



# Poly VideoOS Software

Poly G7500, Poly Studio X50, and Poly Studio X30

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# What's New

These release notes provide information on updates, features, and resolved and known issues for systems using Poly VideoOS software.

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## ***Native Interoperability with GoToRoom by LogMeIn***

Poly extends the interoperability of G7500, Studio X50, and Studio X30 systems to work with GoToRoom by LogMeIn.

With Poly Zero Touch Onboarding (ZTO), you can place and join GoToRoom calls as soon as your system powers on.

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**Note:** You can use GoToRoom only in single-monitor setups.

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## ***Pairing a Poly Trio System***

You can use a Poly Trio 8500 or Trio 8800 system as a controller and audio device with G7500, Studio X50, and Studio X30 systems.

This setup is supported while using Poly Video Mode and the Zoom Rooms or GoToRoom by LogMeIn conferencing applications.

You pair the phone as an IP device over your primary LAN network. When you pair Trio 8500 or Trio 8800 with a video system, you can configure audio to play from the Poly Trio system speakers, Studio X30 or Studio X50 system speakers, or monitors connected to the video system.

The Poly Trio microphones are always on. Studio X50 and Studio X30 microphones are used only for speaker locating. You can't use Poly IP audio devices, including table and ceiling microphones and the microphone adapter, in this setup.

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**Note:** Poly Trio systems require UC Software 5.9.3AA to pair with a Studio X50, Studio X30, or G7500 system.

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For information on setting up, configuring, and managing a paired Poly Trio system, see your video system's [Administrator Guide](#).

## ***Using the System as a Camera and Audio Peripheral***

With Poly Device Mode, you can use a Poly video system as your laptop's external camera, microphone, and speaker.

For example, instead of using your laptop's camera for Microsoft Teams calls, you can connect the Studio X30 and use its 4K camera that automatically follows the conversation in the room. You also gain a Poly echo-cancelling microphone and speaker technology during calls.

Once you connect the system to your laptop with a USB cable, you control the video system's camera and audio features using your laptop's third-party conferencing application.

You can also mirror your laptop's screen on the video system's monitors with an HDMI cable.

For more information, see your video system's [User Guide](#).

## ***New Camera Tracking Option for Studio X Family***

The Studio X50 and Studio X30 system cameras have a tracking mode option called **Frame Speaker**, which includes everyone in the current conversation. For example:

- The camera focuses on people actively talking to each other.
- When someone is talking for a prolonged period of time, the camera assumes that this person is presenting and only focuses on them.
- If there's a period in which no one has said anything or the far side is doing most of the talking, the camera frames everyone in the room.

## ***IPv6 Support***

You can enable IPv6 address settings on your system or a TC8 device. Set IPv6 address settings automatically or manually.

## ***Security Banner***

You can create a security banner, which is a message that displays before users log in to the system remotely.

## ***New Security Defaults***

The following security features are enabled by default on your system. You can configure these features through the system web interface or by provisioning configuration parameters.

## Security Features Enabled by Default

| System Web Interface Setting           | Configuration Parameter                                    |
|--|--|
| Lock Admin Account after Failed Logins | <code>sec.auth.accountLockout.admin.lockoutAttempts</code> |
| Lock Port after Failed Logins          | <code>sec.auth.portLockout.lockoutAttempts</code>          |

## PKI Certificates for Poly TC8

If you deploy a PKI in your environment, create a certificate signing request (CSR) to make sure TC8 is trusted by its network peers. Create CSRs and install TC8 certificates through the paired system's web interface.

## 802.1X for TC8

You can configure your device to use 802.1X authentication when connecting to the wired LAN. Install the PKI certificates that are required for authenticating with your network. See your video system *Administrator Guide* for instructions and more information.

The system supports the following authentication protocols:

- EAP-MD5
- EAP-PEAPv0 (MSCHAPv2)
- EAP-TTLS
- EAP-TLS

## System Audio Enhancements

The following audio features are available in this release for your G7500, Studio X50, or Studio X30 system.

## Poly NoiseBlockAI Enhancements

Poly NoiseBlockAI, which is now on by default, improves noise detection and speech handling. You can toggle this feature using the **Enable Keyboard Noise Reduction and NoiseBlock** setting in the system web interface.

## USB Audio

Your system supports audio input and output sources through USB connections. When you enable this option, your system doesn't support non-USB audio connections.

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## ***Using USB and Bluetooth Headsets***

You can use USB and Bluetooth headsets with your system (Bluetooth headsets require a USB adapter). When connected, you can control your headset audio but not the system audio (such as mute or volume control).

Your system supports only headsets with the following specifications:

- 48 kHz sample rate
- Dual channels
- 16-bit pulse-code modulation (PCM)

## ***Using the Shure IntelliMix P300***

You can connect a Shure IntelliMix P300 audio conferencing processor to your G7500 or Studio X50 system using a USB-A port (USB-C isn't supported).

Note the following when using this audio processor:

- Once connected to the system, the processor handles all audio.
- You can't use speakers and microphones that aren't connected to the processor.
- The video system automatically disables its internal echo cancellation processing.

## ***Using the EagleEye Cube USB Camera's Microphone***

With a G7500 system, you can use the Poly EagleEye Cube USB camera as a microphone if you don't connect other microphones to the system.

## **Using the Polycom RealPresence Debut Expansion Microphone with Studio X50**

You can connect a Polycom RealPresence Debut expansion microphone as an additional audio input for your Studio X50 system.

## **Additional 3.5 mm Audio Input Options for G7500**

The G7500 system has two additional options for routing and controlling audio from the 3.5 mm stereo input.

### ***Playback to Far Sites***

Select this option if you use an external digital signal processor (DSP), such as Polycom SoundStructure, which provides mute controls and echo cancellation.

- Only far sites hear the 3.5 mm stereo input (there is no associated video content).
- You can't mute audio or control echo cancellation through the system.

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## ***Playback to Far Sites, Mute Controlled***

Select this option if you want to perform activities like sharing music from a mobile phone to call participants.

- Only far sites hear the 3.5 mm stereo input (there is no associated video content).
- You can mute audio but can't control echo cancellation.

## **Using Polycom SoundStructure with the Poly Microphone IP Adapter**

For large room setups, you can connect a Polycom SoundStructure accessory to your G7500 system using the Poly Microphone IP Adapter. Once connected, the system automatically disables its internal echo cancellation processing.

## ***Poly Lens Enhancements***

This release includes improved room analytics available through Poly Lens.

## ***Improving Picture Quality***

Adjust the following video input settings to improve your video quality in personal environments, where the lighting may not be optimal.

- **Brightness:** Increase brightness in low light environments and decrease brightness in environments with strong single sources of light.
- **Sharpness:** Increase the sharpness to provide more detail.
- **Color Saturation:** Increase the color saturation to correct color wash out in low light situations.

## ***Out of Office Sleep Settings***

Configure when your system goes to sleep after normal office hours. The system goes to sleep 3 minutes after out of office hours begin and wakes up when out of office hours end. Putting the system to sleep prevents screen burn-in and excess power consumption.

## **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 3.1.0.

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.

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**Note:** If you plan to use Zoom Rooms as your primary conferencing application, Poly recommends regularly updating your system in the Zoom Admin Portal.

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## Downgrading Software

Poly recommends the following if you want to downgrade from 3.1.0:

- If your system is managed by the Poly Zero Touch Onboarding (ZTO) service, do not downgrade. (Contact your authorized Poly dealer if you have questions.)
- If your system isn't managed by the ZTO service, reset the system after downgrading.

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

## Version History

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

### Release History

| Release | Release Date  | Features   |
|---------|---------------|--|
| 3.1.0   | April 2020    | <ul style="list-style-type: none"> <li>• Native Interoperability with GoToRoom by LogMeIn</li> <li>• Pairing a Poly Trio System</li> <li>• Using the System as a Camera and Audio Peripheral</li> <li>• New Camera Tracking Option for Studio X Family</li> <li>• IPv6 Support</li> <li>• Security Banner</li> <li>• New Security Defaults</li> <li>• PKI Certificates for Poly TC8</li> <li>• 802.1X for TC8</li> <li>• System Audio Enhancements</li> <li>• Poly Lens Enhancements</li> <li>• Improving Picture Quality</li> <li>• Out of Office Sleep Settings</li> </ul> |
| 3.0.2   | February 2020 | <ul style="list-style-type: none"> <li>• Fixes to audio issues during calls using Zoom Rooms</li> </ul>  |
| 3.0.1   | February 2020 | <ul style="list-style-type: none"> <li>• Poly Lens support</li> <li>• Studio X50 and Studio X30 camera enhancements</li> <li>• Studio X50 and Studio X30 audio enhancements</li> <li>• Using a TC8 behind a web proxy</li> </ul>   |

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| Release | Release Date  | Features  |
|---------|---------------|---|
| 3.0.0   | December 2019 | <ul style="list-style-type: none"><li>• Introducing the Poly Studio X50 and Poly Studio X30 systems</li><li>• Introducing Poly Partner Mode</li><li>• Poly interoperability with Zoom Rooms</li><li>• Introducing the Poly TC8 device</li><li>• Poly NoiseBlockAI</li><li>• Documentation updates</li></ul>   |
| 2.1.0   | August 2019   | <ul style="list-style-type: none"><li>• Poly EagleEye Cube USB camera support</li><li>• Persistent HDMI content</li><li>• Comprehensive provisioning template</li><li>• CEC support</li><li>• H.460 on by default</li><li>• Ability to configure wireless channels for Miracast-certified devices</li><li>• Important sleep/wake fixes</li><li>• UI updates</li></ul> |
| 2.0.0   | May 2019      | <ul style="list-style-type: none"><li>• Introducing the Poly G7500</li></ul>  |

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## 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

| Category               | Issue ID  | Description  |
|------------------------|-----------|--|
| Audio                  | EN-158808 | Poly Studio X50 microphones don't transmit enough bass during calls.   |
| Audio                  | EN-158817 | In a Zoom call with a Studio X50 or Studio X30 system, you may hear slight background noise when no one is speaking.   |
| Audio                  | EN-163105 | On the Studio X50 and Studio X30 system web interface, clicking the <b>Microphones</b> link in <b>System Status</b> redirects you to the <b>Device Management</b> page instead of the <b>Audio</b> page. |
| 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.                                     |
| Cloud Service          | EN-156900 | Poly G7500 system doesn't send usage data after initial setup or system reset.   |
| Cloud Service          | EN-166475 | After successfully registering system with Poly Lens, the <b>Registration Status</b> field in the system web interface displays <b>Not Connected</b> .   |
| Configuration          | EN-157096 | Toggling the camera tracking setting in the Zoom Rooms Controller application sometimes causes the system to restart.  |
| Content                | EN-155657 | Sharing content with the Polycom Content App using a G7500 system's Wi-Fi connection can sometimes cause the system to restart.  |
| Content                | EN-155696 | Content shared from an AirPlay-certified device sometimes doesn't rotate properly.   |
| Device Management      | EN-154086 | When paired to a system in Poly Video Mode, the TC8 device shows it's using a different software version than when it's unpaired.  |
| General                | EN-164452 | Disabling telnet access doesn't disable <b>API Port, Enable Diagnostics Port Idle Session Timeout</b> and <b>Enable API Port Idle Session Timeout</b> settings in the system web interface.              |
| Hardware               | EN-143881 | If your monitor has a built-in webcam, your EagleEye Cube USB camera may not display video after a software update.  |
| Hardware               | EN-156837 | Restarting the system without HDMI connected can cause the system to crash when attempting to make a H.323 call.   |
| Hardware               | EN-165758 | After initial system setup in Poly Video Mode, the camera settings and controls in the system web interface don't work.  |
| Network                | EN-155682 | Sometimes IP-based peripherals (for example, Poly IP microphones and the TC8 devices) disconnect because of a multicast group error.   |

| Category         | Issue ID                            | Description  |
|------------------|-------------------------------------|--|
| Peripherals      | EN-157243                           | When using a TC8 device, some rounded corners don't display properly on the Zoom Room Controller user interface.   |
| Peripherals      | EN-157362                           | When a video system running Zoom boots up, sometimes the TC8 device's local interface still displays a <code>Waiting for Pairing</code> message.   |
| Peripherals      | EN-164533                           | During a call, the TC8 device loses sync with the system and can't control the call.   |
| Security         | EN-166337                           | Poly patched the following vulnerabilities and exposures on G7500, Studio X50, and Studio X30 systems: CVE-2018-5839, CVE-2018-5912, CVE-2019-2256, CVE-2019-2287, CVE-2019-2279, CVE-2019-2255, CVE-2019-2294, CVE-2019-9506, CVE-2019-10538, CVE-2019-10539, and CVE-2019-10540. |
| 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.   |
| User Interface   | EN-129211                           | You may see <b>Username</b> when <b>User Name</b> should be used.  |
| User Interface   | EN-165445                           | No group framing toggle in the Zoom Rooms Controller user interface.   |
| User Interface   | EN-165495                           | You can't select buttons on the local interface for several seconds during initial system setup.   |
| User Interface   | EN-165503                           | When a far-site participant shares content in a Zoom call, G7500 and Studio X50 systems in Poly Video Mode don't display content and people video based on your system preferences when using dual monitors.   |
| User Interface   | EN-166216                           | The local interface is out of sync with the system web interface after you update your system from the system web interface.   |
| Video            | EN-145124<br>EN-157983<br>EN-154182 | If your system is in Poly Video Mode and experiences packet loss, call participants see the last good frame of video instead of degraded video.  |
| Video            | EN-157884                           | When you connect the system to the HDMI 2 input of some LG televisions, the image flickers in high contrast areas of the picture.  |
| Video            | EN-159888                           | In the Studio X50 and Studio X30 system web interface, the camera <b>Brightness</b> and <b>Color Saturation</b> sliders don't change the brightness or color saturation levels.  |
| Video            | EN-164575                           | Zoom Rooms calls with HDMI input occasionally crash or attempt to display content when no content is shared with the system.   |

## Known Issues

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

**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  |
|----------|-----------|---|---|
| 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-166415 | Dialing out with RMX Manager to two video systems using M-Mode and mono audio results in SIP calls with poor audio quality.   | Configure the systems to use stereo audio instead of mono.  |
| Audio    | EN-173373 | You can't see the audio meter for paired Poly Trio microphones in the system web interface. This can occur after upgrading your system from 3.0.2 to 3.1.0. (You can see the Poly Trio audio meter on the local interface.)   | Reset the system and pair the Poly Trio.  |
| 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.   |
| Calling  | EN-174602 | The TC8 device can't save camera presets for the far-site camera in a call.   | None.   |
| Content  | EN-156868 | In content shared through an HDMI connection, black text on a red background is blurry.   | None.   |
| Content  | EN-173263 | If you set the <b>Orientation</b> on a Studio X30 system to <b>Inverted</b> and keep an HDMI source always connected to share content, the near video may display upside down after you stop sharing HDMI content.  | Do one of the following: <ul style="list-style-type: none"> <li>• Disconnect the HDMI source.</li> <li>• Stop and restart your camera.</li> </ul> |
| 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.   |

| Category          | Issue ID  | Description   | Workaround   |
|-------------------|-----------|---|--|
| 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-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-165611 | After initial system setup with a connected EagleEye Cube USB camera, the local video doesn't display correctly.  | Restart the system.  |
| Hardware          | EN-173607 | If you connect a USB monitor with a built-in webcam, your video preview doesn't display and the <b>Input Format</b> in the system web interface displays <b>USB</b> .   | Don't connect a USB monitor with a built-in webcam to your system. |
| Installation      | EN-164564 | During system setup, a Studio X50 or Studio X30 system may take up to 4 minutes to find and pair with a TC8 device purchased at the same time. Once paired, you can select a conferencing application (Poly Video or Zoom Rooms). | None.  |
| Network           | EN-143744 | If your system's VLAN changes, your connected IP microphones show as <b>Disconnected</b> .  | Restart the system.  |
| Network           | EN-171111 | You can't access the system web interface when you configure the video system on an IPv6 network only.  | Configure the video system to also run on an IPv4 network.         |
| 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.     |

| Category        | Issue ID  | Description   | Workaround  |
|-----------------|-----------|---|---|
| Peripherals     | EN-172144 | Poly TC8 doesn't display under the <b>Available Devices</b> list in the system web interface and the TC8 local device interface displays a <code>Waiting for Pairing</code> message.      | Reset the TC8 device.   |
| Peripherals     | EN-173195 | An EagleEye Cube USB camera loses its position (pan, tilt, and zoom) after the G7500 system goes to sleep.  | Do one of the following: <ul style="list-style-type: none"> <li>• Use camera presets.</li> <li>• Disable sleep and out of office settings on the system.</li> </ul>   |
| Provisioning    | EN-132148 | In RealPresence Resource Manager, you can't provision the <code>exchange.meeting.reminderInterval</code> parameter using these permitted configuration values: None, 1, 5, 10, 15, or 30. | Configure this feature using the <b>Meeting Reminder Time in Minutes</b> setting in the system web interface.   |
| Provisioning    | EN-157566 | The <code>cast.miracast.enforcepin</code> parameter isn't included in the template configuration file you can download from the system.   | None.   |
| Software Update | EN-168821 | You can't update software with a USB flash drive when the system is in Partner Mode.  | Do the following if your system lets you choose a conferencing provider during setup: <ol style="list-style-type: none"> <li>1. Reset your system and select <b>Poly Video</b> during setup.</li> <li>2. Update the system with a USB flash drive.</li> <li>3. Reset your system again and select your usual provider.</li> </ol> |
| User Interface  | EN-132836 | In the system web interface, you can't configure 802.1p/Q settings.   | Select <b>Enable 802.1p/Q</b> and select <b>Save</b> . The related settings become configurable.  |
| User Interface  | EN-155417 | Changing the <b>Time Server</b> setting in the system web interface from <b>Auto</b> to <b>Off</b> , and then back to <b>Auto</b> 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 G7500, Studio X50, and Studio X30 system web interface <b>Home Screen</b> settings don't work.   | None.   |
| User Interface  | EN-162421 | On the Studio X50 and Studio X30 local interface, the system hangs on the <b>Discovering Network</b> screen after you factory restore the system.   | Verify the system has a network connection before factory restoring the system.   |

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| Category | Issue ID  | Description   | Workaround  |
|----------|-----------|---|---|
| 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"><li>Update RealPresence Collaboration Server to 8.8.0.3 or later.</li><li>In the system web interface, go to the <b>Network Quality</b> page, turn off <b>Enable Lost Packet Recovery</b>, and turn on <b>Dynamic Bandwidth</b>.</li></ul> |

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## System Constraints and Limitations

This section provides information on constraints and limitations when using G7500, Studio X50, or Studio X30 systems.

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**Note:** Constraints and limitations apply to all systems unless noted otherwise.

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### *Using the System as a Camera and Audio Peripheral when Paired to Poly Trio*

When you pair your video system to a Poly Trio system, you can still use your video system as an external camera and audio peripheral for a USB-connected laptop (Poly Device Mode), but only in Poly Video Mode.

### *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.

## ***Touch Monitors with Zoom Rooms***

If your system uses the Zoom Rooms conferencing application, you can't use the touch features on a touch-enabled monitor.

## ***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 supports only one directly connected camera at a time. For example, you can't connect both an HDCI camera and an EagleEye Cube USB camera.
- 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.

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## ***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 on the [Wi-Fi Alliance website](#).

## ***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 3.5 mm Audio***

The 3.5 mm audio input and output ports on Studio X50 systems aren't currently supported. They are reserved for future use.

## ***Poly Microphone IP Adapter***

Note the following audio limitations when using the microphone adapter with your G7500 system:

- Polycom Acoustic Fence technology isn't supported.
- The RealPresence Group Series microphone array configuration uses stereo audio by default, but the microphone adapter supports only mono mode.

## ***Checking Factory Restore Progress***

When you factory restore your G7500 or Studio X50 system, you can only see the restore progress on a display connected to the secondary monitor HDMI output port.

If you have just one monitor and want to view the restore progress, plug your monitor into the secondary port.

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**Note:** You can't see the restore progress for a Studio X30 system because it has only one monitor connection.

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## ***Calibrating the EagleEye Producer***

You currently can't calibrate an EagleEye Producer camera connected to your G7500 system for group framing.



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## ***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.

## ***802.1X in IPv6 Environments***

In an IPv6 environment, video systems and TC8 devices don't support 802.1x authentication. 802.1x is supported only for IPv4 networks.

## ***Web Proxies***

Note the following limitations when using a web proxy with your system.

## **Secure Media Streams**

Media streams (audio, video, and content) over HTTPS aren't supported.

## **TC8 and WPAD**

A TC8 device can't communicate through a web proxy if the paired video system is downloading the required proxy-auto configuration (PAC) file using the web proxy auto-discovery protocol (WPAD).

## ***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.

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**Note:** Peripherals are supported in Poly Video Mode and Poly Partner Mode unless noted otherwise.

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## ***Supported G7500 Peripherals and Applications***

G7500 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio 8500 and 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 EagleEye Cube USB camera
- Polycom EagleEye IV camera
- Polycom EagleEye Director II camera (HDCI connections only)
- 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
- GoToRoom by LogMeIn

## ***Supported Studio X50 Peripherals and Applications***

Studio X50 systems support the following peripherals and applications:

- Poly TC8
- Poly Trio 8500 and Trio 8800
- Polycom RealPresence Debut expansion microphone
- Shure IntelliMix P300 audio conferencing processor
- Poly Bluetooth Remote Control (Poly Video Mode only)
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms
- GoToRoom by LogMeIn

## ***Supported Studio X30 Peripherals and Applications***

Studio X30 systems support the following peripherals and applications:

- Poly TC8

- Poly Trio 8500 and Trio 8800
- Poly Bluetooth Remote Control (Poly Video Mode only)
- Polycom Content App (Poly Video Mode only)
- Zoom Rooms
- GoToRoom by LogMeIn

## 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.

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**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.

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### 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<br>1800/2000/4000/Virtual Edition | 8.8.1<br>8.9.0  |
| 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                               | X12.5.7         |

**Poly Endpoints**

| <b>Product</b>  | <b>Tested Versions</b>  |
|---|---|
| Polycom RealPresence Group Series                                   | 6.2.2.2   |
| Poly G200   | 1.1.0   |
| Poly G7500, Studio X50, and Studio X30 with Poly Trio 8500 and 8800 | Poly VideoOS software 3.1.0<br>UC software 5.9.3                |
| Polycom HDX 7006/8006/9006  | 3.1.14  |
| Polycom RealPresence Desktop for Windows                            | 3.10.3  |
| Polycom RealPresence Desktop for Mac                                | 3.10.3  |
| Polycom RealPresence Mobile for Apple iOS                           | 3.11.1  |
| Polycom RealPresence Mobile for Android                             | 3.10.1  |
| Poly Trio 8500 and Trio 8800  | 5.9.3   |
| Poly Trio 8500 and Trio 8800 with Polycom RealPresence Group Series | UC software 5.9.3<br>RealPresence Group Series software 6.2.2.2 |
| Poly Trio Visual+   | 5.9.2   |
| Poly Trio VisualPro   | UC software 5.9.2<br>RealPresence Group Series software 6.2.2.2 |
| Polycom RealPresence Debut  | 1.3.3   |
| Poly VVX 450/501/601  | 5.9.5.0614<br>6.2.0.4023  |

**Third-Party Endpoints**

| <b>Product</b>                 | <b>Tested Versions</b> |
|--------------------------------|------------------------|
| Cisco C90, C40, and C20        | TC7.3.21.6ac6d47       |
| Cisco SX80, SX20, and SX10     | CE9.9.3 950ff1628bb    |
| Avaya Scopia XT7000 and XT5000 | v9_2_0_215             |
| Huawei TE40 and TX50           | 6.10.0                 |
| Huawei DP-300                  | 2.00.b00               |
| LifeSize ICON 450/600/800i     | 3.4.0(2268)            |

## Peripherals and Applications

| Product                      | Tested Versions |
|------------------------------|-----------------|
| 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 Lens                    | Current version |
| Poly Microphone IP Adapter   | 3.0.0           |
| Poly TC8                     | 3.1.0           |
| Polycom Content App          | 1.3.2           |
| Zoom Rooms                   | 4.6.50000.0407  |
| GoToRoom by LogMeIn          | 1.0.69          |

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- 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 [Polycom 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 [Polycom Partner Network](#) 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 [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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