Poly VideoOS

Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30, and Poly Studio X52

Poly announces the release of Poly VideoOS 4.1.0 software. This Poly VideoOS software build also includes the following device software versions:

- Poly TC10 / TC8 touch controller 4.1.0
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.8.0

Contents

What's New in This Release

Poly VideoOS 4.1.0 is a feature release with the following features and upgrades:

Introducing Poly Studio X52

Poly introduces the Poly Studio X52 all-in-one video bar for medium-sized rooms with a 20MP 4K UltraHD 95-degree field of view (FOV) camera.

Update Your Poly Studio X52 and Poly TC10 Touch Controller in Microsoft Teams Mode

For new Poly Studio X52 customers, Poly recommends that you pair your Poly TC10 touch controller, and then update both devices before selecting your preferred provider.

If you have already used Microsoft Teams mode and your Poly Studio X52 system is currently running VideoOS 4.1.0-382189, Poly requires that you update to VideoOS 4.1.0-382263. Also, update your TC10 touch controller from 4.1.0-211109 to 4.1.0-211200. This is due to a known firmware bug and only affects systems that have used Microsoft Teams mode. After updating you need to factory reset both your Studio X52 and TC10 touch controller.

See here to [Update and Reset Your Poly Studio X52 and Poly TC10 Touch Controller.](#)

Poly DirectorAI Perimeter

Poly DirectorAI Perimeter ensures precise participant framing. The camera only tracks participants within the defined room dimensions and perimeter, which prevents the capture of faces beyond glass walls, windows, or in open spaces.

Note: In this release, DirectorAI Perimeter is a preview feature.
In some environments, it's possible that the width defined in the system may not exactly match the area you're defining. When using this feature, Poly recommends testing and adjusting the perimeter settings as necessary.
You can provide feedback on the DirectorAI Perimeter feature by visiting the Poly Lens Feedback Portal.

Speaker Framing Improvements

This speaker framing improvement reduces far end fatigue caused by frequent reframing events.

Changes include:

- Wider framing of the active speaker.

- More efficient framing of active speakers seated together.

- Smoother reframing using cut transitions.

Speaker framing works best when participants are no more than 15 feet from the camera. However, in rooms with optimal acoustics and lighting, speaker framing can identify and frame participants beyond 15 feet.

SCEP Support on the G7500 and Poly Studio X Systems

Simple Certificate Enrollment Protocol (SCEP) enables you to automatically enroll devices to retrieve new digital certificates or renew expiring certificates. SCEP is currently not supported on TC8 or TC10 touch controllers.

Poly Sound Reflection Reduction

Poly Sound Reflection Reduction is a NoiseBlockAI option that removes audio reverberations heard on the far end due to room conditions and materials.

> **Note:**   The addition of Sound Reflection Reduction as a NoiseBlockAI option in VideoOS 4.1.0 changes the NoiseBlockAI parameter from voice.noiseSuppression.enable to audio.noiseblockaioptions.

Tables and glass walls can cause reverberations. Poly recommends using Poly Sound Reflection Reduction if you hear echo or reverb with NoiseBlockAI selected. Poly Sound Reflection Reduction isn't supported when using a Trio C60 for audio.

Microsoft Teams Support on TC10

Microsoft Teams is now certified / supported on the TC10 touch controller.

Poly TC8 and Poly TC10 Platform Update to Android 11

For the TC8 and TC10 touch controllers, this release includes a major platform update to Android 11. Once you update your TC8 or TC10 to VideoOS 4.1.0, you can't downgrade to a previous version.

Poly Studio X30 Supports Select USB Cameras

Poly Studio X30 now supports connecting a USB camera.

The following cameras are supported:

- Horus Scope DSC200p
- Horus Scope DSC300p
- EagleEye IV USB

G7500 Supports Connecting One Studio E70 as an IP Camera

You can connect one Studio E70 to the G7500 over Ethernet using the G7500 link-local network (LLN) ports. Update your Studio E70 to version 1.8.0 and your G7500 to Poly VideoOS 4.1.0 to access this feature. The E70 will not auto-pair once connected as an IP camera. You must manually pair the E70. The E70 IP camera is only supported in Zoom and Poly Video mode.

Camera Control Button in Device Mode

You can enable a camera control button to appear on the TC8 / TC10 touch controller screen in Device Mode. Enable or disable this button in the system web interface under **General Settings** > **System Settings** > **Collaboration Tools** > **Show Camera Control Button**.

Scheduled Auto Restart on Poly VideoOS Systems

You can configure your system to automatically restart on a weekly or daily basis. This feature can help systems run optimally and efficiently to reduce crashes that some configurations have experienced in the past. Configure this feature in the system web interface under **General Settings** > **System Settings** > **Enable Scheduled Auto Restart**.

Partner Application Updates

This release supports the following versions of partner applications.

Partner Application Updates

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202306202019.product Teams: 1449/1.0.96.2023062301 Company Portal: 5.0.5484.0	• Feature release • For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.15.1.3305 Zoom Rooms Controller (TC8): 5.11.0.1553	• Maintenance release. • For more information on this Zoom Room release, see the Zoom website.
Google Meet	2023.05.22.01.00	• Maintenance release on VideoOS. • For more information on Google Meet, see Google Meet website

Partner Application	Version	Features
Ring Central	23.2.30.84	• Maintenance release • For more information on Ring Central, see Ring Central website
Tencent Meeting Rooms	3.14.200.553	• Maintenance release. • For more information on this Tencent release, see the Tencent website.
Dialpad	1.025.0-0-g1cd2175	• Maintenance release. • For more information on this Dialpad release, see the Dialpad website

Updating Your System

All G7500 and Studio X systems support VideoOS 4.1.0. For a list of supported 3.x versions for each system, see the *Poly VideoOS 3.14.2 Release Notes*.

Note the following:

- Poly Studio X52 comes with VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade other Studio X systems to previous VideoOS 4.x versions.
- Downgrading from VideoOS 4.x to VideoOS 3.x versions isn't supported.
- Updating your TC8 and TC10 to 4.1.0 includes a major platform upgrade to Android 11. Once updated, the touch controller can't be downgraded.

You have multiple options for updating your system. For more information, see the *Poly Video Mode Administrator Guide* or the *Poly Partner Mode Administrator Guide.*

To receive software updates from the Poly support site, your system must be able to access *swupdate.lens.poly.com*. If necessary, update your firewall settings.

> **Note:** This update URL is only accessible by your system. You can't access this URL using a web browser.

Update Your Poly Studio X52 and TC10 Touch Controller

IMPORTANT: **Poly recommends that customers running Microsoft Teams mode update and reset both your Poly Studio X52 and TC10 touch controller to ensure best performance. For detailed information on Microsoft Teams and setting up and resetting a Poly Studio X52 and TC10 touch controller, go to** Update and Reset Your Studio X52 and TC10 Touch Controller

Note: Pair your TC10 touch controller with your system before updating or performing a factory reset. See here to Manually Pair the Poly TC10 with a Video System.

1 Log in to the system web interface as an admin.

2 Go to **General Settings** > **Device Management**.

3 In the **Download Update From** dropdown, select **Poly Support Site** and then click **Check for Updates.**

4 Select **Update All**.

5 The devices may take several minutes to complete the update. Once complete, the devices will restart, and you will be returned to the login screen.

6 Log in and check for updated versions.

Reset Your Poly Studio X52

Note: Poly recommends a factory reset only if you are running Microsoft Teams. This resets all configurations to factory defaults.

1 Log in to the system web interface as an admin.

2 Go to **Diagnostics** > **System Reset** > **Reset All System Configurations**.

3 Uncheck all boxes and click **Reset**.

Reset Your Poly TC10 Touch Controller

Note: Poly recommends a factory reset only if you are running Microsoft Teams. This resets all configurations to factory defaults. Once you reset your Poly Studio X52, your TC10 screen will show as Waiting for pairing.

1 Select the gear icon in the top right corner of the screen.

2 Select **Reset** from the left sidebar.

3 Under **Reset this Device**, select **Reset**.

Set Up Your Poly Studio X52 and Pair Your TC10 Touch Controller

> **Note:** Your username is admin and your password is the last six characters of the device serial number. All letters are block capitals.

1 Log in to the system web interface.

2 Enter your username and password.

3 Go to **General Settings** > **Device Management**.

4 Locate and select the TC10, and click **Pair**.

5 Follow the on-screen instructions to setup Microsoft Teams.

Confirm Microsoft Teams Versions

1 On your TC10, select the gear icon in the top right corner of the Microsoft Teams screen.

2 Select **Device Settings** > **About**.

3 Verify the below information:

Company Portal Version: 5.0.5484.0

Teams Version: 1449/1.0.96.202306301

Teams Version: 1449/1.0.96.202306202019.product

For further help updating, resetting, or pairing your devices, go to Poly Support.

Release History

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

Release History

Release	Release Date	Features
4.1.0	August 2023	• Introducing Poly Studio X52 • Update Your Poly Studio X52 and Poly TC10 Touch Controller • Poly DirectorAI Perimeter • Speaker Framing Improvements • SCEP Support on the G7500 and Poly Studio X Systems • Poly Sound Reflection Reduction • Microsoft Teams Support on TC10 • TC8 / TC10 Platform Update to Android 11 • Poly Studio X30 Supports Select USB Cameras • G7500 Supports Connecting One E70 as an IP Camera • Camera Control Button in Device Mode • Scheduled Auto Restart on Poly VideoOS systems • Partner Application Updates
4.0.2	June 2023	• Update Information for VideoOS 3.x to VideoOS 4.0.2 • DSP Audio Processor Fix • Update to Poly Support Site Download URL • Partner Application Updates
4.0.1	May 2023	• Important Update Information for VideoOS 4.0.1 • Platform Update to Android 10 • Workflow Suite Calendar Information Fix • Update to Poly Support Site Download URL • Partner Application Updates

Release	Release Date	Features
4.0.0	March 2023	• Important Update Information for VideoOS 4.0.0
		• Updating Your System to VideoOS 4.0.0
		• Recover a System Updated to VideoOS 4.0.0 from 3.13.1 or earlier
		• Platform Update to Android 10
		• Factory Restore Partition Update to 4.0.0
		• Certification for Microsoft Teams on G7500 and X70
		• Support for Google Meet
		• Microsoft Teams Sign-In
		• Poly Lens Connection Fix
		• Update to Poly Support Site Download URL
		• Partner Application Updates

Security Updates

See the Security Center for information about known and resolved security vulnerabilities.

Security Policy

Poly implements a layered defense-in-depth approach to protect information in products and systems from unauthorized processing. For more information, see the *Poly Security and Privacy Overview*.

Language Support

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

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

- Norwegian

- Polish

- Portuguese (Brazilian)

- Russian

- Spanish

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

Supported and Tested Products

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

Supported Peripherals and Applications

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

Applications

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Polycom Content App (Poly Video only)	Yes	Yes	Yes	Yes	Yes
Microsoft Teams	Yes	Yes	Yes	Yes	Yes
Zoom Rooms	Yes	Yes	Yes	Yes	Yes
Google Meet	No	Yes	Yes	Yes	Yes
GoToRoom by LogMeIn	Yes	Yes	Yes	Yes	Yes
RingCentral Rooms	Yes	Yes	Yes	Yes	Yes
BlueJeans Rooms	Yes	Yes	Yes	Yes	Yes
Dialpad	No	No	Yes	Yes	Yes
Device Mode	Yes	Yes	Yes	Yes	Yes
Appspace	Yes	Yes	Yes	Yes	Yes
Raydiant	Yes	Yes	Yes	Yes	Yes
Tencent	Yes	No	Yes	Yes	Yes

Controllers

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Poly TC10	Yes	Yes	Yes	Yes	Yes

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Poly TC8	Yes	Yes	Yes	Yes	Yes
Poly Bluetooth Remote Control	Yes	Yes	No	Yes	Yes
Poly IR Remote Control and Receiver	Yes	Yes	No	Yes	Yes
Poly Trio C60	Yes	Yes	Yes	Yes	Yes
Poly Trio 8500, and Poly Trio 8800 (Zoom Rooms support ending early 2024)	Yes	Yes	No	Yes	Yes

Microphones and Speakers

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Poly IP Table Microphone	Yes	No	No	No	No
Poly IP Ceiling Microphone	Yes	No	No	No	No
Poly Microphone IP Adapter	Yes	No	No	No	No
Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)	Yes	No	No	No	No
Polycom SoundStructure accessory (with microphone adapter connection)	Yes	No	No	No	No
Polycom Stereo Speaker Kit	Yes	No	No	No	No
Poly Studio Table Microphone (Formerly Poly RealPresence Debut Expansion Microphone)	No	Yes	Yes	Yes	No
Poly Trio C60	Yes	Yes	Yes	Yes	Yes
Poly Trio 8500, and Poly Trio 8800 (Zoom Rooms support ending early 2024)	Yes	Yes	No	Yes	Yes

Audio Processors

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Biamp DSP USB audio processors	Yes	Yes	No	Yes	No

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
QSC Core Series audio processors	Yes	Yes	No	Yes	No
Shure IntelliMix P300 audio conferencing processor	Yes	Yes	No	Yes	No

Cameras

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Poly Studio USB video bar	Yes	Yes	No	Yes	No
Poly Studio E70 camera	Yes	Yes	No	Yes	No
Polycom EagleEye Mini USB camera	Yes	Yes	No	Yes	No
Poly EagleEye Cube USB camera	Yes	Yes	No	Yes	No
Polycom EagleEye IV USB camera	Yes	Yes	No	Yes	Yes
Polycom EagleEye IV HDCI camera	Yes	No	No	No	No
Polycom EagleEye Director II camera (HDCI connections only)	Yes	No	No	No	No
Polycom EagleEye Producer (with EagleEye IV camera only)	Yes	No	No	No	No
Vaddio ConferenceSHOT A/V camera (only supports video with no audio input from the USB camera)	Yes	Yes	No	Yes	No
Huddly IQ Conference camera (only supports video with no audio input from the USB camera)	Yes	Yes	No	Yes	No
Logitech Rally Ultra HD PTZ USB camera (only supports video with no audio input from the USB camera)	Yes	Yes	No	Yes	No
INOGENI 4K2USB3 HDMI to USB 3.0 capture device	Yes	Yes	No	Yes	No

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Polycom EagleEye Digital Extender	Yes	No	No	No	No
Polycom Digital Breakout Adapter	No	No	No	No	No
Horus Scope DSC200p / DSC300p	No	No	No	No	Yes

USB Adapters

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
UGreen USB to HDMI adapter (PN: 10937)	Yes	Yes	No	Yes	No

Content Sharing

Product	G7500	Studio X70	Studio X52	Studio X50	Studio X30
Barco Clickshare CX-30 and CX-50	Yes	Yes	No	Yes	Yes

USB Cables and USB Extenders Supported with Studio E70

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

Supported Web Browsers

Access the system web interface with the following web browsers:

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

Microsoft Teams Support

Poly G7500 (when running VideoOS 4.0 or later), Studio X70 (when running VideoOS 4.0 or later), Studio X50, Studio X30 systems, and Studio X52 (when running VideoOS 4.1 or later), support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers. Poly recommends running Poly VideoOS 4.0 or later for the best experience when using Teams on Studio X Family systems.

Note the following when using Microsoft Teams on your system:

- After signing into Teams, you must pair the TC8 and TC10 touch controller to the system via the Teams app. This release has known issues around this pairing process.

- After update to Poly VideoOS 4.1.0 some customers may experience an issue where the touch controller does not find the room system after login. Restart the system to complete the pairing process.

- After update to Poly VideoOS 4.1.0, some customers might see inconsistencies between the console and room system when pairing with the Teams app. This issue is being investigated. Restart the system or touch controller to solve this pairing issue.

- After update to Poly VideoOS 4.1.0, some customers might be required to re-login to Microsoft Teams on their TC8. This issue is related to an upgrade in the Microsoft Teams agent.

- All deployment requirements and recommendations for Teams now apply to the TC8 and TC10 touch controller as well as to the system. This includes firewall, security, and network configuration. Make sure that your corporate firewalls are configured as noted at the Office 365 URLs and IP address ranges page at Microsoft Teams.

- If you're using Teams as your primary conferencing application, Poly recommends using the Microsoft Teams Admin Center to manage all software for your system, and paired TC8 and TC10 touch controllers. Microsoft posts the latest supported Poly VideoOS version at the Microsoft Teams Admin Center.

- Microsoft Released a new feature with Microsoft APK Update 2 that allows multiple cameras to be used with MTR Android systems. This feature allows a USB connected external camera to be used as the primary camera when switched from the in-call UI. This feature is not supported by Poly in this release. Poly is working to support this feature in future releases.

For more information on updates for the Teams application, see What's new in Microsoft Teams devices.

Products Tested with This Release

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

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

Poly recommends that you upgrade all 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 Intra-Operability Matrix.

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

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as available software updates may already address the compatibility issues. See the Current Poly Intra-operability Matrix to match product and software versions.

External MCU, Call Managers, Recorders, Gatekeepers, and Gateways

Product	Tested Versions
Poly One Touch Dial Service	Current version
Poly RealConnect Service	Current version
Polycom RealPresence Collaboration Server 1800 / 2000 / 4000 / Virtual Edition	8.10.0.1.3
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.2.2.3
Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition	10.10.2.2
Polycom RealPresence Media Suite	2.8.2

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, Poly Studio X30 and Poly Studio X52 with Poly Trio C60, Poly Trio 8800, and Poly Trio 8500	Poly VideoOS software 4.1.0
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	8.0.2
Poly Trio 8500 Poly Trio 8800	7.2.4
Poly Trio C60 with Polycom RealPresence Group Series	UC Software 8.0.2 RealPresence Group Series software 6.2.2.8
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC Software 7.2.4 RealPresence Group Series software 6.2.2.8
Poly Trio Visual+	7.2.4
Poly Trio VisualPro	UC Software 7.2.4 RealPresence Group Series software 6.2.2.8

Product	Tested Versions
Polycom RealPresence Debut	1.3.3-71352
Polycom VVX 450 / 501 / 601 / 1500	5.9.5.0614 6.3.1.8427

Peripherals and Applications

Product	Tested Versions
Barco Clickshare CX-30 and CX-50	2.13.0.12
Horus Scope DSC200p / DSC300p	P2.78-H-J-Q1.14-C / 1.0-201020-0023.01-JM
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	1.8.0-276051
Poly Studio USB video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1
Poly TC10	4.1.0-211154
Poly TC8	4.1.0-211154
Poly Lens	1.1.27
Polycom Content App	Current version

Partner Applications

Product	Tested Versions
Google Meet	2023.05.22.01.00
Zoom Rooms	5.15.1.3305
Microsoft Teams	1449/1.0.96.2023062301
BlueJeans	2.10.0.86

Product	Tested Versions
DialPad	1.025.0-0-g1cd2175
LogMeIn	1.219.2
RingCentral	23.2.30.84
Tencent	3.14.200.553

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
Audio	EN-241538	On a Studio X system, user hears audio crackle when connecting via Miracast.
Camera	EN-242198	On a G7500 system with a connected Studio E70 camera in Poly Video mode, the camera returns to the default preset position rather than that set by the user in preview.
Camera	EN-242121	On a G7500 or Studio X system, the system doesn't default to Preset 1 after a restart.
Camera	EN-237005	After updating to 4.0.0, on a G7500 system with a connected Studio E70 camera, video latency shows after the system is left idle.
Camera	EN-235068	On a G7500 in Zoom Mode with two connected Studio E70 cameras, the secondary Studio E70 displays low video quality.
Camera	EN-233998	On a Studio G7500 or Studio X system in Device Mode with a connected Studio E70 camera and TC8 touch controller, you can't toggle camera tracking on after saving a preset on the TC8.
Device Management	EN-243112	On a Studio X70 system in Teams Rooms mode, the system loses connection and shows as offline in Teams Admin Center.
Device Management	EN-235642	On a Studio X30 in Poly mode, a connected second monitor will not display 4k resolution.
Partner Application	EN-238687	On a Studio X30 and Studio X50 with a paired TC8 touch controller, the system updates to VideoOS 4.0.0 but Teams admin center shows the update as failed.
Partner Application	EN-237917	On a G7500 or Studio X system in Teams Rooms mode with a sleep time configured, the system enters sleep mode during a Teams Rooms whiteboard session or while sharing HDMI content.
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.

Category	Issue ID	Description
Partner Application	EN-220420	On Studio X50 and Studio X30 systems in Tencent Rooms mode, a blurred screen shows when replugging HDMI content after restart.
Peripherals	EN-242001	On a G7500 system in Zoom Mode after upgrade to VideoOS 4.0, the Inogeni 4K2USB3 HDMI to USB 3.0 capture device stops working.
Peripherals	EN-238651	Unplugging a HDMI cable from the system causes all other wireless content sources to disconnect.
Peripherals	EN-235179	When using a TC10 device in Standalone Mode, the URL text box isn't long enough to enter the full server address.
Peripherals	EN-235155	When requesting a factory reset through Zoom Device Management, the TC10 doesn't reset.
Peripherals	EN-234503	The Poly context menu will open and appear on the screen of a TC8 or TC10 for a brief period.
Peripherals	EN-196977	When you switch from a Wi-Fi connection to a wired LAN connection, your TC8 indicates that it's unpaired. However, the system web interface indicates that the TC8 is paired.
Provisioning	EN-242518	On a G7500 system, when using the API, the first item in the favorites list isn't returned
Provisioning	EN-240436	On a Studio X system, out-of-office settings are still editable after provisioning.
Provisioning	EN-238687	On a Studio X system, updates from Microsoft Teams Admin Center work but report as failed.
Provisioning	EN-237567	On a G7500 system in Teams mode when provisioning the PAC File Status shows as Download Failed.
Provisioning	EN-237183	On a G7500 with a connected Studio E70 camera, the logs don't show the time.
Provisioning	EN-236478	On a Studio X30 with a paired TC8 touch controller enabling Link Layer Discovery Protocol (LLDP) from the TC8 Device Settings isn't shown in the system interface.
Provisioning	EN-234339	On a G7500 system with multiple connected cameras, all the camera names aren't being populated.
Provisioning	EN-225752	The server sends an error message "Provisioning failed. There was a problem communicating with the server" due to an invalid character in the configuration file.

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-243632	On a Studio X52 with a connected TC8 touch controller and USB audio processor, audio is lost or delayed.	Restart the system or use the built-in microphone and speakers.
Audio	EN-212975	During a call on a Poly Studio X70 system with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping.	None.
Audio	EN-119155	Downloading logs during a call temporarily disconnects the Poly Microphone IP adapter, resulting in a loss of audio on the far end.	Download logs outside of a call.
Camera	EN-243864	On a G7500 system with a connected Studio E70 camera, after disconnecting the USB connection to switch to a Link-Local Network (LLN) connection, the Picture-in-Picture (PIP) window displays a blue screen.	Restart the system.
Camera	EN-239568	On a G7500 system with multiple connected Studio E70 cameras in Zoom mode with multi-camera enabled, the video occasionally crashes before rejoining the call.	None.
Camera	EN-230368	On a G7500 system or Studio X30 system in Teams Mode with a connected TC8 touch controller, PTZ controls are inverted.	None.
Camera	EN-236657	Selecting Disable All USB Ports on the Studio X70 system disconnects the camera.	None.
Camera	EN-234479	On a G7500 system with three USB-connected Studio E70 cameras powered by G7500 LLN ports, one or more Studio E70 cameras may not properly connect to the video conferencing system after restart.	Restart the system.
Camera	EN-227999	On a G7500 or Studio X50 system, when you unplug the current people camera, the HDMI input set as **People** becomes the primary camera and takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.

Category	Issue ID	Description	Workaround
Camera	EN-242485	On a G7500 system with a connected Studio E70 camera, setting the camera to 50 HZ causes the video to flicker.	None.
Configuration	EN-243431	On a G7500 system there's a mismatch on network settings when viewed in Poly Lens.	Restart the system.
Configuration	EN-241877	The time zone database doesn't reflect the fact that Mexico City no longer observes Daylight Savings Time.	Use GMT -6 Central America.
Configuration	EN-235428	On a G7500 system with a connected TC8 or TC10 touch controller in Teams mode, the camera fails to work when the Studio E70 is connected after start up.	Connect any monitor, cameras, or peripherals, before starting the system.
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.
Configuration	EN-243770	On a Studio X system in Poly Video mode with no monitor connected, the device fails to work.	Connect any monitor, cameras, or peripherals, before starting the system.
Device Management	EN-243781	On a G7500 system in Zoom mode, while sharing content via HDMI, the far end receives a dimmed image or low brightness.	Use share.zoom.us or direct sharing for full color accurateness.
Device Management	EN-242235	On a G7500 system in Zoom Rooms mode with a paired Trio C60, the monitor unexpectedly shows "Peripherals Update" screen.	None.
Device Management	EN-243445	On a system in Poly Video mode, a 502 error is shown on the system web interface after the system is left idle.	Restart the system.
Device Management	EN-242466	On a G7500 system, a date set manually in the system web interface changes to a random date after a system restart.	None.
Device Management	EN-240771	On a Studio X70 in Teams mode with a connected TC8 touch controller, the update screen unexpectedly displays.	None.
Device Management	EN-240753	On a Studio X system in Teams mode with a connected TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller.	Power cycle the device.

Category	Issue ID	Description	Workaround
Device Management	EN-236658	Selecting **Disable All USB Ports** causes the system to restart.	None.
Device Management	EN-236430	On a Studio X70 system in Device Mode, HDMI video may flicker and eventually freeze.	Restart the system.
Device Management	EN-226868	On Studio X70 systems, HDMI 1 output may display a blank screen during a pinhole factory reset.	Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress.
Device Management	EN-225374	On a Studio X70 system in sleep mode, logs for the built-in camera may not be included in the Studio X70 log file.	Before collecting system logs, wake the system.
Device Management	EN-213422	While factory restoring a Studio X70 system, the system LEDs only glow white. The LEDs don't glow amber or yellow.	Do one of the following: • Use the glowing white light to monitor the factory restore process. Initiate and monitor the factory restore from the system web interface.
Device Management	EN-178323	Entering Device Mode unregisters the gatekeeper and SIP registrar server on Studio X30.	Exit Device Mode.
Partner Application	EN-234584	On a Studio X50 system, when HDMI content is shared from Teams desktop app a green bar appears on the right of the screen.	None.
Partner Application	EN-238006	On a system in Zoom Rooms mode, after the updating the system to VideoOS 4.0.0, camera tracking doesn't work.	Restart the system.
Partner Application	EN-237349	On a Studio X30 system in Zoom mode, hot plugging a content source may cause the camera to stop working.	Restart the system.
Partner Application	EN-235202	On Studio X50 systems in Teams mode, number keys don't work on the sign-in screen.	Do one of the following: • Select the **Email, phone or username** field to make the keys functional. Select the back arrow to the main screen before going back to the sign-in screen.

Category	Issue ID	Description	Workaround
Partner Application	EN-233628	On a Studio X70 system in Zoom mode, the built-in camera may become unavailable. Zoom Rooms reports *No source available* and the system web interface reports the camera is disconnected.	Using the system web interface, restart the Studio X70 system.
Partner Application	EN-233295	On a Studio X70 system with a connected Studio E70 camera in Zoom mode, switching the Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera.	Use one of the other available tracking modes including, manual, speaker focus, or auto-framing.
Partner Application	EN-202446	On Studio X systems in Teams mode, the PAC file instruction isn't properly utilized to bypass the proxy.	• Use the `(dnsDomainIs(host, "local.example.com")` function instead of an IP based `(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")` function.
Peripherals	EN-238840	On a Studio X50 system with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset.	None.
Peripherals	EN-238525	On a G7500 system, your device doesn't connect using Miracast.	Restart the system and wireless connection.
Peripherals	EN-237543	On a Studio X50 system with a connected Trio C60, if you attempt to the update the system with a USB flash drive, the system doesn't update.	• Unpair the Trio C60 and then update the system using the USB flash drive, After the update, pair the Trio C60 back to the system.
Peripherals	EN-234918	When using a TC10 device in Standalone Mode, the **Download Updates** field is blank under **Settings > Update**.	None.
Peripherals	EN-234766	When using a TC10 device in Standalone Mode, leaving the custom URL field blank and selecting **Check for Updates** points to new software available at the default URL.	None.
Peripherals	EN-222757	On a system connected to a Biamp TesiraForte AVG VT4 with an EXT-UBT expander, audio latency may occur during a call.	None.

Category	Issue ID	Description	Workaround
Peripherals	EN-210589	When using a Studio X70 system, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash.	Use a paired TC8 to adjust the camera.
Peripherals	EN-182043	When using a Studio X50 system in Poly Video mode, you can't see incoming call notifications on TC8 when the TC8 device displays the **Camera** or **Settings** screen.	When the front of room monitor displays the active call message, close the **Camera** or **Settings** screens to answer the call.
Provisioning	EN-243555	In Poly Lens with a connected G7500 system, the information for peripheral devices shows as incorrect or incomplete.	None.
Provisioning	EN-238094	In Poly Clariti Manager (Formerly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system.	Restart the system.
Provisioning	EN-226934	In Poly Clariti Manager (Formerly RealPresence Resource Manager), Poly Studio X systems are showing as offline.	Update Poly Clariti Manager (Formerly RealPresence Resource Manager) to 10.11.
Provisioning	EN-225752	The server sends an error message "Provisioning failed. There was a problem communicating with the server."	Check the configuration file for an invisible character breaking XML syntax rules.
Provisioning	EN-132148	In Poly Clariti Manager (Formerly RealPresence Resource Manager), you can't provision the `exchange.meeting.reminderInterval` parameter using these permitted configuration values: None, 1, 5, 10, 15, or 30.	Configure this feature using the **Meeting Reminder Time in Minutes** setting in the system web interface.
Video	EN-238554	On Studio X30 systems in Device Mode the video freezes.	Exit and then re-enter Device Mode.
Video	EN-235419	On a Studio X50 or Studio X30 system, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group.	Use Group Framing.
Video	EN-235018	On a Studio X system in Poly Video mode, the system reports content is available when no content source is connected.	Connect a content source and share content. After disconnecting the content source, the system no longer reports content is available.
Video	EN-234059	On a G7500 system with a connected USB camera, the **Home** screen PIP video preview may freeze when the system is idle for an extended period of time.	Restart the system.

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

System Constraints and Limitations

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

- Barco Clickshare Fails to Wake System from Idle
- Bluetooth and IR Remote Control and Receiver
- Color Correction Setting in Microsoft Teams
- Connecting / Disconnecting a Camera While the System Is On
- Disable / Enable All USB Ports
- Downloading System Logs
- Error message - A compatible software update package isn't found
- Full Screen Video with Airplay Support
- HDMI to DVI Not Supported
- Monitor Display Issues with CEC
- No Support for HDCP Sources
- Poly EagleEye Cube USB Camera
- Poly EagleEye Cube Microphone
- Polycom EagleEye IV USB Camera
- Polycom EagleEye IV10-Meter HDCI Digital Camera Cable
- Poly TC8 or Poly TC10 SCEP Support
- Primary Audio Volume in Partner Mode
- Secure Media Streams
- Sharing Content with RealPresence Desktop
- Sleep and Out of Office Settings in Partner Mode
- Using Device Mode with a Paired Trio Speakerphone
- Using the System in Microsoft Teams Mode
- Zoom Smart Gallery Using Multiple Cameras Isn't Supported

Barco Clickshare Fails to Wake System from Idle

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

Bluetooth and IR Remote Control and Receiver

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

Color Correction Setting in Microsoft Teams

The Poly Studio X Series doesn't support the Color Correction feature.

Connecting / Disconnecting a Camera While the System Is On

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

Disable / Enable All USB Ports

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

Downloading System Logs

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

Error message - A compatible software update package isn't found

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

Full Screen Video with Airplay Support

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

HDMI to DVI Not Supported

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

Monitor Display Issues with CEC

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

No Support for HDCP Sources

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

Poly EagleEye Cube USB Camera

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

- The system doesn't support 1080p at 60 fps, but it does support 1080p at 30 fps.
- The system logs don't include entries about the camera. You can download camera logs using Poly Lens Desktop.
- Some camera settings are available only through the Poly Lens Desktop application (for example, hue).
- You can provision camera settings with RealPresence Resource Manager only when you connect the camera to your system.
- If you previously purchased an EagleEye Cube USB camera to use with a Poly Trio system, you can also use the camera with your system. However, to avoid camera connectivity issues Poly recommends updating the camera to firmware version 1.1.0-827 or later:
  - ➢ Connect the camera to a Poly Trio system running software version 5.9.0AB or later.
  - ➢ Update the camera using the Poly Lens Desktop application.

Poly EagleEye Cube Microphone

Don't use the EagleEye Cube microphone with a USB DSP audio solution due to conflict between the microphones.

Polycom EagleEye IV USB Camera

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

- The pan, tilt, zoom controls don't work if you use the camera with an Acer T232HL touch monitor.
- When EagleEye IV is set as the primary camera, Preset 1 isn't used for the default camera position. The camera uses the default full-frame camera view.

Polycom EagleEye IV 10-Meter HDCI Digital Camera Cable

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

If you need to connect your camera up to that distance, use the Polycom EagleEye Digital Extender instead. For more information, see the *Poly G7500 Room Preparation Guide*.

Poly TC8 or Poly TC10 SCEP Support

SCEP server information can be configured in the system web interface for the G7500 or provisioned in Poly Lens, but it can't be configured in the Poly TC8 or Poly TC10 touch controllers settings.

Primary Audio Volume in Partner Mode

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

Secure Media Streams

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

Sharing Content with RealPresence Desktop

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

Sleep and Out of Office Settings in Partner Mode

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

Using Device Mode with a Paired Trio Speakerphone

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode from a paired Trio 8500, Trio 8800, or Trio C60 system:

- You can only access Device Mode from the Trio screen when the system is in Poly Video Mode.
- When the system is in Device Mode, the controls displayed on the Trio screen don't work.
- System and connected microphone LEDs don't indicate you're muted if you mute using RealPresence Desktop.
- You can't use the Bluetooth remote control to interact with your system.

Using the System in Microsoft Teams Mode

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

- Poly Trio is only supported as an audio device and not as a controller. Use a touchscreen, a paired TC8 or TC10 device, or a Bluetooth remote to interact with the system.
- The solution is certified for use with one E70 camera.
- The Studio X30, Studio X50, Studio X70, and Studio X52 solution supports only built-in cameras.
- The Poly Studio X systems don't support the Color Correction feature.

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 / HP 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's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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