Polycom G7500

Contents

What's New

The latest release of the Polycom G7500 system includes the following features:

- 4K Video with the Poly EagleEye Cube USB Camera

- Persistent HDMI Content

- Comprehensive Provisioning Template

- CEC Support

- H.460 On by Default

- Specifying Wireless Channels for Miracast-Certified Devices

- Sleep and Wake Issue Fixes

- User Interface Updates

4K Video with the Poly EagleEye Cube USB Camera

With the Poly EagleEye Cube USB camera, you can get UHD-quality people video (up to 4K at 30 fps) in calls with your G7500 system. You must update your system to software version 2.1 before connecting the EagleEye Cube USB camera.

> 4K at 30 fps is available only in SIP calls between two G7500 systems.

For more information about the EagleEye Cube USB camera, see [Polycom Support](#).

Persistent HDMI Content

Content shared from an HDMI-connected device is always available, even after a system restart.

Comprehensive Provisioning Template

The template configuration file now includes every parameter and value that you can provision to your G7500 system.

You can download the template from the system web interface, modify the parameter values, and import the changes to your provisioning server (for example, RealPresence Resource Manager).

CEC Support

Your system supports the System Standby and One Touch Play Consumer Electronics Control (CEC) features with HDMI-connected monitors that support the CEC protocol.

H.460 On by Default

H.460, used for firewall and NAT traversal, is enabled by default on your system.

Specifying Wireless Channels for Miracast-Certified Devices

You can configure the wireless channels your system uses to connect with Miracast-certified devices. These options are available through the system web interface and as provisioning parameters.

Sleep and Wake Issue Fixes

There are no longer issues related to manipulating HDMI output while your G7500 system is asleep (for example, unplugging monitors).

User Interface Updates

There are some UI changes in the local and system web interfaces. The primary updates include:

- The content toolbar is hidden when you aren't actively annotating or interacting with content
- New Poly color scheme and logo

Security Updates

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

Installation

Get the latest version of G7500 system software at Polycom Support. You don't need a software version key for 2.1.

You can install updates a few different ways. See the *Polycom G7500 Administrator Guide* for more information.

Note the following:

- You must update your system to software version 2.1 before connecting the EagleEye Cube USB camera.
- If you reset settings or factory restore your system, it's recommended you restart your system so all features are available.

Version History

This following table lists the release history of the G7500 system.

Release History

Release	*Release Date*	*Features*
2.1	August 2019	- Poly EagleEye Cube USB camera support - Persistent HDMI content - Comprehensive provisioning template - CEC support - H.460 on by default - Ability to configure wireless channels for Miracast-certified devices - Important sleep/wake fixes - UI updates
2.0	May 2019	Initial release

Language Support

The G7500 system supports the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Resolved Issues

The following table lists resolved issues in this release of the G7500 system.

Resolved Issues

Category	Issue ID	Description
Audio	EN-132299	If you're using three IP table microphones and an EagleEye Producer camera with the system, audio may stop transmitting after a period of time.
Audio	EN-131907	After a system restart, an ASUS VP28UQG monitor may not play audio from your system's 3.5 mm line out. This issue occurs when using dual monitors.
Calling	EN-135094	In a call with a RealPresence Group Series system, your G7500 system may not disconnect immediately when the far end hangs up.
Content	EN-130052	When sharing an application using the Polycom Content App, the system may stop showing content when you switch to another application.
Content	EN-131569	In calls with packet loss between G7500 systems, content with a lot of motion (such as a streaming video) may appear distorted on the system receiving the content.

Category	Issue ID	Description
Content	EN-136681	If you're sharing content from an HDMI-connected streaming device and restart your G7500 system, the system may not properly boot up.
Interoperability	EN-128871	Pixelated video displays on a Cisco TelePresence SX80 connected through Cisco Unified Communications Manager (CUCM).
Logs	EN-131522	When a far-end call participant shares content, your system logs may show error entries even though the system is functioning normally.
Provisioning	EN-128863	If you create a provisioning profile based on your G7500 system's template configuration file, some parameters may fail to provision. This can occur because a related parameter is disabling or automatically configuring the "failed" setting.
Security	EN-127366	In Wi-Fi network configurations where you use **PEAP** or **TTLS** for your extensible authentication protocol (EAP) method, the **None** option for the **Phase 2 Authentication** setting is invalid.
Software Updates	EN-116332	System continues to attempt to install a software update after removing the USB flash drive.
User Interface	EN-129208	Calendar reminders don't clear on the secondary monitor after selecting **Ignore** on the primary monitor.
User Interface	EN-133797	The content tray labels the HDMI input as **Cam2**.
User Interface	EN-128468	There isn't a quick way to clear a dialpad entry using the remote control.
Video	EN-130047 EN-132282	After a software update or system restart, the camera preview may display a blue screen.

Known Issues

The following table lists known issues in this release of the G7500 system.

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
Application	EN-125608	After installing a certificate using the provisioning server, the registration status in the system web interface always displays **In Progress**.	Refresh the page.

Category	Issue ID	Description	Workaround
Audio	EN-119155	Downloading logs during a call temporarily disconnects the Polycom 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.
Camera	EN-137156	An EagleEye IV camera doesn't upgrade even though you configured the system to automatically update HDCI-connected cameras.	If you configured automatic camera updates after upgrading your system to version 2.1, restart the system or reconnect the camera.
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.	Reset your system settings and specify you don't want to keep installed certificates.
Device Management	EN-120748	In the system web interface, a manually unpaired device displays as still available for a few minutes.	None.
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 `uniqueid` attribute is different.	Create contacts with unique names.
Hardware	EN-140535	Disconnecting and reconnecting an EagleEye Cube USB camera in a short amount of time may cause the system to crash.	None.
Hardware	EN-143881	If your monitor has a built-in webcam, your EagleEye Cube USB camera may not display video after a software update.	Reconnect the EagleEye Cube USB camera or restart the system.
Hardware	EN-146937	When you connect a second monitor while the system is running, the second monitor mirrors the primary monitor when it should provide a slightly different interface (to take advantage of the increased screen space).	After connecting the second monitor, restart the system.
Network	EN-143744	If your system's VLAN changes, your connected IP microphones show as **Disconnected**.	Restart the system.

Category	Issue ID	Description	Workaround
Provisioning	EN-132148	In RealPresence Resource Manager, you can't provision the `exchange.meeting.reminderInterval` parameter using G7500-permitted configuration values: `None`, `1`, `5`, `10`, `15`, or `30`.	Configure this feature using the **Meeting Reminder Time in Minutes** setting in the G7500 system web interface.
User Interface	EN-132836	In the system web interface, you can't configure 802.1p/Q settings.	Select **Enable 802.1p/Q** and select **Save**. The related settings become configurable.
User Interface	EN-129559	When using a stylus, touch events on the secondary monitor default to the primary monitor's settings.	None.
Video	EN-133617	You may see distorted color in a RealPresence Collaboration Server-hosted call.	Do one of the following: • Update RealPresence Collaboration Server to 8.8.0.3 or later. • In the system web interface, go to the **Network Quality** page, turn off **Enable Lost Packet Recovery**, and turn on **Dynamic Bandwidth**.

Limitations

This section provides information on constraints and limitations when using G7500 systems.

Feature Differences with RealPresence Group Series

The following Polycom RealPresence Group Series features and products are unavailable with your G7500 system:

- Polycom RealPresence Touch.
- Polycom Trio integration.
- Skype for Business registration.

  Note: Microsoft calling features and interoperability require the Polycom RealConnect service.

- Dynamic provisioning with RealPresence Resource Manager.
- Centralized monitoring with PDMS-E or RealPresence Resource Manager.

- Hosting conference calls on the system (internal MCU).
- UC APL certification.
- USB and Bluetooth headsets.
- Recording meetings with Polycom RealPresence Media Suite.
- 720p HDMI output resolution.

  G7500 systems support only 4K and 1080p monitors but, depending on the call signaling, transmitted resolutions may scale to 720p.

- Sharing content with the Polycom People+Content IP application. Use the Polycom Content App instead.

Poly EagleEye Cube USB Camera

Note the following when using this camera with your system:

- 1080p at 60 fps isn't supported, but 1080p at 30 fps is supported.
- The system supports only one directly connected camera at a time. For example, you can't attach an HDCI camera to the back of the system in addition to the EagleEye Cube USB camera.
- The camera's stereo audio pickup isn't supported.
- Camera presets aren't supported.
- The G7500 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 G7500 system. However, to avoid camera connectivity issues with the G7500 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 system is not 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 G7500 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 support TLS 1.2 yet. If you need to use this client, you must configure your G7500 system to support a minimum of TLS 1.1.

Miracast-Certified Devices

Note the following when using Miracast-certified devices with a G7500 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 here.

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.

Polycom Microphone IP Adapter

Note the following audio limitations when using the microphone adapter:

- Polycom Acoustic Fence technology isn't supported.
- RealPresence Group Series microphone arrays by default are configured to use stereo mode, but the microphone adapter supports only mono mode.
- You can't connect a SoundStructure accessory to the microphone adapter. To use SoundStructure with a G7500 system, connect it to the codec with a 3.5 mm cable.

Checking Factory Restore Progress

During a factory restore of your 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.

USB Keyboards

You can't use a USB keyboard with your system.

Calibrating the EagleEye Producer

You currently can't calibrate a connected EagleEye Producer camera for group framing.

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.

Web Proxy and Secure Media Streams

When using a web proxy with your system, media streams (audio, video, and content) over HTTPS aren't supported.

Sharing Content with RealPresence Desktop for Windows or Mac

You can't share content to a G7500 system using the Polycom 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.

Supported Peripherals and Applications

G7500 systems support the following peripherals and applications:

- Polycom IP Table Microphone
- Polycom IP Ceiling Microphone
- Polycom Microphone IP Adapter

- Polycom RealPresence Group Series table and ceiling microphone arrays (connected using the microphone adapter)
- Polycom SoundStructure accessory (with a 3.5 mm line-level connection)
- Polycom Stereo Speaker Kit
- Poly EagleEye Cube USB camera
- Polycom EagleEye IV camera
- Polycom EagleEye Director II camera
- Polycom EagleEye Producer camera
- Polycom EagleEye Digital Extender
- Polycom Digital Breakout Adapter
- Polycom Bluetooth Remote Control
- Polycom Content App

Supported Browsers

You can access the G7500 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

G7500 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.

> Polycom recommends that you upgrade your Polycom 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.

External MCU, Call Managers, Recorders, Gatekeepers, and Gateways

Product	Tested Versions
Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition	8.8.0 and 8.8.1
Polycom RealPresence DMA 7000, Appliance and Virtual Editions	10.0.0
Polycom RealPresence Resource Manager, Virtual Edition	10.7.0

Product	Tested Versions
Cisco Telepresence Video Communication Server (VCS)	X8.11.3
Cisco Unified Communications Manager	12.0.1
Cisco 3241 ISDN Gateway	2.2(1.27)p

Polycom Endpoints

Product	Tested Versions
Polycom RealPresence Group Series 300/310, 500, 550, and 700	6.2.1.2 and 6.2.1.1
Polycom HDX 7006/8006/9006	3.1.14
Polycom RealPresence Desktop for Windows	3.10.0.71107
Polycom RealPresence Desktop for Mac	3.10.0.71129
Polycom RealPresence Mobile for Apple iOS	3.10.0.71125
Polycom RealPresence Mobile for Android	3.10.0.71132
Poly Trio 8500/8800	5.9.0.11421 and 5.9.1
Poly Trio Visual+	5.9.0.11421 and 5.9.1
Poly Trio VisualPro	6.2.1.2
Polycom RealPresence Debut	1.3.3-71352
Polycom VVX 450/501/601/1500	5.9.3.2857 and 6.1.0.6189

Third-Party Endpoints

Product	Tested Versions
Cisco C90/C40/C20	TC7.3.18.bd50440
Cisco IX5000	8.3.1.1(3)
Cisco MX300	ce 9.7.1
Cisco SX80/SX20/SX10	ce 9.8.0 be9359915d0
Avaya Scopia XT7000 and XT5000	v9_1_8_63
Huawei TE40 and TX50	6.10.0
Huawei DP-300	2.00.b00
LifeSize ICON 450/600/800i	3.4.0(2268)
LifeSize Room 220	5.0.70(6)

Peripherals and Applications

Product	Tested Versions
Poly EagleEye Cube USB	1.1.0
Polycom EagleEye Director II	2.1.05
Polycom EagleEye Producer	1.2.2
Polycom IP Table Microphone	2.0
Polycom IP Ceiling Microphone	2.0
Polycom Microphone IP Adapter	2.0
Polycom Content App	1.3.1

Getting Help

For more information about installing, configuring, and administering Polycom products, see Polycom Support.

For information about Polycom partner solutions, see Polycom Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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