



Poly Clariti App Release Notes

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What's New

Poly Clariti App 1.1.1 contains a fix to support Google Chrome browser version 103 and higher. The fix resolves the issue where calls had no audio or video and were eventually dropped. Poly Clariti Core and Poly Clariti Edge 10.2.2.1 include Poly Clariti App 1.1.1. You can install Poly Clariti App 1.1.1 directly on Poly Clariti Core and Poly Clariti Edge 10.2.2.0 using the Poly Clariti App/Roster upgrade bin file.

Resolved Issues

- EN-228680: If you join a call from Google Chrome v103 using Poly Clariti App 1.1, you can't see or hear your far ends.
- EN-222750: After you apply a video effect, black video tiles appear with the message **Loading video**.
- EN-220089: You can't switch to the filmstrip video layout.
- EN-219986: The participant list displays as a solid gray tile.
- EN-219303: You can't tell whether the bandwidth saturation rate (shown in the **Call Statistics**) is for the inbound or outbound. Separate rates shall be provided.
- EN-219092: Your self view video can't display. Instead, the message shows that it's always loading.
- EN-218947: If you join a call using Microsoft Edge, you can't end the call.
- EN-218212: If you choose to save your settings at logging out, Poly Clariti App doesn't save your camera and video formats correctly.

Known Issues

- EN-217566: (Mac users only) If you're using a Chrome browser, your call doesn't stay connected.
- EN-204074: The scrollbar of the polling window overlaps with the polling report.
- EN-204312: If you disconnect your only camera during a meeting, your video freezes.

- EN-209256: The actual raise hand behavior and count are out of sync.
- EN-209263: Sometimes, if you mute your audio, there's buzzing sound.
- EN-210408: When Poly Clariti Core or Poly Clariti Edge restart, Clariti App shows no error messages.
- EN-210715: If Poly Clariti Core or Poly Clariti Edge experience a network error, you can't log in to Poly Clariti App.
- EN-210806: The passcode dialog box resizes and the error messages are inconsistent if you enter wrong passcodes.
- EN-213620: If you initiate a poll, then drop and rejoin the call, you can't end the poll.
- EN-214324: The content screen flashes on the participant side when a chairperson is sharing content.
- EN-218561: Your name on the **Join Now** page has improper word alignment.
- EN-219092: Intermittent signal loss from your local microphone causes outgoing audio and video loss (Error code: **Loading video...**).
- EN-218212: Your camera and video format settings aren't saved correctly.

Limitations

- Poly Clariti App always receives low frame rate video from legacy endpoints such as the RealPresence Desktop application or RealPresence Group Series systems.
- If you join a meeting with an ongoing poll, you can't see the poll questions and results.
- If you mute or unmute an endpoint, the endpoint's audio status change isn't synchronized in Poly Clariti App.
- You can't access Poly Clariti App from Microsoft Edge browsers if your computer runs on Windows 11.