yes	Yes	Yes	Yes

Application	Supported on G7500	Supported on Studio X30	Supported on Studio X50	Supported on Studio X70
BlueJeans Rooms	Yes	Yes	Yes	Yes
Dialpad	No	Yes	Yes	No
Device Mode	Yes	Yes	Yes	No
Appspace	Yes	Yes	Yes	Yes

Controllers

Controller	Supported on G7500	Supported on Studio X30	Supported on Studio X50	Supported on Studio X70
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

Poly supports pairing two Poly Trio systems or up to five TC8 devices to your system at a time.

Microphones and Processors

Microphones and Audio Processors	Supported on G7500	Supported on Studio X30	Supported on Studio X50	Supported on Studio X70
Poly IP Table Microphone	Yes	No	No	No
Poly IP Ceiling Microphone	Yes	No	No	No
Poly Microphone IP Adapter	Yes	No	No	No
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
Shure IntelliMix P300 audio conferencing processor	Yes	No	Yes	Yes
QSC Core Series audio processor	Yes	No	Yes	Yes

Microphones and Audio Processors	Supported on G7500	Supported on Studio X30	Supported on Studio X50	Supported on Studio X70
Polycom RealPresence Debut expansion microphone	No	No	Yes	Yes

Cameras

Camera	Supported on G7500	Supported on Studio X30	Supported on Studio X50	Supported on Studio X70
Poly Studio USB video bar	Yes	No	Yes	Yes
Poly Studio E70 camera	Yes	No	Yes	Yes
Polycom EagleEye Mini USB camera	Yes	No	Yes	Yes
Poly EagleEye Cube USB camera	Yes	No	Yes	Yes
Polycom EagleEye IV USB camera	Yes	No	Yes	Yes
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
Vaddio ConferenceSHOT AV camera (only supports video with no audio input from the USB camera)	Yes	No	Yes	Yes
Huddly IQ Conference camera (only supports video with no audio input from the USB camera)	Yes	No	Yes	Yes
Logitech Rally Ultra HD PTZ USB camera(only supports video with no audio input from the USB camera)	Yes	No	Yes	Yes
INOGENI 4K2USB3 HDMI to USB 3.0 capture device	Yes	No	Yes	Yes
Polycom EagleEye Digital Extender	Yes	No	No	No

Supported Web Browsers

You can access the system web interface with the following web 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

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 3.7.0 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

G7500 and Studio X Family systems are tested extensively with a wide range of products. The following list isn't 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 Poly Intraoperability 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	8.8.1 8.9.0
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.0.0
Polycom RealPresence Resource Manager, Virtual Edition	10.9.0
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	6.2.2.7
Poly G200	1.3.1-0638
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 3.8.0 UC software 7.1.2
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	7.2.0.12362
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC software 7.1.2 RealPresence Group Series software 6.2.2.6

Product	Tested Versions
Poly Trio C60 with Polycom RealPresence Group Series	UC software 7.1.2 RealPresence Group Series software 6.2.2.6
Poly Trio Visual+	7.2.0.12361
Poly Trio VisualPro	UC software 7.0.0.4269 RealPresence Group Series software 6.2.2.6
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	2.2.1.1
Polycom EagleEye Producer	1.2.2
Polycom EagleEye IV USB	1.2.1
Polycom EagleEye USB Mini	9.0.23
Poly Studio E70 camera	1.0.3
Poly Studio USB video bar	1.4.0
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.0

Product	Tested Versions
Poly TC8	3.8.0
Poly Lens	Current version
Polycom Content App	1.3.4.73535
Zoom Rooms	5.8.0.293 5.8.0.293 (for TC8)
Microsoft Teams	1449/1.0.96.2021070803
BlueJeans	1.0.0.311
DialPad	V1.003.0-16-gba53351
LogMeIn	1.65.2
RingCentral	21.3.30
StarLeaf	4.7.6d1

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The Poly Document 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 with the applications and devices you use every day.

- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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