Poly Studio R30 USB Video Bar

Contents

What's New

This maintenance release includes important fixes for connection issues to the Poly Lens cloud and support for Zoom Rooms Speaker Focus mode.

- Poly Lens Cloud Connection Fix
- Support for Zoom Rooms Speaker Focus Mode

Poly Lens Cloud Connection Fix

This release includes a fix to deliver a more stable connection between the system and the Poly Lens cloud.

Support for Zoom Rooms Speaker Focus Mode

This release includes support for the Zoom Rooms camera control setting for Speaker Focus mode, which maps to Speaker Framing on Poly Studio R30.

Release History

This section lists the release history of Poly Studio R30.

Poly Studio R30 Release History

Release	Release Date	Features
2.1.1	February 2023	Poly Lens cloud connection fix and Zoom Rooms Speaker Focus mode
2.1.0	August 2022	People framing, conversation mode, and bug fixes
2.0.0	May 2022	Performance improvement and bug fix
1.0.0	February 2022	First release

Security Updates

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

Hardware Requirements

Poly Studio R30 only supports the USB cable that comes with Poly Studio R30, Poly Studio P15, or Poly Studio USB devices.

Note the following issues with USB connections:

- Using a third-party USB-C to USB-C cable may affect device performance, or your device may not work at all
- Using a third-party USB-C to USB-A adapter may affect video quality

Poly Studio R30 only supports 4K video in the following configuration:

- Software client or conferencing platform that supports 4K
- Monitor that supports 4K resolution
- USB 3.0 cable
- PC with 4K graphics and USB 3.0 port (if using software client)

Supported Operating Systems

Connect the Poly Studio R30 to computers with the following operating systems:

Supported Operating Systems for Poly Studio R30

Operating System	Version
Windows	Windows 11
	Windows 10
macOS	macOS 13
	macOS 12
	macOS 11
Chrome OS	87 or later

Products Tested with This Release

Poly tests Poly Studio R30 with a wide range of products. The following list isn't a complete inventory of compatible equipment. This list indicates products that are 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. Use Poly Lens Desktop version 1.1.19 or later for Poly Studio R30 device firmware updates.

Product	Tested Versions
Poly Lens	1.1.24
Polycom RealPresence Desktop	3.11.6
Google Meet	Current version
Microsoft Teams	1.6.0
Zoom	5.13.7

Resolved Issues

Resolved Issues

Category	Issue ID	Description
Device Management	EN-238495	The system doesn't maintain a stable connection to the Poly Lens cloud.
Provisioning	EN-238831	Creating a Certificate Signing Request in Poly Lens results in an empty 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	Found in Release	Description	Workaround
Bluetooth	EN-232105	2.0	Bluetooth pairing mode correctly times out after 2 minutes, but the LED continues flashing blue.	Wait 6 minutes for the LED to return to normal.
Video	EN-232106	2.0	When paired via Bluetooth, the device displays with a generic or unclear name.	Change the device name from the default.
Video	EN-231955	2.0	Windows Update receives the driver and immediately pushes a firmware update to the device. This might happen during normal business hours, and even during a call, if you set Windows Update settings incorrectly If you remove power before the update is complete, the device stays in Device Firmware Update (DFU) mode permanently.	Wait up to 8 minutes until the LED stops flashing amber and returns to white. This indicates the Device Firmware Update (DFU) is complete. If the device is still in DFU mode, factory restore the device or use Poly Lens Desktop to restore the device.

System Constraints and Limitations

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

Second Participant Display in Conversation Mode

When you use Poly Studio R30 in conversation mode, the system only displays the first participant in focus with a sharp image. The second participant displays as slightly out of focus.

Video Color Limitation

Color reproduction accuracy can vary based on environmental conditions and camera sensor capabilities.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the 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, Guides & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access extra 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. Improve 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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