



# Poly G200

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## What's New

Poly G200 1.2.0 includes the features and functionality of previous releases and includes the following new features.

### ***Poly Studio USB Video Bar Support***

Poly G200 1.2.0 supports the Poly Studio USB video bar as the system's camera, microphone, and speakerphone. You can configure the camera settings from the G200 system web interface.

The Poly Studio remote control can mute, answer, or end a call.

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**Note:** To avoid conflicts between peripherals, don't use Poly Studio with another USB camera or a headset.

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### ***HDMI as Camera Input (AVC only)***

You can configure the G200 camera settings to use the HDMI input as the video input and still share content from the Polycom Content App. You can also connect an HDCI camera to the HDMI port on your G200 system using the following accessories:

- Polycom RealPresence Digital Breakout, camera adapter (part number: 3820-68485-001)
- Polycom power supply (part number: 1465-52748-040)

The G200 system only accepts one type of video input. You can choose to use HDMI or USB on the **Camera Settings** page.

### ***Turning On/Off Camera Tracking from the Remote Control***

During a call, you can press the **Menu** button on the remote control to display the meeting control panel. From there, you can enable or disable the camera tracking feature.

### ***USB Headset Support***

You can use a wired or wireless USB headset for your system's audio input and output with Poly G200 1.2.0. Once enabled, the headset becomes the primary audio device of your G200 system.

Supported USB headsets:

- Plantronics Blackwire 3210 USB-A
- Plantronics Blackwire 3220 USB-A
- Plantronics Blackwire 5210 USB-A
- Plantronics Blackwire 5220 USB-A

- Plantronics Voyager 3200 UC
- Plantronics Voyager 4220 USB-A
- Plantronics Voyager 5200 UC
- Plantronics Voyager Focus UC Bluetooth
- Plantronics Voyager 6200 UC

## Performance Enhancement in SVC Mode

Poly G200 1.2.0 adopts SirenLPR-64 support in SVC mode for better network resiliency, as well as dynamic bandwidth detection and allocation of both downlink and uplink for better user experiences.

## More Display in SVC Meetings

You can choose how to display the participants' names in the meeting at **System Settings > Call Settings > Display Name**.

A name card displays when there's no video of a participant.

## Firewall or NAT Traversal

Poly G200 1.2.0 supports basic firewall or network address translation (NAT) traversal in SVC mode. Meeting participants behind or outside the firewall can join the same SVC call via the Poly RealPresence Clariti Ensemble server.

You can configure the ports at **Admin Settings > NAT Settings**.

## Release History

This following table lists the release history of Poly G200.

### Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i>   |
|----------------|---------------------|---|
| 1.2.0          | May 2020            | Support for Poly Studio<br>Support for HDMI as camera input<br>Camera tracking switch from the remote control<br>Support for USB headsets<br>Performance enhancement in SVC mode<br>More display options in SVC meetings<br>Firewall or NAT Traversal |
| 1.1.0          | January 2020        | Support of Poly EagleEye Cube USB camera<br>Content sharing from Polycom Content App in AVC mode  |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i>   |
|----------------|---------------------|---|
|                |                     | Provisioning enhancement<br>SVC conferencing and interoperability with Poly RealPresence Clariti Ensemble |
| 1.0.0          | September 2019      | Initial release   |

## Security Updates

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

## Supported Browsers

You can access the G200 system web interface with the following browsers:

- Google Chrome 79
- Apple Safari 13.0.4
- Microsoft Internet Explorer 11
- Mozilla Firefox 71.0

## Products Tested with This Release

Poly G200 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.

**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 Polycom Interoperability Matrix](#) to match product and software versions..

### Products Tested with This Release

| <i>Product</i>   | <i>AVC Tested Versions</i> | <i>SVC Tested Versions</i> |
|--|----------------------------|----------------------------|
| Polycom RealPresence Access Director                     | 4.2.5                      | N/A                        |
| Polycom RealPresence Distributed Media Application (DMA) | 10.0, 10.1                 | N/A                        |
| Polycom RealPresence DMA (edge configuration)            | 10.0                       | N/A                        |

| <i>Product</i>   | <i>AVC Tested Versions</i>       | <i>SVC Tested Versions</i> |
|--|----------------------------------|----------------------------|
| Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000     | 8.7.5, 8.8.0, 8.8.1              | N/A                        |
| Polycom RealPresence Collaboration Server, Virtual Edition         | 8.8.0                            | N/A                        |
| Polycom RealPresence Collaboration Server 2000/4000 with MPMx card | 8.5.13                           | N/A                        |
| Polycom VBP 7301 Series  | 14.8.10                          | N/A                        |
| Polycom HDX series   | 3.1.14                           | N/A                        |
| Polycom RealPresence Desktop                                       | 3.10.2                           | N/A                        |
| Polycom RealPresence Mobile  | 3.10.1 (Android)<br>3.11.1 (iOS) | N/A                        |
| Polycom RealPresence Group Series                                  | 6.2.1, 6.2.2                     | N/A                        |
| Polycom RealPresence Web Suite                                     | 2.2.2                            | N/A                        |
| HARMAN Media Suite   | 2.8.2                            | N/A                        |
| Poly RealPresence Clariti Ensemble                                 | N/A                              | 1.1.0                      |
| Poly EagleEye Cube USB camera                                      | 1.2.0                            | 1.2.0                      |
| Poly EagleEye Cube HDCI camera                                     | 1.0.1                            | N/A                        |
| Polycom EagleEye IV HDCI camera                                    | Group Series bundled             | N/A                        |
| Polycom EagleEye Mini USB camera                                   | 9.0.21                           | 9.0.21                     |
| Polycom Content App  | 1.3.2                            | N/A                        |
| Poly Studio X30/X50  | 3.2.0                            | N/A                        |
| Poly G7500   | 3.0.1                            | N/A                        |
| Poly Studio  | 1.3.0                            | 1.3.0                      |

## System Constraints and Limitations

This section provides information on constraints and limitations when using Poly G200 1.2.0.

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## ***Switching Between Monitor Modes***

Poly G200 doesn't support switching between monitor modes by hot swapping (or hot plugging) HDMI output. If you plug a monitor in or out during a call, the system may not work correctly. For example, the layout retains single-monitor mode even if you plug in a second monitor.

## ***Monitor Limitation***

To provide expected system performance, your monitor must have built-in speakers and support 1080p. For some monitors that don't support the Consumer Electronics Control (CEC) function, after you wake up the G200 system, use the monitor remote control to wake up the monitor manually.

## ***Content Limitation***

Poly G200 doesn't support H.263 content in H.323-based or SIP-based meetings. To avoid issues, Poly suggests setting the content protocol to H.264 only or enabling content transcoding in the conference template of your MCU or media application device.

## ***Single Camera Limitation***

Poly G200 only supports one USB camera at a time. If you connect two cameras to the G200 system, the video output may not work properly. If you experience video issues, you must unplug one camera and reboot the system.

## ***HDMI Video Input***

If you connect a camera via the HDMI port and configure it as the video input, you can't control the camera or change the camera's resolution. You may also need to reboot the system before the camera works properly.

## ***Video Color Limitation***

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

## ***Polycom RealPresence Mobile and Polycom RealPresence Desktop***

Poly G200 doesn't support SmartPairing with RealPresence Mobile or RealPresence Desktop.

## ***Resolved Issues***

The following table lists the resolved issues in Poly G200 1.2.0.

## Resolved Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i>  |
|-----------------|-----------------|-------------------------|---|
| Audio           | EN-159029       | 1.1.0                   | Sometimes if you plug in the expansion microphone during a call or an audio meter test, it doesn't pick up the audio.   |
| Camera          | EN-163897       | 1.1.0                   | During a call, if you connect an outdated camera, the system can't upgrade the camera after the call.   |
| Content         | EN-149372       | 1.0.0                   | In dual monitor mode, if you share 720p content then unplug the HDMI input and switch to 1080p content, the secondary monitor displays a black screen.  |
| Content         | EN-164060       | 1.1.0                   | In an encrypted SIP meeting, if someone shares content while you have shared content for more than 10 minutes, you see black screen instead of the newly sent content.  |
| Network         | EN-176363       | 1.1.0                   | Sometimes G200 disconnects itself from Zoom meetings.   |
| Provisioning    | EN-164114       | 1.1.0                   | In SVC mode, if you modify any settings on the <b>Call Settings</b> or <b>General</b> page of a provisioned G200 system, the provisioning status becomes unregistered.  |
| Software        | EN-148494       | 1.0.0                   | <p>When you change the local interface language using the system web interface, the following issues may happen:</p> <ul style="list-style-type: none"> <li>• The camera status shows as disconnected.</li> <li>• In dual monitor mode, the second monitor shows a black screen.</li> </ul> <p>In dual monitor mode, after you press the reset button, the screen doesn't show the remote control pairing page.</p> |
| Upgrade         | EN-148306       | 1.0.0                   | If you connect the EagleEye Mini USB camera with an outdated software version to a sleeping G200 system, the upgrade doesn't start automatically.   |
| Upgrade         | EN-148492       | 1.0.0                   | Occasionally, the upgrade process may get stuck at the reboot page.   |
| Video           | EN-148737       | 1.0.0                   | Sometimes during a P2P call between two G200 systems, the far end may see frozen video.   |
| Video           | EN-163193       | 1.1.0                   | Sometimes when the RealPresence Clariti Ensemble server is heavily loaded, the received video frame rate slumps and recovers in a few seconds.  |

## Known Issues

The following table lists known issues in this release.

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**Note:** These release notes do not provide a complete listing of all known issues that are included in 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.

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### Known Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i>   | <i>Workaround</i>  |
|-----------------|-----------------|--|--|
| Audio           | EN-147361       | When you use G200 with HDMI content sharing from a Mac and reboot the G200 system while the HDMI input cable is plugged in, the system audio switches to the Mac instead of the monitor.   | Reconnect the monitor's HDMI cable.  |
| Audio           | EN-161139       | If you locate the monitor with an EagleEye Cube camera in a huddle room with a glass wall at the opposite side of the camera, due to complex reflections of sound, the far end hears echoes in calls.  | Relocate the camera.   |
| Audio           | EN-171902       | During a meeting, if you play music near the microphone, the audio quality at the other end drops.   | Turn down the volume of the music.   |
| Calling         | EN-179315       | When using RealPresence Collaboration Server 2000 running software version 8.8.1 and you host a conference with a Chinese language name, RealPresence Collaboration Server fails to dial out to G200 systems for AVC calls.  | Do one of the following: <ul style="list-style-type: none"> <li>Rename the conference using an English name.</li> <li>Use the G200 system to dial in to the conference.</li> </ul> |
| Camera          | EN-157938       | Sometimes the local view is black when you use an EagleEye Cube USB camera.  | Reboot the camera. If the issue persists, reboot the G200 system.  |
| Content         | EN-147731       | If you use a third-party DP-HDMI cable connecting the G200 system to a Mac, the screen may not show content after waking up and reconnecting the power.  | Reboot the system.   |
| Content         | EN-148522       | If you send colorful Excel content in a meeting, the content may be blurry when you use the following resolution rates: <ul style="list-style-type: none"> <li>720p15 content with 512 Kbps content rate</li> <li>1080p15 content with 1024 Kbps content rate</li> </ul> | Wait one or two minutes until the content restores.  |
| Content         | EN-157200       | When you send 1080p and 720p content in a 3 × 3 layout during an SVC meeting, the content rate may not reach 30 fps.   | None.  |

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| <i>Category</i> | <i>Issue ID</i> | <i>Description</i>   | <i>Workaround</i>                   |
|-----------------|-----------------|--|-------------------------------------|
| Content         | EN-162536       | Sometimes the G200 system can't send content and the CVTX frame rate in <b>Call Statistics</b> is zero.  | Reboot the system.                  |
| Content         | EN-170719       | In an SVC call at 512 Kbps, when the far end shares content, you still see the video instead of the content.   | Raise the call speed.               |
| Monitor         | EN-138834       | Philips 220TS2LB monitors may not play audio from G200 correctly.  | Reconnect the monitor's HDMI cable. |
| Monitor         | EN-147744       | Samsung UA40HU5920J monitors can't wake up from sleeping.  | Reboot the monitor.                 |
| Monitor         | EN-148739       | In dual monitor mode, LG 42LD450C-CA monitors may not work as the second monitor after the G200 system wakes up from sleeping.   | Reconnect the monitor's HDMI cable. |
| Remote Control  | EN-163763       | Sometimes when the remote control stays idle or sleeps for a long time, it loses connection with the system.   | Re-pair the remote control.         |
| Video           | EN-161901       | In an AVC call using RealPresence Collaboration Server (RMX) 8.5, when you pause the video, the far end sees the last frame of the video instead of the muted video picture. | None.                               |
| Video           | EN-178544       | When connected with Poly Studio, the video sometimes shows a black screen.   | None.                               |
| Video           | EN-180375       | In an SVC call, some networks with heavy jitters may cause video to become stuck briefly.  | None.                               |

## 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 [Polycom 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](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

## Privacy Policy

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