Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

Poly announces the release of Poly VideoOS software 3.3.1. This Poly VideoOS software build contains the following device software versions:

- Poly TC8 3.3.1
- Poly Microphone IP Adapter 3.0.0
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.0

Contents

What's New

These release notes provide information on updates, features, and resolved and known issues for systems using Poly VideoOS software with Poly G7500, Poly Studio X50, and Poly Studio X30.

Poly VideoOS software 3.3.1 includes the following feature:

- Camera Enhancements for Studio X50 and Studio X30

Camera Enhancements for Studio X50 and Studio X30

This release includes video improvements for Studio X50 and Studio X30 systems for sharpness, system performance, and image quality.

Enhancements include the following:

- Improved detail in 720p and 1080p images for video calls and Device Mode content sharing
- Improved image quality for conferencing providers that require simulcasted resolution

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 3.3.1.

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.
- If your system uses a TC8 device, Poly strongly recommends updating your system to the latest release.

Downgrading Software

Poly recommends the following if you want to downgrade from version 3.3.1:

- 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, make sure that the selected provider is supported in the version you're downgrading to.

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, Studio X50, and Studio X30 systems.

Release History

Release	Release Date	Features
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

Release	Release Date	Features
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
3.1.1-216125	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

Release	Release Date	Features
3.0.2	February 2020	• Fixes to audio issues during calls using Zoom Rooms
3.0.1	February 2020	• Poly Lens support • Studio X50 and Studio X30 camera enhancements • Studio X50 and Studio X30 audio enhancements • Using a TC8 behind a web proxy
3.0.0	December 2019	• Introducing the Poly Studio X50 and Poly Studio X30 systems • Introducing Poly Partner Mode • Poly interoperability with Zoom Rooms • Introducing the Poly TC8 device • Poly NoiseBlockAI • Documentation updates
2.1.0	August 2019	• Poly EagleEye Cube USB camera support • Persistent HDMI content • Comprehensive provisioning template • CEC support • H.460 on by default • Ability to configure wireless channels for Miracast-certified devices • Important sleep/wake fixes • Local interface updates
2.0.0	May 2019	• Introducing the Poly G7500 system

Language Support

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

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian

- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

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

Resolved Issues

The following table lists the resolved issues in this release.

Resolved Issues

Category	Issue ID	Description
API	EN-189300	Telnet communication stops after sharing content and then starting a call.
Configuration	EN-187518	On G7500 systems, the 3.5 mm **Audio Playback** setting is missing options.
Peripherals	EN-185265	When you factory restore the system while it's running RingCentral Rooms, you can't sign in to RingCentral Rooms using a TC8 after the system restarts.

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-190187	If you use a third-party Android tablet with Zoom Rooms Controller, the tablet may lose connection to your system when using Wi-Fi as the primary network.	Restart the system.
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.

Category	Issue ID	Description	Workaround
Audio	EN-173373	You can't see the audio meter for paired Poly Trio microphones in the system web interface. This can occur after upgrading your system from 3.0.2 to 3.1.0. (You can see the Poly Trio audio meter on the local interface.)	Reset the system and pair the Poly Trio.
Audio	EN-184268	When using a Trio C60 as an audio device in Poly Video Mode, the audio distorts when using Device Mode for an extended period of time.	Stop and restart Device Mode.
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.
Content	EN-173263	If you set the **Orientation** on a Studio X30 system to **Inverted** and keep an HDMI source always connected to share content, the near video may display upside down after you stop sharing HDMI content.	Do one of the following: • Disconnect the HDMI source. • Stop and restart your camera.
Device Management	EN-145107	You can create a name for your EagleEye Cube USB camera in the Polycom Companion application that's up to 60 characters long, but the G7500 system web interface cuts off the name after 32 characters.	Use a camera name that isn't longer than 32 characters.
Device Management	EN-178323	Entering Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30.	Exit Device Mode.
Directories	EN-144594	When uploading contacts from an XML file, the system doesn't display more than one contact with the same name even if the `uniqueid` attribute is different.	Create contacts with unique names.
Hardware	EN-145997	Swapping a 4K monitor for a 1080p monitor while your system is asleep results in losing the monitor signal.	Restart the system.
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 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.

Category	Issue ID	Description	Workaround
Peripherals	EN-181948	When you change cameras on your system, the G7500 system web interface doesn't automatically update and display the correct camera model.	Refresh the web browser window.
Peripherals	EN-183942	When connecting an EagleEye IV USB camera to the system, panning and tilting the camera view can be slower than expected.	None.
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-190484	When you're configuring provisioning credentials in the system web interface, the system doesn't display the correct warning message when you enter the wrong password.	Verify that you entered the correct username and password if provisioning fails.
Provisioning	EN-193386	In RealPresence Resource Manager and Poly Lens, you can't provision the `video.camera.orientation` parameter for Studio X30 systems.	Change the **Orientation** setting in the system web interface.
Software Update	EN-184370	In Poly Video Mode, the system may go to sleep while TC8 is updating, but the updating process completes successfully.	Adjust the **Time Before System Goes to Sleep** setting in **General Settings > System Settings**.
User Interface	EN-193412	The remote monitoring camera controls and preview, in the system web interface, are disabled after you wake the system.	Reload the web browser window, then log back in to the system web interface.

System Constraints and Limitations

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

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

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 or Trio 8800 system, Device Mode works only in Poly Video Mode.

➢ When you pair a Trio C60 system, Device Mode works in Poly Video Mode or Partner Mode (when using Zoom).

➢ 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.

Microsoft Teams

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

● You can't use Teams with a G7500 system.

● 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.

Starleaf

Note the following limitation when using Starleaf with a Poly video conferencing system:

● You can use only a Polycom EagleEye IV HDCI camera with a G7500 system.

Joining a Password-Protected Zoom Meeting Using Trio C60

If you're in Poly Video Mode using Trio C60 and want to join a password-protected Zoom meeting, you must do one of the following:

● Press the pound sign before entering the meeting password.

● Enter the meeting password as part of the dialing sequence. For example, *<meetingID>*.*<password>*@zoomcrc.com.

Incoming Call Notifications on Poly TC8

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.

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 with the system, do one of the following to update the camera firmware to at least version 1.1.0-827:
  - ➢ Connect the camera to a Poly Trio system running software version 5.9.0AB or later.
  - ➢ Update the camera using the Polycom Companion application.

Polycom EagleEye IV HDCI Digital Camera Cable (10 m)

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

If you need to connect your camera up to that distance, use the Polycom EagleEye Digital Extender instead. For more information, see the *Poly G7500 Room Preparation Guide* at the [Poly Online Support Center](#).

Polycom Content App

Since Poly video systems use a minimum of TLS 1.2 by default, Poly recommends that you install Polycom Content App for Windows 1.3.1 or later to avoid issues connecting the client with the system.

Miracast-Certified Devices

To confirm you have a Miracast-certified device, search for your device on the [Wi-Fi Alliance website](#). For more information on using Miracast-certified devices with your system, see the *Poly VideoOS Miracast Performance Technical Reference* at the [Poly Online Support Center](#).

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

- Poly supports Windows 10 version 1903 and later but strongly recommends using version 2004.

- When using Miracast Wi-Fi direct, Windows devices require a security code during every attempt to connect to the system when using Windows 10 version 1903 or later. If you can't connect, you may need to update to newer Windows 10 build.
- When using Miracast over Infrastructure, a PIN isn't required when connecting to the system.
- 4K content sharing isn't supported.

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 Microphone IP Adapter

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

- Polycom Acoustic Fence technology isn't supported.
- The RealPresence Group Series microphone array configuration uses stereo audio by default, but the microphone adapter supports only mono mode.

Checking Factory Restore Progress

When you factory restore your G7500 or Studio X50 system, you can only see the restore progress on a display connected to the secondary monitor HDMI output port.

If you have just one monitor and want to view the restore progress, plug your monitor into the secondary port.

> **Note:** You can't see the restore progress for a Studio X30 system because it has only one monitor connection.

Calibrating the EagleEye Producer

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

Remote Logging and TLS

When your system sends logs to a remote logging server, it may use a version of TLS that you configured your system not to use. This happens because your system sends logs using the TLS version configured on your remote logging server. However, this doesn't affect the use of the configured TLS version for other parts of your system.

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

802.1X in IPv6 Environments

In IPv6 environments, Poly video systems and TC8 devices don't support 802.1x authentication. 802.1x is supported only for IPv4 networks.

Secure Media Streams

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

Sharing Content with RealPresence Desktop

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

Video Color

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

Video Noise from Studio X50 and Studio X30

When the room lighting is lower than 200 lx, you may see video noise in the video sent from Studio X50 or Studio X30.

Interoperability

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

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

Supported G7500 Peripherals and Applications

G7500 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Poly Trio 8500, and Poly Trio 8800
- Poly IP Table Microphone
- Poly IP Ceiling Microphone
- Poly Microphone IP Adapter
- Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)
- Polycom SoundStructure accessory (with microphone adapter connection)
- Polycom Stereo Speaker Kit

- Shure IntelliMix P300 audio conferencing processor
- Poly Studio USB video bar (Poly Video only)
- Polycom EagleEye Mini USB camera (Poly Video only)
- Poly EagleEye Cube USB camera (Zoom and Poly Video only)
- Polycom Eagle IV USB camera (Zoom and Poly Video only)
- Polycom EagleEye IV HDCI camera
- Polycom EagleEye Director II camera (HDCI connections only)
- Polycom EagleEye Producer (with EagleEye IV camera only)
- Polycom EagleEye Digital Extender
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video only)
- Zoom Rooms
- GoToRoom by LogMeIn
- 8x8
- StarLeaf
- RingCentral Rooms

Supported Studio X50 Peripherals and Applications

Studio X50 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Poly Trio 8500, and Poly Trio 8800
- Polycom RealPresence Debut expansion microphone
- Shure IntelliMix P300 audio conferencing processor
- Poly Bluetooth Remote Control
- Poly Studio USB video bar (Poly Video Mode only)
- Polycom EagleEye Mini USB camera (Poly Video only)
- Poly EagleEye Cube USB camera (Zoom and Poly Video only)
- Polycom Eagle IV USB camera (Zoom and Poly Video only)
- Polycom Content App (Poly Video only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- 8x8
- StarLeaf
- RingCentral Rooms

Supported Studio X30 Peripherals and Applications

Studio X30 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Poly Trio 8500, and Poly Trio 8800
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- 8x8
- StarLeaf
- RingCentral Rooms

Supported 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

Products Tested with This Release

G7500, Studio X50, and Studio X30 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 Polycom 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	8.8.1 8.9.0

Product	Tested Versions
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.0.0_P7_Build_11311
Polycom RealPresence Resource Manager, Virtual Edition	10.9.0
Polycom RealPresence Media Suite	2.8.2
Cisco Telepresence Video Communication Server	X12.5.7
Cisco Unified Communications Manager (CUCM)	12.0(1)

Poly Endpoints

Product	Tested Versions
Polycom RealPresence Group Series	6.2.2.4
Poly G200	1.3.0-0555
Poly G7500, Poly Studio X50, and Poly Studio X30 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Poly VideoOS software 3.3.1 UC software 7.0.0
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.10.4.72927
Polycom RealPresence Desktop for Mac	3.10.4.72927
Polycom RealPresence Mobile for Apple iOS	3.11.1.72381
Polycom RealPresence Mobile for Android	3.10.1.71327
Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	7.0.0
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC software 5.9.5.2982 RealPresence Group Series software 6.2.2.4
Poly Trio Visual+	5.9.5.2982
Poly Trio VisualPro	UC software 5.9.5.2982 RealPresence Group Series software 6.2.2.4
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

Product	Tested Versions
Cisco SX80, SX20, and SX10	ce 9.14.3 ecb8718a646
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	1.3.0-001242
Polycom EagleEye Director II	2.2.0.39-1357
Polycom EagleEye Producer	1.2.2.2-11439
Polycom EagleEye IV USB	1.2.1-467
Polycom EagleEye USB Mini	9.0.23
Poly Studio	1.3.2.000744
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.0
Poly TC8	3.3.1
Poly Lens	Current version
Polycom Content App	1.3.3.72974
Zoom Rooms	5.4.0
GoToRoom by LogMeIn	1.0.128

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 Polycom 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 Partners are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, 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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