



Poly VideoOS

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

Poly announces the release of Poly VideoOS 3.10.0 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC8 Controller 3.10.0
- 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 1.3.0

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What's New in This Release

Poly VideoOS 3.10.0 includes the following new features:

- [Updated Zoom Rooms Application](#)
- [Updated Microsoft Teams Rooms Application](#)
- [LLDP Support in Microsoft Teams Mode](#)
- [Speaker Framing Enhancements on Studio X30 and Studio X50 Systems](#)
- [Camera Tracking Toggle Added to the System Web Interface](#)
- [Support for Raydiant as a Digital Signage Provider](#)
- [Updated Sleep Option in Partner Mode](#)
- [Updated Partner Apps](#)

Updated Zoom Rooms Application

This release includes Zoom Rooms Controller 5.9.3 and Zoom Rooms 5.9.4.

Zoom Rooms 5.9.4 introduces the following features:

- Beta support for Smart Gallery on Studio X70 and Studio E70 on a G7500 system
- Beta support for Workspace Reservation
- Support for HDMI input as second in-meeting camera for Studio X70, Studio X50, and Studio X30 systems
- Meeting transfer from a mobile device to Zoom Rooms (personal mode)
- Support for Smart Gallery in locked meetings

Updated Microsoft Teams Rooms Application

This release includes Microsoft Teams Rooms Update 1.

Microsoft Teams Rooms Update 1 introduces the following features:

- Support for dual-screen participant display when content isn't being shared
- Support for presenters joining a webinar from a Studio X50 or Studio X30 system

LLDP Support in Microsoft Teams Mode

This release adds support for LLDP in Microsoft Teams mode. You can enable LLDP through the Poly VideoOS system web interface or through the administrator settings in the Microsoft Teams Rooms application.

Speaker Framing Enhancements on Studio X50 and Studio X30

This release introduces improved speaker framing on Studio X50 and Studio X30 cameras. The improvements include enhanced side and back-of-head detection and an enhancement in overall detection rates in all tracking modes.

Camera Tracking Toggle Added to the System Web Interface

For cameras that support camera tracking, the system web interface now includes a **Tracking Enabled** toggle that pairs with the **Camera Tracking** toggle on a connected TC8 controller. When you turn off tracking in the system web interface, the toggle isn't available.

Support for Raydiant Digital Signage

This release includes Raydiant as a digital signage provider. With the digital signage feature, you can use idle conference room monitors to display various types of content. To use Raydiant as a digital signage provider, create an account through Raydiant. For more information, visit www.raydiant.com.

Updated Sleep Option in Partner Mode

The **Display** setting in the system web interface no longer provides an option to display a black screen when the system enters sleep mode. When the system enters sleep mode, *No Signal* displays on the screen.

Updated Partner Apps

Poly VideoOS 3.10.0 includes updates to the following partner applications:

- Appspace 2.40.0
- BlueJeans 2.2.0 with the following enhancements:
 - BlueJeans Events support for presenter only
 - In-meeting content share report using the share URL
 - In-meeting notification banner support
- Dialpad 1.005.0 (maintenance release)
- GoToRoom 1.161.3
- Ring Central 22.1.10

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 3.10.0.

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 (3.9.0). 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.

System Hardware Version Support

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

To locate your system's hardware version, see [Identify the System Hardware Version](#).

Poly VideoOS Versions Supported on G7500 Systems by Hardware Version

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

Poly VideoOS Versions Supported on Studio X70 Systems by Hardware Version

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

Poly VideoOS Versions Supported on Studio X50 Systems by Hardware Version

System	Hardware Version	Supported Poly VideoOS Version
Studio X50	1	All
Studio X50	2 and greater	3.3.2 to current
Studio X50 (No Radio)	20	All
Studio X50 (No Radio)	21 and greater	3.3.2 to current

Poly VideoOS Versions Supported on Studio X30 Systems by Hardware Version

System	Hardware Version	Supported Poly VideoOS Version
Studio X30	All	All

Downgrading to Previous VideoOS Software Versions

Poly recommends the following if you want to downgrade from version 3.10:

- 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.

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

See the [Poly Video Mode Administrator Guide](#) or [Poly Partner Mode Administrator Guide](#) for more information on how to downgrade.

Identify the System Hardware Version

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

To identify the system hardware version:

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

Release History

This section lists the release history of Poly VideoOS.

Release History

Release	Release Date	Features
3.10.0	March 2022	<ul style="list-style-type: none"> • Updated Zoom Rooms Application • Updated Microsoft Teams Application • LLDP Supported in Microsoft Teams Mode • Speaker Framing Enhancements on Studio X30 and Studio X50 Systems • System Web Interface Camera Tracking Toggle • Support for Raydiant as a Digital Signage Provider • Tencent Rooms (Beta Only for Chinese market) • Updated Partner Apps
3.9.1	January 2022	<ul style="list-style-type: none"> • Fixes for G7500 systems and Studio E70 cameras connectivity issues • Factory Restore Partition Update to 3.9.1
3.9.0	December 2021	<ul style="list-style-type: none"> • Device Mode supported in Microsoft Teams mode on Poly StudioX30 and Poly Studio X50 • HDMI video-only ingest supported in Microsoft Teams mode • Smart Gallery for Zoom now supported in X70 and E70 • Provider Mode Command-Line API • Support for BlueJeans as a Video Conferencing Provider • Enhanced people detection
3.8.0	November 2021	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Introducing Poly Studio X70 • Updated Partner Applications • Factory Restore Partition Update to 3.7.1
3.7.0	September 2021	<ul style="list-style-type: none"> • 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

Release	Release Date	Features
3.6.0	August 2021	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

Release	Release Date	Features
3.3.2-286154	April 2021	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Microsoft Teams Enhancements • Support for Zoom Rooms 5.3.0
3.2.2	November 2020	<ul style="list-style-type: none"> • 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

Release	Release Date	Features
3.2.1	September 2020	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Security Updates

Please see the [Security Center](#) for information about known and resolved security vulnerabilities.

Language Support

G7500 and Studio X Family systems support the following languages in Poly Video Mode:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

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

Supported Products

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

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

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

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

Supported Peripherals and Applications

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

Conferencing Applications

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

Controllers

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

Microphones and Processors

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
Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)	Yes	No	No	No

Product	G7500	Studio X70	Studio X50	Studio X30
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	Yes	Yes	No
QSC Core Series audio processor	Yes	Yes	Yes	No
Polycom RealPresence Debut expansion microphone	No	Yes	Yes	No

Cameras

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

Product	G7500	Studio X70	Studio X50	Studio X30
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

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 3.10 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 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
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 3.10.0 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

Product	Tested Versions
Polycom RealPresence Mobile for Android	3.10.1.71327
Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	7.2.0.12361
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
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

Product	Tested Versions
Polycom EagleEye USB Mini	9.0.23
Poly Studio E70 camera	1.2.1
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
Poly TC8	3.10.0
Poly Lens	Current version
Polycom Content App	1.3.4.73535
Zoom Rooms	5.9.4.685
Microsoft Teams	1449/1.0.96.2022011305
BlueJeans	2.2.0.65
DialPad	v1.005.0-0-g0393d8a
LogMeIn	1.161.3
RingCentral	22.1.10.105
StarLeaf	4.7.6d1

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
API	EN-213450	The “All Register” CLI API may not print initial connection messages.
API	EN-215053	Repeatedly calling certain APIs causes the system to crash.
Camera	EN-215535	When Tracking Mode is set to Frame Speaker , the system behaves as if Frame Group is selected.
Camera	EN-212339	On a G7500 or Studio X system in Device Mode, the system can't open the camera.
Camera	EN-217904	During a Zoom call, the Studio X30 camera stops working.

Category	Issue ID	Description
Device Management	EN-215481	On a Studio X50 system in Device Mode connected to a Barco XC-50 ClickShare, intermittent loss of USB audio may occur.
Device Management	EN-215744	On a G7500 system, with an EagleEye Producer or EagleEye Director II, in Device Mode, the system may go to sleep in or out of a call.
Network	EN-217215	When using a proxy to express route, Studio X series uses HTTP 1.0.
Partner Applications	EN-216696	In Zoom Rooms mode, people detection is not reported when camera auto-framing is enabled.
Partner Applications	EN-217154	In Zoom Rooms mode, the system takes longer than expected to send out updated people count notifications.
Peripherals	EN-211121	On a Studio X50 system with a Polycom Debut Microphone attached, the Debut microphone LED shows an incorrect status.
Peripherals	EN-219519	On a Studio X series system updated from Poly VideoOS 3.6.0 (or earlier) to Poly VideoOS 3.9.0 or 3.9.1 in Zoom Rooms mode, the TC8 controller doesn't pair with the system.
Video	EN-215534	On a Studio X50 system in Poly Video mode, the video freezes when connecting to a Microsoft Teams meeting using RealConnect.
Video	EN-208376	On a Studio X system using HDMI output, a distorted TV signal displays on the conferencing monitor after the system wakes.
Video	EN-192994	On a G7500 system using an EagleEye Cube USB camera, the video appears hazy and unclear.
Video	EN-217611	On a G7500 with a connected TC8, pressing the Device Mode icon on the TC8 results in no video displaying from the EagleEye Producer.

Known Issues

This section identifies the known issues in this release.

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

Known Issues

Category	Issue ID	Description	Workaround
Application	EN-216057	Capture Video button is grayed out even if Group Framing is on and device is registered to Lens.	In tracking mode, change a setting in the pull-down menu, e.g. toggle to Speaker Framing and back to Group Framing.

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-212975	During a call on a Poly Studio X70 with a Poly Trio C60 paired as an audio device, audio clipping may be heard on the far end.	None
Camera	EN-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-213468	If the system is asleep during a software update, the system will not update the firmware on connected USB cameras.	Wake the system before performing a system update.
Device Management	EN-213422	During a factory restore, the system LEDs only glow white. The LEDs do not glow amber or yellow.	None

Category	Issue ID	Description	Workaround
Partner Application	EN-209088	On a system running Microsoft Teams in Partner mode, the LED indicators display red or green when the system isn't in a call.	None
Partner Application	EN-215494	On a system running Microsoft Teams in partner mode, a green bar may be visible at the bottom of local video streams.	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.
Partner Application	EN-217417	Zoom Smart Gallery is not supported on Studio E70 cameras connected to a Studio X50.	Use the Studio X50 built-in camera.
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.

Category	Issue ID	Description	Workaround
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.
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 identifies the limitations and constraints when using this product.

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

Using the System in Device Mode

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

- From a paired Trio 8500, Trio 8800, or Trio C60:
 - Device Mode can only be accessed 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.
- Studio X70 doesn't currently support Device Mode.

Microsoft Teams

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

- On Poly G7500 systems running Poly VideoOS 3.10.0, Microsoft Teams is available as a provider for preview purposes only.
- Poly Studio X70 doesn't support Microsoft Teams.
- You can't use a Poly Trio if you're connected to a Wi-Fi network. You must use a touchscreen, a paired TC8 device, or a Bluetooth remote to interact with the system.
- Only supports built-in cameras.

Sleep and Out of Office Settings in Partner Mode

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

Primary Audio Volume in Partner Mode

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

Frame Speaker Mode

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

Poly EagleEye Cube USB Camera

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

- The system doesn't support 1080p at 60 fps, but it does support 1080p at 30 fps.
- The system logs don't include entries about the camera. You can download camera logs using the [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.

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

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