



Poly G200

Contents

- What’s New..... 1
- Release History.....2
- Security Updates.....2
- Supported Web Browsers2
- USB Headsets Tested with This Release3
- Products Tested with This Release3
- System Constraints and Limitations5
- Resolved Issues.....6
- Known Issues.....6
- Get Help.....8
- Privacy Policy.....9
- Copyright and Trademark Information9

What’s New

The Poly G200 1.3.1 release includes the features and functionality of previous releases and includes the following new features.

Encrypted SVC Calls

When the call server supports encryption, the G200 system enables encryption for both your audio and video stream in SVC calls by default. A locked or unlocked padlock icon on the monitor tells you whether a call is encrypted or not.

If you want a fully encrypted call, make sure that all the involved participants and servers support encryption.

Enabling or Disabling Logging

You can now enable or disable system logging from **Diagnostics > System Log > Enable Logging**.

Release History

This following table lists the release history of Poly G200.

Release History

Release	Release Date	Features
1.3.1	January 2021	Support for encrypted SVC calls Support for logging switch
1.3.0	October 2020	Support for the Polycom EagleEye IV USB camera in AVC mode Support for dual Polycom EagleEye Mini USB cameras Select the system's audio input Enable LDAP support via provisioning Configure camera tracking settings
1.2.0	May 2020	Support for Poly Studio Support for HDMI as camera input Tracking control on the remote control Support for USB headsets Support for Polycom RealPresence Resource Manager
1.1.0	January 2020	Support of Poly EagleEye Cube USB camera Content sharing from Polycom Content App in AVC mode Provisioning enhancement SVC conferencing and interoperability with Poly RealPresence Clariti Ensemble
1.0.0	September 2019	Initial release

Security Updates

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

Supported Web Browsers

You can access the G200 system web interface with the following browsers:

- Google Chrome 79

- Apple Safari 13.0.4
- Microsoft Internet Explorer 11
- Mozilla Firefox 71.0

USB Headsets Tested with This Release

You can use a wired or wireless USB headset for your system's audio input and output starting from Poly G200 1.2.0. Once enabled, the headset becomes the primary audio device of your G200 system.

The following USB headsets have been tested for compatibility with this release:

- Plantronics Blackwire C3210 USB-A
- Plantronics Blackwire C3220 USB-A
- Plantronics Blackwire 5210 USB-A, C5210 USB-A
- Plantronics Blackwire 5220 USB-A, C5220 USB-A
- Plantronics Blackwire 7225
- Plantronics Blackwire 8225, USB-A
- Plantronics Voyager 4220 USB-A, B4220 USB-A
- Plantronics Voyager 5200 UC, B5200 UC
- Plantronics Voyager 6200 UC
- Plantronics Voyager Focus UC B825
- Plantronics Voyager 8200 UC

Products Tested with This Release

Poly G200 systems are tested extensively with a wide range of products. The following list isn't a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Products Tested with This Release

Product	AVC Tested Versions	SVC Tested Versions
Polycom RealPresence Access Director	4.2.5	N/A
Polycom RealPresence Distributed Media Application (DMA)	10.0	N/A

Product	AVC Tested Versions	SVC Tested Versions
Polycom RealPresence DMA (edge configuration)	10.0	N/A
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000	8.5.13 8.7.5 8.8.0, 8.8.1 8.9.0	N/A
Polycom RealPresence Collaboration Server, Virtual Edition	8.8.1 8.9.0	N/A
Polycom RealPresence Collaboration Server 2000/4000 with MPMx card	8.5.13	N/A
Polycom RealPresence Resource Manager	10.9	10.9
Polycom VBP 7301 Series	14.8.10	N/A
Polycom HDX series	3.1.14	N/A
Polycom RealPresence Desktop	3.10.2	N/A
Polycom RealPresence Mobile	3.10.1 (Android) 3.11.1 (iOS)	N/A
Polycom RealPresence Group Series	6.2.2.3	N/A
Polycom RealPresence Web Suite	2.2.3	N/A
HARMAN Media Suite	2.8.2	N/A
Poly RealPresence Clariti Ensemble	N/A	1.2.0
Poly EagleEye Cube USB camera	1.3.1	1.3.1
Poly EagleEye Cube HDCI camera	1.0.1	N/A
Polycom EagleEye IV HDCI camera	RealPresence Group Series bundled	N/A
Polycom EagleEye IV USB camera	1.2.1	N/A
Polycom EagleEye Mini USB camera	9.0.21	9.0.21
Polycom Content App	1.3.3	N/A
Poly Studio X50	3.1.3	N/A

Product	AVC Tested Versions	SVC Tested Versions
Poly Studio X30	3.1.3	N/A
Poly G7500	3.3.0	N/A
Poly Studio USB video bar	1.3.1	1.3.1
	1.4.0	1.4.0

System Constraints and Limitations

This section provides information on constraints and limitations when using Poly G200 1.3.1.

Switching Between Monitor Modes

Poly G200 doesn't support switching between monitor modes by hot swapping (or hot plugging) HDMI output. If you plug a monitor in or unplug it during a call, the system may not work correctly. For example, the layout retains single-monitor mode even if you plug in a second monitor.

Monitor Limitation

To provide expected system performance, your monitor must have built-in speakers and support 1080p.

For some monitors that don't support the Consumer Electronics Control (CEC) function, after you wake up the G200 system, use the monitor remote control to wake up the monitor manually.

Content Limitation

Poly G200 doesn't support H.263 content in H.323-based or SIP-based meetings. To avoid issues, Poly suggests setting the content protocol to H.264 only or enabling content transcoding in the conference template of your MCU or media application device.

Single Camera Limitation

Poly G200 systems now support two EagleEye Mini USB cameras connected to the system. However, you can connect only one USB camera at a time for all other supported models.

If you connect two cameras to the G200 system, the video output may not work properly. If you experience video issues, you must unplug one camera and reboot the system.

HDMI Video Input

If you connect a camera via the HDMI port and configure it as the video input, you can't control the camera or change the camera's resolution. You may also need to reboot the system before the camera works properly.

Video Color Limitation

Color reproduction accuracy can vary based upon environmental conditions and camera sensor capabilities.

Polycom RealPresence Mobile and Polycom RealPresence Desktop

Poly G200 doesn't support SmartPairing with RealPresence Mobile or RealPresence Desktop.

Resolved Issues

This release doesn't have any resolved issues.

Known Issues

The following table lists known issues in this release.

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

Category	Issue ID	Description	Workaround
Audio	EN-147361	When you use G200 with HDMI content sharing from a Mac and reboot the G200 system while the HDMI input cable is plugged in, the system audio switches to the Mac instead of the monitor.	Reconnect the monitor's HDMI cable.
Audio	EN-161139	If you locate the monitor with an EagleEye Cube camera in a huddle room with a glass wall at the opposite side of the camera, due to complex reflections of sound, the far end hears echoes in calls.	Relocate the camera.
Audio	EN-171902	During a meeting, if you play music near the microphone, the audio quality at the other end drops.	Turn down the volume of the music.
Audio	EN-194418	You may hear some noise for a short time when hot plugging USB devices like EagleEye Cube USB, Poly Studio, or the Poly Studio expansion microphone.	None.

Category	Issue ID	Description	Workaround
Audio	EN-194795	If you select Use Table Microphone in System Settings > Audio/Video Settings without connecting an expansion microphone, the audio can't work properly.	Do one of the following: <ul style="list-style-type: none"> Connect an expansion microphone. Clear the Use Table Microphone check box.
Calling	EN-179315	When using RealPresence Collaboration Server 2000 running software version 8.8.1 and you host a conference with a Chinese language name, RealPresence Collaboration Server fails to dial out to G200 systems for AVC calls.	Do one of the following: <ul style="list-style-type: none"> Rename the conference using an English name. Use the G200 system to dial in to the conference.
Camera	EN-187513	If you connect an EagleEye IV USB camera to the G200 system, the camera doesn't go to sleep after the G200 system goes to sleep.	None.
Content	EN-147731	If you use a third-party DP-HDMI cable connecting the G200 system to a Mac, the screen may not show content after waking up and reconnecting the power.	Reboot the system.
Content	EN-148522	If you send colorful Excel content in a meeting, the content may be blurry when you use the following resolution rates: <ul style="list-style-type: none"> 720p15 content with 512 Kbps content rate 1080p15 content with 1024 Kbps content rate 	Wait one or two minutes until the content restores.
Content	EN-157200	When you send 1080p and 720p content in a 3 × 3 layout during an SVC meeting, the content rate may not reach 30 fps.	None.
Content	EN-162536	Sometimes the G200 system can't send content and the CVTX frame rate in Call Statistics is zero.	Reboot the system.
Content	EN-170719	In an SVC call at 512 Kbps, when the far end shares content, you still see the video instead of the content.	Raise the call speed.
Monitor	EN-138834	Philips 220TS2LB monitors may not play audio from G200 correctly.	Reconnect the monitor's HDMI cable.
Monitor	EN-147744	Samsung UA40HU5920J monitors can't wake up from sleeping.	Reboot the monitor.

Category	Issue ID	Description	Workaround
Monitor	EN-148739	In dual monitor mode, LG 42LD450C-CA monitors may not work as the second monitor after the G200 system wakes up from sleeping.	Reconnect the monitor's HDMI cable.
Remote Control	EN-163763	Sometimes when the remote control stays idle or sleeps for a long time, it loses connection with the system.	Pair the remote control again.
Video	EN-161901	In an AVC call using RealPresence Collaboration Server (RMX) 8.5, when you pause the video, the far end sees the last frame of the video instead of the muted video picture.	None.
Video	EN-178544	When connected with Poly Studio, the video sometimes shows a black screen.	None.
Video	EN-180375	In an SVC call, some networks with heavy jitters may cause video to become stuck briefly.	None.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partners](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

Copyright and Trademark Information

© 2021 Plantronics, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Plantronics, Inc.

Plantronics, Inc. (Plantronics + Polycom, Now together as Poly)
345 Encinal Street
Santa Cruz, California
95060

Poly and the propeller design are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.