Poly Studio R30 USB Video Bar

Contents

What's New

This release includes important fixes for security certificate issues, audio problems, and the following new preview features:

- [People Framing](#)
- [Conversation Mode](#)

A preview feature is a fully tested and supported feature that Poly continues to develop in alignment with customer feedback.

To give feedback, launch Poly Lens Desktop (1.1.19 or later), and select **Feedback** on the right sidebar.

People Framing (Preview)

People framing identifies the number of people in a single camera feed and displays them in individual frames.

People framing displays in either portrait view (single row of frames) or mixed view (five frames display), based on the number of participants identified. If the participants move, the view reframes.

People framing supports a maximum of six individual frames. When the device identifies more than six participants, people framing changes to group framing, which shows the best view of all participants in a single frame.

Enable People Framing (Preview)

Enable **People Framing (Preview)** for your Poly Studio R30 in Poly Lens Desktop.

Task

1 In Lens Desktop, select Poly Studio R30 from the list in the left sidebar.

2 Select Controls.

3 From the Tracking Mode drop-down menu, select People Framing (Preview).

Conversation Mode (Preview)

This feature moves from beta to preview in this release. Conversation mode frames two speakers separately and puts them on the same window in a split view.

When there's a continuous and well-balanced conversation between two participants in the meeting, the device's camera moves to Conversation mode from the group view. Conversation mode doesn't start in the following scenarios:

- One of the speakers talks too little or too much.

- Both speakers talk at the same time.

- More than two speakers talk while taking turns.

Conversation Mode automatically ends when a third participant starts talking.

Release History

Poly Studio R30 Release History

Release	Release Date	Features
2.1.0	August 2022	People framing and conversation mode preview features and bug fixes
2.0.0	May 2022	Performance improvement and bug fix
1.0.0	February 2022	First release

Security Updates

See the Security Center for information about known and resolved security vulnerabilities.

Hardware Requirements

Poly Studio R30 only supports the USB cable that comes with Poly Studio R30, Poly Studio P15, or Poly Studio USB devices.

Note the following issues with USB connections:

- Using a third-party USB-C to USB-C cable may affect device performance, or your device may not work at all
- Using a third-party USB-C to USB-A adapter may affect video quality

Poly Studio R30 only supports 4K video in the following configuration:

- Software client or conferencing platform that supports 4K
- Monitor that supports 4K resolution
- USB 3.0 cable
- PC capable of 4K graphics with USB 3.0 port (if using software client)

Supported Operating Systems

Connect the Poly Studio R30 to computers with the following operating systems:

Supported Operating Systems for Poly Studio R30

Operating System	Version
Windows	Windows 11
	Windows 10
macOS	macOS 12
	macOS 11
	macOS 10.15

Chrome OS	87 or later

Products Tested with This Release

Poly tests Poly Studio R30 with other products. The following table lists the products tested for compatibility with this release but doesn't include a complete inventory of compatible equipment.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

> **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. Use Poly Lens Desktop version **1.1.19 or later** for Poly Studio R30 device firmware updates. To view the latest software for your product, see the Current Intraoperability Matrix at Poly Support.

Products Tested with This Release

Product	Tested Versions
Poly Lens	Current version
Polycom RealPresence Desktop	3.11.5.73603
Google Meet	Current version
Microsoft Teams	1.5.0
Zoom	5.10.4

Resolved Issues

There are no resolved issues in this release.

Known Issues

This section identifies the known issues in this release.

> **IMPORTANT:** These release notes do not provide a complete listing of all known issues for 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	Found in Release	Description	Workaround
Video	EN-232106	2.0	When paired via Bluetooth, the device displays with a generic or unclear name.	Change the device name from the default.
Bluetooth	EN-232105	2.0	Bluetooth pairing mode correctly times out after 2 minutes, but the LED continues flashing blue.	Wait 6 minutes for the LED to return to normal.
Video	EN-231955	2.0	Windows Update receives the driver and immediately pushes a firmware update to the device. This might happen during normal business hours, and even during a call, if Windows Update settings aren't set correctly If power is removed before the update is complete, the device stays in Device Firmware Update (DFU) mode permanently.	Wait up to 8 minutes until the LED stops flashing amber and returns to white, which indicates the Device Firmware Update (DFU) is complete. If the device is still in DFU mode, factory restore the device or use Poly Lens Desktop to restore the device.

System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

Second Participant Display in Conversation Mode

When you use Poly Studio R30 in conversation mode, the system only displays the first participant in focus with a sharp image. The second participant displays as slightly out of focus.

Video Color Limitation

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

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the Poly Support.

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guides & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access extra 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 using 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. Improve collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights, and management tools necessary to keep employee devices up, running and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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