Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

Poly announces the release of Poly VideoOS software 3.3.0. This Poly VideoOS software build contains the following device software versions:

- Poly TC8 3.3.0
- Poly Microphone IP Adapter 3.0.0
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB Camera 1.3.0

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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 with Poly G7500, Poly Studio X50, and Poly Studio X30.
Poly VideoOS software 3.3.0 includes the following features:

- **Support for Zoom Rooms 5.4.0**
- **Setting Your Conferencing Provider to Device Mode**
- **VLAN and LLDP Enhancements**
- **802.1X Enhancements**
- **Zoom Device Management Integration with TC8**
- **Studio X50 and Studio X30 LED Bar Brightness**
- **Polycom Content App Port**
- **Miracast Improvements**
- **Using Wi-Fi as the Primary Network**
- **Removed Workspace Lighting Setting**
- **Monitor Display Settings Automatically Configured**

**Support for Zoom Rooms 5.4.0**

Poly VideoOS software 3.3.0 supports Zoom Rooms and Zoom Rooms Controller 5.4.0 applications for G7500, Studio X50, and Studio X30 systems.

**Setting Your Conferencing Provider to Device Mode**

In the system web interface, you can configure the conference provider settings to lock your system in Device Mode. When you set the conference provider to Device Mode, the local interface displays only the Device Mode interface.

You must connect a computer or laptop to the system to make or receive calls, and you can’t exit Device Mode. Your system rejects any incoming calls when in Device Mode. Updated onscreen instructions provide guidance on connecting the USB and HDMI cables.

**VLAN and LLDP Enhancements**

Fixes for previous issues with settings in the system web interface have improved the VLAN configuration on your system and paired TC8 devices.

VLAN enhancements include the following:

- Support for LLDP on TC8 devices.
- Bug fixes that enable system LLDP routing to automatically receive routable IP addresses from the network.
- Bug fixes for an issue where the TC8 automatically chooses VLAN ID 1 when 802.1(p/Q) is enabled.
- Bug fixes so you can now modify the VLAN ID during configuration to match the VLAN ID configured on your connected system.
**802.1X Enhancements**

You can now select the 802.1X primary and secondary authentication methods on your system and TC8 device. In previous releases, the system automatically chose the authentication method.

**Zoom Device Management Integration with TC8**

You can manage a connected TC8 device using the Zoom Admin Portal.

The Poly TC8 device supports Zoom Device Management (ZDM), including the ability to update the Zoom Rooms Controller (ZRC) application running on the TC8 and upgrade the TC8 firmware.

**Studio X50 and Studio X30 LED Bar Brightness**

You can now adjust the brightness of the LEDs on your Studio X50 and Studio X30 systems using the system web interface.

**Polycom Content App Port**

You can now disable the Polycom Content App in the system web interface. This prevents the Polycom Content App from connecting to your system and providing a video and content stream by stopping TCP/TLS traffic on port 5001.

**Miracast Improvements**

This release includes the following improvements to Miracast performance:

- Improved audio casting from device to system by limiting transmissions to the 2.4 GHz spectrum.
- Improved automatic IP address allocation when using Miracast over Wi-Fi.
- Miracast maximum bit rate set to 6 Mbps by default.

For more information, see the *Miracast Performance Technical Reference* on the *Poly Online Support Center*.

**Using Wi-Fi as the Primary Network**

When your system is using Zoom Rooms as the conferencing provider, you can configure your system to use Wi-Fi as the primary network.

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**Note:** When using Wi-Fi as the primary network connection, you can only connect to networks using 2.4 GHz.

You must complete the initial system configuration and configure the Wi-Fi connection while the system is connected to a wired network connection. After setup, you can unplug your system from the wired network connection and connect to a wireless network to make and receive calls.
The following conferencing providers or modes aren’t supported:

- Poly Video Mode
- Microsoft Teams
- GoToRoom
- 8x8 Meeting Rooms
- StarLeaf
- RingCentral Rooms

The following options aren’t supported if you configure Wi-Fi as your primary network:

- Connecting an IP device such as a Poly TC8 device or Poly Trio system
- 5 GHz Wi-Fi
- Web proxy
- Provisioning
- 802.1x authentication

**Removed Workspace Lighting Setting**

The **Workspace Lighting** configuration setting is no longer available in the system web interface. This release contains improvements to the video auto exposure that makes the **Workspace Lighting** setting redundant.

**Monitor Display Settings Automatically Configured**

When you connect an LG monitor, it automatically configures the display to the optimal settings.

**Security Updates**

See the [Poly 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 3.3.0.

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 3.3.0:

- If your system is managed by the Poly Zero Touch Onboarding (ZTO) service, don't downgrade. Contact your authorized Poly dealer for information.
- Before downgrading, make sure that the selected provider is supported in the version you're downgrading to.

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

Version History

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

<table>
<thead>
<tr>
<th>Release</th>
<th>Release Date</th>
<th>Features</th>
</tr>
</thead>
</table>
| 3.3.0   | January 2021 | • Support for Zoom Rooms 5.4.0  
|         |              | • Setting Your Conferencing Provider to Device Mode  
|         |              | • VLAN and LLDP Enhancements  
|         |              | • 802.1X Enhancements  
|         |              | • Zoom Device Management Integration with TC8  
|         |              | • Studio X50 and Studio X30 LED Bar Brightness  
|         |              | • Polycom Content App Port  
|         |              | • Miracast Improvements  
|         |              | • Using Wi-Fi as the Primary Network  
|         |              | • Removed Workspace Lighting Setting  
|         |              | • Monitor Display Settings Automatically Configured  |
| 3.2.3   | November 2020| • Microsoft Teams Enhancements  
|         |              | • Support for Zoom Rooms 5.3.0  |
| 3.2.2   | November 2020| • Multicamera Support with Zoom Rooms  
|         |              | • Monitoring the System Remotely  
|         |              | • Default Logging Level  
|         |              | • Auto-Merge Incoming Call to Current Call  
|         |              | • Miracast Enhancements  
|         |              | • Device Mode Enhancements  
<p>|         |              | • Update Device Registration When Downgrading System from 3.2.2 to 3.2.0  |</p>
<table>
<thead>
<tr>
<th>Release</th>
<th>Release Date</th>
<th>Features</th>
</tr>
</thead>
</table>
| 3.2.1   | September 2020 | • Support for Zoom Rooms 5.2.0  
• Register the System Using DHCP Auto Discovery  
• Provisioning Configuration Changes  
• Disable Preinstalled Certificates  
• 3.5 mm Audio Input on Studio X50  
• Device Mode Enhancements  
• Video Quality Enhancements |
| 3.2.0   | August 2020   | • Support for Zoom Rooms 5.1.2  
• 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 |
<table>
<thead>
<tr>
<th>Release</th>
<th>Release Date</th>
<th>Features</th>
</tr>
</thead>
</table>
| 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  
|         |              | - Local interface 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:
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>Application</td>
<td>EN-172154</td>
<td>The system fails to establish a Miracast connection and doesn’t display the PIN code on subsequent connection attempts.</td>
</tr>
<tr>
<td></td>
<td>EN-187380</td>
<td></td>
</tr>
<tr>
<td>Application</td>
<td>EN-180821</td>
<td>The system displays a server URL error message when you try to manually update the software.</td>
</tr>
<tr>
<td>Application</td>
<td>EN-182353</td>
<td>When using the system in Japan, the system ignores the 50 Hz option in the system web interface and defaults to a camera power frequency of 60 Hz, which causes flickering local video.</td>
</tr>
<tr>
<td>Application</td>
<td>EN-183679</td>
<td>The call detail record (CDR) doesn't record incoming calls or it records call information with incorrect information.</td>
</tr>
<tr>
<td>Application</td>
<td>EN-190420</td>
<td>Studio X50 systems restart when the system is in Device Mode and you switch between a Microsoft Teams call and a Zoom call.</td>
</tr>
<tr>
<td>Application</td>
<td>EN-190536</td>
<td>Studio X50 systems restart when the system is in Device Mode and you plug in a cable to connect a computer.</td>
</tr>
<tr>
<td>Category</td>
<td>Issue ID</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
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<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Audio</td>
<td>EN-187143</td>
<td>When adjusting the system volume on the local interface, the volume level always defaults to a volume level of 86.</td>
</tr>
<tr>
<td>Audio</td>
<td>EN-188604</td>
<td>After a system restart, the G7500 Audio Output setting changes from TV Speakers to System Speakers.</td>
</tr>
<tr>
<td>Calling</td>
<td>EN-184614</td>
<td>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.</td>
</tr>
<tr>
<td>Configuration</td>
<td>EN-184622</td>
<td>Pairing an IP microphone to a G7500 system without using the 3.5 mm audio input port causes the system to display a warning icon on the local interface and prevents you from muting the microphone.</td>
</tr>
<tr>
<td>Configuration</td>
<td>EN-185293</td>
<td>When you unpair an IP microphone, the system displays a warning icon on the local interface.</td>
</tr>
<tr>
<td>Configuration</td>
<td>EN-188374</td>
<td>Studio X50 and Studio X30 systems don’t retain camera settings when switching to or from Device Mode.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-183509</td>
<td>In a Microsoft Teams call, G7500 systems don’t stop sharing content when the far side starts sharing content.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-183999</td>
<td>If you minimize and then maximize content using a TC8 controller, your system no longer displays content video.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-187802</td>
<td>G7500 systems using an HDMI content source routed through a Crestron device experience intermittent syncing issues that cause content video to display a blue screen.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-188720</td>
<td>When exiting Device Mode with an active HDMI source connected, a content sharing session automatically starts and the Device Mode button is unavailable.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-188724</td>
<td>After exiting Device Mode where the HDMI source is working, the system fails to start a content sharing session and doesn’t display an active HDMI content source.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-189488</td>
<td>G7500 systems using HDMI input to share content lose connection to the visual content and display a black screen.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-191414</td>
<td>You can’t enable Miracast in the system web interface after upgrading the system to 3.2.2.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-187283</td>
<td>Unplugging a USB cable from a Studio X50 or Studio X30 system causes the system to restart.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-188722</td>
<td>When using an external computer dock, the system fails to detect the HDMI connection for content sharing or when entering Device Mode.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-188723</td>
<td>When using an external computer dock, the system fails to detect the USB-C connection when entering Device Mode.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-189212</td>
<td>Studio X30 systems restart when you plug in an ELECOM USB3-AC20BK USB cable.</td>
</tr>
<tr>
<td>Category</td>
<td>Issue ID</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-189404</td>
<td>The system freezes or fails to enter Device Mode while an HDMI source is connected.</td>
</tr>
<tr>
<td>Interoperability</td>
<td>EN-187957</td>
<td>When the system is using Microsoft Teams as a conferencing provider, using the <strong>Layouts</strong> button on the Bluetooth remote control causes the system to crash.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-178060</td>
<td>When 802.1p/Q is enabled, the system doesn’t automatically receive the IP address when using DHCP.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-179721</td>
<td>When a layer 3 network disruption happens, your system can't make calls.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-180439</td>
<td>The 802.1p/Q settings are grayed out and unconfigurable in the system web interface until you select <strong>Save</strong>. After selecting <strong>Save</strong>, the system automatically sets the VLAN ID to 1.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-181186</td>
<td>An attached TC8 device ignores the configured 802.1p/Q VLAN ID and defaults to a VLAN ID of 1.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-181343</td>
<td>You can’t select the 802.1X authentication method for a wired network connection.</td>
</tr>
<tr>
<td>Network</td>
<td>EN-183149</td>
<td>After switching to a partner conferencing provider, Miracast is enabled, and you can't disable it from the system web interface.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-187095</td>
<td>If a paired TC8 device loses power or connection to the system, it can take up to 30 minutes for the device to display the correct time.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-190228</td>
<td>After a system restart, paired TC8 devices and IP microphones get unpaired.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-190728</td>
<td>When the system is in Zoom Rooms mode, it loses HDCI camera video input when the system is idle.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-176559</td>
<td>The system doesn't change the screen background image when it’s provisioned using RealPresence Resource Manager.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-180125</td>
<td>The exported template file contains errors that cause some parameters to not provision.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-182891</td>
<td>Studio X50 and Studio X30 systems don't use the <strong>upgrade.auto.server.type</strong> parameter when provisioned by RealPresence Resource Manager.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-132836</td>
<td>You can't configure 802.1p/Q settings in the system web interface.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-186232</td>
<td>Camera controls aren’t available in the local interface when you set the HDMI input to <strong>People</strong> in the system web interface.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-186412</td>
<td>You can’t select the address book tiers on an attached TC8 device.</td>
</tr>
<tr>
<td>Video</td>
<td>EN-180320</td>
<td>The system doesn't automatically enable camera tracking on the local interface after you configure camera tracking in the system web interface.</td>
</tr>
</tbody>
</table>
Poly G7500, Studio X50, and Studio X30 Release Notes

Poly VideoOS 3.3.0

<table>
<thead>
<tr>
<th>Category</th>
<th>Issue ID</th>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video</td>
<td>EN-185298</td>
<td>When using a connected HDMI device with a G7500 system and the system is idle, it can lose main camera video.</td>
<td>None.</td>
</tr>
<tr>
<td>Video</td>
<td>EN-188375</td>
<td>When using an EagleEye Director II camera with a G7500 system and the system is idle, it can lose video input, the picture preview displays a black screen, or the system displays frozen images.</td>
<td>None.</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.*

<table>
<thead>
<tr>
<th>Category</th>
<th>Issue ID</th>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>EN-190187</td>
<td>If you use a third-party Android tablet with Zoom Rooms Controller, the tablet may lose connection to your system when using Wi-Fi as the primary network.</td>
<td>Restart the system.</td>
</tr>
<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>
<tr>
<td>Audio</td>
<td>EN-184268</td>
<td>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.</td>
<td>Stop and restart Device Mode.</td>
</tr>
<tr>
<td>Content</td>
<td>EN-156868</td>
<td>In content shared through an HDMI connection, black text on a red background is blurry.</td>
<td>None.</td>
</tr>
</tbody>
</table>
| 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. |
<table>
<thead>
<tr>
<th>Category</th>
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<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device Management</td>
<td>EN-145107</td>
<td>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.</td>
<td>Use a camera name that isn't longer than 32 characters.</td>
</tr>
<tr>
<td>Directories</td>
<td>EN-144594</td>
<td>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.</td>
<td>Create contacts with unique names.</td>
</tr>
<tr>
<td>Hardware</td>
<td>EN-145997</td>
<td>Swapping a 4K monitor for a 1080p monitor while your system is asleep results in losing the monitor signal.</td>
<td>Restart the system.</td>
</tr>
<tr>
<td>Peripherals</td>
<td>EN-154642</td>
<td>Recent call history still displays on the TC 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-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 factory restore the system while it's running RingCentral Rooms, you can't sign in to RingCentral Rooms using a TC8 after the system restarts.</td>
<td>Update the system and verify that 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 Meeting Reminder Time in Minutes setting in the system web interface.</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-190484</td>
<td>When you're configuring provisioning credentials in the system web interface, the system doesn't display the correct warning message when you enter the wrong password.</td>
<td>Verify that you entered the correct username and password if provisioning fails.</td>
</tr>
<tr>
<td>Category</td>
<td>Issue ID</td>
<td>Description</td>
<td>Workaround</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Provisioning</td>
<td>EN-193386</td>
<td>In RealPresence Resource Manager and Poly Lens, you can’t provision the <code>video.camera.orientation</code> parameter for Studio X30 systems.</td>
<td>Change the Orientation setting in the system web interface.</td>
</tr>
<tr>
<td>Software Update</td>
<td>EN-184370</td>
<td>In Poly Video Mode, the system may go to sleep while TC8 is updating, but the updating process completes successfully.</td>
<td>Adjust the Time Before System Goes to Sleep setting in General Settings &gt; System Settings.</td>
</tr>
<tr>
<td>User Interface</td>
<td>EN-193412</td>
<td>The remote monitoring camera controls and preview in the system web interface are disabled after the you wake the system.</td>
<td>Reload the browser window, then log back in to the system web interface.</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.

---

**Using the System in Device Mode**

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).
  - When you pair a Trio system, the controls displayed when the system is in Device Mode don’t work.
- System and connected microphone LEDs don’t indicate you’re muted if you mute using RealPresence Desktop.
- You can’t use the Bluetooth remote control to interact with your system.

**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’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 computer 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’re 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`.

**Incoming Call Notifications on 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.

**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.

**Primary Audio Volume in Partner Mode**

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

**Poly EagleEye Cube USB Camera**

Note the following when using an EagleEye Cube USB camera with your system:

• The system doesn't support 1080p at 60 fps, but it does support 1080p at 30 fps.
• The system logs don't include entries about the camera. You can download camera logs using 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. For more information, see the Poly G7500 Room Preparation Guide at the Poly Online Support Center.

**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.

**Miracast-Certified Devices**

To confirm you have a Miracast-certified device, search for your device on the Wi-Fi Alliance website. For more information on using Miracast-certified devices with your system, see the Miracast Performance Technical Reference at the Poly Online Support Center.

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

- Windows devices require a security code during every attempt to connect to the system when using Miracast Wi-Fi direct. If you can't connect, you may need to update to newer Windows 10 build. Poly supports Windows version 1903 and later but strongly recommends using version 2004.
- When using Miracast over Infrastructure, a PIN isn't required when connecting to the system.
- 4K content sharing isn't supported.

**No Support for HDCP Sources**

You can't send content from a High-bandwidth Digital Content Protection (HDCP) source to your system. An HDCP source can be a Blu-ray player, DVD player, or similar device.

**Poly 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. However, this doesn't affect the use of the configured TLS version for other parts of your system.

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 Studio USB video bar (Poly Video Mode only)
- Polycom EagleEye Mini USB camera (Poly Video only)
- Poly EagleEye Cube USB camera (Zoom and Poly Video only)
- Polycom Eagle IV USB camera (Zoom and Poly Video only)
- Polycom EagleEye IV HDCI camera
- Polycom EagleEye Director II camera (HDCI connections only)
- Polycom EagleEye Producer (with EagleEye IV camera only)
- Polycom EagleEye Digital Extender
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video Mode only)
Poly G7500, Studio X50, and Studio X30 Release Notes

Poly VideoOS 3.3.0

- 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 Studio USB video bar (Poly Video Mode only)
- Polycom EagleEye Mini USB camera (Poly Video only)
- Poly EagleEye Cube USB camera (Zoom and Poly Video only)
- Polycom Eagle IV USB camera (Zoom and Poly Video only)
- 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 web 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 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.

---

**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 1800/2000/4000/Virtual Edition</td>
<td>8.8.1, 8.9.0</td>
</tr>
<tr>
<td>Polycom RealPresence DMA 7000, Appliance and Virtual Editions</td>
<td>10.0.0_P7_Build_11311</td>
</tr>
<tr>
<td>Polycom RealPresence Resource Manager, Virtual Edition</td>
<td>10.9.0</td>
</tr>
<tr>
<td>Polycom RealPresence Media Suite</td>
<td>2.8.2</td>
</tr>
<tr>
<td>Cisco Telepresence Video Communication Server</td>
<td>X12.5.7</td>
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<tr>
<td>Cisco Unified Communications Manager (CUCM)</td>
<td>12.0(1)</td>
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**Poly Endpoints**

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polycom RealPresence Group Series</td>
<td>6.2.2.4</td>
</tr>
<tr>
<td>Poly G200</td>
<td>1.3.0-0555</td>
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### Poly G7500, Poly Studio X50, and Poly Studio X30 Release Notes

#### Poly VideoOS 3.3.0

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
</tr>
</thead>
</table>
| Poly G7500, Poly Studio X50, and Poly Studio X30 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800 | Poly VideoOS software 3.3.0  
UC software 5.9.5 |
| Polycom HDX 7006/8006/9006 | 3.1.14 |
| Polycom RealPresence Desktop for Windows | 3.10.4.72927 |
| Polycom RealPresence Desktop for Mac | 3.10.4.72927 |
| Polycom RealPresence Mobile for Apple iOS | 3.11.1.72381 |
| Polycom RealPresence Mobile for Android | 3.10.1.71327 |
| Poly Trio C60, Poly Trio 8500, and Poly Trio 8800 | 5.9.5.2982 |
| Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series | UC software 5.9.5.2982  
RealPresence Group Series software 6.2.2.4 |
| Poly Trio Visual+ | 5.9.5.2982 |
| Poly Trio VisualPro | UC software 5.9.5.2982  
RealPresence Group Series software 6.2.2.4 |
| Polycom RealPresence Debut | 1.3.3-71352 |
| Polycom VVX 450/501/601/1500 | 5.9.5.0614  
6.3.1.8427 |

### Third-Party Endpoints

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Scopia XT7000 and XT5000</td>
<td>V9_2_3_15</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>ce 9.14.3 ecb8718a646</td>
</tr>
<tr>
<td>Huawei DP-300</td>
<td>2.00.b00</td>
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<tr>
<td>Huawei TE40 and TX50</td>
<td>6.10.0</td>
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<tr>
<td>LifeSize ICON 450/600/800i</td>
<td>3.4.4(3331)</td>
</tr>
</tbody>
</table>

### Peripherals and Applications

<table>
<thead>
<tr>
<th>Product</th>
<th>Tested Versions</th>
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<tbody>
<tr>
<td>Poly EagleEye Cube USB</td>
<td>1.3.0-001242</td>
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<tr>
<td>Polycom EagleEye Director II</td>
<td>2.2.0.39-1357</td>
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<tr>
<td>Polycom EagleEye Producer</td>
<td>1.2.2.2-11439</td>
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<tr>
<td>Product</td>
<td>Tested Versions</td>
</tr>
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<td>-------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Polycom EagleEye IV USB</td>
<td>1.2.1-467</td>
</tr>
<tr>
<td>Polycom EagleEye USB Mini</td>
<td>9.0.23</td>
</tr>
<tr>
<td>Poly Studio</td>
<td>1.3.2.000744</td>
</tr>
<tr>
<td>Poly IP Table Microphone</td>
<td>3.0.0</td>
</tr>
<tr>
<td>Poly IP Ceiling Microphone</td>
<td>3.0.0</td>
</tr>
<tr>
<td>Poly Microphone IP Adapter</td>
<td>3.0.0</td>
</tr>
<tr>
<td>Poly TC8</td>
<td>3.3.0</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>1.3.3.72974</td>
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<tr>
<td>Zoom Rooms</td>
<td>5.4.0</td>
</tr>
<tr>
<td>GoToRoom by LogMeIn</td>
<td>1.0.128</td>
</tr>
</tbody>
</table>

**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 Partners](#) 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 [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.
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