



Poly VideoOS

Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30, and Poly Studio X52

Poly announces the release of Poly VideoOS 4.1.1 software. This Poly VideoOS software build also includes the following device software versions:

- Poly TC10 / TC8 touch controller 4.1.1
- Poly Microphone IP adapter 3.0.1
- Poly IP table microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1
- Poly Studio E70 camera 1.8.1

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What's New in This Release

This Poly VideoOS 4.1.1 maintenance release is initially available for all Poly and partner modes, except Microsoft.

Microsoft Teams customers will be able to upgrade to VideoOS 4.1.1 later this calendar year and enjoy the same benefits, plus Microsoft updates to the Teams app and Company Portal agent that incorporate fixes for a [known Microsoft issue](#).

Poly VideoOS 4.1.1 contains the following updates and fixes:

- [This Release Includes Over 40 Resolved Issues](#)
- [People Framing Enabled on Poly Studio X30 and Poly Studio X50 Systems](#)
- [Distance Estimation Improved in Poly DirectorAI Perimeter](#)
- [Device Mode User Interface Aligned on Poly Studio X Systems and Poly Touch Controllers](#)
- [Poly G7500 Audio Output for HDMI and 3.5 mm Connections](#)
- [Partner Application Updates](#)

This Release Includes Over 40 Resolved Issues

In this release, Poly has resolved 48 issues in total. These fixes include four audio, twelve camera, seven configuration, ten device management, nine peripheral, and six provisioning issues.

Some of the main resolved issues are:

- The ceiling microphone unpairs after update on a G7500 system in Zoom mode (EN-248074).
- The system displays a static camera image and Poly logo on a Studio X30 video bar in Device Mode (EN-245292).
- HDMI content sharing stops working on a G7500 system switching between and Poly and Device Mode (EN-242731).

Find further details on resolved issues [here](#).

People Framing Enabled on Poly Studio X30 and Poly Studio X50 Systems

You can now enable people framing on Poly Studio X30 and Studio X50 video bars for all applications except Poly Video Mode.

People framing is recommended for spaces with 6 participants or less. For best results on Poly Studio X30 and X50 video bars, in the system web interface under **Workspace Lighting**, select **Conference Mode**.

For spaces with glass walls, highly reflective surfaces, or near public areas, Poly recommends that you configure DirectorAI Perimeter to limit framing of unintended persons and reduce distractions to the far end.

Distance Estimation Improved in Poly DirectorAI Perimeter

Distance estimation is improved to enable greater accuracy when measuring room or area size in Poly DirectorAI Perimeter.

Your Poly DirectorAI Perimeter configuration will reset after you upgrade to VideoOS 4.1.1. Redefine your room or area size, in the system web interface, under **Audio / Video > Video Inputs > Enable Poly DirectorAI Perimeter**.

Device Mode User Interface Aligned on Poly Studio X Systems and Poly Touch Controllers

Alignment between Device Mode user interfaces on Poly Studio X systems and Poly touch controllers.

Poly G7500 Audio Output for HDMI and 3.5 mm Connections

After updating to VideoOS 4.1.1, your Poly G7500 sends audio through HDMI to the TV speakers by default. If you connect a 3.5 mm audio output and select **TV Speakers and Line Out**, audio is sent to both the HDMI output and the 3.5 mm audio output. Configure your output in the system web interface, under **Audio / Video > Audio > Audio Output**.

Choose one of the following **Speaker Options**:

- **TV Speakers** (Default) - Sound is sent through HDMI to the TV speakers. The 3.5 mm audio output is turned off.
- **Line Out** - Sound is sent through the 3.5 mm audio output. The HDMI output is turned off.
- **TV Speakers and Line Out** - Sound is output to the HDMI output and the 3.5 mm audio output.

For G7500 systems using 3.5 mm output previously set to **TV Speakers**, select **TV Speakers and Line Out** to replicate.

Partner Application Updates

This release supports the following versions of partner applications.

| Partner Application | Version | Features |
|----------------------------|--|--|
| Microsoft Teams Rooms | Admin Agent: 1.0.0.202306202019.product Teams: 1449/1.0.96.2023090601 | <ul style="list-style-type: none"> • Maintenance release • For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website. |

| Partner Application | Version | Features |
|-----------------------|---|--|
| | Company Portal: 5.0.5954.0 | |
| Zoom Rooms | Zoom Rooms: 5.15.7.3484 Zoom Rooms Controller (TC8 / TC10): 5.15.7.2163 | <ul style="list-style-type: none"> • Maintenance release. • For more information on this Zoom Room release, see the Zoom website. |
| Google Meet | 2023.07.09.00.00 | <ul style="list-style-type: none"> • Maintenance release. • For more information on Google Meet, see the Google Meet website |
| Ring Central | 23.3.30.20 | <ul style="list-style-type: none"> • Maintenance release • For more information on Ring Central, see the Ring Central website |
| Tencent Meeting Rooms | Rooms: 3.16.210.584 Controller: 3.16.210.567 | <ul style="list-style-type: none"> • Maintenance release. • For more information on this Tencent release, see the Tencent website. |
| Dialpad | 1.025.0-0-g1cd2175 | <ul style="list-style-type: none"> • Maintenance release. • For more information on this Dialpad release, see the Dialpad website |

Updating Your System

All G7500 and Studio X systems support VideoOS 4.1.1. For a list of supported 3.x versions for each system, see the [Poly VideoOS 3.14.2 Release Notes](#).

This Poly VideoOS 4.1.1 maintenance release is initially available for all Poly and partner modes, except Microsoft.

Microsoft Teams customers will be able to upgrade to VideoOS 4.1.1 later this calendar year and enjoy the same benefits, plus Microsoft updates to the Teams app and Company Portal agent that incorporate fixes for a [known Microsoft issue](#).

Updating Your Poly G7500 / Poly Studio X Video Bar

- Poly Studio X52 comes with VideoOS 4.1.0 software, which you can't downgrade to a previous release.
- You can downgrade your Poly G7500 / other Studio X video bars to previous VideoOS 4.x versions.
- Downgrading from VideoOS 4.x to VideoOS 3.x versions isn't supported.

- Your system must be running VideoOS 3.14.1 or later before updating. If your system is running software earlier than VideoOS 3.14.1, you must first update your system to VideoOS 3.14.1 or later. Upgrading from earlier versions to this release isn't supported.
- Upgrading to this release without first upgrading to 3.14.1 or later is an untested upgrade path that may result in your system not functioning correctly.

Updating Your Poly TC8 / TC10 Touch Controller

- Updating your Poly TC8 / TC10 touch controller to 4.1.0 includes a major platform upgrade to Android 11. Once updated, you can't downgrade the touch controller.
- Your TC8 touch controller must be on VideoOS 3.11.0 or later before updating to VideoOS 4.1.x.
- If you're using your TC10 touch controller as a paired room controller with a Poly G7500 or Studio X video bar, don't accept the out-of-box prompt to upgrade a new TC10 to Poly TC 5.0 software. If you're upgrading an existing TC10, perform the update through the system web interface of the paired video system.
- Only update your TC10 touch controller to Poly TC 5.0 software if you plan to use it as a standalone Microsoft Teams panel or standalone Zoom controller / scheduler.

You have multiple options for updating your system. For more information, see the *Poly Video Mode Administrator Guide* or the *Poly Partner Mode Administrator Guide*.

To receive software updates from the Poly support site, your system must be able to access *swupdate.lens.poly.com*. If necessary, update your firewall settings.

Note: This update URL is only accessible by your system. You can't access this URL using a web browser.

Release History

This section lists the release history of Poly VideoOS. For previous releases, see the [Software Releases Archive](#).

Release History

| Release | Release Date | Features |
|---------|---------------|--|
| 4.1.1 | November 2023 | <ul style="list-style-type: none"> • This Release Includes Over 40 Resolved Issues • People Framing Enabled on Poly Studio X30 and Poly Studio X50 Systems • Distance Estimation Improved in Poly DirectorAI Perimeter • Device Mode User Interface Aligned on Poly Studio X Systems and Poly Touch Controllers • G7500 Audio Output for HDMI and 3.5 mm Connections • Partner Application Updates |

| Release | Release Date | Features |
|----------------|---------------------|---|
| 4.1.0-382263 | August 2023 | <ul style="list-style-type: none">• Introducing Poly Studio X52• Update Your Poly Studio X52 and Poly TC10 Touch Controller• Poly DirectorAI Perimeter• Speaker Framing Improvements• SCEP Support on the G7500 and Poly Studio X Systems• Poly Sound Reflection Reduction• Microsoft Teams Support on TC10• TC8 / TC10 Platform Update to Android 11• Poly Studio X30 Supports Select USB Cameras• G7500 Supports Connecting One E70 as an IP Camera• Camera Control Button in Device Mode• Scheduled Auto Restart on Poly VideoOS systems• G7500 Audio Output for HDMI and 3.5 mm Connections• Transmission Audio Gain Fix• Partner Application Updates |
| 4.0.2 | June 2023 | <ul style="list-style-type: none">• Update Information for VideoOS 3.x to VideoOS 4.0.2• DSP Audio Processor Fix• Update to Poly Support Site Download URL• Partner Application Updates |
| 4.0.1 | May 2023 | <ul style="list-style-type: none">• Important Update Information for VideoOS 4.0.1• Platform Update to Android 10• Workflow Suite Calendar Information Fix• Update to Poly Support Site Download URL• Partner Application Updates |
| 4.0.0 | March 2023 | <ul style="list-style-type: none">• Important Update Information for VideoOS 4.0.0• Updating Your System to VideoOS 4.0.0• Recover a System Updated to VideoOS 4.0.0 from 3.13.1 or earlier• Platform Update to Android 10• Factory Restore Partition Update to 4.0.0 |

| Release | Release Date | Features |
|---------|--------------|--|
| | | <ul style="list-style-type: none">• Certification for Microsoft Teams on G7500 and X70• Support for Google Meet• Microsoft Teams Sign-In• Poly Lens Connection Fix• Update to Poly Support Site Download URL• Partner Application Updates |

Security Updates

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

Security Policy

Poly implements a layered defense-in-depth approach to protect information in products and systems from unauthorized processing. For more information, see the [Poly Security and Privacy Overview](#).

Language Support

Poly G7500 and Studio X video bars 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.

Supported and Tested Products

The following sections provide information on products supported and tested with Poly G7500 and Studio X video bars.

Supported Peripherals and Applications

The following table includes the Poly and partner peripherals and applications supported on Poly G7500 and Studio X video bars. Not all the hardware listed is compatible with all provider modes. This table reflects hardware compatibility and not provider configuration compatibility.

Applications

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|--|-------|------------|------------|------------|------------|
| Polycom Content App (Poly Video only) | Yes | Yes | No | Yes | Yes |
| Microsoft Teams | Yes | Yes | Yes | Yes | Yes |
| Zoom Rooms | Yes | Yes | Yes | Yes | Yes |
| Google Meet | No | Yes | Yes | Yes | Yes |
| GoToRoom by LogMeIn | Yes | Yes | Yes | Yes | Yes |
| RingCentral Rooms | Yes | Yes | Yes | Yes | Yes |
| BlueJeans Rooms | Yes | Yes | Yes | Yes | Yes |
| Dialpad | No | No | Yes | Yes | Yes |
| Device Mode | Yes | Yes | Yes | Yes | Yes |
| Appspace | Yes | Yes | Yes | Yes | Yes |
| Raydiant | Yes | Yes | Yes | Yes | Yes |
| Tencent | Yes | No | Yes | Yes | Yes |

Controllers

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|-------------------------------------|-------|------------|------------|------------|------------|
| Poly TC10 | Yes | Yes | Yes | Yes | Yes |
| Poly TC8 | Yes | Yes | Yes | Yes | Yes |
| Poly Bluetooth Remote Control | Yes | Yes | Yes | Yes | Yes |
| Poly IR Remote Control and Receiver | Yes | Yes | Yes | Yes | Yes |

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|--|-------|------------|------------|------------|------------|
| Poly Trio C60 | Yes | Yes | Yes | Yes | Yes |
| Poly Trio 8500, and Poly Trio 8800 (Zoom Rooms support ending early 2024) | Yes | Yes | Yes | Yes | Yes |

Microphones and Speakers

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|--|-------|------------|------------|------------|------------|
| Poly IP Table Microphone | Yes | No | No | No | No |
| Poly IP Ceiling Microphone | Yes | No | No | No | No |
| Poly Microphone IP Adapter | Yes | No | No | No | No |
| Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter) | Yes | No | No | No | No |
| Polycom SoundStructure accessory (with microphone adapter connection) | Yes | No | No | No | No |
| Polycom Stereo Speaker Kit | Yes | No | No | No | No |
| Poly Studio Table Microphone (Formerly Poly RealPresence Debut Expansion Microphone) | No | Yes | Yes | Yes | No |
| Poly Trio C60 | Yes | Yes | Yes | Yes | Yes |
| Poly Trio 8500, and Poly Trio 8800 (Zoom Rooms support ending early 2024) | Yes | Yes | Yes | Yes | Yes |

Audio Processors

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|--|-------|------------|------------|------------|------------|
| Biamp DSP USB audio processors (See Biamp DSP USB Audio Processors) | Yes | Yes | Yes | Yes | No |
| QSC Core Series audio processors | Yes | Yes | Yes | Yes | No |
| Shure IntelliMix P300 audio conferencing processor | Yes | Yes | Yes | Yes | No |

Cameras

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|--|--------------|-------------------|-------------------|-------------------|-------------------|
| Poly Studio USB and R30 video bars | Yes | Yes | Yes | Yes | No |
| Poly Studio E70 camera | Yes | Yes | Yes | Yes | No |
| Polycom EagleEye Mini USB camera | Yes | Yes | No | Yes | No |
| Poly EagleEye Cube USB camera | Yes | Yes | No | Yes | No |
| Polycom EagleEye IV USB camera | Yes | Yes | Yes | Yes | Yes |
| Polycom EagleEye IV HDCI camera | Yes | No | No | No | No |
| Polycom EagleEye Director II camera (HDCI connections only) | Yes | No | No | No | No |
| Polycom EagleEye Producer (with EagleEye IV camera only) | Yes | No | No | No | No |
| Vaddio ConferenceSHOT A/V camera (only supports video with no audio input from the USB camera) | Yes | Yes | No | Yes | No |
| Huddly IQ Conference camera (only supports video with no audio input from the USB camera) | Yes | Yes | Yes | Yes | No |
| Logitech Rally Ultra HD PTZ USB camera (only supports video with no audio input from the USB camera) | Yes | Yes | Yes | Yes | No |
| INOGENI 4K2USB3 HDMI to USB 3.0 capture device | Yes | Yes | Yes | Yes | No |
| Polycom EagleEye Digital Extender | Yes | No | No | No | No |
| Polycom Digital Breakout Adapter | No | No | No | No | No |
| Horus Scope DSC200p / DSC300p (content only) | No | No | No | No | Yes |

USB Adapters

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|--|-------|------------|------------|------------|------------|
| UGreen USB to HDMI adapter (PN: 10937) | Yes | Yes | Yes | Yes | No |

Content Sharing

| Product | G7500 | Studio X70 | Studio X52 | Studio X50 | Studio X30 |
|----------------------------------|-------|------------|------------|------------|------------|
| Barco Clickshare CX-30 and CX-50 | Yes | Yes | Yes | Yes | Yes |

USB Cables and USB Extenders Supported with Studio E70

For a list of USB cables and extenders supported for use with the Studio E70 camera, see the *Poly Studio E70 Release Notes* on the [Poly support site](#).

Supported Web Browsers

Access the system web interface with the following web browsers:

- Google Chrome 106.0.5249.126 and later
- Apple Safari 14 and later
- Mozilla Firefox 99 and later
- Microsoft Edge 94 and later

Microsoft Teams Support

Poly G7500 (when running VideoOS 4.0 or later), Poly Studio X70 (when running VideoOS 4.0 or later), Poly Studio X50, Poly Studio X30 systems, and Poly Studio X52 (when running VideoOS 4.1 or later), support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers. Poly recommends running Poly VideoOS 4.1.0 or later for the best experience when using Teams on Poly Studio X video bars.

Note the following when using Microsoft Teams on your system:

- After signing into Teams, you must pair the Poly TC8 / Poly TC10 touch controller to the system via the Teams app. This release has known issues around this pairing process.
- After updating to Poly VideoOS 4.1.1 some customers may experience an issue where the touch controller doesn't find the room system after login. Restart the system to complete the pairing process.
- After updating to Poly VideoOS 4.1.1, some customers might see inconsistencies between the console and room system when pairing with the Teams app. This issue is being investigated. Restart the system or touch controller to solve this pairing issue.
- After update to Poly VideoOS 4.1.1, some customers might be required to re-login to Microsoft Teams on their TC8. This issue is related to an upgrade in the Microsoft Teams agent.

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- After updating to Poly VideoOS 4.1.1, set Transmission Audio Gain to the default value of 0 dB. For a connected Trio, set the default value to 12 dB.
 - All deployment requirements and recommendations for Teams now apply to the Poly TC8 / Poly TC10 touch controller as well as to the system. This includes firewall, security, and network configuration. Make sure that your corporate firewalls are configured as noted at the Office 365 URLs and IP address ranges page at [Microsoft Teams](#).
 - If you're using Teams as your primary conferencing application, Poly recommends using the Microsoft Teams Admin Center to manage all software for your system, and paired Poly TC8 / Poly TC10 touch controllers. Microsoft posts the latest supported Poly VideoOS version at the Microsoft Teams Admin Center.
 - Microsoft released a new feature with Microsoft APK Update 2 that allows multiple cameras to be used with MTR Android systems. This feature allows you to use a USB-connected external camera as the primary camera when switching from the in-call UI. This feature isn't supported by Poly in this release. Poly is working to support this feature in future releases.

For more information on updates for the Teams application, see [What's new in Microsoft Teams devices](#).

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The table below lists the products tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See the [Current Poly Intra-operability Matrix](#).

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as available software updates may already address the compatibility issues. See the [Current Poly Intra-operability Matrix](#) to match product and software versions.

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

| Product | Tested Versions |
|---|-----------------|
| Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions | 10.2.2.3 |
| Poly Clariti Manager (Formerly Polycom RealPresence Resource Manager), Virtual Edition | 10.11.2.211 |
| Cisco Unified Communications Manager (CUCM) | 12.5.1 |

Poly Endpoints

| Product | Tested Versions |
|--|--|
| Poly G7500, Poly Studio X70, Poly Studio X50, Poly Studio X30 and Poly Studio X52 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800 | Poly VideoOS software 4.1.1 |
| Poly Trio C60 | 7.2.6.0019 |
| Poly Trio 8500 Poly Trio 8800 | 7.2.6.0019 |
| Poly Trio C60 with Polycom RealPresence Group Series | UC Software 7.2.6.0019 RealPresence Group Series software 6.2.2.9 |
| Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series | UC Software 7.2.6.0019 RealPresence Group Series software 6.2.2.9 |
| Poly Trio VisualPro | UC Software 7.2.4 RealPresence Group Series software 6.2.2.9 |

Peripherals and Applications

| Product | Tested Versions |
|------------------------------|-----------------|
| Poly EagleEye Cube USB | 1.3.1 |
| Polycom EagleEye Director II | 2.2.3 |
| Polycom EagleEye Producer | 1.2.2 |
| Polycom EagleEye IV USB | 1.2.1 |
| Polycom EagleEye USB Mini | 9.0.33 |
| Poly Studio E70 camera | 1.8.1-504019 |
| Poly Studio USB video bar | 1.5.0.000896 |
| Poly IP Table Microphone | 3.0.0 |
| Poly IP Ceiling Microphone | 3.0.0 |

| Product | Tested Versions |
|----------------------------|-----------------|
| Poly Microphone IP Adapter | 3.0.0 |
| Poly TC10 | 4.1.1-211267 |
| Poly TC8 | 4.1.1-211267 |
| Poly Lens | 1.2.0 |
| Polycom Content App | Current version |

Partner Applications

| Product | Tested Versions |
|-----------------|------------------------|
| Google Meet | 2023.07.09.00.00 |
| Zoom Rooms | 5.15.7.3484 |
| Microsoft Teams | 1449/1.0.96.2023090601 |
| BlueJeans | 2.11.0.73 |
| Dialpad | 1.025.0-0-g1cd2175 |
| LogMeIn | 1.219.2 |
| RingCentral | 23.3.30.20 |
| Tencent | 3.16.210.584 |

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

| Category | Issue ID | Description |
|----------|-----------|--|
| Audio | EN-248074 | On a G7500 system in Zoom mode, ceiling microphone unpairs after update. |
| Audio | EN-243632 | On a Studio X52 system with a connected TC8 touch controller and USB audio processor, audio is lost or delayed. |
| Audio | EN-243356 | On a G7500 system with connected Poly IP microphones, the microphones intermittently stop working after update. |
| Audio | EN-243685 | On a Studio X52 system in Device Mode, device microphones stop working during a call. |
| Camera | EN-245293 | On a G7500 system with a connected EagleEye Cube camera in Tencent mode, directly connecting the G7500 to a PC by USB cable causes the camera feed to display incorrectly. |

| Category | Issue ID | Description |
|---------------|-----------|--|
| Camera | EN-245292 | On a Studio X30 system in Device Mode with no monitor connected, the system displays a static camera image and Poly logo. |
| Camera | EN-245239 | On a G7500 system in Tencent mode with two connected monitors, one monitor intermittently flickers. |
| Camera | EN-245045 | On a G7500 system in Tencent mode, a second USB camera isn't controllable after plug in until after a system restart. |
| Camera | EN-245222 | On a G7500 system with a connected Studio E70 or EagleEye IV camera, the Picture-in-Picture (PIP) window disappears / reappears in a meeting. |
| Camera | EN-244773 | On a Studio X30 system in Teams mode, both the near and far end cameras show a black screen. |
| Camera | EN-243526 | On a Studio X50 system in Device Mode, a participant's face is overexposed when the camera zooms in. |
| Camera | EN-243481 | On a Studio X system in Teams mode with a connected Studio E70 camera, Poly Audio Service doesn't register correctly in Windows. |
| Camera | EN-242485 | On a G7500 system with a connected Studio E70 camera, setting the camera to 50 HZ causes the video to flicker. |
| Camera | EN-241558 | On a G7500 system with a connected EagleEye IV camera and TC8 touch controller, you can't re-enable the camera after disabling it. |
| Camera | EN-239568 | On a G7500 system with multiple connected Studio E70 cameras in Zoom mode with multi-camera enabled, the video occasionally crashes before rejoining the call. |
| Camera | EN-217068 | On a Studio X system in Zoom mode, the camera shows black and intermittently reframes the participants. |
| Configuration | EN-244174 | In the Poly system web interface, adding a new contact and marking as favorite doesn't work as expected. |
| Configuration | EN-243431 | On a G7500 system, there's a mismatch on network settings when viewed in Poly Lens. |
| Configuration | EN-243169 | In the Poly system web interface, the remote monitoring presets page shows as blank. |
| Configuration | EN-243135 | In the Poly Lens portal, the IP source of a device displays as manual instead of Dynamic Host Configuration Protocol (DHCP). |
| Configuration | EN-241922 | On a Studio X system, the device name overlaps the time display on a connected TC8 touch controller. |
| Configuration | EN-241877 | The time zone database doesn't reflect the fact that Mexico City no longer observes Daylight Savings Time. |
| Configuration | EN-218418 | On a Studio X30 system in the system web interface with the language set to Portuguese, errors appear in the video inputs field. |

| Category | Issue ID | Description |
|-------------------|-----------------------|---|
| Device Management | EN-248033 | On a Studio X30 system in Tencent mode, the system shows no output when connected via HDMI. |
| Device Management | EN-247687 | On a G7500 system in Tencent mode, the monitor receives a low refresh rate. |
| Device Management | EN-245417 | On a Studio X52 system in Zoom Rooms mode, the device intermittently shows as not supported. |
| Device Management | EN-245187 | On a Studio X system in Teams mode with a connected TC8 touch controller using the Extron app, switching between the apps isn't seamless. |
| Device Management | EN-244916 | On a G7500 system with a connected IP Microphone and static IP address assigned, a message appears to 'Check Your Network Connection' after a system restart. |
| Device Management | EN-244626 / EN-243445 | On a Studio X system in Poly Video mode, a 502 error is shown on the system web interface after the system is left idle. |
| Device Management | EN-244273 | On a Studio X50 system in Device Mode, the system reboots during a call. |
| Device Management | EN-244163 | On a Studio X70 system in Zoom mode, a difference is shown between bright contrast and saturation from HDMI1 to HDMI2. |
| Device Management | EN-243781 | On a G7500 system in Zoom mode, while sharing content via HDMI, the far end receives a dimmed image or low brightness. |
| Device Management | EN-242731 | On a G7500 system switching between and Poly and Device Mode causes HDMI content sharing to stop working. |
| Peripherals | EN-248163 | On a Studio X system with a connected TC8 touch controller, the controller unpairs or becomes unresponsive after update from an earlier than 3.11 software version. |
| Peripherals | EN-245357 | On a Studio X30 system with a connected TC8 touch controller in Tencent mode, the touch controller side menu stops responding. |
| Peripherals | EN-245455 | On a Studio X50 system in Zoom mode with a connected TC8 touch controller, you can't join or create a new meeting. |
| Peripherals | EN-245454 | On a Studio X system in Teams mode with a connected TC8 touch controller using the Extron app, calls can't be answered. |
| Peripherals | EN-245296 | On a Studio X30 or Studio X50 system with a connected TC8 touch controller, the controller screen becomes stuck after update. |
| Peripherals | EN-244772 | On a Studio X system with a connected TC10 touch controller, the touch controller setup wizard restarts when you manually assign an IP address. |
| Peripherals | EN-244770 | On a Studio X system with a connected TC8 touch controller, the touch controller intermittently unpairs and displays 'Discovering network'. |
| Peripherals | EN-243068 | On a Studio X50 system with two connected monitors, the second monitor doesn't display when the location is set to the United Kingdom. |
| Peripherals | EN-241559 | On a Studio X system with a connected touch controller, the settings menu doesn't open. |

| Category | Issue ID | Description |
|--------------|-----------|---|
| Provisioning | EN-244945 | On a Studio X52 system with syslog enabled, the system freezes and becomes stuck. |
| Provisioning | EN-244607 | On a G7500 or Studio X system in Teams mode, the audio gain parameter is ignored. |
| Provisioning | EN-244557 | On a Studio X70 system in Teams mode, Link Layer Discovery Protocol (LLDP) enabled doesn't allow assignment of a static IP address. |
| Provisioning | EN-243133 | On a G7500 system with connected Studio X Series systems, correct provisioning information isn't received via Dynamic Host Configuration Protocol (DHCP). |
| Provisioning | EN-242687 | On a G7500 system, web proxy autodiscovery doesn't locate the PAC file due to an invalid character being added to the request. |
| Provisioning | EN-234496 | On a G7500 system, SSH sessions cause a memory leak issue. |

Known Issues

This section identifies the known issues in this release.

IMPORTANT: These release notes do not provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

| Category | Issue ID | Description | Workaround |
|----------|-----------|---|---|
| Audio | EN-248521 | On a Poly Studio X52 system in Zoom Rooms mode, audio is lost to the far end during a lengthy (1 hr+) call. | Disconnect and then reconnect to the Zoom Room. |
| Audio | EN-247651 | On a Poly Studio X52 system with a connected Samsung monitor, the TV Speakers option doesn't work. | Use the Studio X52 speakers or use a supported monitor or TV. |
| Audio | EN-212975 | During a call on a Poly Studio X70 system with a Poly Trio C60 phone paired as an audio device, the far end may hear audio clipping. | None. |
| Camera | EN-236657 | Selecting Disable All USB Ports on the Studio X70 system disconnects the camera. | None. |
| Camera | EN-234479 | On a G7500 system with three USB-connected Studio E70 cameras powered by G7500 LLN ports, one or more Studio E70 cameras may not properly connect to the video conferencing system after restart. | Restart the system. |

| Category | Issue ID | Description | Workaround |
|-------------------|-----------|---|--|
| Camera | EN-227999 | On a G7500 or Studio X50 system, when you unplug the current people camera, the HDMI input set as People becomes the primary camera and takes priority over the built-in camera. | Log in to the system web interface and change the people camera to the preferred connected camera. |
| Configuration | EN-248891 | On a Studio X system in Google Meet mode, a second connected monitor doesn't work after update to VideoOS 4.1.1. | Downgrade your system to VideoOS 4.1.0. |
| Configuration | EN-235428 | On a G7500 system with a connected TC8 or TC10 touch controller in Teams mode, the camera fails to work when the Studio E70 is connected after start up. | Connect any monitors, cameras, or peripherals, before starting the system. |
| Configuration | EN-191539 | If you don't select the country during initial system setup, any subsequent changes to the camera Power Frequency don't change the setting. | Select the country in the system web interface. |
| Configuration | EN-243770 | On a Studio X system in Poly Video mode with no monitor connected, the device fails to work. | Connect any monitors, cameras, or peripherals, before starting the system. |
| Device Management | EN-244703 | On a G7500 or Studio X system, when connected via an Ethernet switch with Energy Efficient Ethernet enabled there may be a momentary loss of connection. | Disable Energy Efficient Ethernet on the switch. |
| Device Management | EN-242235 | On a G7500 system in Zoom Rooms mode with a paired Trio C60, the monitor unexpectedly shows a "Peripherals Update" screen. | None. |
| Device Management | EN-242466 | On a G7500 system, a date set manually in the system web interface changes to a random date after a system restart. | None. |
| Device Management | EN-240771 | On a Studio X70 in Teams mode with a connected TC8 touch controller, the update screen unexpectedly displays. | None. |
| Device Management | EN-240753 | On a Studio X system in Teams mode with a connected TC8 touch controller, the system may show as offline in Teams admin center and unpair with the controller. | Power cycle the device. |
| Device Management | EN-236658 | Selecting Disable All USB Ports causes the system to restart. | None. |

| Category | Issue ID | Description | Workaround |
|---------------------|-----------|---|--|
| Device Management | EN-226868 | On Studio X70 systems, the HDMI 1 output may display a blank screen during a pinhole factory reset. | Temporarily move the HDMI cable to the HDMI 2 output or use the system web interface to monitor factory reset progress. |
| Partner Application | EN-235202 | On Studio X50 systems in Teams mode, number keys don't work on the sign-in screen. | <p>Do one of the following:</p> <ul style="list-style-type: none"> • Select the Email, phone or username field to make the keys functional. <p>Select the back arrow to the main screen before going back to the sign-in screen.</p> |
| Partner Application | EN-233295 | On a Studio X70 system with a connected Studio E70 camera in Zoom mode, switching the Studio E70 camera and enabling Smart Gallery may result in the system defaulting back to the built-in camera. | Use one of the other available tracking modes including, manual, speaker focus, or auto-framing. |
| Partner Application | EN-202446 | On Studio X systems in Teams mode, the PAC file instruction isn't properly utilized to bypass the proxy. | <ul style="list-style-type: none"> • Use the <code>(dnsDomainIs(host, "local.example.com"))</code> function instead of an IP based <code>(isInNet(dnsResolve(host), "ip_address", "IP_address_pattern_mask"))</code> function. |
| Peripherals | EN-238840 | On a Studio X50 system with a connected USB headset, the system web interface doesn't reflect the connecting / disconnecting of the headset. | None. |
| Peripherals | EN-238525 | On a G7500 system, your device can't connect using Miracast. | Restart the system and wireless connection. |
| Peripherals | EN-237543 | On a Studio X50 system with a connected Trio C60, if you attempt to update the system with a USB flash drive, the system doesn't update. | Unpair the Trio C60 and then update the system using the USB flash drive, After the update, pair the Trio C60 back to the system. |
| Peripherals | EN-234766 | When using a TC10 device in Standalone Mode, leaving the custom URL field blank and selecting Check for Updates points to new software available at the default URL. | None. |

| Category | Issue ID | Description | Workaround |
|--------------|-----------|---|---|
| Peripherals | EN-210589 | When using a Studio X70 system, adjusting a secondary USB camera with a Poly Bluetooth remote control causes the system to crash. | Use a paired touch controller to adjust the camera. |
| Peripherals | EN-182043 | When using a Studio X50 system in Poly Video mode, you can't see incoming call notifications on TC8 when the TC8 device displays the Camera or Settings screen. | When the front of room monitor displays the active call message, close the Camera or Settings screens to answer the call. |
| Provisioning | EN-248675 | On a G7500 or Studio X system, the system doesn't connect via Wi-Fi and Cisco Access Points after a system update. | Disable Adaptive FT (Fast Transition) in Cisco Access Points, use FT enabled or disabled. |
| Provisioning | EN-243555 | In Poly Lens with a connected G7500 system, the information for peripheral devices shows as incorrect or incomplete. | None. |
| Provisioning | EN-238094 | In Poly Clariti Manager (Formerly RealPresence Resource Manager), web proxy settings aren't being sent to the server from the system. | Restart the system. |
| Provisioning | EN-226934 | In Poly Clariti Manager (Formerly RealPresence Resource Manager), Poly Studio X systems are showing as offline. | Update Poly Clariti Manager (Formerly RealPresence Resource Manager) to 10.11. |
| Video | EN-238554 | On Studio X30 systems in Device Mode the video freezes. | Exit and then re-enter Device Mode. |
| Video | EN-235419 | On a Studio X50 or Studio X30 system, when someone speaks at the far end of a room, Speaker Mode reframes to show the entire group. | Use Group Framing. |

System Constraints and Limitations

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

- [Barco Clickshare Fails to Wake System from Idle](#)
- [Biamp DSP USB Audio Processors](#)
- [Bluetooth and IR Remote Control and Receiver](#)
- [Color Correction Setting in Microsoft Teams](#)
- [Connecting / Disconnecting a Camera While the System Is On](#)
- [Disable / Enable All USB Ports](#)
- [Downloading System Logs](#)
- [Error message - A compatible software update package isn't found](#)
- [Full Screen Video with Airplay Support](#)

- [HDMI to DVI Not Supported](#)
- [Monitor Display Issues with CEC](#)
- [No Support for HDCP Sources](#)
- [Poly EagleEye Cube USB Camera](#)
- [Poly EagleEye Cube Microphone](#)
- [Polycom EagleEye IV USB Camera](#)
- [Polycom EagleEye IV10-Meter HDCI Digital Camera Cable](#)
- [Poly TC8 or Poly TC10 SCEP Support](#)
- [Primary Audio Volume in Partner Mode](#)
- [Secure Media Streams](#)
- [Sharing Content with RealPresence Desktop](#)
- [Sleep and Out of Office Settings in Partner Mode](#)
- [Using Device Mode as a Provider](#)
- [Using Device Mode with a Paired Trio Speakerphone](#)
- [Using the System in Microsoft Teams Mode](#)
- [Zoom Smart Gallery Using Multiple Cameras Isn't Supported](#)

Barco Clickshare Fails to Wake System from Idle

Poly recommends waking the Poly system before clicking on Barco Clickshare. If a blue screen displays after clicking on Barco Clickshare, disconnect and then reconnect the HDMI cable.

Biamp DSP USB Audio Processors

Audio issues can occur due to incorrect setup and configuration of Biamp DSP USB Audio Processors. Poly suggests a range of solutions:

- Upgrade your Biamp device firmware.
- In **DSP Properties**, disable **Asynchronous Synchronization**.
- In **USB X Initialization**, under **Connection Type**, select **Speakerphone: Disables Computer AEC**.
- Use analog, in **USB X Initialization**, under **Connection Type**, select **Line In / Out**.

Bluetooth and IR Remote Control and Receiver

Poly Bluetooth and IR Remote Control functionality may be limited when using partner applications.

Color Correction Setting in Microsoft Teams

The Poly Studio X Series doesn't support the Color Correction feature.

Connecting / Disconnecting a Camera While the System Is On

Poly recommends that you don't connect or disconnect a camera when the system is powered-on. To connect / disconnect a camera, you should first turn off the system, and then connect / disconnect the camera.

Disable / Enable All USB Ports

Disabling USB ports on Studio X70 systems results in the built-in camera being disconnected.

Downloading System Logs

Wake the system before downloading system logs to ensure all component logs are captured.

Error message - A compatible software update package isn't found

In the system web interface, this error message may display after upgrading to VideoOS 4.x as the provisioning server finds an earlier software release, which you can't downgrade to.

Full Screen Video with Airplay Support

You can't use Airplay to share full-screen video from a website or app on an iOS device.

HDMI to DVI Not Supported

Poly recommends only using monitors with a direct HDMI input as G7500 and Studio X Family systems don't support HDMI to DVI adapters.

Monitor Display Issues with CEC

If you experience display issues after the system wakes from sleep, disable CEC in the system web interface.

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 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 [Poly Lens Desktop](#).
- Some camera settings are available only through the Poly Lens Desktop 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 Poly recommends updating the camera to firmware version 1.1.0-827 or later:
 - Connect the camera to a Poly Trio system running software version 5.9.0AB or later.
 - Update the camera using the Poly Lens Desktop application.

Poly EagleEye Cube Microphone

Don't use the EagleEye Cube microphone with a USB DSP audio solution due to conflict between the microphones.

Polycom EagleEye IV USB Camera

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

- The pan, tilt, and zoom controls don't work if you use the camera with an Acer T232HL touch monitor.
- When EagleEye IV is set as the primary camera, Preset 1 isn't used for the default camera position. The camera uses the default full-frame camera view.

Polycom EagleEye IV 10-Meter HDCI Digital Camera Cable

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](#).

Poly TC8 or Poly TC10 SCEP Support

SCEP server information can be configured in the system web interface for the G7500 or provisioned in Poly Lens, but it can't be configured in the Poly TC8 or Poly TC10 touch controller's settings.

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.

Secure Media Streams

Media streams (audio, video, and content) over HTTPS aren't supported. Media streams in H.323 and SIP calls are encrypted using SRTP.

Sharing Content with RealPresence Desktop

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

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.

Using Device Mode as a Provider

- You must have a monitor connected to the system. When you connect an HDMI cable from your system to your computer, the system's monitor becomes a second display for your computer.
- Airplay and Miracast are disabled in the system web interface.
- Sleep and digital signage aren't available.

Using Device Mode with a Paired Trio Speakerphone

Note the following limitations when using your system as an external camera, microphone, and speaker in Device Mode from a paired Trio 8500, Trio 8800, or Trio C60 system:

- You can only access Device Mode from the Trio screen when the system is in Poly Video Mode.
- When the system is in Device Mode, the controls displayed on the Trio screen 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.

Using the System in Microsoft Teams Mode

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

- Poly Trio is only supported as an audio device and not as a controller. Use a touchscreen, a paired TC8 or TC10 device, or a Bluetooth remote to interact with the system.
- The solution is certified for use with one E70 camera.

- The Studio X30, Studio X50, Studio X70, and Studio X52 solution supports only built-in cameras.
- The Poly Studio X systems don't support the Color Correction feature.

Zoom Smart Gallery Using Multiple Cameras Isn't Supported

When using Zoom Smart Gallery, using multiple connected cameras isn't supported.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation 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 / HP Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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