poly

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

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Contents

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 X50 (model: P017)
- Poly Studio X30 (model: P018)

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 [Polycom 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 Partners](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with 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:

Before you use your system, familiarize yourself with its features and user 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
- **8x8**: https://support.8x8.com/
- **StarLeaf**: https://support.starleaf.com/
- **RingCentral Rooms (RCV Rooms)**: https://support.ringcentral.com/

Product Overview of Poly Video Systems

Poly G7500, 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 how you configure the system)
- 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

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

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

Overview of Poly G7500, Studio X50, and Studio X30 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.
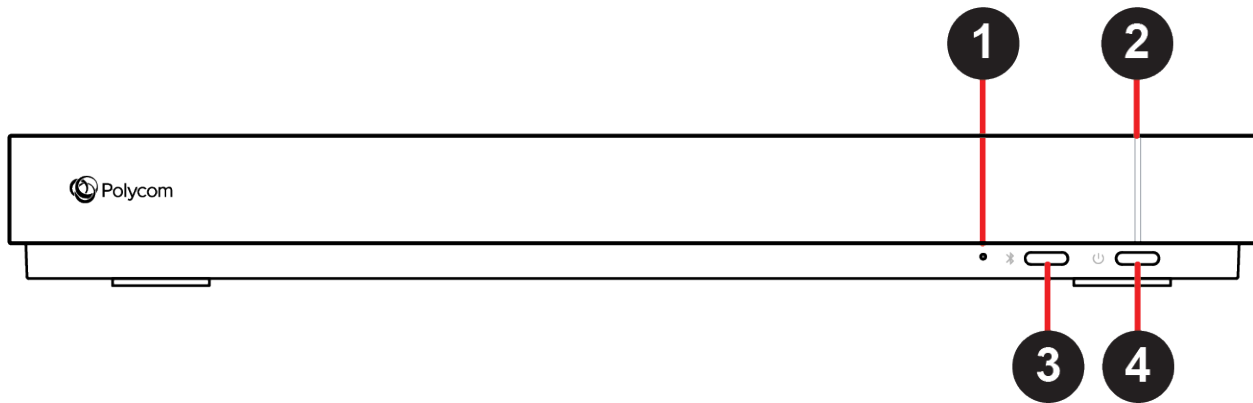
Poly G7500 Feature Descriptions

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 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

Ref. Number	Feature	Feature Description
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.
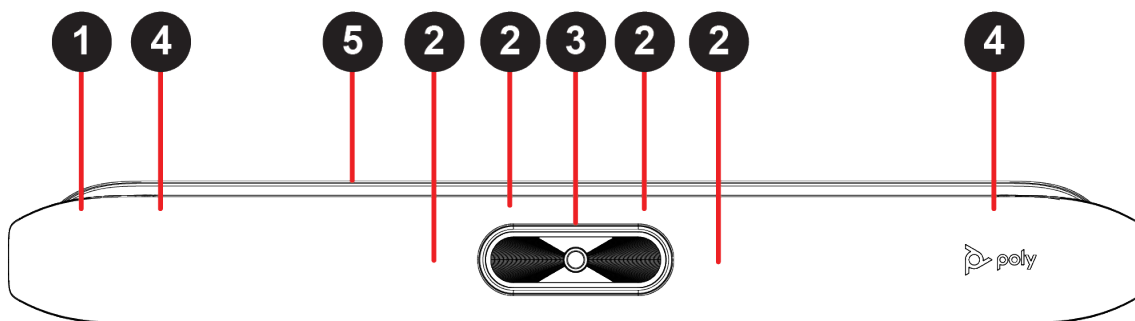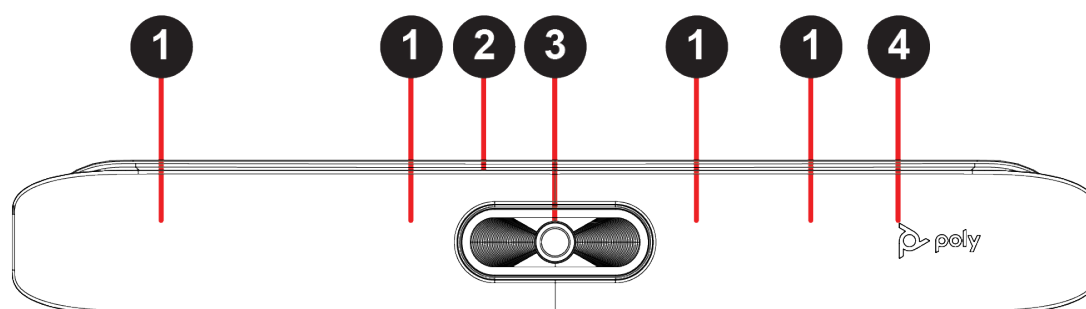

Poly Studio X30 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Microphone array	Microphone array that captures audio
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.
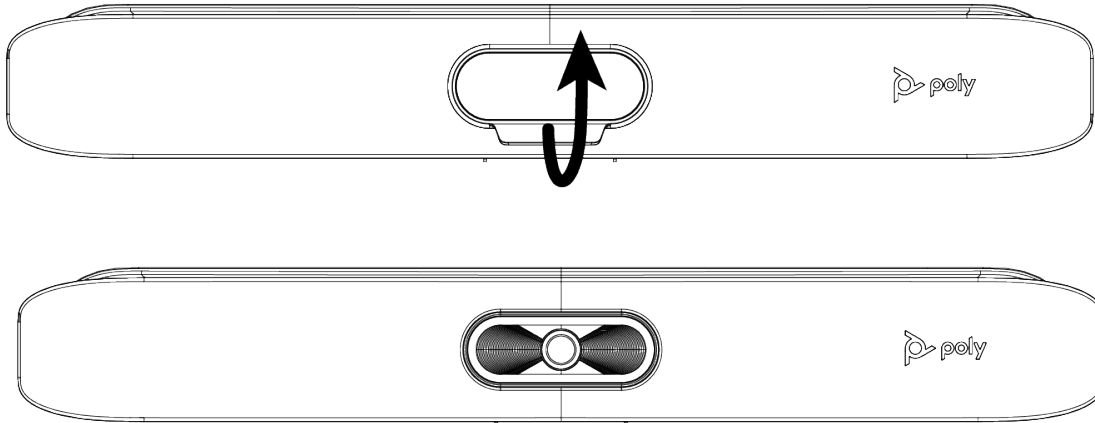
LED Status Indicators

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.
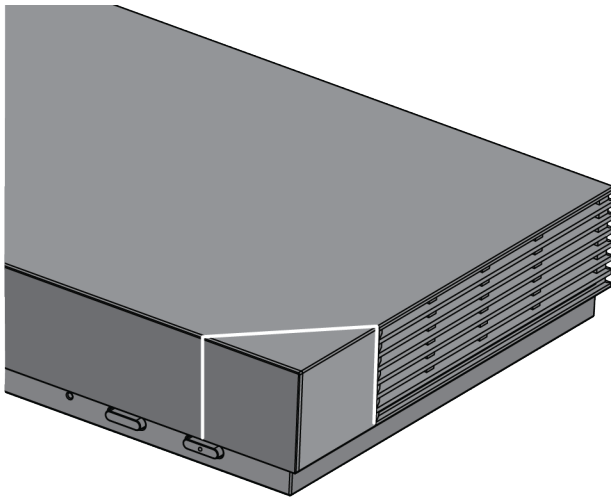
G7500 System LED Status Indicators

Indicator	Status
Blinking white	Powering on
Solid white	Working normally
Solid green	In a call
Blinking amber	Update in progress

Indicator	Status
Solid amber	Sleeping
Blinking red	Error preventing normal operation
Solid red	Muted microphone

LED Status Indicators for the 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
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 The system is 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. The muted microphone LEDs take precedence and cover the camera mute LEDs.

Indicator	Position	Status
Pulsing amber	All	Firmware update in progress
Blinking red	All	Error preventing normal operation

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

Polycom products include a number of features to accommodate hearing-, vision-, mobility-, or cognitively-impaired users.

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.

Accessibility Feature	Description
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.
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.

Using Device Mode

Topics:

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 Microsoft Teams 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.

Computer and Cable Requirements

Your computer and cables must meet the following requirements to use Poly 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:

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

Access Device Mode

Use the system touch screen or TC8 to start Device Mode.

Your administrator may configure your system to remain in Device Mode.

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

Procedure

» In Partner Mode: From the right border of your screen, swipe left.. Select **Device Mode** ▢.

The **Device Mode** screen appears.

Connect a Windows or MacOS Computer to the System

To use the video system as an external camera and audio accessory, access Poly Device Mode and connect your computer with a USB cable.

If your system isn't already in Device Mode, access **Device Mode**.

Note:
- Poly Device Mode isn't available if your system administrator disables the system USB ports.
- Use a cable with at least one USB-C connection for your video system.
- If your conferencing application uses echo cancellation, disable that feature.
- If you need help, contact your administrator.

Procedure

1. Connect the USB-C end of the USB cable to the video system's USB-C port.
2. Connect the other end of the USB cable to your computer.

   The system monitor and the TC8 display a confirmation message.
3. **Optional:** To display your computer on the video system monitor, connect your computer using the system's HDMI input port.

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 Studio X50, Studio X30, or G7500 as the audio device.

3. To configure camera settings:

   a. From the right border of the TC8 or the touch screen, 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 Poly 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 Poly Device Mode.

Note: If Poly Device Mode is set as the provider, **Exit** ⊗ is not available.

Procedure

» Do one of the following:

- On the video system local interface or TC8 device (if you have one), select **Exit** ⊗.

- Unplug the cables connecting your computer and video system. After two minutes, you see the video system home screen (even if you have not selected **Exit**).

Settings

Topics:

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:

-

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 Poly Device Mode.

Audio Levels are Too High or Low

Symptom:

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

Problem:

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

Workaround:

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

Symptom:

You can't use the video system's camera or audio in Poly Device Mode.

Problem:

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

Workaround:

Procedure

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

Can't Use System's Camera or Audio

Symptom:

You may notice the following while using Poly 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.

Problem

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.

Workaround:

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

Symptom:

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

Problem:

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

Workaround:

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.

Contact your administrator to set up this feature.

Improve Laptop Screen Mirroring

Symptom:

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

Problem:

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

Workaround:

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.