



# Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

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## What's New

These release notes provide information on updates, features, and resolved and known issues for systems using Poly VideoOS software.

3.1.1-216125 includes the following feature:

- [Support for Zoom Rooms 5.0.2](#)

3.1.1-216109 includes the following features:

- [Studio X Family Certified Collaboration Bar for Microsoft Teams](#)
- [Native Interoperability with 8x8](#)
- [Adjust Studio X50 or Studio X30 Camera Lighting Based on Workspace](#)
- [Disable Poly Device Mode](#)
- [System Acceptlist](#)

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## ***Support for Zoom Rooms 5.0.2***

As of Poly VideoOS software 3.1.1-216125, G7500, Studio X50, and Studio X30 systems can use version 5.0.2 of the Zoom Rooms and Zoom Rooms Controller applications.

## ***Studio X Family Certified Collaboration Bars for Microsoft Teams***

Studio X50 and Studio X30 are now certified collaboration bars for Microsoft Teams.

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**Note:** A touchscreen or Poly Bluetooth Remote is required to complete initial setup in the local interface. Poly strongly recommends using the system web interface to complete initial setup.

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Use the following features and capabilities of your system when placing Microsoft Teams calls:

- Place and join Teams calls as soon as your system powers on, when registered with Poly Zero Touch Onboarding (ZTO)
- Control the system with the following devices:
  - Poly TC8 device
  - Poly Bluetooth Remote Control
  - Touch-enabled monitors
  - Poly Trio system (currently a sandbox feature for the Poly Trio C60, 8800, and 8500: requires Trio Software UCS 5.9.4 Rev AA)
- Optionally update system and application software using the Microsoft Teams admin center
- Poly recommends signing into Microsoft Teams with your Microsoft dedicated resource account (for shared/group deployments) instead of your personal account

## ***Enable Poly Trio Audio with Microsoft Teams***

Your paired Poly Trio system audio is disabled by default when running Microsoft Teams, but you can turn it on.

**To enable Poly Trio audio with Microsoft Teams:**

- 1 In the system web interface, go to **Audio/Video > Audio > General Audio Settings**.
- 2 Select the **Enable Poly Trio Audio (Speakers and Microphones)** check box.
- 3 Select **Continue** to confirm the system restart.

## ***Change Your Conferencing Provider***

You can change your conferencing provider using the system web interface.

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**Note:** Changing the conferencing provider causes a system reset. All settings return to default values, and the system deletes any saved information.

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**To change your conferencing provider:**

- 1 Write down your system's IP address and last six characters of the serial number. You must have this information to complete your setup.
  - a In the system web interface, go to **Dashboard > System Detail** and **Dashboard > Network Settings**.
- 2 Go to **General Settings > Provider**.
- 3 Select your provider.
- 4 Select **Save**.

The system resets, the administrator password reverts to the default (last six characters of the serial number), and nonfactory paired peripherals unpair.
- 5 Log in to the system web interface using the default administrator username and password (admin/<last six characters of the serial number>).
- 6 Change the administrator password and select **Next**.

If you aren't switching to Teams, your system restarts. If you're switching to Teams, go to the next step.
- 7 (Applies only to Teams) Select a language from the list and select **Reboot**.

The system restarts.

## ***Native Interoperability with 8x8***

Poly extends the interoperability of Studio X50 and Studio X30 systems to work with 8x8.

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**Note:** Only single-monitor setups are currently supported in 8x8 environments.

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Use the following features and capabilities of your system when placing 8x8 calls:

- Place and join 8x8 calls as soon as your system powers on, when registered with Poly Zero Touch Onboarding (ZTO)
- Control the system with the following device:
  - Poly TC8 device

## ***Adjust Studio X50 or Studio X30 Camera Lighting Based on Workspace***

Studio X50 or Studio X30 systems have predefined camera options to adjust the lighting based on the room environment.

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For example, the **Personal Mode** option is meant to automatically brighten the center of the camera image when you connect to calls from home, where you're more likely to appear in the middle of the screen.

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**Note:** If you use one of the predefined modes, you can still adjust individual camera settings (such as sharpness and brightness).

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#### To adjust Studio X50 or Studio X30 camera lighting based on workspace:

- 1 In the system web interface, go to **Audio/Video > Video Inputs**.
- 2 For your camera input, choose one of the following **Workspace Lighting** settings:
  - **Personal Mode:** Automatically adjusts the brightness for home offices, cubicles, or small-sized workspaces.
  - **Conference Mode:** Automatically adjusts brightness for conference rooms.
  - **Off**
- 3 Select **Save**.

## Disable Poly Device Mode

Poly Device Mode enables you to use the system as an external camera, microphone, and speaker for a USB-connected laptop. You can disable this option in the system's general settings.

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**Note:** Disabling Device Mode requires a system restart.

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#### To disable Device Mode:

- 1 In the system web interface, go to **General Settings > System Settings > Collaboration Tools**.
- 2 Clear the **Enable Device Mode** check box and select **Save**.

## System Acceptlist

The acceptlist allows access to your system web interface and SNMP ports only to IP addresses you specify. An acceptlist supports up to 30 addresses (in both IPv4 and IPv6 formats).

You must configure the acceptlist in the system web interface.

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**Note:** If your IP addresses are dynamically assigned, make sure the acceptlist is updated so those hosts can connect to your system.

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## Add an IP Address to the Acceptlist

You can add and edit specific IP addresses to an acceptlist for your system.

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**Warning:** Once you save the IP acceptlist, you can access the system web interface of only those devices on the list. If your current device isn't on the list you can't access the system web interface for that device. You may have to factory restore the system to regain access.

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#### To add an IP address to the acceptlist:

- 1 In the system web interface, go to **Security > Access**.
- 2 Select **Enable Acceptlist** (if it isn't selected).
- 3 Select **Edit Acceptlist**.
- 4 Select the address type: **IPv4** or **IPv6**.
- 5 In the **IP Address** field, enter the address of the system you want to add to the acceptlist.
- 6 Select **Add**.
- 7 Optional: Repeat steps 3 to 5 for the other IP addresses you want to add to the acceptlist.
- 8 Select **Save**.

## Delete IP Addresses from the Acceptlist

You can delete IP addresses from the acceptlist for your system.

#### To delete IP addresses from the acceptlist:

- 1 In the system web interface, go to **Security > Access**.
- 2 Select **Edit Acceptlist**.
- 3 Select the check box next to the IP addresses you want to delete and select **Remove**.

## Security Updates

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

## 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 3.1.1.

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.
- If your system uses a TC8 device, Poly strongly recommends updating your system to the latest release.

## Downgrading Software

Poly recommends the following if you want to downgrade from 3.1.1:

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

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**Caution:** When downgrading a system to version 3.1 or earlier, you must perform a system reset to access your system.

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See your system's [Poly Video Mode Administrator Guide](#) or [Poly Partner Mode Administrator Guide](#) for more information on how to downgrade.

## Version History

This following table lists the release history of the G7500, Studio X50, and Studio X30 systems.

### Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
3.1.1-216125	June 2020	<ul style="list-style-type: none"> <li>• Support for Zoom Rooms 5.0.2</li> </ul>
3.1.1-216121	June 2020	<ul style="list-style-type: none"> <li>• Fixes to audio issues and conference provider switching</li> </ul>
3.1.1-216109	June 2020	<ul style="list-style-type: none"> <li>• Studio X Family Certified Collaboration Bar for Microsoft Teams</li> <li>• Native Interoperability with 8x8</li> <li>• Adjust Studio X50 or Studio X30 Camera Lighting Based on Workspace</li> <li>• Disable Poly Device Mode</li> <li>• System Acceptlist</li> </ul>

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
3.1.0	May 2020	<ul style="list-style-type: none"> <li>• Support for Zoom Rooms 5.0</li> <li>• Native Interoperability with GoToRoom by LogMeIn</li> <li>• Pairing a Poly Trio System</li> <li>• Using the System as a Camera and Audio Peripheral</li> <li>• New Camera Tracking Option for Studio X Family</li> <li>• IPv6 Support</li> <li>• Security Banner</li> <li>• New Security Defaults</li> <li>• PKI Certificates for Poly TC8</li> <li>• 802.1X for TC8</li> <li>• System Audio Enhancements</li> <li>• Poly Lens Enhancements</li> <li>• Improving Picture Quality</li> <li>• Out of Office Sleep Settings</li> </ul>
3.0.2	February 2020	<ul style="list-style-type: none"> <li>• Fixes to audio issues during calls using Zoom Rooms</li> </ul>
3.0.1	February 2020	<ul style="list-style-type: none"> <li>• Poly Lens support</li> <li>• Studio X50 and Studio X30 camera enhancements</li> <li>• Studio X50 and Studio X30 audio enhancements</li> <li>• Using a TC8 behind a web proxy</li> </ul>
3.0.0	December 2019	<ul style="list-style-type: none"> <li>• Introducing the Poly Studio X50 and Poly Studio X30 systems</li> <li>• Introducing Poly Partner Mode</li> <li>• Poly interoperability with Zoom Rooms</li> <li>• Introducing the Poly TC8 device</li> <li>• Poly NoiseBlockAI</li> <li>• Documentation updates</li> </ul>
2.1.0	August 2019	<ul style="list-style-type: none"> <li>• Poly EagleEye Cube USB camera support</li> <li>• Persistent HDMI content</li> <li>• Comprehensive provisioning template</li> <li>• CEC support</li> <li>• H.460 on by default</li> <li>• Ability to configure wireless channels for Miracast-certified devices</li> <li>• Important sleep/wake fixes</li> <li>• UI updates</li> </ul>
2.0.0	May 2019	<ul style="list-style-type: none"> <li>• Introducing the Poly G7500 system</li> </ul>

# Language Support

The G7500, Studio X50, and Studio X30 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.

## Resolved Issues

The following table lists the resolved issues in this release of the G7500, Studio X50, and Studio X30 systems.

### Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Application	EN-180348	On initial conferencing provider switch, the system boots into Poly Video instead of the selected provider.
Audio	EN-180632	Audio quality is poor at the start of a Teams call or after taking a call off hold.
Peripherals	EN-173195	An EagleEye Cube USB camera loses its position (pan, tilt, and zoom) after the G7500 system goes to sleep.
Peripherals	EN-180332	Unable to progress past the Teams language selection screen when no TC8 is connected to the system.
User Interface	EN-180570	During initial setup, the <b>Set Up Your System</b> window doesn't close.



## Known Issues

The following table lists known issues in this release of the G7500, Studio X50, and Studio X30 systems.

**Note:** These release notes don't 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.

### 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.	When using a microphone adapter, don't download logs during a call.
Audio	EN-166415	Dialing out with RMX Manager to two video systems using M-Mode and mono audio results in SIP calls with poor audio quality.	Configure the systems to use stereo audio instead of mono.
Audio	EN-173373	You can't see the audio meter for paired Poly Trio microphones in the system web interface. This can occur after upgrading your system from 3.0.2 to 3.1.0. (You can see the Poly Trio audio meter on the local interface.)	Reset the system and pair the Poly Trio.
Audio	EN-177041	In calls processed by RealPresence Collaboration Server 1800, you can hear a ticking sound on a G7500 or Studio X50 system when you enable M-Mode and stereo.	Disable one of the following settings on your system: <ul style="list-style-type: none"> <li>• <b>Enable M-Mode</b></li> <li>• <b>Polycom StereoSurround</b></li> </ul>
Calling	EN-154858	You can place a Zoom call on a paired TC8 device while the video system's software is still updating, but the call disconnects once the update completes.	Wait until the video system finishes updating before placing calls on the TC8 device.
Calling	EN-174602	The TC8 device can't save camera presets for the far-site camera in a call.	None.
Call Management	EN-175808	Poly Studio X50 systems registered to a Polycom RealPresence DMA system fail to receive incoming SIP calls after being idle overnight.	Change the SIP <b>Transport Protocol</b> setting from <b>Auto</b> to <b>TLS</b> .
Content	EN-156868	In content shared through an HDMI connection, black text on a red background is blurry.	None.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Content	EN-173263	If you set the <b>Orientation</b> on a Studio X30 system to <b>Inverted</b> and keep an HDMI source always connected to share content, the near video may display upside down after you stop sharing HDMI content.	Do one of the following: <ul style="list-style-type: none"> <li>• Disconnect the HDMI source.</li> <li>• Stop and restart your camera.</li> </ul>
Content	EN-160065	The screen mirroring options remain live in the system web interface even though someone is sharing content. Modifying the settings while sharing content can cause problems. For example, if you disable AirPlay while someone's sharing content from their AirPlay-certified device, the content drops.	Don't modify screen mirroring options during a content session.
Device Management	EN-140507	When the G7500 system is sleeping, EagleEye Cube USB camera information doesn't display in the system web interface.	None.
Device Management	EN-145107	You can create a name for your EagleEye Cube USB camera in the Polycom Companion application that's up to 60 characters long, but the G7500 system web interface cuts off the name after 32 characters.	Use a camera name that isn't longer than 32 characters.
Directories	EN-144594	When uploading contacts from an XML file, the system doesn't display more than one contact with the same name even if the <code>uniqueid</code> attribute is different.	Create contacts with unique names.
Hardware	EN-136674	On your G7500 system, unplugging a Poly IP Table Microphone from the first link-local network (LLN) port and plugging it back in causes any other connected table microphones to stop working.	Restart the system after unplugging the table microphone.
Hardware	EN-140535	Rapidly disconnecting and reconnecting an EagleEye Cube USB camera may cause the system to crash.	None.
Hardware	EN-145997	Swapping a 4K monitor for a 1080p monitor while your system is asleep results in losing the monitor signal.	Restart the system.
Hardware	EN-165611	After initial system setup with a connected EagleEye Cube USB camera, the local video doesn't display correctly.	Restart the system.
Hardware	EN-173607	If you connect a USB monitor with a built-in webcam, your video preview doesn't display and the <b>Input Format</b> in the system web interface displays <b>USB</b> .	Don't connect a USB monitor with a built-in webcam to your system.

Category	Issue ID	Description	Workaround
Installation	EN-164564	During system setup, a Studio X50 or Studio X30 system may take up to 4 minutes to find and pair with a TC8 device purchased at the same time. Once paired, you can select a conferencing application (Poly Video Mode or Partner Mode using Zoom Rooms).	None.
Network	EN-143744	If your system's VLAN changes, your connected IP microphones show as <b>Disconnected</b> .	Restart the system.
Network	EN-175519	The system can't reconnect to the network and fails on startup after connecting LAN cables in network environments where the DHCP lease time is set to <b>Forever</b> .	On your network, set the DHCP lease time to a value other than <b>Forever</b> .
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-172144	Poly TC8 doesn't display under the <b>Available Devices</b> list in the system web interface and the TC8 local device interface displays a <code>Waiting for Pairing</code> message.	Reset the TC8 device.
Peripherals	EN-178323	Enabling Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30.	Disable Device Mode.
Provisioning	EN-132148	In RealPresence Resource Manager, you can't provision the <code>exchange.meeting.reminderInterval</code> parameter using these permitted configuration values: <code>None</code> , <code>1</code> , <code>5</code> , <code>10</code> , <code>15</code> , or <code>30</code> .	Configure this feature using the <b>Meeting Reminder Time in Minutes</b> setting in the system web interface.
Provisioning	EN-157566	The <code>cast.miracast.enforcepin</code> parameter isn't included in the template configuration file you can download from the system.	None.
Software Update	EN-168821	You can't update software with a USB flash drive when the system is in Partner Mode.	Do the following if your system lets you choose a conferencing provider during setup: <ol style="list-style-type: none"> <li>1. Reset your system and select <b>Poly</b> during setup.</li> <li>2. Update the system with a USB flash drive.</li> <li>3. Reset your system again and select your usual provider.</li> </ol>

Category	Issue ID	Description	Workaround
User Interface	EN-132836	In the system web interface, you can't configure 802.1p/Q settings.	Select <b>Enable 802.1p/Q</b> and select <b>Save</b> . The related settings become configurable.
User Interface	EN-155417	Changing the <b>Time Server</b> setting in the system web interface from <b>Auto</b> to <b>Off</b> and back to <b>Auto</b> causes the time to desync between your system and the TC8 device.	Wait 30 minutes or restart your TC8.
User Interface	EN-154200	When in Poly Partner Mode, the G7500, Studio X50, and Studio X30 system web interface <b>Home Screen</b> settings don't work.	None.
User Interface	EN-162421	On the Studio X50 and Studio X30 local interface, the system hangs on the <b>Discovering Network</b> screen after you factory restore the system.	Verify the system has a network connection before factory restoring the system.
User Interface	EN-176429	If you set the second <b>Configure Monitor</b> setting to <b>Off</b> on a G7500 or Studio X50 system running Teams, the system changes the first monitor output to 4K and the user interface doesn't display properly.	Don't set the second <b>Configure Monitor</b> setting to <b>Off</b> when using Teams as the conferencing partner.
Video	EN-133617	You may see distorted color in a RealPresence Collaboration Server–hosted call.	Do one of the following: <ul style="list-style-type: none"> <li>Update RealPresence Collaboration Server to 8.8.0.3 or later.</li> <li>In the system web interface, go to the <b>Network Quality</b> page, turn off <b>Enable Lost Packet Recovery</b>, and turn on <b>Dynamic Bandwidth</b>.</li> </ul>

## System Constraints and Limitations

This section provides information on constraints and limitations when using G7500, Studio X50, or Studio X30 systems.

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**Note:** Constraints and limitations apply to all systems unless noted otherwise.

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## ***Using the System as a Camera and Audio Peripheral***

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode:

- Poly Trio systems:
  - When you pair a Trio 8500 or Trio 8800 system, Device Mode works only in Poly Video Mode.
  - When you pair a Trio C60 system, Device Mode works in Poly Video Mode or Partner Mode (when using Zoom).
- System and connected microphone LEDs don't indicate you're muted if you mute using RealPresence Desktop.

## ***Microsoft Teams***

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

- You can't use Teams with a G7500 system.
- You can use only one monitor.
- You can't use your system's HDMI input to share content.
- You can't use your system as an external camera, microphone, and speaker for your laptop in Device Mode.

## ***Secondary Wi-Fi Network in Partner Mode***

You may see the **Wi-Fi Network** menu in the system web interface after switching from Poly Video Mode to Partner Mode. Disable the secondary Wi-Fi network when the system is in Partner Mode.

## ***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.

## ***Master Audio Volume in Partner Mode***

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

## ***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 supports only one directly connected camera at a time. For example, you can't connect both an HDCI camera and an EagleEye Cube USB camera.

- 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 with the system, do one of the following to update the camera firmware to at least version 1.1.0-827:
  - 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 HDCI Digital Camera Cable (10 m)***

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.

## ***HDMI Input for Content Only***

You can use the HDMI input on your system for a content source only. You can't connect a people video (camera) source to the HDMI input port.

## ***Polycom Content App***

Since the system uses a minimum of TLS 1.2 by default, it's recommended that you install Polycom Content App for Windows 1.3.1 or later to avoid issues connecting the client with the system.

Content App for Mac doesn't currently support TLS 1.2. If you need to use this client, you must configure your system to support a minimum of TLS 1.1.

## ***Miracast-Certified Devices***

Note the following when using Miracast-certified devices with the system:

- Windows devices only require a security code during the first attempt to connect to the G7500 system. If you can't connect, you may need to remove the system from your device connection list and try again.
- 4K content sharing isn't supported.
- To confirm you have a Miracast-certified device, search for your device on the [Wi-Fi Alliance website](#).

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## ***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 disc player, DVD player, or similar device.

## ***Studio X50 3.5 mm Audio***

The 3.5 mm audio input and output ports on Studio X50 systems aren't currently supported. They are reserved for future use.

## ***Poly Microphone IP Adapter***

Note the following audio limitations when using the microphone adapter with your G7500 system:

- Polycom Acoustic Fence technology isn't supported.
- The RealPresence Group Series microphone array configuration uses stereo audio by default, but the microphone adapter supports only mono mode.

## ***Checking Factory Restore Progress***

When you factory restore your G7500 or Studio X50 system, you can only see the restore progress on a display connected to the secondary monitor HDMI output port.

If you have just one monitor and want to view the restore progress, plug your monitor into the secondary port.

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**Note:** You can't see the restore progress for a Studio X30 system because it has only one monitor connection.

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## ***Calibrating the EagleEye Producer***

You currently can't calibrate an EagleEye Producer camera connected to your G7500 system for group framing.

## ***Remote Logging and TLS***

When your system sends logs to a remote logging server, it may use a version of TLS that you configured your system not to use. This happens because your system sends logs using the TLS version configured on your remote logging server.

For example, if you set your system's minimum version of TLS to 1.2, but the server only uses TLS 1.0, it still receives the logs.

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## ***802.1X in IPv6 Environments***

In IPv6 environments, video systems and TC8 devices don't support 802.1x authentication. 802.1x is supported only for IPv4 networks.

## ***Web Proxies***

Note the following limitations when using a web proxy with your system:

- [Secure Media Streams](#)
- [TC8 and WPAD](#)

## **Secure Media Streams**

Media streams (audio, video, and content) over HTTPS aren't supported.

## **TC8 and WPAD**

A TC8 device can't communicate through a web proxy if the paired video system is downloading the required proxy-auto configuration (PAC) file using the web proxy auto-discovery protocol (WPAD).

## ***Sharing Content with RealPresence Desktop***

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

## ***Video Color***

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

## **Interoperability**

This section includes supported peripherals and products tested with this release.

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**Note:** Peripherals are supported in Poly Video Mode and Poly Partner Mode unless noted otherwise.

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## ***Supported G7500 Peripherals and Applications***

G7500 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Trio 8500, and Trio 8800
- Poly IP Table Microphone



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- Poly IP Ceiling Microphone
  - Poly Microphone IP Adapter
  - Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)
  - Polycom SoundStructure accessory (with microphone adapter connection)
  - Polycom Stereo Speaker Kit
  - Shure IntelliMix P300 audio conferencing processor
  - Poly EagleEye Cube USB camera
  - Polycom EagleEye IV camera
  - Polycom EagleEye Director II camera (HDCI connections only)
  - Polycom EagleEye Producer camera
  - Polycom EagleEye Digital Extender
  - Poly Bluetooth Remote Control
  - Polycom Content App (Poly Video Mode only)
  - Zoom Rooms
  - GoToRoom by LogMeIn
  - 8x8

## ***Supported Studio X50 Peripherals and Applications***

Studio X50 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Trio 8500, and Trio 8800
- Polycom RealPresence Debut expansion microphone
- Shure IntelliMix P300 audio conferencing processor
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- 8x8

## ***Supported Studio X30 Peripherals and Applications***

Studio X30 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Trio 8500, and Trio 8800
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video Mode only)

- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- 8x8

## Supported Browsers

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

- Google Chrome 46.0.2490.86 and later
- Apple Safari 9 and later
- Mozilla Firefox 42.0 and later
- Microsoft Edge 17 and later

## Products Tested with This Release

The G7500, Studio X50, and Studio X30 systems are tested extensively with a wide range of products. The following list is not 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 Polycom Interoperability Matrix](#) to match product and software versions.

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

<i>Product</i>	<i>Tested Versions</i>
Poly One Touch Dial Service	Current version
Poly RealConnect Service	Current version
Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition	8.8.1 8.9.0
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.0.0
Polycom RealPresence Resource Manager, Virtual Edition	10.8.0
Polycom RealPresence Media Suite	2.8.2
Cisco Telepresence Video Communication Server	X12.5.7

**Poly Endpoints**

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Group Series	6.2.2.2
Poly G200	1.1.0
Poly G7500, Studio X50, and Studio X30 with Poly Trio 8500, Trio 8800, and C60	Poly VideoOS software 3.1.1 UC software 5.9.3
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.10.3
Polycom RealPresence Desktop for Mac	3.10.3
Polycom RealPresence Mobile for Apple iOS	3.11.1
Polycom RealPresence Mobile for Android	3.10.1
Poly Trio 8500, Trio 8800, and C60	5.9.3
Poly Trio 8500 and Trio 8800 with Polycom RealPresence Group Series	UC software 5.9.3 RealPresence Group Series software 6.2.2.2
Poly Trio Visual+	5.9.2
Poly Trio VisualPro	UC software 5.9.2 RealPresence Group Series software 6.2.2.2
Polycom RealPresence Debut	1.3.3
Poly VVX 450/501/601	5.9.5.0614 6.2.0.4023

**Third-Party Endpoints**

<i>Product</i>	<i>Tested Versions</i>
Cisco C90, C40, and C20	TC7.3.21.6ac6d47
Cisco SX80, SX20, and SX10	CE9.9.3 950ff1628bb
Avaya Scopia XT7000 and XT5000	v9_2_0_215
Huawei TE40 and TX50	6.10.0
Huawei DP-300	2.00.b00
LifeSize ICON 450/600/800i	3.4.0(2268)

## Peripherals and Applications

<i>Product</i>	<i>Tested Versions</i>
Poly EagleEye Cube USB	1.1.1
Polycom EagleEye Director II	2.2.0.39
Polycom EagleEye Producer	1.2.2.2
Poly IP Table Microphone	2.0.0
Poly IP Ceiling Microphone	2.0.0
Poly Lens	Current version
Poly Microphone IP Adapter	3.0.0
Poly TC8	3.1.1
Polycom Content App	1.3.2
Zoom Rooms	5.0
GoToRoom by LogMeIn	1.0.69

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

## 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 Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- 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 [Polycom 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 [Polycom 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.

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Plantronics, Inc. (Plantronics + Polycom, Now together as Poly)

345 Encinal Street

Santa Cruz, California

95060

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