Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

Poly announces the release of Poly VideoOS software 3.2.0. The Poly VideoOS software build contains the following device software versions:

- Poly TC8 3.2.0
- Poly Microphone IP Adapter 3.0.0
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB Camera 1.3.0

Contents

What’s New ......................................................................................................................................................... 1
Security Updates .................................................................................................................................................. 5
Installation ......................................................................................................................................................... 5
Version History .................................................................................................................................................. 5
Language Support .............................................................................................................................................. 7
Resolved Issues ................................................................................................................................................ 8
Known Issues .................................................................................................................................................... 9
System Constraints and Limitations ................................................................................................................ 12
Interoperability ................................................................................................................................................ 16
Get Help .......................................................................................................................................................... 20
Copyright and Trademark Information ............................................................................................................. 21

What’s New

These release notes provide information on updates, features, and resolved and known issues for systems using Poly VideoOS software with Poly G7500, Poly Studio X50, and Poly Studio X30.

3.2.0 includes the following features:

- Support for Zoom Rooms 5.1.2
Poly G7500, Studio X50, and Studio X30 Release Notes

Poly VideoOS 3.2.0

- Native Interoperability with StarLeaf
- Native Interoperability with RingCentral Rooms
- Multicamera Support
- USB Camera Support
- Limit Maximum Camera Digital Zoom
- Reset Camera Settings to Defaults
- Configuring HDMI Input as a People Source
- 3.5 mm Audio Output on Studio X50
- TC8 Web Proxy Enhancements
- Updating TC8 Software Using a USB Flash Drive
- Automatic Software Updates
- Default Logging Level
- Provisioning Your System with Poly Lens
- Device Mode Provisioning Parameter

Support for Zoom Rooms 5.1.2

Poly VideoOS software 3.2.0 supports version 5.1.2 of the Zoom Rooms and Zoom Rooms Controller applications for G7500, Studio X50, and Studio X30 systems.

Native Interoperability with StarLeaf

Poly extends the interoperability of G7500, Studio X50, and Studio X30 systems to work with StarLeaf. With Poly Zero Touch Onboarding (ZTO), you can place and join StarLeaf calls as soon as your system powers on.

Note: You can use StarLeaf only in single-monitor setups.

Native Interoperability with RingCentral Rooms

Poly extends the interoperability of Studio X50 and Studio X30 systems to work with RingCentral Rooms (RCV Rooms). The RCV Rooms software is currently a beta release. With Poly Zero Touch Onboarding (ZTO), you can place and join RCV Rooms calls as soon as your system powers on.

Note: You can use RCV Rooms only in single-monitor setups.
Multicamera Support

Poly Video Mode on G7500 and Studio X50 systems support multiple attached cameras. When you attach a camera to your G7500 or Studio X50 system, you can select the active near-end camera in or out of a call.

You can connect a maximum of five cameras to your G7500 system and a maximum of three cameras to your Studio X50 system.

USB Camera Support

You can connect a supported USB camera to your G7500 or Studio X50 system to use as a primary or secondary camera.

Poly supports the following USB cameras with this release:

- Poly EagleEye Cube USB camera
- Poly Studio USB video bar
- Polycom EagleEye IV USB camera
- Polycom EagleEye Mini USB camera

Using the Poly Studio USB Video Bar Microphone and Speakers

With your system, you can use the Poly Studio USB video bar as a microphone and speakers if you don’t connect other microphones or speakers to the system.

Note the following when using the Poly Studio USB video bar:

- You must enable USB audio in the G7500 or Studio X50 system web interface to use the Poly Studio USB video bar microphone and speakers.
- Using the Poly Studio USB video bar microphone and speakers with a Studio X50 system disables the Studio X50 built-in microphones and speakers.

Limit Maximum Camera Digital Zoom

By default, Studio X50 and Studio X30 systems limit the maximum camera digital zoom to 3x. This prevents your camera from going beyond digital zoom limits that may reduce video quality. Configure this setting in the system web interface.

Reset Camera Settings to Defaults

After changing camera settings, you can quickly reset all camera settings to the default configuration in the system web interface.
**Configuring HDMI Input as a People Source**

You can configure the HDMI input as a people source in Poly Video Mode. You can configure the HDMI input in or out of a call. This feature isn’t available on Studio X30 systems.

Configuring the HDMI input as a people source lets you take full advantage of the available transmit bandwidth to increase the video quality of the HDMI input. When using the HDMI input as a people source, you lose the annotation tools normally available to you in a content sharing session.

**3.5 mm Audio Output on Studio X50**

You can now configure the Studio X50 to use its 3.5 mm audio port for audio output.

**TC8 Web Proxy Enhancements**

TC8 devices can communicate with an external cloud service from behind a web proxy. No extra setup is required; the device uses the web proxy information configured on your paired video system.

TC8 devices communicate through a web proxy if the paired video system downloads the required proxy-auto configuration (PAC) file using the web proxy auto-discovery protocol (WPAD). They can also use the Digest NTLM authentication methods that the paired system uses.

**Updating TC8 Software with a USB Flash Drive**

You can update a connected TC8 device using a USB flash drive connected to your video system.

**Automatic Software Updates**

Automatic software updates are now enabled by default for all conferencing applications except Microsoft Teams and Zoom. By default, your system automatically updates between 1:00 a.m. and 5:00 a.m.

**Default Logging Level**

In Poly VideoOS software 3.2.0, the default logging level is now set to Critical. Poly doesn’t recommend setting the log level to Debug, Info, or Warning. Poly recommends that you enable automatic transfer of logs to a USB flash drive or enable remote logging.

**Provisioning Your System with Poly Lens**

You can provision your system using Poly Lens. Configure your system to use Poly Cloud as the provisioning server type on your system and complete provisioning using the associated Poly Lens account.

See the Poly Lens help documentation for information on configuring the server for provisioning.
Device Mode Provisioning Parameter

You can enable or disable Device Mode using the following provisioning parameter:

\texttt{device.local.deviceMode.enable}

Enables device mode on your system.

- True (default)
- False

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 3.2.0.

You can install updates a few different ways. See your system's Poly Video Mode Administrator Guide or Poly Partner Mode Administrator Guide for more information.

Some notes on software updates:

- If you use Zoom Rooms as your primary conferencing application, Poly recommends regularly updating your system in the Zoom Admin Portal.
- 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 version 3.2.0:

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

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

<table>
<thead>
<tr>
<th>Release</th>
<th>Release Date</th>
<th>Features</th>
</tr>
</thead>
</table>
| 3.2.0   | August 2020  | - Support for Zoom Rooms 5.1.0  
- Native Interoperability with StarLeaf  
- Native Interoperability with RingCentral Rooms  
- Multicamera Support  
- USB Camera Support  
- Limit Maximum Camera Digital Zoom  
- Reset Camera Settings to Defaults  
- Configuring HDMI Input as a People Source  
- 3.5 mm Audio Output on Studio X50  
- TC8 Web Proxy Enhancements  
- Updating TC8 Software Using a USB Flash Drive  
- Automatic Software Updates  
- Default Logging Level  
- Provisioning Your System with Poly Lens  
- Device Mode Provisioning Parameter |
| 3.1.3   | July 2020    | - Camera enhancements |
| 3.1.1-216125 | June 2020  | - Support for Zoom Rooms 5.0.2 |
| 3.1.1-216122 | June 2020  | - Fixes to audio issues and conference provider switching |
| 3.1.1-216109 | June 2020  | - 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 |
3.1.0 May 2020
- Support for Zoom Rooms 5.0
- Native Interoperability with GoToRoom by LogMeIn
- Pairing a Poly Trio System
- Using the System as a Camera and Audio Peripheral
- New Camera Tracking Option for Studio X Family
- IPv6 Support
- Security Banner
- New Security Defaults
- PKI Certificates for Poly TC8
- 802.1X for TC8
- System Audio Enhancements
- Poly Lens Enhancements
- Improving Picture Quality
- Out of Office Sleep Settings

3.0.2 February 2020
- Fixes to audio issues during calls using Zoom Rooms

3.0.1 February 2020
- Poly Lens support
- Studio X50 and Studio X30 camera enhancements
- Studio X50 and Studio X30 audio enhancements
- Using a TC8 behind a web proxy

3.0.0 December 2019
- Introducing the Poly Studio X50 and Poly Studio X30 systems
- Introducing Poly Partner Mode
- Poly interoperability with Zoom Rooms
- Introducing the Poly TC8 device
- Poly NoiseBlockAI
- Documentation updates

2.1.0 August 2019
- Poly EagleEye Cube USB camera support
- Persistent HDMI content
- Comprehensive provisioning template
- CEC support
- H.460 on by default
- Ability to configure wireless channels for Miracast-certified devices
- Important sleep/wake fixes
- UI updates

2.0.0 May 2019
- Introducing the Poly G7500 system

Language Support

G7500, Studio X50, and Studio X30 systems support the following languages in Poly Video Mode:
- Arabic
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.

**Resolved Issues**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issue ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio</td>
<td>EN-166415</td>
<td>Dialing out with RMX Manager to two video systems using M-Mode and mono audio results in SIP calls with poor audio quality.</td>
</tr>
<tr>
<td>Calling</td>
<td>EN-154858</td>
<td>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.</td>
</tr>
<tr>
<td>Calling</td>
<td>EN-174602</td>
<td>The TC8 device can't save camera presets for the far-site camera in a call.</td>
</tr>
<tr>
<td>Call Management</td>
<td>EN-175808</td>
<td>Studio X50 systems registered to a Polycom RealPresence DMA system fail to receive incoming SIP calls after being idle overnight.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-160065</td>
<td>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.</td>
</tr>
<tr>
<td>Device Management</td>
<td>EN-140507</td>
<td>When the G7500 system is sleeping, EagleEye Cube USB camera information doesn't display in the system web interface.</td>
</tr>
<tr>
<td>Category</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-136674</td>
<td>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.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-140535</td>
<td>Rapidly disconnecting and reconnecting an EagleEye Cube USB camera may cause the system to crash.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-165611</td>
<td>After initial system setup with a connected EagleEye Cube USB camera, the local video doesn't display correctly.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-173607</td>
<td>If you connect a USB monitor with a built-in webcam, your video preview doesn’t display and the <strong>Input Format</strong> in the system web interface displays <strong>USB</strong>.</td>
</tr>
<tr>
<td>Installation</td>
<td>EN-164564</td>
<td>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).</td>
</tr>
<tr>
<td>Network</td>
<td>EN-143744</td>
<td>If your system's VLAN changes, your connected IP microphones show as <strong>Disconnected</strong>.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-175519</td>
<td>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 <strong>Forever</strong>.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-172144</td>
<td>Poly TC8 doesn’t display under the <strong>Available Devices</strong> list in the system web interface and the TC8 local device interface displays a <strong>Waiting for Pairing</strong> message.</td>
</tr>
<tr>
<td>Software Update</td>
<td>EN-168821</td>
<td>You can’t update software with a USB flash drive when the system is in Partner Mode.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-154200</td>
<td>When in Poly Partner Mode, the G7500, Studio X50, and Studio X30 system web interface <strong>Home Screen</strong> settings don’t work.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-155417</td>
<td>Changing the <strong>Time Server</strong> setting in the system web interface from <strong>Auto to Off</strong> and back to <strong>Auto</strong> causes the time to desync between your system and the TC8 device.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-176429</td>
<td>If you set the second <strong>Configure Monitor</strong> setting to <strong>Off</strong> 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.</td>
</tr>
</tbody>
</table>

**Known Issues**

The following table lists known issues in this release.

**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

<table>
<thead>
<tr>
<th>Category</th>
<th>Issue ID</th>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio</td>
<td>EN-119155</td>
<td>Downloading logs during a call temporarily disconnects the Poly Microphone IP Adapter, resulting in a loss of audio on the far end.</td>
<td>When using a microphone adapter, don't download logs during a call.</td>
</tr>
<tr>
<td>Audio</td>
<td>EN-173373</td>
<td>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.)</td>
<td>Reset the system and pair the Poly Trio.</td>
</tr>
</tbody>
</table>
| 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:  
  • Enable M-Mode  
  • Polycosm StereoSurround |
| Audio               | EN-184268  | When using a Trio C60 as an audio device in Poly Video Mode, the audio distorts when using Device Mode for an extended period of time. | Stop and restart Device Mode. |
| Calling             | EN-184614  | If you enable the **Auto Answer Point-to-Point Call** setting, the system automatically answers incoming calls (with audio) that come in while you’re already in a call. | Configure the **Auto Answer Point-to-Point Call** setting to **Do Not Disturb** or **No**. |
| Content             | EN-156868  | In content shared through an HDMI connection, black text on a red background is blurry. | None. |
| Content             | EN-173263  | If you set the **Orientation** on a Studio X30 system to **Inverted** 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:  
  • Disconnect the HDMI source.  
  • Stop and restart your camera. |
<p>| 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 <strong>uniqueid</strong> attribute is different. | Create contacts with unique names. |
| 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. |</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>ID</th>
<th>Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network</td>
<td>EN-182303</td>
<td>When your conferencing provider is set to Partner Mode, the system enables wireless connectivity. You can’t disable the <strong>Enable Wireless Connectivity</strong> setting in the system web interface.</td>
<td>To disable this setting you set the <code>device.wifi.enable</code> configuration setting via Poly Lens or RealPresence Resource Manager.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-154642</td>
<td>Recent call history still displays on the TC8 device after you clear recent calls in the paired video system web interface.</td>
<td>Unpair then pair the TC8 device to clear the recent call list.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-178323</td>
<td>Entering Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30.</td>
<td>Exit Device Mode.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-179484</td>
<td>If you use a Shure microphone in Microsoft Teams mode, you can’t unmute a Studio X50 or Studio X30 system using the microphone. You can mute the Studio X50 or Studio X30 system through the user interface, but the local interface still shows the Shure microphone as unmuted.</td>
<td>None.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-181948</td>
<td>When you change cameras on your system, the G7500 system web interface doesn’t automatically update and display the correct camera model.</td>
<td>Refresh the web browser window.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-183942</td>
<td>When connecting an EagleEye IV USB camera to the system, panning and tilting the camera view can be slower than expected.</td>
<td>None.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-185265</td>
<td>When you perform a factory restore when your system is running RingCentral Rooms, you are unable to sign in to RingCentral Rooms using a TC8 after the system restarts.</td>
<td>Perform a system update and verify the system and TC8 are running the same software version.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-132148</td>
<td>In RealPresence Resource Manager, you can’t provision the <code>exchange.meeting.reminderInterval</code> parameter using these permitted configuration values: None, 1, 5, 10, 15, or 30.</td>
<td>Configure this feature using the <strong>Meeting Reminder Time in Minutes</strong> setting in the system web interface.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-157566</td>
<td>The <code>cast.miracast.enforcepin</code> parameter is’t included in the template configuration file you can download from the system.</td>
<td>None.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-180125</td>
<td>The exported template file contains errors that causes some parameters to not be provisioned.</td>
<td>Review the template file and modify values before provisioning your system.</td>
</tr>
</tbody>
</table>
### System Constraints and Limitations

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

**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.

Starleaf

Note the following limitation when using Starleaf with a Poly video conferencing system:

- You can use only a Polycom EagleEye IV HDCI camera with a G7500 system.

Joining a Password-Protected Zoom Meeting Using Trio C60

If you are in Poly Video Mode using Trio C60 and want to join a password-protected Zoom meeting, you must do one of the following:

- Press the pound sign before entering the meeting password.
- Enter the meeting password as part of the dialing sequence. For example, `<meetingID>..<password>@zoomcrc.com`.

Poly TC8

When using a Studio X50 system in Poly Video Mode, you can't see an incoming call notification on TC8 when the TC8 displays the Camera or Settings screen.

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.

**Polycom Content App**

Since Poly video systems use a minimum of TLS 1.2 by default, Poly recommends that you install Polycom Content App for Windows 1.3.1 or later to avoid issues connecting the client with the system.

Polycom Content App for Mac doesn’t currently support TLS 1.2. 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.

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.

3.5 mm Audio Input on Studio X50

The 3.5 mm audio input port on Studio X50 systems isn’t currently supported. It is 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.

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

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.
802.1X in IPv6 Environments

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

Secure Media Streams

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

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.

Video Noise from Studio X50 and Studio X30

When the room lighting is lower than 200 lx, you may see video noise in the video sent from Studio X50 or Studio X30.

Interoperability

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

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

Supported G7500 Peripherals and Applications

G7500 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Poly Trio 8500, and Poly Trio 8800
- Poly IP Table Microphone
- 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
- Poly Studio USB video bar
- Polycom EagleEye Mini 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
- StarLeaf
- RingCentral Rooms

**Supported Studio X50 Peripherals and Applications**

Studio X50 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Poly Trio 8500, and Poly Trio 8800
- Polycom RealPresence Debut expansion microphone
- Shure IntelliMix P300 audio conferencing processor
- Poly Bluetooth Remote Control
- Poly EagleEye Cube USB camera
- Poly Studio USB video bar
- Polycom EagleEye IV USB camera
- Polycom EagleEye Mini USB camera
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- 8x8
- StarLeaf
- RingCentral Rooms
Supported Studio X30 Peripherals and Applications

Studio X30 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio C60, Poly Trio 8500, and Poly Trio 8800
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- 8x8
- StarLeaf
- RingCentral Rooms

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

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.

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.

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

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poly One Touch Dial Service</td>
<td>Current version</td>
</tr>
<tr>
<td>Poly RealConnect Service</td>
<td>Current version</td>
</tr>
<tr>
<td>Polycom RealPresence Collaboration Server</td>
<td>8.8.1</td>
</tr>
<tr>
<td>1800/2000/4000/Virtual Edition</td>
<td>8.9.0</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polycom RealPresence Group Series</td>
<td>6.2.2.3</td>
</tr>
<tr>
<td>Poly G200</td>
<td>1.2.0</td>
</tr>
<tr>
<td>Poly G7500, Poly Studio X50, and Poly Studio X30 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800</td>
<td>Poly VideoOS software 3.2.0</td>
</tr>
<tr>
<td></td>
<td>UC software 5.9.4</td>
</tr>
<tr>
<td>Polocm HDX 7006/8006/9006</td>
<td>3.1.14</td>
</tr>
<tr>
<td>Polocm RealPresence Desktop for Windows</td>
<td>3.10.4</td>
</tr>
<tr>
<td>Polocm RealPresence Desktop for Mac</td>
<td>3.10.4</td>
</tr>
<tr>
<td>Polocm RealPresence Mobile for Apple iOS</td>
<td>3.11.1</td>
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<tr>
<td>Polocm RealPresence Mobile for Android</td>
<td>3.10.1</td>
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<tr>
<td>Poly Trio C60, Poly Trio 8500, and Poly Trio 8800</td>
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<tr>
<td>Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series</td>
<td>UC software 5.9.4</td>
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<tr>
<td></td>
<td>RealPresence Group Series software 6.2.2.3</td>
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<tr>
<td>Poly Trio Visual+</td>
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<tr>
<td>Poly Trio VisualPro</td>
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<td></td>
<td>RealPresence Group Series software 6.2.2.3</td>
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<tr>
<td>Polycom RealPresence Debut</td>
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<tr>
<td>Polycom VVX 450/501/601</td>
<td>5.9.5.0614</td>
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<td>6.3.0.14929</td>
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### Third-Party Endpoints

<table>
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<tr>
<th>Product</th>
<th>Tested Versions</th>
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<tbody>
<tr>
<td>Avaya Scopia XT7000 and XT5000</td>
<td>v9.2.0.215</td>
</tr>
<tr>
<td>Cisco C90, C40, and C20</td>
<td>TC7.3.21.6ac6d47</td>
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<tr>
<td>Cisco SX80, SX20, and SX10</td>
<td>CE9.13.0 990355df13a</td>
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<tr>
<td>Huawei DP-300</td>
<td>2.00.b00</td>
</tr>
</tbody>
</table>
Huawei TE40 and TX50  6.10.0
LifeSize ICON 450/600/800i  3.4.0(2268)

**Peripherals and Applications**

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poly EagleEye Cube USB</td>
<td>1.3.0</td>
</tr>
<tr>
<td>Polycom EagleEye Director II</td>
<td>2.2.0.39</td>
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<tr>
<td>Polycom EagleEye Producer</td>
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<tr>
<td>Polycom EagleEye IV USB</td>
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<td>Polycom EagleEye USB Mini</td>
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<td>Poly Studio</td>
<td>1.3.0</td>
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<td>Poly IP Table Microphone</td>
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<td>Poly IP Ceiling Microphone</td>
<td>3.0.0</td>
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<tr>
<td>Poly Microphone IP Adapter</td>
<td>3.0.0</td>
</tr>
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<td>Poly TC8</td>
<td>3.2.0</td>
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<tr>
<td>Poly Lens</td>
<td>Current version</td>
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<tr>
<td>Polycom Content App</td>
<td>1.3.3</td>
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<tr>
<td>Zoom Rooms</td>
<td>5.1.2</td>
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<tr>
<td>GoToRoom by LogMeIn</td>
<td>1.0.69</td>
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</table>

**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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95060

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