



# Poly Documentation

Copyright © 2024, Plantronics, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc  
6001 America Center Drive

San Jose, CA 95002

USA

# Contents

<b>1. Poly VideoOS Release Notes 4.3.2.</b> . . . . .	<b>3</b>
What's new in Poly VideoOS 4.3.2. . . . .	4
Partner application updates. . . . .	4
Updating your system. . . . .	5
Updating Poly G7500, Poly Studio G62, or Poly Studio X. . . . .	6
Updating Poly TC10 or Poly TC8 touch controllers. . . . .	6
Products tested with Poly VideoOS 4.3.2. . . . .	7
Resolved issues in Poly VideoOS 4.3.2. . . . .	9
Known issues in Poly VideoOS 4.3.2. . . . .	11

# Poly VideoOS Release Notes 4.3.2

---

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

**Software version:** 4.3.2

**Release date:** October 2024

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

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

For more information, review the [Poly VideoOS Release Notes 4.3.2](#).

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

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

- [Partner application updates](#)

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

- [Updating your system](#)

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

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

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

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

Review the resolved issues in this release.

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

Review the known issues in this release.

# What's new in Poly VideoOS 4.3.2

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

---

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

---

Poly VideoOS 4.3.2 includes the following important updates and security enhancements:

- Fortified Rest API authentication and pairing protocol
- Fixed vulnerability in third-party libraries
- Poly Content App is end of life and no longer available for download. You can still use Poly Content App with VideoOS systems; support will be removed in an upcoming release.

## Partner application updates

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

Table 1. Partner application updates

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

Partner application	Version	Features
Google Meet	2024.0176.00	<ul style="list-style-type: none"> <li>● Maintenance release.</li> </ul>
Ring Central	24.2.10.22	<ul style="list-style-type: none"> <li>● Maintenance release.</li> <li>● For more information on Ring Central, visit the <a href="#">Ring Central website</a>.</li> </ul>
Tencent Meeting Rooms	Rooms: 3.21.250.594 Controller: 3.21.250.570	<ul style="list-style-type: none"> <li>● Maintenance release.</li> <li>● For more information on this Tencent release, visit the <a href="#">Tencent website</a>.</li> </ul>
Dialpad	1.028.1-0-gd5e4a6d	<ul style="list-style-type: none"> <li>● Maintenance release.</li> <li>● For more information on this Dialpad release, visit the <a href="#">Dialpad website</a>.</li> </ul>
LogMeIn	1.219.11	<ul style="list-style-type: none"> <li>● Maintenance Release</li> <li>● For more information on this LogMeIn release, visit the <a href="#">LogMeIn website</a>.</li> </ul>

## Updating your system

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

Poly recommends that you configure your device to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations

have experienced in the past. Configure this feature in the system web interface under **General Settings > System Settings > Enable Scheduled Auto Restart**.

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

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

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

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

Note the following before you update:

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

## ***Updating Poly TC10 or Poly TC8 touch controllers***

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

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

Note the following before you update:

- Updating your Poly TC10 or Poly TC8 touch controller to Poly TCOS 4.1.0 or later includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.

- Update your Poly TC10 or Poly TC8 touch controller to the latest software (if prompted) during the out-of-box experience to avoid sync issues when pairing with a Poly G7500, Poly Studio G62, or Poly Studio X Series system.

## Products tested with Poly VideoOS 4.3.2

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

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

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

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

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

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

Table 2. Poly endpoints

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

Table 3. Poly peripherals and applications

Product	Tested versions
Polycom EagleEye IV USB	1.2.1
Poly Studio E70 camera	1.10.2
Poly Studio E60 camera	1.0.4.7
Poly Studio USB video bar	2.1.2
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	6.3.2
Poly TC8	6.3.2
Poly Lens	1.5.0

Table 4. Partner applications

Product	Tested versions
Google Meet	2024.0176.00
Zoom Rooms	6.1.0.5144



Product	Tested versions
Microsoft Teams	1449/1.0.96.2024080804
Dialpad	1.028.1-0-gd5e4a6d
LogMeIn	1.219.11
RingCentral	24.2.10.22
Tencent	3.21.250.594

## Resolved issues in Poly VideoOS 4.3.2

Review the resolved issues in this release.

---

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

---

Table 1. Resolved issues

Category	Issue ID	Description
Camera	PVENG-22871	On a Poly G7500 system with a USB-connected Poly Studio E70 camera, Poly DirectorAI Perimeter sometimes frames people outside the set perimeter.
Camera	PVENG-22318	On a Poly Studio X70 video bar in Microsoft Teams mode, sometimes Speaker Framing doesn't frame participants on the left correctly.

Category	Issue ID	Description
Camera	PVENG-8107	On a Poly G7500 system in Device Mode, settings for camera tracking don't persist when joining a Microsoft Teams call.
Partner Application	PVENG-22334	On a Poly Studio X72 video bar in Microsoft Teams mode, with sleep enabled, the system doesn't go to sleep.
Device Management	PVENG-8110	On a Poly Studio X50 video bar with multiple connected monitors, the secondary monitor sometimes doesn't wake from sleep mode.
Device Management	PVENG-8108	On a Poly G7500 system in Poly Video Mode on a Pexip call via H265, a black screen shows when trying to connect.
Device Management	PVENG-8104	On a Poly Studio X52 video bar in Poly Video Mode, the onscreen keyboard sometimes doesn't appear when placing a call.
Device Management	PVENG-8103	On a Poly Studio X50 video bar on a Pexip call in Poly provider mode, when dialing into a Cisco system the call intermittently disconnects.
Peripherals	PVENG-21837	On a Poly Studio X video bar with a connected Poly touch controller in Zoom mode, configuring the language to German results in a failed touch controller update.
Peripherals	PVENG-8112	On a Poly Studio X video bar with a connected Poly touch controller in Device Mode, disconnecting and re-connecting the USB C and HDMI cables freezes the output and you're unable to exit Device Mode from the touch controller.

Category	Issue ID	Description
Provisioning	PVENG-8109	On a Poly G7500 system or Poly Studio X video bar, you can't redirect from Poly Clariti Manager to Poly Lens using provisioning parameters.
Provisioning	PVENG-8102	On a Poly G7500 system or Poly Studio X video bar in Zoom mode, you can't provision two Network Time Protocol (NTP) IP addresses via DHCP option 42.
Provisioning	PVENG-8101	On a Poly G7500 system or Poly Studio X video bar, the host name can't begin with a number.

## Known issues in Poly VideoOS 4.3.2

Review the known issues in this release.

---

**Note** These release notes don't provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

This known issues table only includes issues discovered during this release. For known issues in the previous release, visit [Known issues in Poly VideoOS 4.3.1](#).

---

Table 1. Known issues

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

Category	Issue ID	Description	Workaround
Camera	EN-258352	On a Poly Studio X50 video bar in an inverted configuration, sometimes speaker framing doesn't detect the speaker.	None.
Camera	EN-253477	On a Poly G7500 system with a connected Poly Studio E70 camera, after a system restart, the camera doesn't recall the previous PTZ settings.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Poly Studio X70 video bar disconnects the camera.	None.
Camera	EN-227999	On a Poly G7500 system or Poly Studio X50 video bar, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
Configuration	EN-243770	On a Poly Studio X video bar in Poly Video Mode with no monitor connected, the device fails to work.	Connect any monitors, cameras, or peripherals before starting the system.
Device management	EN-244703	On a Poly G7500 system or Poly Studio X video bar, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection.	Disable Energy Efficient Ethernet on the switch.

Category	Issue ID	Description	Workaround
Device management	EN-240753	On a Poly Studio X video bar in Teams mode with a connected Poly TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Restart the system / enable the daily or weekly Scheduled Auto Restart feature.
Device management	EN-226868	On a Poly Studio X70 video bar, the HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Partner application	EN-257701	On a Poly Studio X70 video bar in Google Meet mode, interference lines show on the video stream.	None
Partner application	EN-233295	On a Poly Studio X70 video bar with a connected Poly Studio E70 camera in Zoom mode, switching the Poly Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes, including manual, speaker focus, or autoframing.
Partner application	EN-202446	On a Poly Studio X video bar in Teams mode, the PAC file instruction isn't correctly utilized to bypass the proxy.	Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function.

Category	Issue ID	Description	Workaround
Peripherals	EN-250227	On a Poly Studio X video bar with a connected Poly TC10 touch controller and DHCP enabled, after downgrading from Poly VideoOS 4.2.0, the Poly TC10 device doesn't launch as a controller.	Manually clear the host name.
Peripherals	EN-238525	On a Poly G7500 system, the device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-210589	On a Poly Studio X70 video bar, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired touch controller to adjust the camera.
Peripherals	EN-182043	On a Poly Studio X50 video bar in Poly Video Mode with a connected Poly TC8 touch controller, you can't see incoming call notifications when the device displays the <b>Camera</b> or <b>Settings</b> screen.	When the front of room monitor displays the active call message, close the <b>Camera</b> or <b>Settings</b> screens to answer the call.
Provisioning	EN-248675	On a Poly G7500 or Poly Studio X system, the device doesn't connect via Wi-Fi and Cisco Access Points after a system update.	Disable Adaptive FT (Fast Transition) in Cisco Access Points