



Poly VideoOS

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

Poly announces the release of Poly VideoOS 3.13.0 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC8 Controller 3.13.0
- 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 1.6.0

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What's New in This Release

Poly VideoOS 3.13.0 is a maintenance release and includes the following enhancements:

- [Studio E70 and Studio X70 Fixes and Improvements](#)
- [Fix for Peripheral Update in Sleep Mode](#)
- [Support for Tencent Meeting Rooms on G7500](#)
- [Support for UGreen HDMI-to-USB Camera Adapter](#)
- [Support for Displaying the System Name Instead of the SIP Address in Calls](#)
- [Partner Application Updates](#)

Studio E70 and Studio X70 Fixes and Improvements

This release includes important bug fixes, which in conjunction with an improved error handling mechanism, intend to eliminate situations where the Studio E70 camera would need to be rebooted or power cycled.

These improvements will directly help with issues on Windows-based systems, G7500 systems, and Studio X70 systems. Additionally, this release adds a retry mechanism to G7500 and Studio X70 system software. This retry mechanism works to recover a Studio E70 camera if it's not providing streams to the system and fixes deadlocks that may lead to the camera being lost by the system.

Between the Studio E70 issues and the fixes to the G7500 and Studio X70 platform, customers should not need to power cycle the Studio E70 or the system in order to recover from failures.

Fix for Peripheral Update in Sleep Mode

Introduced in Poly VideoOS 3.13.0, the system now wakes up and updates connected peripherals when an update is started while the system is in sleep mode.

While this fix is included in this release, you'll still need to wake your system before updating to 3.13.0. For future updates, this will no longer be required.

Support for Tencent Meeting Rooms on G7500

This release introduces support for Tencent Meeting Rooms on Poly G7500 systems.

G7500 with Tencent Meeting Rooms supports:

- 2 standard monitors or 1 standard and 1 touch-enabled monitor
- 2 Poly TC8 controllers
- 1 Poly EagleEye IV camera
- 1 Poly IP microphone

Support for UGreen HDMI-to-USB Camera Adapter

This release introduces support for the UGreen HDMI-to-USB (PN: 10937) adapter to connect an HDMI camera to a USB port on your G7500 system.

Hot plugging a UGreen HDMI to USB adapter during a call results in a system reboot. Poly recommends connecting the UGreen HDMI to USB Adapter outside of a call.

Support for Displaying the System Name Instead of the SIP Address in Calls

This release introduces support for displaying the system name instead of the SIP address during a call when using Poly Video mode. To enable this setting in the system web interface, go to **Call Configuration > Call Settings > Display System Name Instead of SIP Address**.

Partner Application Updates

Poly VideoOS 3.13.0 includes the following partner application updates:

| Partner Application | Version | Features |
|-----------------------|---|---|
| Microsoft Teams Rooms | Admin Agent: 1.0.0.202205230848.product Teams: 1449/1.0.96.2022072103 Company Portal: 5.0.5484.0 | <ul style="list-style-type: none"> • New company portal and admin agent • Support for direct guest join for Webex • For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website |
| Zoom Rooms | Zoom Rooms: 5.11.0.1553 Zoom Rooms Controller (TC8): 5.11.0 | <ul style="list-style-type: none"> • Maintenance release • For more information on this Zoom Room release, see the Zoom website |
| Blue Jeans | 2.7.0.138 | <ul style="list-style-type: none"> • Support for multi-stream video • For more information on this BlueJeans release, see the BlueJeans website |
| Dialpad | v1.009.1-0-g3940e42 | <ul style="list-style-type: none"> • Maintenance release • For more information on this Dialpad release, see the Dialpad website |
| Go To Meeting Room | 1.216.2 | <ul style="list-style-type: none"> • Maintenance release • For more information on this GoToMeeting Rooms release, see the GoToMeeting website |
| RingCentral | 22.2.30.94 | <ul style="list-style-type: none"> • Maintenance release • For more information on this RingCentral release, see the Ring Central website |

| Partner Application | Version | Features |
|-----------------------|--------------|--|
| StarLeaf | 4.7.6d1 | <ul style="list-style-type: none"> Maintenance release For more information, see the StarLeaf website |
| Tencent Meeting Rooms | 2.12.120.578 | <ul style="list-style-type: none"> Maintenance release For more information on this Tencent release, see the Tencent website |

Poly VideoOS Installation

Get the latest version of Poly VideoOS at [Poly Support](#).

You can install updates in a few different ways. See the [Poly Video Mode Administrator Guide](#) or [Poly Partner Mode Administrator Guide](#) for more information.

Some notes on updating the system:

- If you use Zoom Rooms as your primary conferencing application, Poly recommends regularly updating your system in the Zoom Admin Portal.
- If you have a system paired with a Poly Trio C60 phone, you must update Trio C60 to software version 7.0.1 or later.

Wake Peripherals Before Performing the Update

Before updating your system to VideoOS 3.13., wake the system to ensure peripherals are updated. Once you update to VideoOS 3.13.0, waking the system won't be required for future updates.

When a system enters sleep mode, the connected HDCI and USB peripherals are disconnected and remain disconnected until the system exits sleep mode. If a software update is initiated while a system is in sleep mode, USB and HDCI peripherals will not be updated.

Timeout Error When Updating a Studio E70 Connected to a G7500

When updating a G7500 with a connected Studio E70 from VideoOS 3.12.0 to VideoOS 3.13.0, you may encounter a Studio E70 timeout error in the G7500 system web interface. After the G7500 finished updating to VideoOS 3.13.0, confirm the Studio E70 software version in the system web interface.

If you experience a Studio E70 update failure, ensure the codec and the camera are operating normally and then restart the software update process.

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 3.13.0:

- If your system is managed by the Poly Zero Touch Onboarding (ZTO) service, don't downgrade. Contact your authorized Poly dealer for information.
- Before downgrading, verify that the version of Poly VideoOS you're downgrading to supports the system hardware version and the selected conferencing provider.
- When downgrading software to versions earlier than 3.3.2, use the system's dashboard to check that the hardware version meets the requirement for the software version.
- Before downgrading, reset the system through the system web interface by navigating to **Diagnostics > System Reset > Reset All System Configurations**.

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 |
|---------|--------------|--|
| 3.13.0 | August 2022 | <ul style="list-style-type: none"> • Studio E70 Camera Fixes and Improvements • Fix for Peripheral Update in Sleep Mode • Support for Tencent Meeting Rooms on G7500 • Support for UGreen HDMI-to-USB Camera Adapter • Support for Displaying the System Name Instead of the SIP Address in Calls |
| 3.12.0 | June 2022 | <ul style="list-style-type: none"> • Introducing People Framing on Studio X70 and Studio E70 (Preview Only) • Disabling HDMI Auto-Start in Poly Video Mode • Support for Device Mode on Studio X70 • Support for Poly IR Receiver and IR Remote • Partner App Updates |
| 3.11.0 | April 2022 | <ul style="list-style-type: none"> • Support for Tencent Meeting Rooms (For customers in China) • Zoom OS and Management Updates • Support for Biamp USB audio products • Extended support for QSC USB audio products • Partner Apps Updates • Digital Signage Provider Updates |

| 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 |

Security Updates

Visit the [Poly Security Center](#) site 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 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. For more information, see the [Poly Intra-Operability 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.

Applications

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

| Product | G7500 | Studio X70 | Studio X50 | Studio X30 |
|-------------------|-------|------------|------------|------------|
| 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 | Yes | Yes | Yes |
| Appspace | Yes | Yes | Yes | Yes |
| Raydiant | Yes | Yes | Yes | Yes |
| Tencent | No | No | 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 IR Remote Control and Receiver | Yes | Yes | Yes | Yes |
| Poly Trio C60, Poly Trio 8500, and Poly Trio 8800 | 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 |
| 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 |

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 |
| 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 |

| Product | G7500 | Studio X70 | Studio X50 | Studio X30 |
|-----------------------------------|-------|------------|------------|------------|
| Polycom EagleEye Digital Extender | Yes | No | No | No |
| Polycom Digital Breakout Adapter | No | No | No | No |

Supported Web Browsers

You can access the system web interface with the following web browsers:

- Google Chrome 100.0.4896 and later
- Apple Safari 14 and later
- Mozilla Firefox 99 and later
- Microsoft Edge 94 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 3.13.0 for the best experience when using Teams on Studio X Family systems.

Note the following when using Microsoft Teams on your system:

- After upgrading to Poly VideoOS 3.7.0 or later, you must sign in to the paired TC8 device (when using the touch console) using the same Microsoft Teams account and credentials you use on the system.
- The TC8 device now signs in independently of the system, so you may need to increase the maximum number of devices allowed per user or room account by one to include the TC8 device, the default number of devices that can be registered per account is 15 (unless changed by your administrator).
- After signing in to Teams, you must pair the TC8 device to the system via a pairing code.
- All deployment requirements and recommendations for Teams now apply to the TC8 device as well as to the system. This includes firewall, security, and network configuration. Ensure that your corporate firewalls are configured as noted on 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. 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

Poly tests G7500 and Studio X Family systems with a wide range of products. The following list isn't a complete inventory of compatible equipment. This list indicates 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 available software updates may already address the compatibility issues. 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 | 8.10.0.1.3 |
| 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 3.13.0 |
| 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 | 7.3.1.0813 |
| Poly Trio 8500, and Poly Trio 8800 | 7.2.2.1095 |

| Product | Tested Versions |
|--|--|
| Poly Trio C60 with Polycom RealPresence Group Series | UC software 7.3.1 RealPresence Group Series software 6.2.2.8 |
| Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series | UC Software 7.2.2.1095 RealPresence Group Series software 6.2.2.8 |
| Poly Trio Visual+ | 7.2.2.1094 |
| Poly Trio VisualPro | UC software 7.2.2 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 |

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 | 2.2.3 |
| Polycom EagleEye Producer | 1.2.2 |
| Polycom EagleEye IV USB | 1.2.1 |
| Polycom EagleEye USB Mini | 9.0.23 |
| Poly Studio E70 camera | 1.6.0-252081 |
| Poly Studio USB video bar | 1.5.0.000896 |
| Poly IP Table Microphone | 3.0.0 |
| Poly IP Ceiling Microphone | 3.0.0 |

| Product | Tested Versions |
|----------------------------|-----------------|
| Poly Microphone IP Adapter | 3.0.0 |
| Poly TC8 | 3.13.0 |
| Poly Lens | 1.1.19 |
| Polycom Content App | Current version |

Partner Applications

| Product | Tested Versions |
|-----------------|------------------------|
| Zoom Rooms | 5.11.0.1553 |
| Microsoft Teams | 1449/1.0.96.2022072103 |
| BlueJeans | 2.7.0.138 |
| DialPad | v1.009.1-0-g3940e42 |
| LogMeIn | 1.216.2 |
| RingCentral | 22.2.30.94 |
| StarLeaf | 4.7.6d1 |

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

| Category | Issue ID | Description |
|-------------------|-----------|--|
| Camera | EN-225397 | On a Studio X70 system with two Trio C60s connected, the system doesn't track participants correctly. |
| Configuration | EN-227140 | G7500 systems ignore sleep settings, and remain awake at all times. |
| Configuration | EN-227767 | If you disabled USB ports in the web UI by selecting the Disable USB Ports checkbox, the setting doesn't persist after reboot. |
| Content Sharing | EN-222777 | Using Airplay with a G7500 system presents a blank screen. |
| Device Management | EN-225889 | On Poly G7500 and Studio X systems running VideoOS 3.11, provisioning doesn't work properly. |
| Device Management | EN-226934 | Communication with RPRM fails due to a mismatched configuration file. This mismatch results in RPRM not seeing the system is online and connected. |
| Device Management | EN-230891 | On a Studio X50 system, you can't downgrade or upgrade the system using a USB drive. |

| Category | Issue ID | Description |
|---------------------|-----------|---|
| Device Mode | EN-218463 | On G7500 and Studio X systems connected to a Lightware UCX-4x2-HC30, Device Mode sometimes doesn't work. |
| Monitor | EN-227346 | Studio X50 may fail to wake certain Samsung Displays when connected to Monitor 2 output. |
| Network | EN-222037 | You can't provision SNMP settings when running in partner mode. |
| Network | EN-227777 | When you enable VLAN tagging, TC8 doesn't pair with the G7500 or Studio X series system. |
| Partner Application | EN-219795 | On a system in Zoom mode, the HDMI input content colors shown on the TV and to the far-side may not be accurate |
| Partner Application | EN-226946 | On Studio X systems in Teams mode, when you Press join, Teams returns to the calendar screen and doesn't join the call. |
| Partner Application | EN-227995 | On a Studio X50 system running Teams, in some situations the Studio X50 doesn't send video to the far side. |
| Peripherals | EN-221481 | Poly device screen flickers when a connected Zeevee decoder changes video stream. |
| Peripherals | EN-222828 | TC8 fails to display the "Answer/Ignore" incoming call pop-up notification for some calls. |
| Peripherals | EN-224656 | TC8 controller are unable to handle large contacts lists and may become unresponsive or crash. |
| Video | EN-230366 | When the far end is talking Studio E70 changes the local camera view. |
| Video | EN-222788 | Local video may show black video in the PIP, and transmitted to the far end if G7500 or Studio X Mon1 is manually configured to use 3840x2160p. |
| Video | EN-225338 | Connecting a Studio X50 to a 4K monitor may result in the local video preview displaying as black. |

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-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. |
| 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-232934 | When you change a Studio X30 from inverted orientation to standard orientation in the system web interface, the orientation doesn't change in the video feed. | After changing the Studio X30 orientation, restart the system. |
| Camera | EN-227999 | On a G7500 or Studio X50, when you unplug the current people camera, HDMI input set as People becomes the primary camera and take priority over the built-in camera. | Log in to the system web interface and change the people camera to the preferred connected camera. |
| Camera | EN-213328 | On G7500 and Studio X70 systems, if you disconnect an EagleEye Cube USB and hot-plug a Studio USB, the system may continue to report the camera as an EagleEye Cube. | Power the system down before switching cameras. |
| 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-226868 | On Studio X70 systems, HDMI 1 output may display a blank screen during a pinhole factory reset. | Temporarily move the HDMI cable to HDMI 1 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-178323 | Entering Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30. | Exit Device Mode. |
| Device Management | EN-213422 | On a Studio X70 system, during a factory restore, the system LEDs only glow white. The LEDs don't glow amber or yellow. | The glowing white light can be used to monitor the factory restore process. Alternatively, you can initiate and monitor the factory restore from the system web interface. |

| Category | Issue ID | Description | Workaround |
|---------------------|-----------|---|---|
| Network | EN-233351 | Configuring static IP and VLAN through the system web interface results in an IP address of 0.0.0.0. | Use a Poly Bluetooth, IR remote control, or touch monitor to update the network configuration using controls on the system monitor. |
| Partner Application | EN-233628 | On a Studio X70 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. |
| Partner Application | EN-233295 | On a Studio X70 with a connected Studio E70 in Zoom mode, switching the Studio E70 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-226595 | On a G7500 system in Zoom mode, the system web interface reports a disconnected camera as connected. | Outside of a call, go open the system web interface and go to Diagnostics > System Reset and select Restart . |
| Partner Application | EN-227950 | On a Studio X70 in Zoom mode with a connected Studio E70 camera, the Studio X70 built-in camera can't run Multi-Stream. | Use one of the other available tracking modes including, manual, speaker focus, or auto-framing. |
| Partner Application | EN-222715 | On a G7500 in Zoom mode with a connected Studio E70 camera, disconnecting a HDMI content cable while using Zoom Smart Gallery may result in the system displaying a message that the active camera isn't working. | Use one of the other available tracking modes including, manual, speaker focus, or auto-framing. |
| Partner Application | EN-224846 | On Studio X50 and Studio X30 systems in Tencent Rooms mode, connecting a macOS computer to the system as a content source causes the system to restart. | None |
| Partner Application | EN-224800 | On G7500 and Studio X50 systems in Tencent Rooms mode, unplugging an active USB camera in a call and then plugging it back in causes the system to restart. | It is not recommended to disconnect or connect cameras during a call. |
| Partner Application | EN-212620 | On a system in 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 | Studio X50 systems don't support Zoom Smart Gallery when using a connected Studio E70. | Use one of the other available tracking modes including, manual, speaker focus, or auto-framing. |

| Category | Issue ID | Description | Workaround |
|---------------------|-----------|---|--|
| Partner Application | EN-202446 | On Studio X systems in Teams mode, the PAC file instruction is not being properly utilized to bypass the proxy. | Use <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 |
| Peripherals | EN-231377 | Hot plugging in a UGreen HDMI to USB adapter during a call may cause the system to crash. | Before plugging in the UGreen adapter, make sure the system is not in a call. |
| Peripherals | EN-230337 | In Poly Video mode, a Trio connected as a system controller doesn't zoom the camera in or out. | Use a connected TC8 touch controller, Bluetooth remote, or IR remote to zoom the camera in or out. |
| Peripherals | EN-222757 | On a system connected to a Biamp TesiraForte AVG VT4 with an EXT-UBT expander, audio latency may be observed during a call. | None |
| Peripherals | EN-182043 | When using a Studio X50 system in Poly Video Mode, you can't see an incoming call notifications on TC8 when the TC8 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. |
| 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. |
| Provisioning | EN-132148 | In RealPresence Resource Manager, you can't provision the <code>exchange.meeting.reminderInterval</code> 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-226889 | On a Studio X50 or Studio X30, Presenter Tracking may take up to two minutes to frame the active speaker. | If there is only one participant in the room, use People Framing (Preview) or Group Framing. Alternatively, you can disable tracking and use the manual controls. |

System Constraints and Limitations

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

- [Bluetooth and IR Remote Control and Receiver](#)
- [Downloading System Logs](#)
- [Frame Speaker Mode](#)
- [Full Screen Video with Airplay Support](#)
- [No Support for HDCP Sources](#)
- [Poly EagleEye Cube USB Camera](#)
- [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 a 3.5 mm External Audio Solution on a G7500 with a Studio E70 Camera](#)
- [Using the System in Device Mode](#)
- [Using the System in Microsoft Teams Mode](#)
- [Zoom Smart Gallery Using Multiple Cameras Isn't Supported](#)

Bluetooth and IR Remote Control and Receiver

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

Downloading System Logs

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

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.

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.

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 the [Poly 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](#).

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 a 3.5 mm External Audio Solution on a G7500 with a Studio E70 Camera

On a G7500 system with a 3.5 mm external audio solution and a Studio E70 camera, G7500 USB audio should be disabled to prevent Studio E70 microphones from sending unwanted audio to the far site. Studio E70 camera microphones are for sound source localization and should not be used to pick up room audio.

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 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:

- On Poly G7500 systems running Poly VideoOS 3.13.0, 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.

Zoom Smart Gallery Using Multiple Cameras Isn't Supported

When using Zoom Smart Gallery, using multiple connected cameras isn't 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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