USER GUIDE

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Poly Partner Mode (G7500, Studio X70, Studio X50, Studio X30, and Studio E70)

Getting Help

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

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Poly and Partner Resources

This guide contains overview information, procedures, and references you can use to perform tasks with your video system.

The information in this guide applies to all the following Poly video systems except where noted:

- Poly G7500 (model: P011)
- Poly Studio X70 (model: P026)
- Poly Studio X50 (model: P017)
- Poly Studio X30 (model: P018)
- Poly Studio E70 (model: P025)

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with the system.

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.

Getting Started

Topics:

- Poly Partner Mode Overview
- Product Overview of Poly Video Systems
- Product Overview of Poly Studio E70 Camera
- Overview of System Hardware
- LED Status Indicators
- Powering the System On and Off
- Wake the System
- Accessibility Features

Before you use your system, familiarize yourself with its features and local interface.

Poly Partner Mode Overview

Poly Partner Mode allows you to run third-party conferencing applications on supported Poly video systems. For example, after powering on your system for the first time, you can select Zoom Rooms to place Zoom calls.

Refer to the supported partner documentation for information on using third-party applications:

- **Zoom Rooms**: https://support.zoom.us/hc/en-us
- **Microsoft Teams Rooms**: https://support.office.com/en-us/teams
- **GoToRoom by LogMeIn**: https://support.goto.com/products
- **StarLeaf**: https://support.starleaf.com/
- **RingCentral Rooms (RCV Rooms)**: https://support.ringcentral.com/
- **Dialpad**: https://help.dialpad.com/
- **BlueJeans Rooms by Verizon**: https://support.bluejeans.com/s/

Product Overview of Poly Video Systems

Poly G7500, Studio X70, Studio X50, and Studio X30 systems in Partner Mode can seamlessly join meetings using third-party conferencing applications.

Note: Exact features and capabilities can vary between partner applications. See the application's documentation for information.

Poly G7500 System Features and Capabilities

G7500 systems support the following features:

- Peripheral cameras and microphones make the system scalable for medium rooms and up to large integrated rooms
- Placing and joining video calls
- Sharing wireless and wired content
- Camera tracking technology that can automatically zoom in on the person talking or frame the group of people in the room (depending on the paired camera and system configuration)
- Poly NoiseBlockAI, which eliminates background and extraneous sound during calls in common working environments
- Polycom Acoustic Fence technology, which enables video conferencing in open workspaces by capturing only the voices in a defined area
- HDMI: Single input and dual output
- Using a wired or wireless USB mouse as an input device

Poly Studio X70 Features and Capabilities

Studio X70 systems support the following features:

- All-in-one collaboration system for medium-to-large rooms
- No need for a separate PC, laptop, or codec to run video-conferencing software
- Placing and joining video calls
- Sharing wireless and wired content
- Dual built-in 4K cameras
- Camera tracking technology that automatically frames the group of people in the room
- Hi-fidelity, built-in stereo microphones that pick up sound within 7.62 m (25 ft) and use spatial audio for life-like presence and clarity
- Poly NoiseBlockAI, which eliminates background and extraneous sound during calls in common working environments
- HDMI: Single input and dual output
- Using a wired or wireless USB mouse as an input device

Poly Studio X50 Features and Capabilities

Studio X50 systems support the following features:

- All-in-one collaboration system for huddle rooms and small-to-medium rooms
- No need for a separate PC, laptop, or codec to run video-conferencing software
- Placing and joining video calls
- Sharing wireless and wired content
- Built-in 4K camera with ultra-wide 120-degree field of view
- Camera tracking technology that automatically frames the group of people in the room
- Hi-fidelity, built-in stereo microphones that pick up sound within 7.62 m (25 ft) and use spatial audio for life-like presence and clarity
- Poly NoiseBlockAI, which eliminates background and extraneous sound during calls in common working environments
- Dual stereo speakers
- HDMI: Single input and dual output

- Using a wired or wireless USB mouse as an input device

Poly Studio X30 Features and Capabilities

Studio X30 systems support the following features:

- All-in-one collaboration system for huddle rooms and small-to-medium rooms
- No need for a separate PC, laptop, or codec to run video-conferencing software
- Placing and joining video calls
- Sharing wireless and wired content
- Built-in 4K camera with ultra-wide 120-degree field of view
- Camera tracking technology that automatically frames the group of people in the room
- High-fidelity, built-in stereo microphones that pick up sound within 4.57 m (15 ft) and use spatial audio for life-like presence and clarity
- Poly NoiseBlockAI, which eliminates background and extraneous sound during calls in common working environments
- Single mono speaker
- HDMI: Single input and output
- Using a wired or wireless USB mouse as an input device

Product Overview of Poly Studio E70 Camera

Poly Studio E70 is a dual-camera solution supported on Poly G7500 and Studio X50 systems running Poly VideoOS 3.6 or later.

The Poly Studio E70 camera is a standalone USB 4K camera that includes microphones for audio pickup and full tracking and framing capabilities. The Studio E70 camera provides coverage up to 7.6 m (25 ft) for video and audio.

Speaker Framing and Group Framing on Studio E70

Speaker framing enables Studio E70 to determine which participant is actively speaking. The camera then frames the speaker when transmitting video to the far end. Group framing enables the camera to automatically focus on one or more speakers to display all speakers to the far end.

Initially, one camera captures the current view while the other camera uses microphones to voice-track the next target. The camera frames the speaker before displaying the video so that call participants don’t see the pan, tilt, or zoom of the cameras. If two people speak alternately, one camera tracks the first speaker while the other camera tracks the second speaker.

Poly Studio E70 Orientation

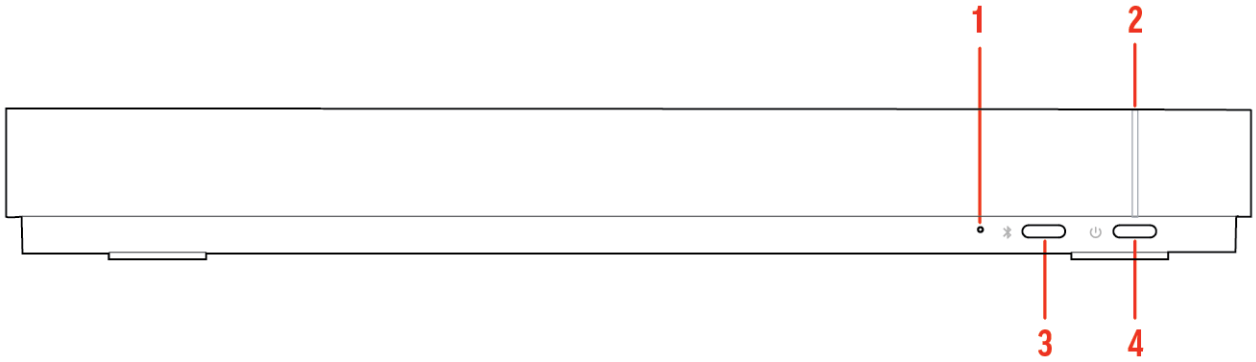
You can mount the Poly Studio E70 above or below the system display. The Studio E70 camera includes a gyroscopic sensor that automatically detects the camera's orientation.

Overview of System Hardware

The following figures and tables provide information about hardware features available on your system.

Poly G7500 Hardware

The following figure displays the hardware features on the Poly G7500 system. The table lists each feature numbered in the figure.

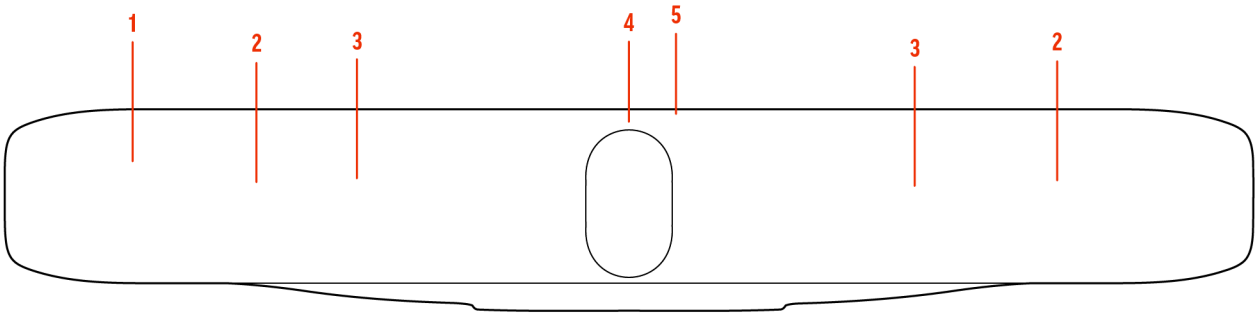


Poly G7500 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Reset button	Resets the Poly G7500 to the factory software version
2	LED indicator	Indicates the system status
3	Remote control pairing button	Enables the Bluetooth remote control pairing mode
4	Restart button	Restarts your system

Poly Studio X70 Hardware

The following figure displays the hardware features on the Poly Studio X70 system. The table lists each feature numbered in the figure.



Ref. Number	Feature	Description
1	Screen	Protective screen that covers the front of the system
2	Microphone array	Microphone array that captures audio
3	Speakers	Stereo audio output
4	Dual cameras	Camera array with a privacy shutter that automatically opens or closes, depending on the camera state
5	LED indicators	Indicates the system status and information on the tracked speaker

Poly Studio X70 Privacy Shutter

The privacy shutter on the Studio X70 camera automatically opens and closes depending on the state of the system.

The following table provides the privacy shutter behavior.

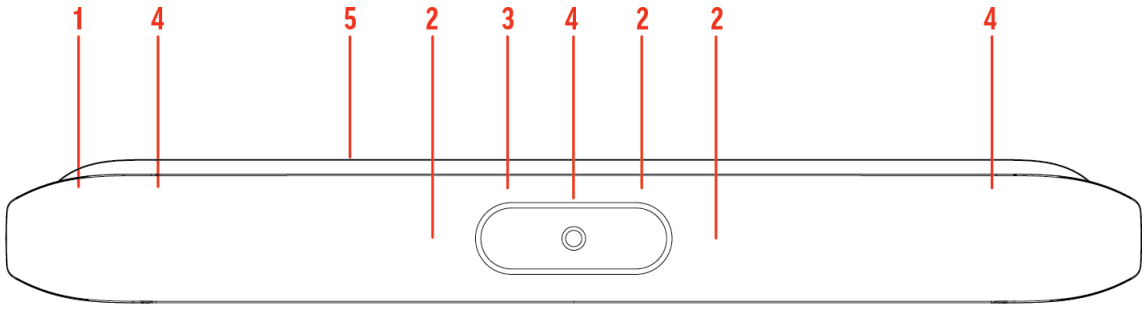
Studio X70 Privacy Shutter Behavior

Action	Privacy Shutter Behavior
The system is restarting.	Closed
The system is powered and not asleep or idle.	Open
The system is asleep or idle.	Closed
The system wakes up from being asleep or idle.	Open
The system is in use but not in a call.	Closed
The system is sending video.	Open
The system receives an incoming call.	Open
The system is in an active video call and the video is unmuted.	Open
The system is in an active video call and the video is muted.	Open

Note: It can take up to 5 minutes for the privacy shutter to close after the system enters into an idle or sleep state.

Poly Studio X50 Hardware

The following figure displays the hardware features on the Poly Studio X50 system. The table lists each feature numbered in the figure.

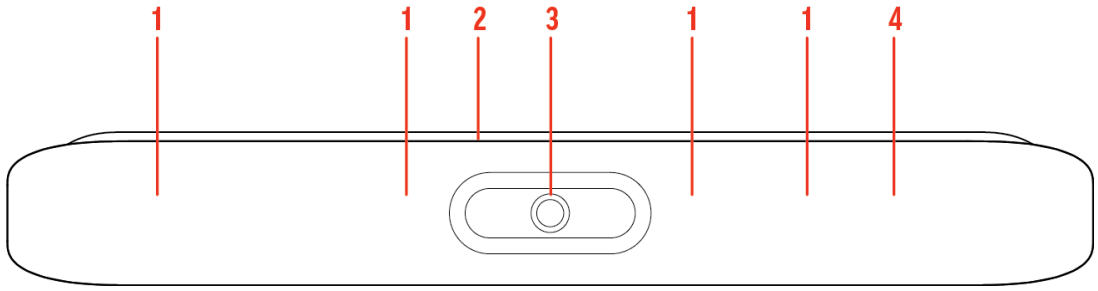


Poly Studio X50 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Screen	Protective screen that covers the front of your system
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	Speakers	Stereo audio output
5	LED indicators	Indicates the system status and information on the tracked speaker

Poly Studio X30 Hardware

The following figure displays the hardware features on the Poly Studio X30 system. The table lists each feature numbered in the figure.



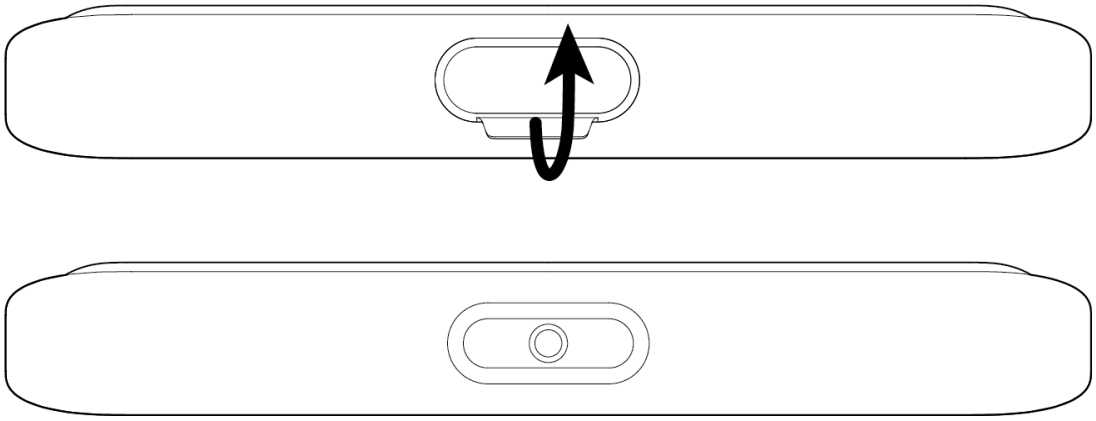
Poly Studio X30 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Microphone array	Microphone array that captures audio

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

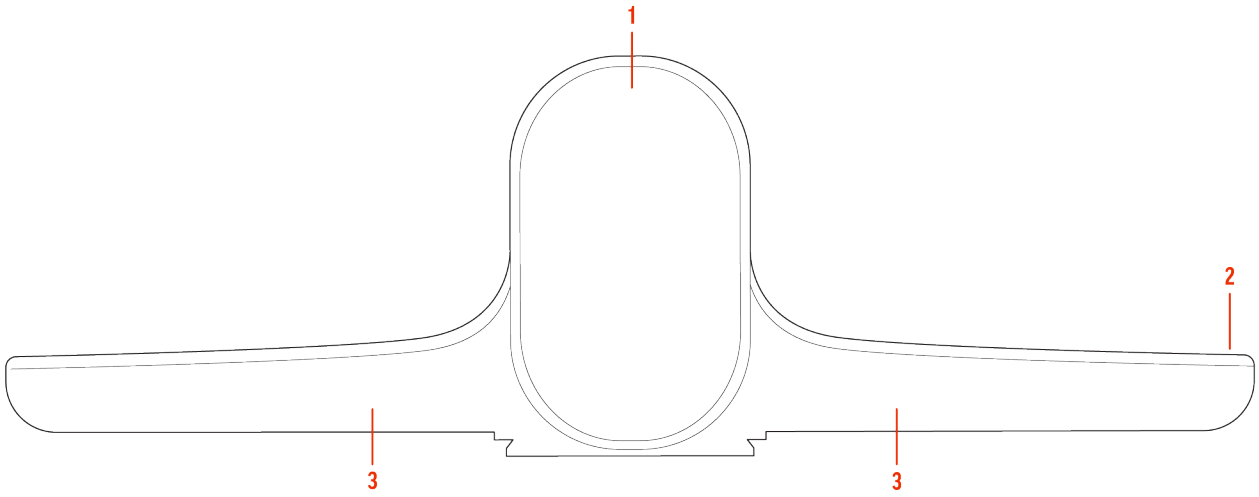
Poly Studio X50 and Studio X30 Privacy Cover

The Poly Studio X50 and Studio X30 systems provide a physical cover that you can place over the camera lens to protect your privacy.



Poly Studio E70 Camera Hardware

The following figure displays the hardware features on the Poly Studio E70 camera. The table lists each feature numbered in the figure.



Poly Studio E70 Feature Descriptions

Reference Number	Feature	Description
1	Dual-cameras	Camera array with a privacy shutter that automatically opens or closes depending on the camera state
2	LED indicators	Front and right indicators that show the status of the camera
3	Microphones	Capture audio and track the speaker

Poly Studio E70 Privacy Shutter

The privacy shutter on the Studio E70 camera automatically opens and closes depending on the state of the connected video system.

The following table provides the privacy shutter behavior.

Studio E70 Privacy Shutter Behavior

Action	Privacy Shutter Behavior
The camera is disconnected from the system.	Closed
The camera is connected to the system.	Open
The system is asleep or idle.	Closed
The system wakes up from being asleep or idle.	Open

Action	Privacy Shutter Behavior
The system is in use but not in a call.	Closed
The system is sending video.	Open
The system receives an incoming call.	Open
The system is in an active video call and the video is unmuted.	Open
The system is in an active video call and the video is muted.	Open

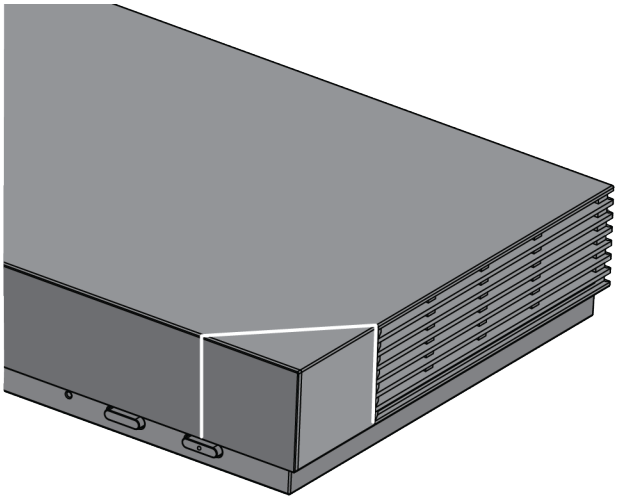
Note: It can take up to 5 minutes for the privacy shutter to close after the camera is disconnected from the system or the system enters into an idle or sleep state.

LED Status Indicators

The following figures display the LEDs on your systems. The tables list each LED indicator and its associated status.

LED Status Indicators for the G7500 System

Use the LED on the front right corner of the codec to get information on the state of your system.



G7500 System LED Status Indicators

Indicator	Status
Blinking white	Powering on
Solid white	Working normally

Indicator	Status
Solid green	In a call
Blinking amber	Update in progress
Solid amber	Sleeping
Blinking red	Error preventing normal operation
Solid red	Muted microphone

LED Status Indicators for the Studio X70 System

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

Basic Studio X70 LED Indicators and Status

Indicator	Status
Solid white	Device is idle and standing by
Pulsing white	Boot initiation in progress
Pulsing amber	Firmware update or factor restore in progress
Blinking blue and white	Bluetooth pairing
Solid blue	Bluetooth paired
Solid green	Active call in progress
Solid red	Audio mute

LED Status Indicators for Studio X50 and Studio X30 Systems

The system provides an LED light bar above the camera to help you understand the system’s behaviors.

Basic Studio X50 and Studio X30 LED Indicators and Status

Indicator	Position	Status
Solid white	All	Boot initialization in progress
Blinking blue	Twelve in the middle	Bluetooth in discovery
Solid blue for 3 seconds	All	Bluetooth paired
Blinking green	All	Incoming call
Solid green	All	Outgoing call

Indicator	Position	Status
Solid green	Four to eight (when in the middle), indicating the tracked speaker or the direction of the camera	Working The lights are green with supported applications in the following cases: ▪ Tracking people in group framing and speaker tracking mode ▪ Indicating the direction of the camera that you customize in pan-tilt-zoom (PTZ) mode
Solid amber	Twelve in the middle	Standing by System in sleep mode with no active video output
Pulsing red	Twelve in the middle	Call on hold
Pulsing green	Twelve in the middle	Call on hold (by far site)
Solid white for 3 seconds	Twelve in the middle	Saving a preset
Solid red	All	Muted microphone
Solid red	Four in the middle	Muted camera Muted microphone LEDs take precedence over camera mute LEDs
Pulsing amber	All	Firmware update in progress
Blinking red	All	Error preventing normal operation

LED Status Indicators for the Studio E70 Camera

The camera provides LED indicators on the front and right side of the camera to help you understand the camera's behaviors when connected to a G7500 or a Studio X50 video system.

Studio E70 Camera System LED Status Indicators

Indicator	Status
Solid White (50% brightness)	Powered on but disconnected from video system Sleep
Solid White (100% brightness)	Powered on and connected to the video system
Pulsing white	Boot initialization in progress
Pulsing amber	Firmware update or factory reset in progress

Indicator	Status
Solid green	In a call with the camera and microphone on
Blinking green	Incoming call
Solid red	Video mute (only the right LED is on) Audio mute (both LEDs)
Pulsing red	Held call

Powering the System On and Off

The system turns on when you plug it into a power source. The system doesn't have a power button, so you must unplug the power cable to power it off.

Note: Don't power off the system during maintenance activities (for example, while a software update is in progress).

Wake the System

After a period of no activity, the system enters sleep mode (if configured by your administrator). You can wake it using a touch monitor or Poly TC8.

Procedure

» Do one of the following:

- If you're using a touch monitor, tap the primary screen.
- If you're using the TC8, tap the screen.
- If you're using a Poly Trio, tap the screen.

Accessibility Features

Poly products include a number of features to accommodate users with disabilities.

Users Who Are Deaf or Hard of Hearing

Your system includes accessibility features for users who are deaf or hard of hearing to use the system.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your system includes accessibility features for users who are blind, have low vision, or have limited vision to use the system.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Ringtones	An audible tone plays for incoming calls.
Join and leave tones	The system plays a tone when someone joins or leaves a conference call.

Users with Limited Mobility

Your system includes accessibility features to enable users with limited mobility to use various system features.

The following table lists the accessibility features for users with limited mobility.

Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Poly TC8	The TC8 enables you to control the system and to perform tasks such as placing calls.
Auto-answering	You can enable the system to auto-answer calls.
Calling from a personal device	With administrator credentials, you can wirelessly access the system web interface from your own device to make calls and manage contacts and favorites.

Accessibility Feature	Description
Touch-capable monitor support	If you have a touch-capable monitor connected to the system, you can select, swipe, and press the screen to perform functions and activate features.

Sharing Content

Topics:

- Share Content Using an HDMI Connection

To enhance the collaboration experience, you can share documents, graphics, and videos with other participants using a computer.

Share Content Using an HDMI Connection

Share content from your device through an HDMI connection. This method doesn't require you to connect using a wireless service.

Procedure

» Connect your device to the video system's HDMI input port.

Related Links

Use Your System as a Computer Accessory on page 20

Using Device Mode

Topics:

- Computer and Cable Requirements
- Access Device Mode
- Use Your System as a Computer Accessory
- Adjust the System Audio and Camera Settings
- Managing Incoming Calls When in Device Mode
- Exit Device Mode and Disconnect Your Computer

Poly Device Mode enables you to use the system's camera, speaker, microphone, and connected monitors from your computer.

Once you connect the system to your computer with a USB cable, you can control the video system's camera and audio features using your computer's third-party conferencing application. For example, instead of using your computer's camera for Zoom Rooms calls, connect the Studio X30 and use its 4K camera to automatically follow the conversation in the room. You also gain a Poly echo-cancelling microphone and speaker technology during calls.

Note: Studio X70 doesn't support Device Mode.

Computer and Cable Requirements

Your computer and cables must meet the following requirements to use Device Mode.

Operating system requirements:

- Windows 10 1803 or later
- macOS 10.12 or later

USB cable requirements:

- A cable with at least one USB-C connection for the video system
- USB 2.0 or USB 3.0 cable (preferred to ensure connection reliability and video and audio quality)
- Self-powered USB booster extension cable for connections longer than 2 m (6.6 ft)

Note: Don't use a cable used for charging devices. A charging cable may not be capable of sending data.

HDMI cable requirements:

- An HDMI adapter is required if your computer doesn't have an HDMI port

Access Device Mode

Use the system touchscreen or a TC8 device to start Device Mode.

Note: Your administrator may configure your system to remain in Device Mode. If your system is already in Device Mode, the system monitor and TC8 device prompt you to connect a USB and HDMI cable to your computer.

Procedure

» Do one of the following:

- From the right border of your screen, swipe left. Select **Device Mode**.
- When using Zoom Rooms, connect the USB-C cable to the video system and connect the other end of the USB cable to your computer to automatically enter Device Mode.

The **Device Mode** screen appears.

Related Links

Use Your System as a Computer Accessory on page 20

Use Your System as a Computer Accessory

To use the video system as an external camera and audio accessory, set your system to Device Mode and connect your Windows or macOS computer with a USB cable.

If your system isn't already in Device Mode, access **Device Mode**. If your conferencing application uses echo cancellation, disable that feature.

You must use a cable with at least one USB-C connection for your video system. If you use a cable with only one USB-C connection, the USB-C end must connect to your video system for Device Mode to work properly.

Note: Device Mode isn't available if your system administrator disables the system USB ports. If you need help with Device Mode or connecting a computer to your system, contact your administrator.

Procedure

1. Connect a USB-C end of the USB cable to the video system's USB-C port, and connect the other end of the USB cable to your computer.

   The system monitor and the TC8 device display a confirmation message.

   If you're using Zoom Rooms, Device Mode automatically starts when you connect the USB cable to your computer. Once you disconnect the USB cable, the system automatically exits Device Mode in 20 to 30 seconds.
2. Optional: To display your computer on the video system monitor, connect your computer using the system's HDMI input port.

Related Links

Access Device Mode on page 19
Share Content Using an HDMI Connection on page 18

Adjust the System Audio and Camera Settings

In Device Mode, you can mute the system, adjust the volume, and adjust camera settings.

Access **Device Mode** and connect your computer to the system.

Note: The controls on a connected Poly Trio phone don’t work if the system is in Device Mode.

Procedure

1. To mute the microphones, do one of the following:
   - In a conference application on your computer, select mute.
   - On the TC8 or any connected microphone, select **Mute** .
2. To adjust the volume, do one of the following:
   - On the touchscreen or TC8, select **Volume** and adjust the volume slider.
   - Adjust the volume from your computer using the computer or conference application settings.

   Note: Ensure that you select the correct device when adjusting the volume. Changing the volume alone may not work. You must have selected the Poly video system as the audio device.
3. To configure camera settings:
   a. From the right border of the TC8 or the touchscreen, swipe left and select **Camera Settings**.
   b. Select **Camera Control**.
   - Turn **Camera Tracking** on or off.
   - Select or set a **Preset**.
   - Press **+** to zoom in or **-** to zoom out.
   - Press the arrows to tilt up and down or to pan left to right.

Managing Incoming Calls When in Device Mode

If there’s an incoming call, your video system may exit Device Mode. This depends on the partner conferencing application you’re using for the video system.

Exit Device Mode and Disconnect Your Computer

Any camera options you change on the video system with your USB-connected computer revert to their previous settings when you exit Device Mode.

Note: If the system is using Device Mode as the provider, **Exit** ⊗ isn't available.

Procedure

» Do one of the following:
   - On the video system local interface or TC8 device (if you’ve one), select **Exit** ⊗.
   - Unplug the cables connecting your computer and video system. After a short delay, you see the home screen (even if you haven’t selected **Exit**).

Settings

Topics:

- Cameras
- Audio Adjustments

Before or during calls, you can adjust the system volume. During calls, you can adjust your camera's position.

Cameras

Depending on the camera type, you can control the following options:

- Adjust near-site (local) camera positions.
- Turn tracking on or off.

Adjust an In-Room Camera

To enhance the view of meeting participants, make adjustments to the in-room camera.

If camera tracking is on, camera control is unavailable. Turn tracking off to access camera controls.

You can only make camera adjustments during a call.

With the Studio X50 and Studio X30 systems, you can't pan or tilt the camera if it's zoomed all the way out.

Procedure

1. From the right border of your screen, swipe left.
2. Go to **Camera Settings** > **Camera Controls**.
3. Press **+** to zoom in or **-** to zoom out. Press the arrows to tilt up and down or to pan left to right.
4. To exit the control screen, select **Back** ←.

Turn Camera Tracking On or Off

When camera tracking is on, the camera automatically frames the group of people in the room or the current speaker (depending on your camera and how your system is configured).

Procedure

1. From the right border of your screen, swipe left.
2. Select **Camera Settings**.
3. Select **Tracking On** or **Tracking Off**.

Audio Adjustments

You can control several audio settings on the system.

Adjust the Volume

You can adjust the volume before or during a call.

Procedure

- Use the volume slider on the device controlling your video system.

Troubleshooting

Topics:

- Poly Device Mode

Refer to the following topics to help you diagnose and fix problems while using your system.

Poly Device Mode

Use these topics to troubleshoot problems you may encounter using Device Mode.

Audio Levels are Too High or Low

In Device Mode, audio from the video system speakers is too loud or it's difficult to hear call participants.

In Device Mode, your conferencing application and laptop control the video system's audio. You may need to adjust those volume controls.

Follow these steps until you get the audio levels you want:

Procedure

1. Adjust your conferencing application's volume.
2. Adjust your laptop's volume.

Conferencing Application Doesn't Use System Camera or Audio

Your conferencing application isn't using the video system's camera or audio in Device Mode.

Your conferencing application by default may choose the connected monitor speakers instead of, for example, the Studio X50 speakers.

Procedure

» In your conferencing application, select the video system as your speaker, microphone, and camera device.

Can't Use System's Camera or Audio

Your conferencing application isn't using the video system's camera or audio in Device Mode. There could be a few reasons for these types of problems. For instance, your conferencing application by default may choose the connected monitor speakers instead of, for example, the Studio X50 speakers.

You may notice the following while using Device Mode:

- In your laptop's conferencing application, you can't select the video system as a camera or audio source.
- The video system's camera and audio seem unavailable.
- The video system's camera doesn't display live video.

Follow these steps until you fix your problem:

Procedure

1. In your conferencing application, select the video system as your speaker, microphone, and camera device.
2. In your laptop settings, select the video system as your speaker, microphone, and camera device.
3. Exit and restart Device Mode.
4. Replug the USB cable.
5. Connect the cable to a different USB port on your laptop.
6. Try using a different USB cable.
7. Restart your laptop.

Improve Audio Quality

Audio quality during calls in Device Mode could be better. For example, people on the call notice interference or dropped words when you're speaking.

You may encounter these problems for the following reasons: additional USB connections, a bad cable, or audio processing settings.

Follow these steps until your audio quality improves:

Procedure

1. Remove USB audio devices (such as a headset) connected to your laptop.
2. Connect your laptop and video system with a different USB cable.
3. If your conferencing application uses echo cancellation, disable that feature.
4. If you're playing a musical instrument, enable M-Mode in the system web interface.

Improve Laptop Screen Mirroring

When mirroring your laptop screen with an HDMI connection, the picture on the connected monitor isn't ideal.

The resolution on your laptop may need to be adjusted for the monitor connected to the Poly video system.

Follow these steps until screen mirroring quality improves:

Procedure

1. Adjust your laptop's resolution settings.
2. Adjust your laptop's display settings so the screen duplicates on the monitor.