



Poly VideoOS Software 3.0.0

Poly G7500, Poly Studio X50, and Poly Studio X30

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What's New

The latest release of Poly VideoOS software includes the features and functionality of previous releases and includes the following new features:

- [Introducing Poly Studio X50 and Poly Studio X30](#)
- [Introducing Poly Partner Mode](#)
- [Poly Interoperability with Zoom Rooms](#)
- [Introducing Poly TC8](#)
- [Poly NoiseBlockAI](#)
- [Documentation Updates](#)

Introducing Poly Studio X50 and Poly Studio X30

Poly Studio X50 and Poly Studio X30 systems are all-in-one video conferencing endpoints for huddle rooms and medium-to-small conference rooms. Each system is easy to install and includes an integrated 4K UHD camera, high-quality microphone arrays, and speakers.

These systems don't require a separate PC, laptop, or codec for video or audio conferencing.

Introducing Poly Partner Mode

Poly Partner Mode enables you to run third-party conferencing applications on supported Poly video systems. For example, after powering on your system for the first time, you can select Zoom Rooms to place Zoom calls.

See your partner documentation for support and information on using third-party applications:

- **Zoom:** <https://support.zoom.us/hc/en-us>

Poly Interoperability with Zoom Rooms

Poly extends the interoperability of G7500, Studio X50, and Studio X30 systems to work with Zoom Rooms.

With Poly Zero Touch Onboarding (ZTO), you're able to place and join Zoom calls as soon as your system powers on.

Introducing Poly TC8

With a Poly TC8 device, you can control aspects of a G7500, Studio X50, or Studio X30 system, including placing calls and managing content sessions.

The TC8 device pairs with your video system over the network (wired LAN) for flexible room setups.

Poly NoiseBlockAI

Poly NoiseBlockAI is Poly's next-generation noise-blocking technology. During calls, NoiseBlockAI eliminates background and extraneous sounds in common working environments when no one is talking.

To enable NoiseBlockAI, turn on the **Enable Keyboard Noise Reduction and NoiseBlock** setting in the system web interface or provision `voice.noiseSuppression.enable="True"`.

Documentation Updates

The following updates apply to the Poly G7500 system documentation:

- Renamed the *Polycom G7500 Administrator Guide* to the *Poly Video Mode Administrator Guide*
- Renamed the *Polycom G7500 User Guide* to the *Poly Video Mode User Guide*
- Renamed the *Poly G7500 Configuration Parameters Reference Guide* to the *Poly VideoOS Configuration Parameters Reference Guide*

Security Updates

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

Installation

Get the latest version of Poly VideoOS at Polycom Support. You don't need a software version key to install version 3.0.0.

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.

Note the following:

- You must update your system to software version 3.0 before switching from Poly Video Mode to Poly Partner Mode, and vice versa.
- If you plan to use Zoom Rooms as your primary partner application, Poly recommends regularly updating your system in the Zoom Admin Portal.

Version History

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

Release History

Release	Release Date	Features
3.0	December 2019	<ul style="list-style-type: none"> • Introducing the Poly Studio X50 and Poly Studio X30 systems • Introducing Poly Partner Mode

		<ul style="list-style-type: none">• Poly interoperability with Zoom Rooms• Introducing the Poly TC8 device• Poly NoiseBlockAI• Documentation updates
2.1	August 2019	<ul style="list-style-type: none">• 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	May 2019	<ul style="list-style-type: none">• Introducing the Poly G7500

Language Support

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

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

In Partner Mode, your conferencing provider may have a different set of supported languages.

Resolved Issues

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

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
API	EN-151779	When showing content or placing a call an active session starts and can't be stopped using the command-line API parameter vbutton stop .
Application	EN-125608	After installing a certificate using the provisioning server, the registration status in the system web interface always displays In Progress .
Camera	EN-137156	An EagleEye IV camera doesn't upgrade even though you configured the system to automatically update HDCI-connected cameras.
Device Management	EN-120748	In the system web interface, a manually unpaired device displays as still available for a few minutes.
Hardware	EN-146937	When you connect a second monitor while the system is running, the second monitor mirrors the primary monitor when it should provide a slightly different interface (to take advantage of the increased screen space).
Hardware	EN-156667	The mute button is unavailable during calls when no Poly microphones are connected.
Security	EN-144446	Poly implemented additional protections in the system against TCP SACK vulnerabilities.

Known Issues

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

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

Known Issues

<i>Category</i>	<i>Issue ID</i>	Description	<i>Workaround</i>
Audio	EN-119155	Downloading logs during a call temporarily disconnects the Poly Microphone IP Adapter, resulting in a loss of audio on the far end.	When using a microphone adapter, don't download logs during a call.
Audio	EN-161728	Audio may stutter or echo at the start of a Zoom call.	Restart the system.
Calling	EN-154182	The video quality has issues when you dial in to a Zoom meeting using H.323 on a Poly system.	Dial in to Zoom calls using SIP. You can do this automatically for all calls by setting your primary dialing preference to SIP.
Calling	EN-154858	You can place a Zoom call on a paired TC8 device while the video system's software is still updating, but the call disconnects once the update completes.	Wait until the video system finishes updating before placing calls on the TC8 device.
Certificate Management	EN-132233	Your system still gets updates from RealPresence Resource Manager even if you delete the CA-signed certificate to establish connection with the provisioning server.	Reset your system settings and specify you don't want to keep installed certificates.
Content	EN-156868	In content shared through an HDMI connection, black text on a red background is blurry.	None.
Content	EN-160065	The screen mirroring options remain live in the system web interface even though someone is sharing content. Modifying the settings while sharing content can cause problems. For example, if you disable AirPlay while someone's sharing content from their AirPlay-certified device, the content drops.	Don't modify screen mirroring options during a content session.
Device Management	EN-140507	When the G7500 system is sleeping, EagleEye Cube USB camera information doesn't display in the system web interface.	None.
Device Management	EN-145107	You can create a name for your EagleEye Cube USB camera in the Polycom Companion application that's up to 60 characters long, but the G7500 system web interface cuts off the name after 32 characters.	Use a camera name that isn't longer than 32 characters.

Directories	EN-144594	When uploading contacts from an XML file, the system doesn't display more than one contact with the same name even if the <code>uniqueid</code> attribute is different.	Create contacts with unique names.
Hardware	EN-136674	On your G7500 system, unplugging a Poly IP Table Microphone from the first link-local network (LLN) port and plugging it back in causes any other connected table microphones to stop working.	Restart the system after unplugging the table microphone.
Hardware	EN-140535	Rapidly disconnecting and reconnecting an EagleEye Cube USB camera may cause the system to crash.	None.
Hardware	EN-143881	If your monitor has a built-in webcam, your EagleEye Cube USB camera may not display video after a software update.	Reconnect the EagleEye Cube USB camera or restart the system.
Hardware	EN-145997	Swapping a 4K monitor for a 1080p monitor while your system is asleep results in losing the monitor signal.	Restart the system.
Hardware	EN-156837	Restarting the system without HDMI connected can cause the system to crash when attempting to make a H.323 call.	Don't restart the system when no HDMI outputs are connected.
Network	EN-143744	If your system's VLAN changes, your connected IP microphones show as Disconnected .	Restart the system.
Peripherals	EN-154642	Recent call history still displays on the TC8 device after you clear recent calls in the paired video system web interface.	Unpair then pair the TC8 device to clear the recent call list.
Peripherals	EN-155884	If you configured a Remote Access Password for your video system, the TC8 screen hangs on a message that indicates the device is waiting to pair.	In the video system web interface, go to Security > Local Accounts and enable Use Room Password for Remote Access .
Peripherals	EN-159906	In the system web interface, configuring the video Input 2 as a People source doesn't work.	Set the Display as setting to Content .
Provisioning	EN-132148	In RealPresence Resource Manager, you can't provision the exchange.meeting.reminderInterval parameter using these permitted configuration values: <code>None</code> , 1, 5, 10, 15, or 30.	Configure this feature using the Meeting Reminder Time in Minutes setting in the system web interface.

Provisioning	EN-157566	The cast.miracast.enforcepin parameter isn't included in the template configuration file you can download from the system.	None.
Software Updates	EN-150450	You can load Poly VideoOS 2.1.0 on a Studio X50 or Studio X30 even though those systems don't support that software version.	In the system web interface, select Polycom Support Site for the Download Update From field to get the latest version supported by your system.
Software Updates	EN-158776	If you try to update the Studio X30 system with a USB flash drive, you can't complete the update on the screen since the touch monitor no longer has its USB connection.	Update using the system web interface.
User Interface	EN-132836	In the system web interface, you can't configure 802.1p/Q settings.	Select Enable 802.1p/Q and select Save . The related settings become configurable.
User Interface	EN-129559	When using a stylus, touch events on the secondary monitor default to the primary monitor's settings.	None.
User Interface	EN-155417	Changing the Time Server setting in the system web interface from Auto to Off , and then back to Auto causes the time to desync between your system and TC8.	Wait 30 minutes or restart your TC8.
User Interface	EN-154200	When in Poly Partner Mode, the Poly G7500, Studio X50, and Studio X30 system web interface Home Screen settings don't work.	None.
User Interface	EN-162421	On the Poly Studio X50 and Poly Studio X30 user interface, the system hangs on the Discovering Network screen after a factory restore of the system.	Verify the system has a network connection before initiating a factory restore of the system.
Video	EN-133617	You may see distorted color in a RealPresence Collaboration Server–hosted call.	Do one of the following: <ul style="list-style-type: none"> Update RealPresence Collaboration Server to 8.8.0.3 or later.

			<ul style="list-style-type: none"> In the system web interface, go to the Network Quality page, turn off Enable Lost Packet Recovery, and turn on Dynamic Bandwidth.
Video	EN-159888	In the Poly Studio X50 and Poly Studio X30 system web interface, the camera Brightness and Color Saturation sliders don't change the brightness or color saturation levels.	None.

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.

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 Poly Partner Mode. Disable the secondary Wi-Fi network when the system is in Partner Mode.

Sleep Functions in Partner Mode

To avoid inconsistent behavior in Partner Mode, Poly recommends that you configure sleep settings in your conferencing application rather than the system web interface.

Group Framing with Studio X50 and Studio X30

If your Studio X50 or Studio X30 system is using the Frame Group camera tracking feature, the camera doesn't recognize and track people in the room who aren't facing the camera.

Poly EagleEye Cube USB Camera

Note the following when using this camera with your system:

- 1080p at 60 fps isn't supported, but 1080p at 30 fps is supported.
- The system supports only one directly connected camera at a time. For example, you can't attach an HDCI camera to the back of the system in addition to the EagleEye Cube USB camera.

- The camera's stereo audio pickup isn't supported.
- Camera presets aren't supported.
- The system logs don't include entries about the camera. You can download camera logs using the Polycom Companion application.
- Some camera settings are available only through the Polycom Companion application (for example, hue).
- You can provision camera settings with RealPresence Resource Manager only when you connect the camera to your system.
- If you previously purchased an EagleEye Cube USB camera to use with a Poly Trio system, you can also use the camera with your system. However, to avoid camera connectivity issues with the system, do one of the following to update the camera firmware to at least version 1.1.0-827:
 - Connect the camera to a Poly Trio system running software version 5.9.0AB or later.
 - Update the camera using the Polycom Companion application.

Polycom EagleEye IV HDCI Digital Camera Cable (10 m)

The 10 m (32.8 ft) HDCI cable (part number 2457-64356-101) used to connect an EagleEye IV camera to your G7500 system isn't supported.

If you need to connect your camera up to that distance, use the Polycom EagleEye Digital Extender instead.

HDMI Input for Content Only

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

Polycom Content App

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

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

Miracast–Certified Devices

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

- Windows devices only require a security code during the first attempt to connect to the G7500 system. If you can't connect, you may need to remove the system from your device connection list and try again.
- 4K content sharing isn't supported.

- To confirm you have a Miracast–certified device, search for your device [here](#).

No Support for HDCP Sources

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

Studio X50 Audio Ports

The following Studio X50 system audio ports are not supported and reserved for future use:

- 3.5 mm audio input and output
- Polycom RealPresence Debut expansion microphone connection

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.
- RealPresence Group Series microphone arrays by default are configured to use stereo audio, but the microphone adapter supports only mono mode.
- You can't connect a SoundStructure accessory to the microphone adapter. To use SoundStructure with a G7500 system, connect it to the codec with a 3.5 mm cable.

Checking Factory Restore Progress

During a factory restore of your 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. (Since the Studio X30 system only has one monitor connection, you can't see the restore progress.)

USB Headsets and Keyboards

You can't use a USB headset or keyboard with your system.

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.

Web Proxy and Secure Media Streams

When using a web proxy with your system, 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.

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:

- Poly TC8
- 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 3.5 mm line-level connection)
- Polycom Stereo Speaker Kit

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- Poly EagleEye Cube USB camera (Poly Video Mode only)
 - Polycom EagleEye IV camera
 - Polycom EagleEye Director II camera
 - Polycom EagleEye Producer camera
 - Polycom EagleEye Digital Extender
 - Poly Bluetooth Remote Control (Poly Video Mode only)
 - Polycom Content App (Poly Video Mode only)
 - Zoom Rooms

Supported Studio X50 Peripherals and Applications

Studio X50 systems support the following peripherals and applications:

- Poly TC8
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms

Supported Studio X30 Peripherals and Applications

Studio X30 systems support the following peripherals and applications:

- Poly TC8
- Polycom Content App (Poly Video Mode only)
- Zoom 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

The G7500, Studio X50, and Studio X30 systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

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

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition	8.8.0 and 8.8.1
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 (VCS)	X8.11.3
Cisco 3241 ISDN Gateway	2.2(1.27)p

Poly Endpoints

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Group Series 300/310, 500, 550, and 700	6.2.1.2
Polycom G200	1.0.0
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.10.0
Polycom RealPresence Desktop for Mac	3.10.0
Polycom RealPresence Mobile for Apple iOS	3.10.0
Polycom RealPresence Mobile for Android	3.10.0
Poly Trio 8300, 8500, and 8800	5.9.1
Poly Trio Visual+	5.9.1
Poly Trio VisualPro	5.9.1 and 6.2.1.2
Polycom RealPresence Debut	1.3.3
Polycom VVX 450/501/601/1500	5.9.3.2857 and 6.1.0.6189

Third-Party Endpoints

<i>Product</i>	<i>Tested Versions</i>
Cisco C90/C40/C20	TC7.3.18.bd50440
Cisco IX5000	8.3.1.1(3)
Cisco C20, C40, and C90	TC7.3.18.bd50440
Cisco SX80/SX20/SX10	ce 9.8.0 be9359915d0
Avaya Scopia XT7000 and XT5000	v9_1_8_63
Huawei TE40 and TX50	6.10.0
Huawei DP-300	2.00.b00
LifeSize ICON 450/600/800i	3.4.0(2268)
LifeSize Room 220	5.0.70(6)

Peripherals and Applications

<i>Product</i>	<i>Tested Versions</i>
Poly EagleEye Cube USB	1.1.1
Polycom EagleEye Director II	2.2.0.39
Polycom EagleEye Producer	1.2.2.2
Poly IP Table Microphone	2.0.0
Poly IP Ceiling Microphone	2.0.0
Poly Microphone IP Adapter	2.0.0
Poly TC8	3.0.0
Polycom Content App	1.3.2
Zoom Rooms	4.4.59001.1119

Getting Help and Copyright Information

GETTING HELP

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

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