



# Poly VideoOS

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

Poly announces the release of Poly VideoOS 3.11.0 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC8 Controller 3.11.0
- 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 1.4.0

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# What's New in This Release

Poly VideoOS 3.11.0 includes the following new features:

- [Support for Tencent Meeting Rooms](#)
- [Zoom OS and Management Updates](#)
- [Support for Biamp DSP USB Audio Products](#)
- [Extended Support for QSC USB Audio Products](#)
- [Partner App Updates](#)
- [Digital Signage Provider App Updates](#)

## *Support for Tencent Meeting Rooms*

This release includes support for Tencent Meeting Rooms.

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**Note:** Tencent Meeting Rooms is intended for use by customers in China. The Tencent Meeting Rooms interface is available in Chinese only.

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Tencent Meeting Rooms is supported and certified on Studio X30 and Studio X50 systems.

Studio X30 with Tencent Meeting Rooms supports:

- 1 standard or 1 touch-enabled monitor
- 1 TC8 controller

Studio X50 with Tencent Meeting Rooms supports:

- 2 standard monitors or 1 standard and 1 touch-enabled monitor
- 2 TC8 controllers
- 1 Debut Micpod

Tencent Meeting Rooms doesn't support HDMI-in or Poly Trio integration.

For more information on Tencent Meeting Rooms, see the [Tencent website](#).

## *Zoom OS and Management Updates*

This release incorporates Zoom VendorOS API v1.7 and ZDM 2.0 on G7500 and Studio X systems and Poly TC8.

This update includes:

- Multiple camera support on G7500, up to 3 cameras:
  - 1 HDCI + 2 USB
  - 3 USB cameras
- Airplay content support

## ***Support for Biamp DSP USB Audio Products***

This release provides support for the following Biamp products:

- TesiraForte Device Family
- Devio Device Family

You can connect Biamp DSP audio processors to your G7500, Studio X70, or Studio X50 system using a USB-A port or USB-C port.

When using this audio processor:

- Once connected to the system, the processor handles all audio.
- The video system's 3.5mm stereo input will remain active unless you select **Play to Far Sites, Mute Controller, Echo Cancelled** in Poly provider mode.
- You can't use speakers that aren't connected to the processor.
- The video system automatically disables its internal echo cancellation processing except in Zoom Rooms mode.

For information on Biamp setup, see the Biamp website (<https://www.biamp.com/>)

For more information on configuring audio settings on G7500, Studio X70, and Studio X50 systems, see "[Configuring Audio Settings](#)" in the *Poly Video Mode Administrator Guide* or the *Poly Partner Mode Administrator Guide*.

## ***Extended Support for QSC USB Audio Products***

This release provides support for the following QSC products:

- Q-SYS Core 110f
- Q-SYS I/O USB Bridge
- Q-SYS NV-32-H
- Q-SYS Core Nano
- Q-SYS Core 8 Flex

Connect QSC Core Series audio processors to your G7500 or Studio X50 systems using a USB-A or USB-C port.

When using this audio processor:

- Once connected to the system, the processor handles all audio.
- The video system's 3.5mm stereo input will remain active unless you select **Play to Far Sites, Mute Controller, Echo Cancelled** in Poly provider mode.
- You can't use speakers that aren't connected to the processor.
- The video system automatically disables its internal echo cancellation processing except in Zoom Rooms mode.

For more information on configuring audio settings on G7500, Studio X70, and Studio X50 systems, see “[Configuring Audio Settings](#)” in the *Poly Video Mode Administrator Guide* or the *Poly Partner Mode Administrator Guide*.

## **Partner App Updates**

Poly VideoOS 3.11.0 includes the following partner application feature updates:

- BlueJeans 2.3.0 includes support for:
  - Dual monitors
  - Breakout sessions
  - Out of meeting wireless screen shareFor more information, see the [BlueJeans website](#).

- Go To Meeting Room 1.161.3 includes support for:
  - HDMI ingest
  - Dual monitorsFor more information, see the [GoToMeeting website](#).

- RingCentral 22.1.10 includes support for:
  - HDMI ingest
  - Whiteboard
  - Film strip view
  - Emoji reactionsFor more information, see the [Ring Central website](#).

Poly VideoOS 3.11.0 includes the following partner application maintenance releases:

- Dialpad 1.005.0-7  
For more information, see the [Dialpad website](#).
- StarLeaf 4.7.6d1  
For more information, see the [StarLeaf website](#).

## **Digital Signage Provider App Updates**

Poly VideoOS 3.11.0 includes the following digital signage app updates:

- Appspace 2.45  
For more information, see the [Appspace website](#).
- Support for Raydiant Digital Signage  
For more information, see the [Raydiant website](#).

# 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 3.11.0.

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

System	Hardware Version	Supported Poly VideoOS Version
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 3.11.0:

- 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**.

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**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.

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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
3.11.0	April 2022	<ul style="list-style-type: none"> <li>• Support for Tencent Meeting Rooms (For customers in China)</li> <li>• Zoom OS and Management Updates</li> <li>• Support for Biamp USB audio products</li> <li>• Extended support for QSC USB audio products</li> <li>• Partner Apps Updates</li> <li>• Digital Signage Provider Updates</li> </ul>
3.10.0	March 2022	<ul style="list-style-type: none"> <li>• Updated Zoom Rooms Application</li> <li>• Updated Microsoft Teams Application</li> <li>• LLDP Supported in Microsoft Teams Mode</li> <li>• Speaker Framing Enhancements on Studio X30 and Studio X50 Systems</li> <li>• System Web Interface Camera Tracking Toggle</li> <li>• Support for Raydiant as a Digital Signage Provider</li> <li>• Tencent Rooms (Beta Only for Chinese market)</li> <li>• Updated Partner Apps</li> </ul>
3.9.1	January 2022	<ul style="list-style-type: none"> <li>• Fixes for G7500 systems and Studio E70 cameras connectivity issues</li> <li>• Factory Restore Partition Update to 3.9.1</li> </ul>
3.9.0	December 2021	<ul style="list-style-type: none"> <li>• Device Mode supported in Microsoft Teams mode on Poly StudioX30 and Poly Studio X50</li> <li>• HDMI video-only ingest supported in Microsoft Teams mode</li> <li>• Smart Gallery for Zoom now supported in X70 and E70</li> <li>• Provider Mode Command-Line API</li> <li>• Support for BlueJeans as a Video Conferencing Provider</li> <li>• Enhanced people detection</li> </ul>
3.8.0	November 2021	<ul style="list-style-type: none"> <li>• Attach Multiple Poly TC8 Controllers and Poly Trio C60 Phones to a System simultaneously</li> <li>• Hide Icons and PIP on the system monitor</li> <li>• Configure Wi-Fi Settings in Microsoft Teams Mode</li> <li>• Set Device Mode Idle Timeout</li> </ul>

## 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 Intra-Operability Matrix. View the Intra-Operability Matrix by selecting the slide-out menu (three vertical dots) located on the right side of the page.

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**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.

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## *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
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 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

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
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

Product	G7500	Studio X70	Studio X50	Studio X30
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
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 90.0.4430 and later
- Apple Safari 14 and later
- Mozilla Firefox 89 and later
- Microsoft Edge 91 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 3.11 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.

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**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.

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### 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
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.2
Polycom RealPresence Resource Manager, Virtual Edition	10.10.1
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 8500, and Poly Trio 8800	Poly VideoOS software 3.9.0 UC software 7.1.2
Polycom HDX 7006/8006/9006	3.1.14

<b>Product</b>	<b>Tested Versions</b>
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, Poly Trio 8500, and Poly Trio 8800	7.2.2.1095
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC software 7.2.2 RealPresence Group Series software 6.2.2.8
Poly Trio C60 with Polycom RealPresence Group Series	UC software 7.2.2 RealPresence Group Series software 6.2.2.8
Poly Trio Visual+	7.2.2.1094
Poly Trio VisualPro	UC software 7.2.2.1095 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

<b>Product</b>	<b>Tested Versions</b>
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

<b>Product</b>	<b>Tested Versions</b>
Poly EagleEye Cube USB	1.3.1
Polycom EagleEye Director II	2.2.3
Polycom EagleEye Producer	1.2.2

Product	Tested Versions
Polycom EagleEye IV USB	1.2.1
Polycom EagleEye USB Mini	9.0.23
Poly Studio E70 camera	1.21
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	3.11.0
Poly Lens	1.1.14
Polycom Content App	1.3.4.73535
Zoom Rooms	5.9.3 5.9.3 (TC8)
Microsoft Teams	1449/1.0.96.2022011305
BlueJeans	2.1.0.88
DialPad	v1.004.0-19-g828aca2
LogMeIn	1.65.2
RingCentral	21.4.20.064
StarLeaf	4.12.3

## Resolved Issues

This section identifies the issues resolved in this release.

### Resolved Issues

Category	Issue ID	Description
Application	EN-217624	On G7500 and Studio X system web interface, selecting the help icon opens an invalid URL.
Application	EN-217971	On Studio X50 and Studio X30 systems in Teams Mode, the TC8 controller only checks in with Intune at startup.
Application	EN-219534	On Studio X70 systems, remote monitoring controls aren't greyed out on the system web interface until you toggle tracking or refresh the system web interface.

Category	Issue ID	Description
Application	EN-220577	On a Studio X50 system in Poly Video mode, the system may reboot during a meeting when in Device Mode.
Application	EN-217085	G7500 systems may reboot during a conference call due to a codec crash.
Camera	EN-219227	On Poly G7500 systems, with Studio E70 speaker tracking is not consistent when the far side is speaking.
Configuration	EN-215819	On Studio X50 systems, intermittently selecting Device Mode on a TC8 causes the TC8 and the Studio X50 to freeze.
Configuration	EN-218231	On Studio X30 systems not running Poly Video mode, the system doesn't apply web proxy configuration from RPRM or Poly Lens.
Configuration	EN-219087	G7500 and Studio X Series systems randomly stop responding to SNMP polling until they're reprovisioned or rebooted.
Device Management	EN-208391	Poly Studio X systems don't send real-time call statistics to RPRM.
Device Management	EN-212350	Poly G7500 systems no longer report the current or new EagleEye IV USB camera software version.
Device Management	EN-215559	When <b>Save Logs to Internal Storage</b> is disabled, the system fails to delete the logs after writing them to an external USB storage device.
Device Management	EN-216165	When logging in to the system web interface, the number of failed attempts may incorrectly report as 0.
Device Management	EN-216430	On a G7500 system, the system doesn't update IP Table Microphone software when upgrading the system software.
Device Management	EN-218577	On G7500 systems, the system doesn't update a connected Studio E70 during a system update.
Network	EN-216781	When in a TCPWave managed DHCP environment, X Series intermittently stops sending DHCP renewals.
Partner Application	EN-220204	During a call on a Window-based Microsoft Teams Rooms system with a Studio E70 camera, an image from the previous call's video stream displays.
Partner Application	EN-216728	On Studio X50 and Studio X30 systems in Teams mode, the system inverts shared content on the near side.
Partner Application	EN-217518	Device Mode doesn't work on a G7500 system in Zoom mode with EagleEye Director II.
Partner Application	EN-218615	On Studio X50 and X30 systems in Teams mode, the system goes to sleep when you display HDMI content outside of a call.
Partner Application	EN-219879	On Studio X30 systems in Teams mode, TC8 loses pairing.
Peripherals	EN-221511	Mute does not sync with USB connected Q-SYS Core 8 Flex.

Category	Issue ID	Description
Peripherals	EN-212332	Poly G7500 systems on 3.4 and above don't recognize INOGENI 4K2USB3 camera input.
Peripherals	EN-212615	Poly G7500 systems configured with the Australia country code fail to properly negotiate HDMI EDID on the second monitor with Samsung DM82D when using 1920 x 1080p at 50Hz.
Peripherals	EN-216367	G7500 systems don't retain the custom naming of an EagleEye Director II camera after reboot.

## 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.
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-211978	On Studio X systems in Microsoft Teams mode, mute and unmute from a connected USB audio advice is not reflected.	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.	When using a microphone adapter, don't download logs during 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-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 <b>Power Frequency</b> don't change the setting.	Select the country in the system web interface.
Content Sharing	EN-222777	On a G7500 system screen sharing is blank when using Airplay.	Disable and enable Bluetooth in the system web interface.
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
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.
Partner Application	EN-216254	On a Studio X50 system in Teams mode, the Teams UI mute status is not synced when muting or unmuting from a Debut Mic or USB audio solution.	None

Peripherals	EN-222757	On a system connected to a Biamp TesiraForte AVG VT4 with a EXT-UBT expander, audio latency may be observed during a call.	None
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 <b>Camera</b> or <b>Settings</b> 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.
Provisioning	EN-132148	In RealPresence Resource Manager, you can't provision the <b>exchange.meeting.reminderInterval</b> parameter using these permitted configuration values: None, 1, 5, 10, 15, or 30.	Configure this feature using the <b>Meeting Reminder Time in Minutes</b> 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.
Video	EN-217558	On a G7500 or Studio X system, changing the resolution from 1080p to 2160p may cause the camera preview to no longer show the near-side camera view.	Return the resolution to 1080p or reboot the system.

# 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 3.11.0, 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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Poly  
345 Encinal Street  
Santa Cruz, California  
95060