



Poly Studio E70

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What's New

Note: Poly delivers the Studio E70 1.6.0 software as part of Poly VideoOS 3.13.0. For more information on Poly Studio E70 features, compatibility, known issues, and resolved issues see the *Poly VideoOS 3.13.0 Release Notes* on the [Poly Online Support Center](#).

Poly Studio E70 1.6.0 is a maintenance release and includes the following enhancements:

Studio E70 Camera Fixes and Improvements

VideoOS 3.13.0 includes important bug fixes, which in conjunction with an improved error handling mechanism, intend to eliminate situations where the Studio E70 camera would need to be rebooted or power cycled.

These improvements will directly help with issues on Windows-based systems, G7500 systems, and Studio X70 systems. Additionally, this release adds a retry mechanism to G7500 and Studio X70 system software. This retry mechanism works to recover a Studio E70 camera if it's not providing streams to the system and fixes deadlocks that may lead to the camera being lost by the system.

Between the Studio E70 issues and the fixes to the G7500 and Studio X70 platform, customers should not need to power cycle the Studio E70 or the system in order to recover from failures.

Timeout Error When Updating a Studio E70 Connected to a G7500

When updating a G7500 with a connected Studio E70 from VideoOS 3.12.0 to VideoOS 3.13.0, you may encounter a Studio E70 timeout error in the G7500 system web interface. After the G7500 finished updating to VideoOS 3.13.0, confirm the Studio E70 software version in the system web interface.

If you experience a Studio E70 update failure, ensure the codec and the camera are operating normally and then restart the software update process.

Release History

Release History

Release	Release Date	Description
1.6.0	August 2022	Maintenance release including connectivity fixes for G7500 and Windows PCs
1.5.0	June 2022	Added People Framing (Preview Only)
1.4.0	April 2022	Maintenance release
1.3.0	March 2022	Maintenance release

Release	Release Date	Description
1.2.1	January 2022	Studio E70 certified for Microsoft Teams Room for Windows
1.2.0	December 2021	Support for Zoom Rooms Smart Gallery
1.1.0	November 2021	Maintenance release
1.0.3	October 2021	Camera tuning enhancements
1.0.2	August 2021	Initial release of Poly Studio E70 USB camera

Security Updates

Visit the [Poly Security Center](#) site for information about known and resolved security vulnerabilities.

Security Policy

Poly implements a layered defense-in-depth approach to protect information in products and systems from unauthorized processing. For more information, see the [Poly Security and Privacy Overview](#).

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The table below lists the products tested for compatibility with this release.

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.

Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See [Poly Service Policies](#) for the Current Polycom Intraoperability Matrix.

Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Products Tested with this Release

Product	Tested Versions
Poly G7500	Poly VideoOS 3.13.0
Poly Studio X50	Poly VideoOS 3.13.0
Poly G10-T	1.2.1
Poly Studio Large Room Kit for Microsoft Teams Rooms	1.0.0
Zoom Rooms	5.7.5

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Camera	EN-230284	Studio E70 cameras connected to Zoom Rooms on PC are not performing auto-framing and are instead stuck on people framing.
Camera	EN-230366	When speaker tracking is enabled on a Studio E70, the camera doesn't accurately track the active speaker and may focus on photos or participants not speaking.
Video	EN-226520	The E70 camera would intermittently fail to display video resulting in a flashing green LED or a camera disconnect message on the room display screen

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.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Device Management	EN-233412	When updating the Studio E70, it may become stuck in device firmware upgrade (DFU) mode and become unresponsive.	Power cycle the Studio E70 by removing and replacing the power cable.
Device Management	EN-233466	On a Studio E70 camera powered over a G7500 LLN port, upgrading the camera may result in a solid white LED indicating the camera isn't connected.	Power cycle the Studio E70 by removing and replacing the power cable.
Partner Application	EN-222715	On a G7500 in Zoom mode with a connected Studio E70 camera, disconnecting a HDMI content cable while using Zoom Smart Gallery may result in the system displaying a message that the active camera isn't working.	Use one of the other available tracking modes including, manual, speaker focus, or auto-framing.

System Constraints and Limitations

This section provides information on constraints and limitations when using the Poly Studio E70 camera.

- [Camera Framing When Using Zoom Rooms](#)
- [Frame Speaker Mode](#)
- [Using a 3.5 mm External Audio Solution on a G7500 with a Studio E70 Camera](#)

Camera Framing When Using Zoom Rooms

When using the Poly Studio E70 with a Mac- or Windows-based Zoom Room setup, the camera only supports Autoframing and manual pan, tilt, and zoom controls. The Studio E70 doesn't support speaker framing with this setup.

Frame Speaker Mode

Based on customer feedback, Poly will improve the performance of Frame Speaker mode in a forthcoming release. If you experience undesired behavior when Tracking Mode is set to Frame Speaker, Poly advises setting Tracking Mode to Frame Group.

Using a 3.5 mm External Audio Solution on a G7500 with a Studio E70 Camera

On a G7500 system with a 3.5 mm external audio solution and a Studio E70 camera, G7500 USB audio should be disabled to prevent Studio E70 microphones from sending unwanted audio to the far site. Studio E70 camera microphones are for sound source localization and should not be used to pick up room audio.

Supported Peripherals and Applications

The following tables include the Poly and partner peripherals and applications supported with the Poly Studio E70 camera.

Applications

<i>Application</i>
Mac and Windows-based Zoom Rooms
Windows-based Microsoft Teams Rooms
Poly Lens Desktop

USB Extenders for Microsoft Teams Rooms on Windows

USB Extender

Sound Control Technologies RemoteCamUSB2 Platform

Icron USB 3-2-1 Raven 3104 Pro

USB Cables

<i>Type</i>	<i>Length</i>	<i>Part Number</i>
USB 3.1 USB-A to USB-C	10 m (32.8 ft)	2457-30757-001
USB 3.1 USB-A to USB-C	25 m (82 ft)	2457-30757-025
USB 3.1 USB-A to USB-C	40 m (131.2 ft)	2457-30757-040

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 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.

[Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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.

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