



Poly VideoOS

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

Poly announces the release of Poly VideoOS 3.14.1 software. This Poly VideoOS software build also contains the following device software versions:

- Poly TC8 Controller 4.0
- 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 1.6.2

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What's New in This Release

Poly VideoOS 3.14.1 is a maintenance release and includes the following enhancements:

- [Device Mode AirPlay / Miracast Fix](#)
- [Intermittent Audio, Video, and Content Loss in Poly Video Mode Fix](#)
- [Poly TC8 Unable to Pair After System Upgrade Fix](#)
- [Poly Video Mode Audio Echo Fix](#)
- [Partner Application Updates](#)

Device Mode AirPlay / Miracast Fix

On Studio X systems, after exiting Device Mode the Airplay and Miracast options are no longer available on the TC8 Content Sharing screen. When this occurs, Miracast and AirPlay remain unavailable until you toggle Wireless Connectivity in the system web interface.

Intermittent Audio, Video, and Content Loss in Poly Video Mode Fix

This release includes a fix for the issue on Studio X systems in Poly Video mode causing intermittent audio, video and content sharing loss.

Poly TC8 Unable to Pair After System Upgrade Fix

This release includes a fix for the TC8 displaying the message “Checking for Room Controller. Please wait...” caused by the TC8 failing to pair after a system update.

Poly Video Mode Audio Echo Fix

This release includes a fix for the issue on Studio X series systems in Poly Video mode where the far side experiences echoes from near side audio.

Partner Application Updates

This release includes no partner application updates.

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.

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 3.14.1:

- If your system is managed by the Poly Zero Touch Onboarding (ZTO) service, don't downgrade. Contact your authorized Poly dealer for information.

- Before downgrading, 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
3.14.1	October 2022	<ul style="list-style-type: none"> • Device Mode AirPlay / Miracast Fix • Intermittent Audio, Video, and Content Loss in Poly Video Mode Fix • Poly TC8 Unable to Pair After Upgrade Fix • Poly Video Mode Audio Echo Fix
3.14.0	September 2022	<ul style="list-style-type: none"> • Camera Presets in Multicamera Environments • Default Camera Preset at Startup • G7500 with Studio E70 Connectivity Fixes • StarLeaf Will Be Removed as a Provider in a Future VideoOS Release

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
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, download the [Poly Intra-Operability Matrix](#).

Supported Peripherals and Applications

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

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.

Applications

Product	G7500	Studio X70	Studio X50	Studio X30
Polycom Content App (Poly Video only)	Yes	Yes	Yes	Yes
Microsoft Teams	No	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	Yes	Yes	Yes
Appspace	Yes	Yes	Yes	Yes
Raydiant	Yes	Yes	Yes	Yes
Tencent	Yes	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
Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Yes	Yes	Yes	Yes

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

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

USB Adapters

Product	G7500	Studio X70	Studio X50	Studio X30
UGreen USB to HDMI adapter (PN: 10937)	Yes	Yes	Yes	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 3.14.1 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 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

Product	Tested Versions
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 3.14.1
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
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	1.3.1-001267
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	1.6.2-260005
Poly Studio USB video bar	1.5.0.000896
Poly IP Table Microphone	3.0.0-1133
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.1-410139
Poly TC8	4.0.0-210881
Poly Lens	1.1.20
Polycom Content App	Current version

Partner Applications

Product	Tested Versions
Zoom Rooms	5.11.3.1619
Microsoft Teams	1449/1.0.96.2022090606
BlueJeans	2.7.0.138

Product	Tested Versions
DialPad	v1.009.1-0-g3940e42
LogMeIn	1.216.2
RingCentral	22.2.30.94
StarLeaf	4.7.6d1
Tencent	3.9.150

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Description
Audio	EN-233768	On Studio X50 and Studio X30 systems in Poly Video mode, the far end hears echoes during calls.
Audio	EN-233770	On Studio X50 systems in Poly Video mode, the far end hears echoes during Teams calls.
Connectivity	EN-234876	On Studio X systems, exiting Device Mode on the system causes Airplay and Miracast options to become unavailable from the TC8 Content Sharing Screen. When this issue occurs, Miracast and AirPlay remain unavailable until Wireless Connectivity is toggled in the system web interface.
Device Management	EN-234671	On a Poly TC8, after upgrading the system, the TC8 displays the message "Checking for Room Controller. Please wait...".
Device Management	EN-235578	On Studio X systems in Poly Video mode, intermittent loss of audio, video, and content sharing is experienced.

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-234538	On a G7500 or Studio X system with a connected EagleEye IV USB camera, the system doesn't boot up to Preset 1.	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 codec after reboot.	Reboot the system.
Camera	EN-233998	On a Studio G7500 or Studio X system in Device Mode with a connected Studio E70 camera, after saving a preset on the TC8 you can't toggle camera tracking on.	Change tracking settings in outside of Device Mode or use the system web interface.
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 takes priority over the built-in camera.	Log in to the system web interface and change the people camera to the preferred connected camera.
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.

Category	Issue ID	Description	Workaround
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.
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-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 an HDMI content cable while using Zoom Smart Gallery may result in the system displaying a message that the active camera isn't working.	Don't use Smart Gallery camera mode with G7500, E70 and HDMI In Content, use one of the other available camera modes like 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 (dnsDomainIs(host, "local.example.com")) function instead of an IP based (isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask")) 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-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 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 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-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.
Video	EN-234059	On a G7500 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.

System Constraints and Limitations

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

- [Bluetooth and IR Remote Control and Receiver](#)
- [Connecting USB Peripherals to the System](#)
- [Downgrading to VideoOS 3.11](#)
- [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](#)
- [Studio X70 Device Mode Reboot Loop](#)
- [Updating a System with Connected Peripherals](#)
- [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.

Connecting USB Peripherals to the System

While some cameras and peripherals can be hot plugged to the system, Poly advises that you connect all peripherals prior to powering on the system.

If you need to unplug a device or plug a new device in, power off the system, unplug or plug in the device, then power on the system.

Downgrading to VideoOS 3.11.0

To downgrade your system to VideoOS 3.11.0, Poly recommends first downgrading to VideoOS 3.12.0.

If you downgrade a system running VideoOS 3.14.0 or 3.13.0 directly to VideoOS 3.11.0, the system becomes stuck on the Poly splash screen. When this happens, the system web interphase displays the message “502 Bad Gateway”.

You can recover the system and downgrade to VideoOS 3.11.0 using one of the following methods:

Factory Restore and Then Downgrade The System

1. Factory restore the system.
See [Factory Restore the System](#) in the *Poly Video Mode Administrator Guide*.
2. Downgrade the system to VideoOS 3.12.0.
3. Reset system settings.
See [Reset System Settings](#) in the *Poly Video Mode Administrator Guide*.
4. Downgrade the system to VideoOS 3.11.0

Downgrade the System Using a USB Flash Drive

1. Download VideoOS 3.10 from the support site and save it to a FAT32 formatted USB flash drive.
For more information, see [Update Software Using a USB Flash Drive](#) in the *Poly Video Mode Administrator Guide*.
2. Connect the USB flash drive to a USB-A port on the system.
3. The system should automatically find the build and you to confirm installing VideoOS 3.10.0.
4. After the system downgrades to VideoOS 3.10.0 reset system settings.
See [Reset System Settings](#) in the *Poly Video Mode Administrator Guide*.
5. Update to VideoOS 3.11.0.

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 [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.

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](#).

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.

Secondary Camera Sleep Behavior

In a multi-camera setup, a secondary camera idle for five to ten minutes will enter sleep mode. The camera will enter sleep mode in or out of a call. Once you select the camera as primary, it will immediately wake and start streaming video.

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.

Studio X70 Device Mode Reboot Loop

On a Studio X70 system running VideoOS 3.9.1 or lower, enabling Device Mode causes the system to become stuck in a reboot loop.

If this happens, remove parameter `device.local.devicemode.enable="True"` from the provisioning profile, upgrade the Studio X70 to VideoOS 3.12.0 or later and then re-add the parameter

Updating Peripherals On a System in Sleep Mode

If you're updating your system on VideoOS 3.12.0 or earlier, make sure USB peripherals connected to your system are awake before updating the system. If the system initiates an update while it's in sleep mode, the peripherals will remain asleep and won't update.

VideoOS 3.13.0 introduced an update instructing the system to automatically wake peripherals before starting the update. Once you update to VideoOS 3.13.0 and later, you won't need to wake connected peripherals before updating the system.

You can wake the system and connected peripherals in a few ways, including:

- Locally in the room by tapping the room controller, tapping the touch screen, or pressing a button on a connected remote control
- Remotely by accessing the system web interface and going to **Diagnostics > Remote Monitoring**. Then go to **System Wake** and select **Wake the System**.

If your system updated without updating the peripherals, wake the system and run the update again. The system will look for new version of software for connected peripherals and perform the update.

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:

- In this release, Poly G7500 doesn't support Microsoft Teams.
- In this release, 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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