Poly VideoOS

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

Poly announces the release of Poly VideoOS 4.0.2 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC10/TC8 Controller 4.0.2
- Poly Microphone IP Adapter 3.0.1
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB Camera 1.3.1
- Poly Studio E70 Camera 1.7.2

Contents

What's New in This Release

Poly VideoOS 4.0.2 is a maintenance release with updated features, upgrades, and the following important field fixes:

- Update Information for VideoOS 3.x to VideoOS 4.0.2
- DSP USB Audio Processor Fix
- Update to Poly Support Site Download URL
- Partner Application Updates

Update Information for VideoOS 3.x to VideoOS 4.0.2

If you're updating from a VideoOS 3.x version to VideoOS 4.0.2, note the following important information:

- **After upgrade to a VideoOS 4.x version, you can't downgrade to a VideoOS 3.x version**. However, you can downgrade from VideoOS 4.0.2 to VideoOS 4.0.1 or 4.0.0.
- Your system must be running VideoOS 3.14.1 or later before updating to VideoOS 4.0.2. If your system is running software earlier than VideoOS 3.14.1, you must first update your system to VideoOS 3.14.1 or VideoOS 3.14.2.
- Poly VideoOS 4.0.x includes a platform update from Android 8.1 to Android 10.0. Poly recommends a second system restart after updating to VideoOS 4.0.2.
- Upgrading to VideoOS 4.0.2 without first upgrading to 3.14.1 or 3.14.2 is an untested and unsupported upgrade path that may result in your system not functioning correctly.
- Update and downgrade restrictions don't apply to peripherals.
- After updating to VideoOS 4.0.2, Poly recommends that you restart your Studio X70 or Studio E70 if the camera isn't working correctly.

DSP USB Audio Processor Fix

This release contains a fix for issues related to DSP USB audio processors being unrecognized after updating to VideoOS 4.0.0 or VideoOS 4.0.1. Affected devices include QSC Core, BiAmp DSP, and Shure Intellimix P300.

Update to Poly Support Site Download URL

As of VideoOS 3.14.1 the Poly support software download site URL has been changed to swupdate.lens.poly.com

If necessary, update your firewall settings and make sure your system has access to this site.

> **Note:** This url is accessible by your system and not through a web browser.

Partner Application Updates

Poly VideoOS 4.0.2 includes the following partner updates.

Partner Application Updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202301162118.product Teams: 1449/1.0.96.2023031201 Company Portal: 5.0.5484.0	• Feature release • For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.13.5.2468 Zoom Rooms Controller (TC8): 5.11.0.1553	• Maintenance release. • For more information on this Zoom Room release, see the Zoom website.
Google Meet	2023.03.16.00.00	• Maintenance release on VideoOS. • For more information on Google Meet, see Google Meet website
Ring Central	23.1.20.52	• Maintenance release • For more information on Ring Central, see Ring Central website
Tencent Meeting Rooms	3.9.150.547	• Maintenance release. • For more information on this Tencent release, see the Tencent website.
Dialpad	1.023.1-0-g3a8b8fc	• Maintenance release. • For more information on this Dialpad release, see the Dialpad website

Release History

This section lists the release history of Poly VideoOS. For previous releases, see the Software Releases Archive.

Release History

Release	Release Date	Features
4.0.2	June 2023	• Update Information for VideoOS 3.x to VideoOS 4.0.2 • DSP USB Audio Processor Fix • Update to Poly Support Site Download URL • Partner Application Updates
4.0.1	May 2023	• Important Update Information for VideoOS 4.0.1 • Platform Update to Android 10 • Workflow Server Calendar Information Fix • Update to Poly Support Site Download URL • Partner Application Updates
4.0.0	March 2023	• Important Update Information for VideoOS 4.0.0 • Updating Your System to VideoOS 4.0.0 • Recover a System Updated to VideoOS 4.0.0 from 3.13.1 or earlier • Platform Update to Android 10 • Factory Restore Partition Update to 4.0.0 • Certification for Microsoft Teams on G7500 and X70 • Support for Google Meet • Microsoft Teams Sign-In • Poly Lens Connection Fix • Update to Poly Support Site Download URL • Partner Application Updates

Security Updates

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 and Tested Products

The following sections provide information on products supported and tested with G7500 and Studio X Family systems.

System Hardware Version Support

All G7500 and Studio X systems support VideoOS 4.0.2. For a list of supported 3.x versions for each system, see the *Poly VideoOS 3.14.2 Release Notes*.

> Important: **Downgrading from VideoOS 4.x. to VideoOS 3.x versions is not supported.**

Supported Peripherals and Applications

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

> Note: The Poly TC10 touch controller doesn't currently support Microsoft Teams Rooms.

Applications

Product	G7500	Studio X70	Studio X50	Studio X30
Polycom Content App (Poly Video only)	Yes	Yes	Yes	Yes
Microsoft Teams	Yes	Yes	Yes	Yes
Zoom Rooms	Yes	Yes	Yes	Yes
Google Meet	No	Yes	Yes	Yes
GoToRoom by LogMeIn	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	Yes	No	Yes	Yes

Controllers

Product	G7500	Studio X70	Studio X50	Studio X30
Poly TC10	Yes	Yes	Yes	Yes
Poly TC8	Yes	Yes	Yes	Yes
Poly Bluetooth Remote Control	Yes	Yes	Yes	Yes
Poly IR Remote Control and Receiver	Yes	Yes	Yes	Yes
Poly Trio C60	Yes	Yes	Yes	Yes
Poly Trio 8500, and Poly Trio 8800 (Zoom Rooms support ending early 2024)	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
Poly Trio C60,	Yes	Yes	Yes	Yes
Poly Trio 8500, and Poly Trio 8800 (Zoom Rooms support ending early 2024)	Yes	Yes	Yes	Yes

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

Product	G7500	Studio X70	Studio X50	Studio X30
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	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

USB Adapters

Product	G7500	Studio X70	Studio X50	Studio X30
UGreen USB to HDMI adapter (PN: 10937)	Yes	Yes	Yes	No

Content Sharing

Product	G7500	Studio X70	Studio X50	Studio X30
Barco Clickshare CX-30 and CX-50	Yes	Yes	Yes	Yes

USB Cables and USB Extenders Supported with Studio E70

For a list of USB cables and extenders supported for use with the Studio E70 camera, see the *Poly Studio E70 Release Notes* on the [Poly support site](#).

Supported Web Browsers

Access the system web interface with the following web browsers:

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

Microsoft Teams Support

Poly G7500 (when running VideoOS 4.0 or later), Studio X70 (when running VideoOS 4.0 or later), 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 4.0 or later for the best experience when using Teams on Studio X Family systems.

> **Note:**   The Poly TC10 touch controller doesn't currently support Microsoft Teams Rooms.

Note the following when using Microsoft Teams on your system:

- The Poly TC10 touch controller doesn't currently support Microsoft Teams Rooms.
- The TC8 device 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 you can register per account is 15 (unless changed by your administrator).
- After signing into 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. Make sure your corporate firewalls are configured as noted at the Office 365 URLs and IP address ranges page at [Microsoft Teams](#).
- If you're using Teams as your primary conferencing application, Poly recommends using the Microsoft Teams Admin Center to manage all software for your system and paired TC8 devices. Microsoft posts the latest supported Poly VideoOS version at 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 products are tested extensively with a wide range of products. The table below lists the products tested for compatibility with this release.

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

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

Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested 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 Intra-operability 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	8.10.0.1.3
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.2.2.3
Polycom RealPresence Resource Manager, Virtual Edition	10.10.2.2
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
Poly G7500, Poly Studio X70, Poly Studio X50, and Poly Studio X30 with Poly Trio C60, Poly Trio 8800, and Poly Trio 8500	Poly VideoOS software 4.0.1
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	8.0.2
Poly Trio 8500 Poly Trio 8800	7.2.4
Poly Trio C60 with Polycom RealPresence Group Series	UC software 8.0.2 RealPresence Group Series software 6.2.2.8

Product	Tested Versions
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC Software 7.2.4 RealPresence Group Series software 6.2.2.8
Poly Trio Visual+	7.2.4
Poly Trio VisualPro	UC software 7.2.4 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

Peripherals and Applications

Product	Tested Versions
Barco Clickshare CX-30 and CX-50	2.13.0.12
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	1.7.2-50001
Poly Studio USB video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	4.0.1-211044
Poly TC8	4.0.1-211044
Poly Lens	1.1.26
Polycom Content App	Current version

Partner Applications

Product	Tested Versions
Google Meet	2023.03.16.00.00
Zoom Rooms	5.13.5.2468

Product	Tested Versions
Microsoft Teams	1449/1.0.96.2023031201
BlueJeans	2.10.0.86
DialPad	v1.023.1-0-g3a8b8fc
LogMeIn	1.216.2
RingCentral	23.1.20.52
Tencent	3.9.150

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
Audio	EN-242448	On a G7500 system, USB audio processor devices are not detected after update to VideoOS 4.0.0.
Provisioning	EN-242407	On a Poly Studio X50 system after update to Poly VideoOS 4.0.0, registering to Poly Lens fails when basic authentication is disabled.
Provisioning	EN-232469	On a Poly Studio X50 system with a connected TC8 touch controller, the certificate disappears after a restart.

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
Audio	EN-212975	During a call on a Poly Studio X70 system with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.

Category	Issue ID	Description	Workaround
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.	Download logs outside of a call.
Camera	EN-237005	After updating to 4.0.0, on a G7500 system with a connected Studio E70, video latency shows after the system is left idle.	Restart the system.
Camera	EN-236657	Selecting Disable All USB Ports on the Studio X70 system disconnects the camera.	None.
Camera	EN-234538	On a G7500 or Studio X system with a connected EagleEye IV USB camera, the system doesn't default to Preset 1 after a restart.	None.
Camera	EN-234479	On a G7500 system with three USB-connected Studio E70 cameras powered by G7500 LLN ports, one or more Studio E70 cameras may not properly connect to the video conferencing system after restart.	Restart the system.
Camera	EN-227999	On a G7500 or Studio X50 system, when you unplug the current people camera, the HDMI input set as **People** becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
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.
Device Management	EN-240753	On a Studio X system in Teams mode with a connected TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.
Device Management	EN-236658	Selecting **Disable All USB Ports** causes the system to restart.	None.
Device Management	EN-236430	On a Studio X70 systems in Device Mode, HDMI video may flicker and eventually freeze.	Restart the system.

Category	Issue ID	Description	Workaround
Device Management	EN-226868	On Studio X70 systems, HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
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-213422	While factory restoring a Studio X70 system, the system LEDs only glow white. The LEDs don't glow amber or yellow.	Do one of the following: • Use the glowing white light to monitor the factory restore process. Initiate and monitor the factory restore from the system web interface.
Device Management	EN-178323	Entering Device Mode unregisters the gatekeeper and SIP registrar server on Studio X30.	Exit Device Mode.
Partner Application	EN-238687	On a Studio X30 and Studio X50 with a paired TC8 touch controller, the system updates to VideoOS 4.0.0 but Teams admin center shows the update as failed.	None.
Partner Application	EN-234584	On a Studio X50 system, when HDMI content is shared from Teams desktop app a green bar appears on the right of the screen.	None.
Partner Application	EN-238006	On a system in Zoom Rooms mode, after the updating the system to VideoOS 4.0.0, camera tracking doesn't work.	Restart the system.
Partner Application	EN-237349	On a Studio X30 system in Zoom mode, hot plugging a content source may cause the camera to stop working.	Restart the system.
Partner Application	EN-236590	On a G7500 system with a connected Studio E70 camera, starting Zoom Smart Gallery may result in a black screen for three to four seconds.	Restart the system.
Partner Application	EN-235202	On Studio X50 systems in Teams mode, number keys don't work on the sign-in screen.	Do one of the following: • Select the **Email, phone or username** field to make the keys functional. Select the back arrow to the main screen before going back to the sign-in screen.

Category	Issue ID	Description	Workaround
Partner Application	EN-233628	On a Studio X70 system in Zoom mode, the built-in camera may become unavailable. Zoom Rooms reports *No source available* and the system web interface reports the camera is disconnected.	• Using the system web interface, restart the Studio X70 system.
Partner Application	EN-233295	On a Studio X70 system with a connected Studio E70 camera in Zoom mode, switching the Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or auto-framing.
Partner Application	EN-202446	On Studio X systems in Teams mode, the PAC file instruction isn't properly utilized to bypass the proxy.	• Use the `(dnsDomainIs(host, "local.example.com")` function instead of an IP based `(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")` function.
Partner Application	EN-237917	On a G7500 or Studio X system in Teams Rooms mode with a sleep time configured, the system enters sleep mode during a Teams Rooms whiteboard session or while sharing HDMI content.	Adjust the sleep timer on the system.
Peripherals	EN-238525	On a G7500 system your device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-237543	On a Studio X50 system with a connected Trio C60, if you attempt to the update the system with a USB drive, the system doesn't update.	Unpair the Trio C60 and then update the system using the USB drive, After the update, pair the Trio C60 back to the system.
Peripherals	EN-234918	When using a TC10 device in Standalone Mode, the **Download Updates** field appears blank under **Settings > Update**.	None.
Peripherals	EN-234766	When using a TC10 device in Standalone Mode, leaving the custom URL field blank and selecting **Check for Updates** points to new software available at the default URL.	None.
Peripherals	EN-222757	On a system connected to a Biamp TesiraForte AVG VT4 with an EXT-UBT expander, audio latency may occur during a call.	None.

Category	Issue ID	Description	Workaround
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-182043	When using a Studio X50 system in Poly Video Mode, you can't see incoming call notifications on TC8 when the TC8 device displays the **Camera** or **Settings** screen.	When the front of room monitor displays the active call message, close the **Camera** or **Settings** screens to answer the call.
Provisioning	EN-242687	On a G7500 system, Web Proxy Auto-Discovery (WPAD) does not locate the PAC file due to an invalid character being added to the request.	Disable WPAD and manually enter the PAC URL.
Provisioning	EN-238094	In RealPresence Resource Manager, web proxy settings are not being sent to the server from the system.	Restart the system.
Provisioning	EN-226934	In RealPresence Resource Manager, Poly Studio X systems are showing as offline.	Update RealPresence Resource Manager to 10.11.
Provisioning	EN-225752	The server sends an error message "Provisioning failed. There was a problem communicating with the server."	Check the configuration file for an invisible character breaking XML syntax rules.
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-238554	On Studio X30 systems in Device Mode the video freezes.	Exit and then re-enter Device Mode.
Video	EN-235419	On a Studio X50 or Studio X30 system, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group.	Use Group Framing.
Video	EN-235018	On a Studio X system in Poly Video mode, the system reports content is available when no content source is connected.	Connect a content source and share content. After disconnecting the content source, the system no longer reports content is available.
Video	EN-234059	On a G7500 system with a connected USB camera, the **Home** screen PIP video preview may freeze when the system is idle for an extended period of time.	Restart the system.

Category	Issue ID	Description	Workaround
Video	EN-226889	On a Studio X50 or Studio X30 system, **Presenter Tracking** may take up to two minutes to frame the active speaker.	Do one of the following: • If there is only one participant in the room, use **People Framing (Preview)** or **Group Framing**. Disable tracking and use manual camera controls.

System Constraints and Limitations

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

- Barco Clickshare Fails to Wake System from Idle
- Bluetooth and IR Remote Control and Receiver
- Connecting/Disconnecting a Camera While the System Is On
- Disable/Enable All USB Ports
- Downloading System Logs
- Error message "A compatible software update package is not found"
- Frame Speaker Mode
- Full Screen Video with Airplay Support
- HDMI to DVI Not Supported
- Monitor Display Issues with CEC
- No Support for HDCP Sources
- Poly EagleEye Cube USB Camera
- Poly EagleEye Cube Microphone
- Polycom EagleEye IV USB Camera
- Polycom EagleEye IV 10 Meter HDCI Digital Camera Cable
- Primary Audio Volume in Partner Mode
- Secure Media Streams
- Sharing Content with RealPresence Desktop
- Sleep and Out of Office Settings in Partner Mode
- Using Device Mode with a Paired Trio Speakerphone
- Using the System in Microsoft Teams Mode
- Zoom Smart Gallery Using Multiple Cameras Isn't Supported

Barco Clickshare Fails to Wake System from Idle

Poly recommends waking the Poly system before clicking on Barco Clickshare. If a blue screen displays after clicking on Barco Clickshare, disconnect and then reconnect the HDMI cable.

Bluetooth and IR Remote Control and Receiver

Poly Bluetooth and IR Remote Control functionality may be limited when using partner applications.

Connecting/Disconnecting a Camera While the System Is On

Poly recommends that you do not connect or disconnect a camera when the system is powered-on. To connect/disconnect a camera, you should first turn off the system and then connect/disconnect the camera.

Disable/Enable All USB Ports

Disabling USB ports on Studio X70 systems results in the built-in camera being disconnected.

Downloading System Logs

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

Error message 'A compatible software update package is not found'

In the system web interface, this error message may display after upgrading to VideoOS 4.x as the provisioning server finds an earlier software release, which you can't downgrade to.

Frame Speaker Mode

Based on customer feedback, Poly plans to 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**.

Full Screen Video with Airplay Support

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

HDMI to DVI Not Supported

Poly recommends only using monitors with a direct HDMI input as G7500 and Studio X Family systems don't support HDMI to DVI adapters.

Monitor Display Issues with CEC

If you experience display issues after the system wakes from sleep, disable CEC in the system web interface.

No Support for HDCP Sources

You can't send content from a High-bandwidth Digital Content Protection (HDCP) source to your system. An HDCP source can be a Blu-ray player, DVD player, or similar device.

Poly EagleEye Cube USB Camera

Note the following when using 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 Poly Lens Desktop.
- Some camera settings are available only through the Poly Lens Desktop 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 Poly Lens Desktop application.

Poly EagleEye Cube Microphone

Do not use the Eagle Eye Cube microphone with a USB DSP audio solution due to conflict between the microphones.

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.
- When EagleEye IV is set as the primary camera, Preset 1 isn't used for the default camera position. The camera uses the default full-frame camera view.

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*.

Primary Audio Volume in Partner Mode

Configuring the **Primary Audio Volume** setting with the system web interface isn't supported in Partner Mode. Change the volume using your partner application settings instead.

Secure Media Streams

Media streams (audio, video, and content) over HTTPS aren't supported. Media streams in H.323 and SIP calls are encrypted using SRTP.

Sharing Content with RealPresence Desktop

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

Sleep and Out of Office Settings in Partner Mode

Configuring sleep and out-of-office settings with the system web interface may not be supported in Partner Mode. Check your partner application settings for support of similar functionality.

Using Device Mode with a Paired Trio Speakerphone

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.

Using the System in Microsoft Teams Mode

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

- Poly TC10 doesn't support Microsoft Teams Rooms.

- Poly Trio is only supported as an audio device and not as a controller. You must use a touchscreen, a paired TC8 device, or a Bluetooth remote to interact with the system.

- The solution is certified for use with one E70 camera.

- The Studio X30/X50/X70 solution supports only built-in cameras.

Zoom Smart Gallery Using Multiple Cameras Isn't Supported

When using Zoom Smart Gallery, using multiple connected cameras is not supported.

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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