![Polycom logo]

# Polycom G7500

## Contents

# Introducing Polycom G7500

Polycom introduces the Polycom G7500 system, an all-in-one video conferencing and content-sharing solution.

## *System Features and Capabilities*

The G7500 system provides the following features and capabilities:

- Placing and joining video calls with up to 1080p at 60fps quality
- Sharing up to 4K-quality content using an Apple AirPlay- or Miracast®-certified device, the Polycom Content App, or an HDMI connection
- Collaborating with electronic whiteboarding
- Standards-based video conferencing
- Viewing and joining scheduled calendar meetings

- Managing contacts, call lists, and directories
- Controlling the system with touch-capable monitors or the Polycom Bluetooth Remote Control
- IP-based table and ceiling microphones
- Compatibility with existing Polycom CLink 2 microphones (connected through the Polycom Microphone IP Adapter)
- Customizable home screen and monitor layouts

## *Administrator Functions*

The following administrator functions help you deploy and manage your G7500 system:

- Scalability for various room sizes
- Remote access for managing standalone systems
- Provisioning with Polycom RealPresence Resource Manager to support single system, small business, and large multisite enterprise deployments
- Industry-standard security techniques, including 802.1X authentication
- SNMP reporting and remote logging
- Polycom platform on-premises infrastructure and management solutions

# Security Updates

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

# Installation

The G7500 system comes installed with software version 2.0, so there is no software to install for this release.

|  | - Before powering on your system, connect a monitor to it (the system doesn't boot otherwise).<br>- If you reset settings or factory restore your system, Polycom recommends restarting your system to ensure all features are available. |
|---|---|

# Version History

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

**Release History**

| Release | Release Date | Features |
|---------|--------------|----------|
| 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

# 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. |
| 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. | Disconnect one of the microphones or the camera. |
| 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. | Set the ASUS monitor display to 2160p30 (instead of 2160p60) or turn the other monitor off. |
| 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. |
| 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. | None. |
| 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. |
| Content | EN-130052 | When sharing an application using the Polycom Content App, the system may stop showing content when you switch to another application. | Stop and reshare content. |
| 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. | Do one of the following:<br><br>• Update RealPresence Collaboration Server to 8.8.0.3 or later.<br><br>• In the system web interface, go to the **Network Quality** page, turn off **Enable Lost Packet Recovery**, and turn on **Dynamic Bandwidth**. |
| 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. | Before restarting your system, stop sharing content from the streaming device. |

| Category | Issue ID | Description | Workaround |
|----------|----------|-------------|------------|
| Device Management | EN-120748 | In the system web interface, a manually unpaired device displays as still available for a few minutes. | None. |
| Interoperability | EN-128871 | Pixelated video displays on a Cisco TelePresence SX80 connected through the Cisco Unified Communications Manager (CUCM). | Use a call speed less than 6144 kbps on your G7500 system. |
| 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. | None. |
| Provisioning | EN-132148 | In RealPresence Resource Manager, you can't provision the `exchange.meeting.reminderInterval` parameter using the configuration values `None`, `1`, `5`, `10`, `15`, or `30` that are permitted by the G7500 system. | Configure this feature using the **Meeting Reminder Time in Minutes** setting in the G7500 system web interface. |
| 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. | None. |
| 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. | Use a different option for the **Phase 2 Authentication** setting. |
| Software Updates | EN-116332 | System continues to attempt to install a software update after removing the USB flash drive. | Don't remove the USB flash drive during an update. If it doesn't seem to be working, wait for the update to time out and fail. |
| User Interface | EN-129208 | Calendar reminders don't clear on the secondary monitor after selecting **Ignore** on the primary monitor. | None. |
| User Interface | EN-133797 | The content tray labels the HDMI input as **Cam2**. | None. |
| 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-128468 | There isn't a quick way to clear a dialpad entry using the remote control. | Highlight the delete button on the dialpad and hold the remote control **Select** button until the entry is clear. |

| Category | Issue ID | Description | Workaround |
|----------|----------|-------------|------------|
| 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:<br>• Update RealPresence Collaboration Server to 8.8.0.3 or later.<br>• In the system web interface, go to the **Network Quality** page, turn off **Enable Lost Packet Recovery**, and turn on **Dynamic Bandwidth**. |
| Video | EN-130047<br>EN-132282 | After a software update or system restart, the camera preview may display a blue screen. | Restart the system again. |

# 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 resolution (G7500 systems support only 4K and 1080p resolutions)

- Sharing content with the Polycom People+Content IP application (use the Polycom Content App instead)

## HDMI Input for Content Only

The HDMI input on your system is for a content source only. You can't connect a people video (camera) source to that port.

## Miracast-Certified Devices

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 G7500 system from your device connection list.

## 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

The following audio limitations are present 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.

## HDCI Polycom EagleEye IV 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 that long of a connection for your camera, use the Polycom EagleEye Digital Extender.

## 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 understand how long the reset might take, 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 its logs to a remote logging server, it may use a version of TLS that you've 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 system using the Polycom RealPresence Desktop for Windows or Mac application.

# Interoperability

This section includes supported peripherals and products tested with this release.

## *Supported Peripherals and Applications*

G7500 systems support the following peripherals:

- 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 (connected using the microphone adapter)
- Polycom Stereo Speaker Kit
- 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 newer
- Apple Safari 9 and newer
- Mozilla Firefox 42.0 and newer
- Microsoft Edge 17 and newer

## *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 4000 | 8.8.0 and 8.8.0.3 |
| Polycom RealPresence Collaboration Server 2000 | 8.8.0 and 8.8.0.3 |
| Polycom RealPresence Collaboration Server 1800 | 8.8.0 and 8.8.0.3 |
| Polycom RealPresence Collaboration Server, Virtual Edition | 8.8.0 and 8.8.0.3 |
| Polycom RealPresence DMA 7000 | 10.1.0_Build_8878 |
| Polycom RealPresence DMA 7000, Virtual Edition | 10.0.0_P2_Build_8528 |
| Polycom RealPresence Resource Manager, Virtual Edition | 10.7.0 |
| Cisco Telepresence Video Communication Server (VCS) | X8.11.3, X8.8.1 |
| 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 | 6.2.0.2, 6.2.1 |
| Polycom HDX 9006/8006/7006 | 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 |
| Polycom Trio 8500/8800 | 5.9.0.10869 |
| Polycom Trio Visual+ | 5.9.0.10896 |
| Polycom Trio VisualPro | 6.2.0.2 |
| Polycom RealPresence Debut | 1.3.2-69919 |
| Polycom VVX 1500/450/501/601 | 5.9.1.0615 |

**Third-Party Endpoints**

| Product | Tested Versions |
| --- | --- |
| Cisco C90, C40, and C20 | TC7.3.16 |
| Cisco DX70, DX80 | ce 9.6.1 |
| Cisco EX90 | TC7.3.16 |
| Cisco MX300 | ce 9.6.1 |
| Cisco SX80, SX20, and SX10 | ce 9.6.1 |
| Avaya Scopia XT7000 and XT5000 | V9_1_5_56 |
| Huawei TE40 and TX50 | 6.10.0 |
| Huawei DP-300 | 2.00.b00 |
| LifeSize ICON 450, 600, and 800i | 3.4.0(2268) |
| LifeSize Room 220 | 5.0.70(6) |

**Peripherals and Applications**

| Product | Tested Versions |
| --- | --- |
| Polycom EagleEye Director II | 2.1.05 |

| Product | Tested Versions |
| --- | --- |
| Polycom EagleEye Producer | 1.2.2 |
| 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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