Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

Poly announces the release of Poly VideoOS software 3.5.0. This Poly VideoOS software build contains the following device software versions:

- Poly TC8 3.5.0
- Poly Microphone IP Adapter 3.0.0
- Poly IP Table Microphone 3.0.0
- Poly EagleEye Cube USB camera 1.3.1

Contents

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 3.5.0 includes the following features:

- Microsoft Teams Enhancements
- Support for Zoom Rooms 5.6.6
- Saving Logs to Internal Storage
- Support for Pairing TC8 with Wi-Fi as the Primary Network
- Camera Improvements
- Native Interoperability with BlueJeans
- Support for New USB Cameras

Microsoft Teams Enhancements

This release supports the following enhancements if you use Microsoft Teams as a conferencing provider:

- Improved video transmission stability
- Support for touchscreen configuration for primary and secondary monitors
- Improved video resolution, including support for 1080p and 540p
- Support for three simulcast video streams
- Video resolution improvements in low-light conditions

Support for Zoom Rooms 5.6.6

Poly VideoOS software 3.5.0 supports Zoom Rooms and Zoom Rooms Controller 5.6.6 applications for G7500, Studio X50, and Studio X30 systems.

Saving Logs to Internal Storage

In this release, you can configure your system to write logs to the system's internal storage. Writing the logs to the internal storage helps troubleshoot problems that may affect the system's ability to write logs.

When enabled, the system writes logs to the internal storage for two weeks. After two weeks, the system reverts to the previously configured logging method and deletes the logs in the internal system storage. Download the logs before the time expires.

Support for Pairing TC8 with Wi-Fi as the Primary Network

You can now pair a TC8 device to a system when the system is using Wi-Fi as the primary network. The TC8 must be on the same subnet as your video system for pairing to work.

> **Note:** Wi-Fi as the primary network is only available when using Zoom Rooms or Teams as your conferencing provider.

Camera Improvements

This release includes the following camera improvements and additions:

- Improved pan, tilt, and zoom for USB cameras
- Support for the Logitech Rally USB camera (only supports video with no audio input) for G7500 and Studio X50 systems in Poly Video Mode or with Zoom Rooms
- Support for calibrating EagleEye Producer group framing with a RealPresence Group Series remote control

Native Interoperability with BlueJeans

Poly extends the interoperability of Studio X50 and Studio X30 systems to work with BlueJeans. The BlueJeans software (0.1.0.23) is currently a beta release.

Support for New USB Cameras

Poly supports the following additional USB cameras when using Poly Video and partner conferencing applications with this release.

- Poly Studio USB video bar
- Polycom EagleEye Mini USB camera
- Poly EagleEye Cube USB camera
- Polycom EagleEye IV USB camera
- Vaddio ConferenceSHOT AV camera (only supports video with no audio input from the USB camera)
- Huddly IQ Conference camera, only supports video with no audio input (only supports video with no audio input from the USB camera)
- Logitech Rally Ultra HD PTZ USB camera, only supports video with no audio input (only supports video with no audio input from the USB camera)

Refer to the documentation for your conferencing application for details on USB camera support, multicamera support, and camera switching support.

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 3.5.0.

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.
- Poly supports automatic software updates from the last major software release (X.X.0). If you have a software version earlier than this you must update to the next major release before updating to the latest release. When updating this way, you must update using USB update.
- If you have a system paired with a Poly Trio C60, you must update your Trio C60 to software version 7.0.1 or later.

Downgrading Software

Poly recommends the following if you want to downgrade from version 3.5.0:

- 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.
- When downgrading software to versions earlier than 3.3.2, use the system's dashboard to check that the hardware version meets the requirement for the software version.

> **Note:**   Poly Studio X30 has no hardware restrictions on downgrading.

Supported Hardware Versions

System	Poly VideoOS 3.3.1 and Earlier	Poly VideoOS 3.3.2 and Later
Poly Studio X50	1	All
Poly Studio X50 No Radio	20	All
Poly G7500	1 to 7	All
G7500 No Radio	20	All

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.

Release History

Release	Release Date	Features
3.5.0	June 2021	• Microsoft Teams Enhancements • Support for Zoom Rooms 5.6.6 • Saving Logs to Internal Storage • Support for Pairing TC8 with Wi-Fi as the Primary Network • Camera Improvements • Native Interoperability with BlueJeans • Support for New USB Cameras
3.4.0	May 2021	• Support for Presenter Mode • Live Microphone Switching on Studio X50 • Wi-Fi Enhancements • Support for Microsoft Teams • Support for Zoom Rooms 5.6.3 • Support for New USB Cameras • Provisioning Enhancements • Enhancements for Switching Conferencing Providers • Removed 8x8 as a Conferencing Provider • Support for INOGENI 4KUSB3 4K HDMI to USB 3.0 Capture Device • USB Mouse Support
3.3.2-286154	April 2021	• Support for Zoom Rooms 5.5.0 • Additional Multicamera Support with Zoom Rooms • Interoperability with Dialpad • Updated Icons • Wi-Fi Enhancements • Microsoft Teams Enhancements • New REST APIs for Device Mode • Remote Logging Updates • Global Security Enhancements • Increased Number of TC8 Devices Supported • Important Downgrading Information • Factory Restore Partition Update to 3.3.2
3.3.1	January 2021	• Camera Enhancements for Studio X50 and Studio X30

3.3.0	January 2021	• Support for Zoom Rooms 5.4.0
		• Locking Your System in 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
		• Update Device Registration When Downgrading System from 3.2.2 to 3.2.0
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
3.1.2	October 2020	• DoD APL-approved software
3.1.1-216125	June 2020	• Support for Zoom Rooms 5.0.2
3.1.1-216122	June 2020	• Fixes to audio issues and conference provider switching
3.1.1-216109	June 2020	• Studio X Family Certified Collaboration Bar for Microsoft Teams
		• Native Interoperability with 8x8
		• Adjust Studio X50 or Studio X30 Camera Lighting Based on Workspace
		• Disable Poly Device Mode
		• System Acceptlist
3.1.0	May 2020	• Support for Zoom Rooms 5.0
		• Native Interoperability with GoToRoom by LogMeIn
		• Pairing a Poly Trio System
		• Using the System as a Camera and Audio Peripheral
		• New Camera Tracking Option for Studio X Family
		• IPv6 Support
		• Security Banner
		• New Security Defaults
		• PKI Certificates for Poly TC8
		• 802.1X for TC8
		• System Audio Enhancements
		• Poly Lens Enhancements
		• Improving Picture Quality
		• Out of Office Sleep Settings

3.0.2	February 2020	• Fixes to audio issues during calls using Zoom Rooms
3.0.1	February 2020	• Poly Lens support • Studio X50 and Studio X30 camera enhancements • Studio X50 and Studio X30 audio enhancements • Using a TC8 behind a web proxy
3.0.0	December 2019	• Introducing the Poly Studio X50 and Poly Studio X30 systems • Introducing Poly Partner Mode • Poly interoperability with Zoom Rooms • Introducing the Poly TC8 device • Poly NoiseBlockAI • Documentation updates
2.1.0	August 2019	• Poly EagleEye Cube USB camera support • Persistent HDMI content • Comprehensive provisioning template • CEC support • H.460 on by default • Ability to configure wireless channels for Miracast-certified devices • Important sleep/wake fixes • 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:

- 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.

Resolved Issues

Category	Issue ID	Description
Calling	EN-202318	When using the Microsoft Teams application in a call with multiple participants, the call ends unexpectedly.
Device Management	EN-200251	The system web interface shows multiple Application Management cards when updating the software on a connected peripheral.
General	EN-197582	If you reboot the connected computer while the system is in Device Mode, the system stops sending video.
General	EN-199756	The Poly Studio X30 system resets after entering Device mode.
Network	EN-186555	SRV lookups fail if you don't set the domain name on Studio X50 or Studio X30 systems.
Network	EN-196859	Studio X30 mishandles the multi-CNAME DNS resolution when you enable web proxy.
Network	EN-200776	The system can't assign a static IP address when you enable 802.1p/Q.
Peripherals	EN-183942	When connecting an EagleEye IV USB camera to the system, panning and tilting the camera view can be slower than expected.
User Interface	EN-190063	The TVUI doesn't display the same content status notification shown on the TC8 device.
User Interface	EN-200079	When a user enters special characters into a field on the TC8 **Place a Call** screen, the controller returns the user to the **Home** screen.
User Interface	EN-200173	The Microsoft Teams application doesn't respond to touch input after the monitor is turned back on after being off for some period of time.
User Interface	EN-200416	When the system is in the Zoom application, the on-screen content sharing notification displays without a content source.
Video	EN-191406 EN-196467	When there are multiple participants in a Microsoft Teams call, the video from the Poly Studio X50 system using Microsoft Teams native application has reduced image quality.
Video	EN-197667	Video on the Studio X50 system flickers when connected with an EagleEye IV USB camera.

| Video | EN-197777 | The system can't connect a Miracast session with smartphones that don't support IP over EAPOL. |
| Video | EN-201467 | When using the Microsoft Teams native application, the system doesn't transmit video to all participants in the call. |

Known Issues

The following table lists known issues in this release.

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

Known Issues

Category	Issue ID	Description	Workaround
Application	EN-190187	When using Wi-Fi as the primary network, Studio X30 systems lose connection to the network after a couple of hours when using an Ubee DVW232CB wireless router.	Restart the system.
Application	EN-202210	If you change conferencing providers, your sleep settings may revert to default values.	After you change providers, make sure your sleep settings are correct.
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.
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.
Content	EN-156868	In content shared through an HDMI connection, black text on a red background is blurry.	None.
Device Management	EN-178323	Entering Device Mode unregisters the gatekeeper and SIP registrar server on Poly Studio X30.	Exit Device Mode.
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-179484	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.	None.
Peripherals	EN-182043	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.	None.
Peripherals	EN-183942	When connecting an EagleEye IV USB camera to the system, panning and tilting the camera view can be slower than expected.	None.
Peripherals	EN-196977	When you switch from a Wi-Fi connection to a wired LAN connection, your TC8 device indicates that it's unpaired. However, the system web interface indicates that the TC8 device is paired.	Reboot both the system and the TC8 device.
Provisioning	EN-132148	In RealPresence Resource Manager, you can't provision the `exchange.meeting.reminderInterval` parameter using these permitted configuration values: `None`, `1`, `5`, `10`, `15`, or `30`.	Configure this feature using the **Meeting Reminder Time in Minutes** setting in the system web interface.

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, Trio 8800, or Trio C60 system, Device Mode works only in Poly Video Mode.
  - ➢ 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.
- You can't use a Poly Trio if you're connected to a Wi-Fi network. You must use a touchscreen, a paired TC8 device, or a Bluetooth remote to interact with the system.
- Only supports the built-in Studio X50 and Studio X30 cameras.

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.

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.

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.

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
- Polycom EagleEye Mini USB camera
- Poly EagleEye Cube USB camera
- Polycom EagleEye IV USB camera
- Polycom EagleEye IV HDCI camera
- Polycom EagleEye Director II camera (HDCI connections only)
- Polycom EagleEye Producer (with EagleEye IV camera only)
- Vaddio ConferenceSHOT AV camera (only supports video with no audio input from the USB camera)
- Huddly IQ Conference camera (only supports video with no audio input from the USB camera)
- Logitech Rally Ultra HD PTZ USB camera(only supports video with no audio input from the USB camera)
- INOGENI 4K2USB3 HDMI to USB 3.0 capture device
- Polycom EagleEye Digital Extender
- Poly Bluetooth Remote Control
- Polycom Content App (Poly Video only)
- Zoom Rooms
- GoToRoom by LogMeIn
- 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
- Polycom EagleEye Mini USB camera
- Poly EagleEye Cube USB camera
- Polycom EagleEye IV USB camera
- Vaddio ConferenceSHOT AV camera (only supports video with no audio input from the USB camera)
- Huddly IQ Conference camera, only supports video with no audio input (only supports video with no audio input from the USB camera)

- Logitech Rally Ultra HD PTZ USB camera, only supports video with no audio input (only supports video with no audio input from the USB camera)
- INOGENI 4K2USB3 HDMI to USB 3.0 capture device
- Polycom Content App (Poly Video only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- StarLeaf
- RingCentral Rooms
- Dialpad

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 only)
- Zoom Rooms
- Microsoft Teams
- GoToRoom by LogMeIn
- StarLeaf
- RingCentral Rooms
- Dialpad

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

Microsoft Teams Support

Studio X50 and Studio X30 systems support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers. Poly recommends running Poly VideoOS 3.5.0 for the best experience when using Teams on Studio X Family systems.

Note the following when using Microsoft Teams on your system:

- After upgrading to Poly VideoOS 3.5.0, you must sign in to the paired TC8 device (when using the touch console) using the same Microsoft Teams account and credentials you use on the Studio X50 or Studio X30 system.
- The TC8 device now signs in independently of the Studio X50 or Studio X30 device, so you may need to increase the maximum number of devices allowed per user or room account by one to include the TC8 device, the default number of devices that can be registered per account is 15 (unless changed by your administrator).
- After signing in to Teams, you must pair the TC8 device to the Studio X50 or Studio X30 system via a pairing code.
- All deployment requirements and recommendations for Teams now apply to the TC8 device as well as to the Studio X50 or Studio X30 system. This includes firewall, security, and network configuration. Ensure that your corporate firewalls are configured as per the [Microsoft recommendations](#).
- 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 TC8 devices. The latest Microsoft supported Poly VideoOS version is posted on the Microsoft Teams Admin Center.
- After you upgrade to Poly VideoOS 3.5.0, update to the latest Teams APK from the Microsoft Teams Admin Center.

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

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 Intraoperability Matrix](#) to match product and software versions.

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

Product	Tested Versions
Poly One Touch Dial Service	Current version
Poly RealConnect Service	Current version
Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition	8.9.0 8.9.1
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.0.0
Polycom RealPresence Resource Manager, Virtual Edition	10.9.0

Polycom RealPresence Media Suite	2.8.2
Cisco Telepresence Video Communication Server	X12.7.0
Cisco Unified Communications Manager (CUCM)	12.5.1

Poly Endpoints

Product	Tested Versions
Polycom RealPresence Group Series	6.2.2.6
Poly G200	1.3.1-0638
Poly G7500, Poly Studio X50, and Poly Studio X30 with Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	Poly VideoOS software 3.5.0 UC software 7.0.1
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.11.2.73443
Polycom RealPresence Desktop for Mac	3.10.4.72927
Polycom RealPresence Mobile for Apple iOS	3.11.2.73443
Polycom RealPresence Mobile for Android	3.10.1.71327
Poly Trio C60, Poly Trio 8500, and Poly Trio 8800	7.0.1
Poly Trio 8500 and Poly Trio 8800 with Polycom RealPresence Group Series	UC software 7.0.1 RealPresence Group Series software 6.2.2.6
Poly Trio C60 with Polycom RealPresence Group Series	UC software 7.0.1 RealPresence Group Series software 6.2.2.6
Poly Trio Visual+	7.0.0.4269
Poly Trio VisualPro	UC software 7.0.0.4269 RealPresence Group Series software 6.2.2.6
Polycom RealPresence Debut	1.3.3-71352
Polycom VVX 450/501/601/1500	5.9.5.0614 6.3.1.8427

Third-Party Endpoints

Product	Tested Versions
Avaya Scopia XT7000 and XT5000	V9_2_3_15

Cisco C90, C40, and C20	TC7.3.21.6ac6d47
Cisco SX80, SX20, and SX10	ce 9.15.0.11 aec227943ed
Huawei DP-300	2.00.b00
Huawei TE40 and TX50	6.10.0
LifeSize ICON 450/600/800i	3.4.4 (3331)

Peripherals and Applications

Product	Tested Versions
Poly EagleEye Cube USB	1.3.1-001267
Polycom EagleEye Director II	2.2.0.39-1357
Polycom EagleEye Producer	1.2.2.2-11439
Polycom EagleEye IV USB	1.2.1-467
Polycom EagleEye USB Mini	9.0.23
Poly Studio	1.3.2.000744
Poly IP Table Microphone	3.0.0
Poly IP Ceiling Microphone	3.0.0
Poly Microphone IP Adapter	3.0.0
Poly TC8	3.5.0
Poly Lens	Current version
Polycom Content App	1.3.4.73535
Zoom Rooms	5.6.6.1240 5.6.6.1240(for TC8)
Microsoft Teams	1449/1.0.96.2021051904

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 Poly 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 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 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.

Privacy Policy

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