



Poly Studio X52 Video Bar

Contents

Introducing the Poly Studio X52	2
Poly Studio X52 Hardware Overview	3
Supported Partner Applications	5
Updating Your System.....	6
Release History	6
Security Updates.....	6
Security Policy	6
Products Tested with This Release	7
Known Issues.....	8
System Constraints and Limitations	9
Get Help	11
Privacy Policy.....	12
Copyright and Trademark Information	12

Introducing the Poly Studio X52



Poly Studio X52 is an all-in-one video bar designed for medium sized meeting rooms.

It comes with a monitor clamp for easy mounting above the display.

Optional mounting solutions include a wall mount, VESA mount, or table stand. Poly also provides an upgrade kit to use your existing Studio X50 installations when upgrading to Studio X52.

Studio X52 is certified for:

- Teams Rooms
- Zoom Rooms
- Google Meet

Poly Studio X52 with VideoOS 4.1.0.382189

Poly Studio X52 ships with an initial release of VideoOS 4.1.0. This initial release is only supported on Studio X52 systems.

Currently, the Studio X52 supports Teams Rooms, Zoom Rooms, and Google Meet. Poly Video Mode and Device Mode are not yet supported. An upcoming release of VideoOS 4.1.0 will include support for other modes and providers.

Poly Studio X52 Features

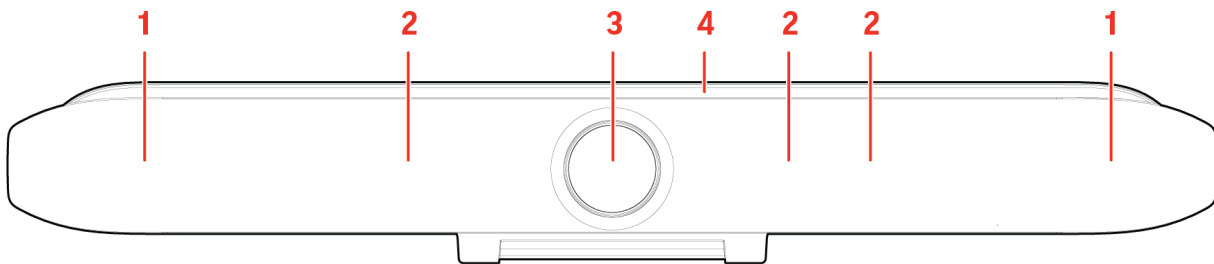
Poly Studio X52 supports the following features:

- Sharp 4K, 20MP UltraHD camera with 95-degree horizontal field of view
- Hi-fidelity audio powered by built-in stereo microphones that pick up sound within 6.1 m (20 ft).
- Poly NoiseBlockAI to eliminate background and extraneous sound during calls in common working environments
- Poly DirectorAI, which includes the new Perimeter preview feature plus group framing, speaker framing, and people framing
- No separate PC, laptop, or codec needed to run video conferencing software
- Placing and joining video calls

- Sharing wireless and wired content
- HDMI: Single input and dual output
- Dual 4K30 video output
- Simple to set up, manage, and use with Poly Lens

Poly Studio X52 Hardware Overview

The following figure displays the hardware features on the Poly Studio X52 system. The table lists each feature numbered in the figure.

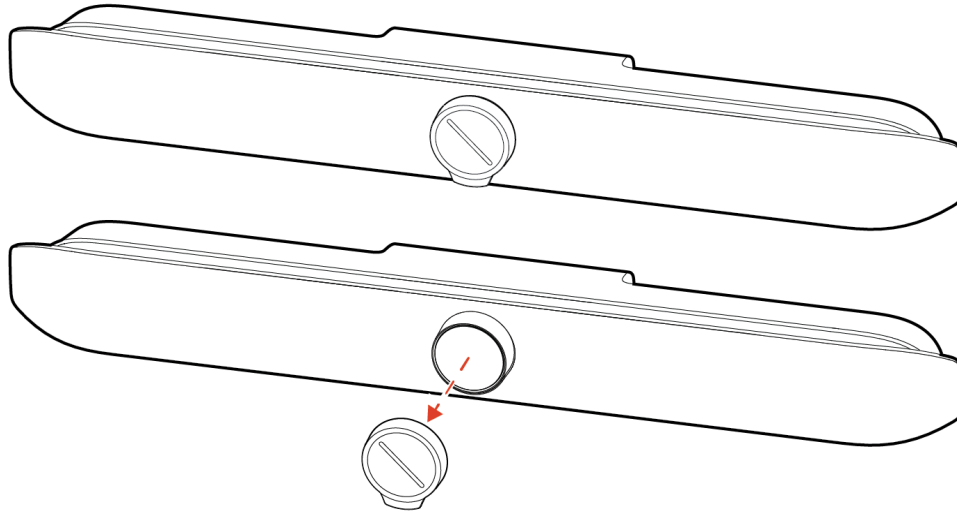


Poly Studio X52 Hardware Overview

Ref. Number	Feature	Feature Description
1	Speaker	Stereo audio output
2	Microphone array	Microphone array that captures audio
3	Camera	Camera with a privacy cover that enables or disables the video input as you choose
4	LED indicators	Indicates the system status and information on the tracked speaker

Poly Studio X52 Privacy Cover

The Poly Studio X52 system provides a physical cover that you can place over the camera lens to protect your privacy.



Poly Studio X52 Ports

The following illustration and table identify the ports on your Poly Studio X52 system.



Poly Studio X52 Ports

Ref. Number	Port Description
1	Poly Table Expansion Microphone connection
2	USB-A ports
3	RJ-45 Ethernet port
4	Power port
5	Factory restore pinhole
6	HDMI port for secondary monitor
7	HDMI port for primary monitor
8	HDMI port for content sharing
9	USB-C port

Poly Studio X52 LED Behavior

Use the LED on the right side of the system to help you understand the system's behaviors.

Poly Studio X52 LED Behavior

Product	Tested Versions
Off	System powered off
Off	System in sleep mode
Solid white	System is idle and standing by
Pulsing white	Boot initiation in progress
Pulsing amber	Firmware update or factory restore in progress
Blinking blue and white	Bluetooth pairing
Solid blue	Bluetooth paired
Solid green	Active call in progress
Solid red	Audio is muted

Supported Partner Applications

This release supports the following versions of partner applications.

Supported Partner Applications

Partner Application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202305022347.product Teams: 1449/1.0.96.2023050203 Company Portal: 5.0.5882.0	<ul style="list-style-type: none"> For more information on this Microsoft Teams Room release, see the Microsoft Teams Rooms website.
Zoom Rooms	Zoom Rooms: 5.14.6.3020 Zoom Rooms Controller: 5.14.5	<ul style="list-style-type: none"> For more information on this Zoom Room release, see the Zoom website.
Google Meet	20230522.01.00	<ul style="list-style-type: none"> For more information on Google Meet, see Google Meet website

Updating Your System

You have multiple options for updating your system. For more information, see the [Poly Video Mode Administrator Guide](#) or the [Poly Partner Mode Administrator Guide](#).

Poly Support Site Software Update URL

To receive software updates from the Poly support site, your system must be able to access `swupdate.lens.poly.com`. If necessary, update your firewall settings.

Note: The URL isn't accessible using a web browser. Your system uses the URL to check for and download software update from Poly.

Updating / Downgrading Software

Poly Studio X52 includes VideoOS 4.1.0 software, which you can't downgrade to a previous release. When connected to your Studio X52 system, you can update an existing TC8 or TC10 touch controller to VideoOS 4.1.0.

Note: Updating your TC8 and TC10 to 4.1.x includes a major Android platform upgrade to Android 11 and cannot be downgraded.

Release History

This section lists the release history of the Poly Studio X52.

Release History

Release	Release Date	Features
4.1.0.382189	July 2023	Initial release of the Poly Studio X52

Security Updates

See the [Security Center](#) 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](#).

Supported Operating Systems

You can connect the Poly Studio X52 video bar to computers with the following operating systems:

Operating Systems Tested with This Release

Product	Tested Versions
Windows	Windows 11 Windows 10
macOS	macOS 12 macOS 11 macOS 10.15
Chrome OS	87 or higher

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The table below lists the products that have been 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 Poly systems with the latest software versions. Any compatibility issues may already be addressed by software updates.

The following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Partner Applications

Product	Tested Versions
Zoom Rooms	5.14.6.3020
Microsoft Teams	1449/1.0.96.2023050203
Google Meet	20230522.01.00

Peripherals and Applications

Product	Tested Versions
Poly TC10	4.1.0-211109
Poly TC8	4.1.0-211109
Poly Trio C60	8.1.2
Poly Lens	1.1.26

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	Description	Workaround
Camera	EN-243418	On a Studio X52 in Teams mode, the camera stops working after several calls.	Restart the system.
Content Sharing	EN-238060	In Poly Video mode, connecting HDMI content may result in video errors and HDMI input to stop working.	Restart the system.
Controller	EN-243445	In Poly Video mode, TC10 or TC8 may lose pairing.	Restart the system.
Device Management	EN-243594	On a Studio X52 in Teams mode with a connected controller, the system and controller can lose paired connection every 24-48 hours.	Re-pair the controller.
Device Management	EN-242760	On a Studio X52 in Teams mode, the system updates even if HDMI content is being shared out of a call.	Disable auto update.
Device Management	EN-243303	On a Studio X52, the factory restore partition update fails during software update.	Factory restore the unit.
Device Management	EN-243002	Studio X52 enters a boot loop after a manual restart, switching the provider, or updating the system.	Power cycle the system by disconnecting and then reconnecting the power cable.
Device Management	EN-242153	On a Studio X52 in Teams mode, with a set sleep time, the system enters sleep mode during a Teams Rooms whiteboard session	Adjust the sleep timer setting to give more time.
Network	EN-243201	A TC10 crashes after the user selects the Poly logo in setup.	Complete device and provider setup before selecting Poly logo.
Network	EN-243187	On a TC10 when you try to access the network settings, the system restarts.	Power cycle the TC10 by disconnecting and then reconnecting the network cable.

Category	Issue ID	Description	Workaround
Network	EN-243185	On a TC10, when you set the network setting to manual, the TC10 can't pair with the device.	Set to automatically (DHCP) pair.
Network	EN-243288	On a TC10, traffic isn't sent from Zoom Device Manager to the proxy server.	Disable web proxy configuration.
Network	EN-243058	On a TC10, using 802.1x TLS authentication results in the system stuck on discovering network screen.	None.
Network	EN-242687	DHCP auto discovery of web proxy fails.	Disable WPAD and enter the PAC file manually.
Network	EN-241091	On a TC10, web proxy doesn't authenticate.	None.
Partner Application	EN-242066	After you switch the provider to Teams Rooms, video doesn't display in a call.	After you choose a provider and the system boots into the chosen provider, power cycle the system. Power cycle the system by disconnecting and then reconnecting the power cable.
Video	EN-241142	In a 50Hz lighting environment, choosing 50 as the power frequency still results in video banding on the far end.	None.
Video	EN-242105	In Poly Video mode, the near and far side experience choppy video during calls.	None.

System Constraints and Limitations

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

- [Color Correction Setting in Microsoft Teams](#)
- [Connecting the System to Netgear Switches](#)
- [Downloading System Logs](#)
- [Full Screen Video with Airplay Support](#)
- [HDMI to DVI Not Supported](#)
- [Monitor Display Issues with CEC](#)
- [No Support for HDCP Sources](#)
- [Primary Audio Volume in Partner Mode](#)
- [Second Monitor Display Issues with Microsoft Teams](#)
- [Secure Media Streams](#)
- [Sleep and Out of Office Settings in Partner Mode](#)
- [Zoom Smart Gallery Isn't Supported](#)

Color Correction Setting in Microsoft Teams

The Poly Studio X52 doesn't support the Color Correction feature.

Connecting the System to Netgear Switches

On a Poly Studio X52 connected to a Netgear Smart Switch 1G port with Power Back Off (PBO) enabled, the device doesn't receive an IP address from the DHCP server. Disable PBO on the 1G port or connect the Poly Studio X52 to a 2.5G port.

Downloading System Logs

To ensure all logs are captured, wake the system before downloading system logs.

Full Screen Video with Airplay Support

You can't use Airplay to share full screen video from a website or app on an iOS device.

HDMI to DVI Not Supported

Poly recommends only using monitors with a direct HDMI input as Studio X52 doesn't support HDMI to DVI adapters.

Monitor Display Issues with CEC

If you experience display issues after the system wakes from sleep, disable CEC in the system web interface.

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 player, DVD player, or similar device.

Primary Audio Volume in Partner Mode

Configuring the **Primary Audio Volume** setting with the system web interface isn't supported in Partner Mode. Change the volume using your partner application settings instead.

Second Monitor Display Issues with Microsoft Teams

The Microsoft Teams feature Direct Guest Join doesn't support two monitors.

Secure Media Streams

Media streams (audio, video, and content) over HTTPS aren't supported. Media streams in H.323 and SIP calls are encrypted using SRTP.

Sleep and Out of Office Settings in Partner Mode

Configuring sleep and out-of-office settings with the system web interface may not be supported in Partner Mode. Check your partner application settings for support of similar functionality.

Zoom Smart Gallery (Multi-Stream) Isn't Supported

In this release, Zoom Smart Gallery isn't supported.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to [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, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation 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.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance 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.

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- [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.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Send comments or questions to privacy@poly.com.

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