# Poly Documentation

# Contents

# Poly Studio G62 Release Notes

This document provides end-users and administrators with information about a specific release of the featured product.

- Poly Studio G62 Release Notes

  Poly announces the new release of Poly Studio G62.

- Product resources and additional information

  This section provides resources and additional information for your product.

## Poly Studio G62 Release Notes

Poly announces the new release of Poly Studio G62.

**Software version:** 4.1.5

**Release date:** June 2024

This Poly VideoOS software build includes the following device software versions:

- Poly TC10 / Poly TC8 TCOS 6.0.0

- Poly Microphone IP adapter 3.0.1

- Poly IP table microphone 3.0.0

- Poly Studio E70 camera 1.8.3

- Poly Studio E60 camera 1.0.3.3

- Introducing Poly Studio G62

  Poly Studio G62 is a modular room video conferencing system capable of running Poly VideoOS and native third-party applications. At launch, Microsoft Teams Rooms and Poly Video mode are supported.

- Supported peripheral connections

  Poly Studio G62 supports the following peripheral connectivity:

- Set up your system

  Before powering on your Poly Studio G62 system for the first time, connect a monitor, camera, microphone, and audio output to the system.

- Supported conferencing applications

  This release supports the following conferencing applications.

- Updating your system

Before using your system, update it to the latest Poly VideoOS version.

- Products tested with Poly VideoOS 4.1.5

  Poly products are tested extensively with a wide range of products. The following tables provide information on the products tested for compatibility with this release.

- Supported peripherals on the Poly Studio G62 system

  The Poly Studio G62 system supports the following video and audio peripherals.

- Supporting documentation

  Reference the following documentation for information on setting up, configuring, and using your Poly Studio G62 system.

- Known issues in Poly VideoOS 4.1.5

  Review the new known issues in this release.

- Resolved issues in Poly VideoOS 4.1.5

  There are no resolved issues documented in this release.

## *Introducing Poly Studio G62*

Poly Studio G62 is a modular room video conferencing system capable of running Poly VideoOS and native third-party applications. At launch, Microsoft Teams Rooms and Poly Video mode are supported.

| Note | Poly Studio G62 ships with Poly VideoOS 4.1.5. Update your system to Poly VideoOS 4.2.0, at minimum, as part of setting up your system. |
|------|---------------------------------------------------------------------------------------------------------------------------------------|

You can mount your Poly Studio G62 using the supplied magnetic feet or the optional magnetic plate. For information on mounting your Poly Studio G62 system, review the *Poly Studio G62 Quick Start Guide*.

- Poly Studio G62 product overview

    The Poly Studio G62 system is an Android-based video conferencing system with HDMI, IP LLN, and USB connections to support custom conference rooms.

- Poly Studio G62 system ports

    The following diagram describes the ports available on a Poly Studio G62 system.

- Poly Studio G62 LED behavior

    Use the LED on the front left corner of the Poly Studio G62 system to get information on the state of your system.

## *Poly Studio G62 product overview*

The Poly Studio G62 system is an Android-based video conferencing system with HDMI, IP LLN, and USB connections to support custom conference rooms.

Poly Studio G62 is designed with simplified mounting and PoE+ power, so you can place it behind a display, under a table, or in an AV rack. The Poly Studio G62 system supports Poly audio and video products over IP LLN as well as Poly and third-party products over USB.

The Poly Studio G62 system brings the following functionality to your conferencing space:

- Audio innovations such as NoiseBlock AI

- Sound Reflection Reduction

- DirectorAI camera framing and tracking

- Configurable second network port for accessories

- Dual monitor 4K video

- Flexible installation with cable management

- USB-C DP Alt Mode port for content and device mode

- Wireless content sharing using Airplay or Miracast

## *Poly Studio G62 system ports*

The following diagram describes the ports available on a Poly Studio G62 system.
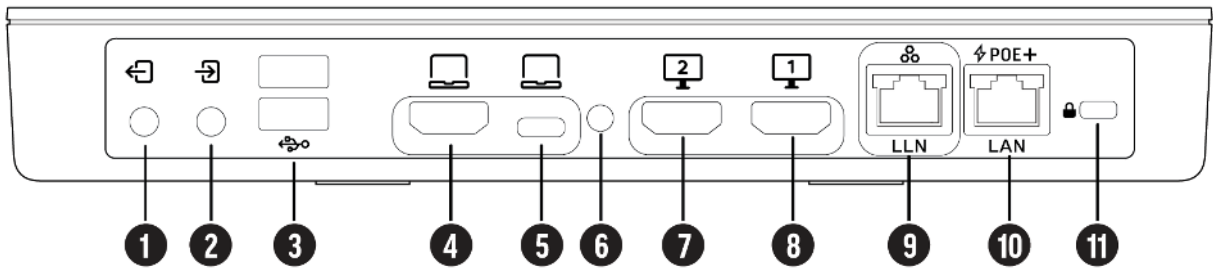
Table 1. Poly Studio G62 Ports

| Item | Port | Description |
|---|---|---|
| 1 | 3.5 mm output | Connects speakers to the system. |
| 2 | 3.5 mm input | Connects microphones to the system. |
| 3 | USB Type-A ports (3.0) | Connects USB cameras or USB audio DSPs. |
| 4 | HDMI input | Provides the following options:<br><br>• Connects an HDMI content source or HDMI camera.<br><br>• Use the system monitor when connected to a computer HDMI port.<br><br>Provides content sharing capabilities. |
| 5 | USB Type-C port | Provides the following options:<br><br>• Use the system camera, speaker, and microphone from a connected laptop.<br><br>• Use the system camera, speaker, microphone, |

| Item | Port | Description |
|---|---|---|
| | | and monitor using a DP Alt-mode connection. Requires a supported DP Alt-mode cable and a computer with a USB Type-C port that supports DP Alt-mode. |
| 6 | Pinhole reset | Factory resets the system. |
| 7 | HDMI 2 | Connects a secondary monitor. |
| 8 | HDMI 1 | Connects a primary monitor. |
| 9 | LLN port | Connects IP peripherals such as a Poly IP microphone or Poly IP camera. This port doesn't provide power. A PoE switch or PoE injector is required to power IP peripherals connected to the LLN port. |
| 10 | PoE+ power input | Powers the Poly Studio G62 system using a class 4 PoE+ injector or PoE+ switch. Provides access to the corporate network. |
| 11 | Security lock | Physically secures the system. |

## Poly Studio G62 LED behavior

Use the LED on the front left corner of the Poly Studio G62 system to get information on the state of your system.
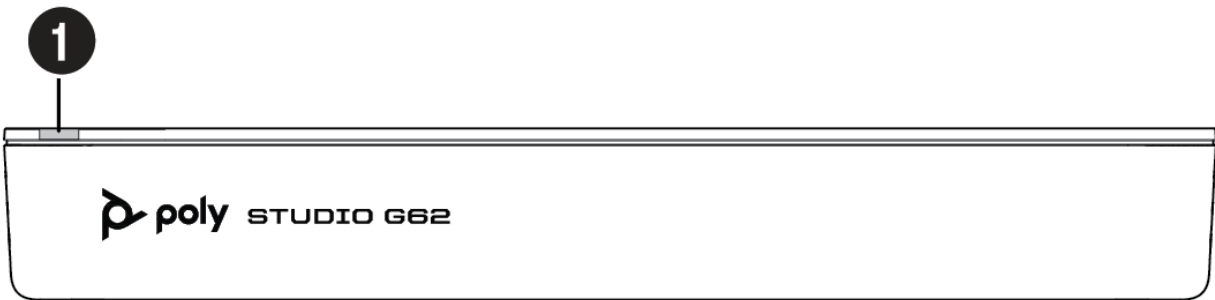
Table 1. Poly Studio G62 LED Behavior

| Indicator | Status |
|---|---|
| Blinking white | Powering on |
| Solid white | Powered on |
| Solid green | In a call |
| Blinking amber | Update in progress |
| Solid amber | Sleeping |
| Blinking red | Error preventing normal operations |
| Solid red | Muted microphone |

## *Supported peripheral connections*

Poly Studio G62 supports the following peripheral connectivity:

| Note | The Poly Studio G62 LLN port is for data connectivity only and doesn't provide power to connected peripherals. |
|---|---|

Cameras

- LLN port

One Poly Studio E70 connected to the Poly Studio G62 LLN port

- USB-A ports

  Connect up to two USB cameras to the USB-A ports

Audio

You can connect audio devices using the Poly Studio G62 3.5mm ports, LLN port, or USB-A ports.

- LLN port

  Connect up to three Poly IP microphones

- 3.5mm ports

  Connect a soundbar, microphones, or amplifier to the system.

- USB-A ports

  Connect a supported USB audio DSP

Controllers

- Poly TC10

- Poly TC8

- Touch screen monitor

- Poly Bluetooth remote control (Poly Video Mode only)

- Poly IR remote control (Poly Video mode only)

Monitors

- HDMI 1 and HDMI 2 ports

  Connect two 4K displays to the system

Content sharing and Device Mode

- USB-C Alt DP port

  Connect a supported Alt DP cable to a Alt DP capable USB-C port on your computer to use the system speakers, microphones, camera, and monitors from your system.

  Currently the following cable is supported: HP 1.83Meter / 6' USB-C to C cable: (L07087-002)

## *Set up your system*

Before powering on your Poly Studio G62 system for the first time, connect a monitor, camera, microphone, and audio output to the system.

| Note | Before powering on your Poly Studio G62 system, connect all components. If you need to add or remove a USB peripheral, power off the system. |
|------|---|

The following setup uses Poly IP microphones and a 3.5 mm sound bar speaker for audio. Alternatively, you can connect a supported USB audio DSP to your system.

Procedure

1  Mount the Poly Studio G62 using the magnetic feet or mounting plate.

   For more information on mounting your Poly Studio G62, see the *Poly Studio G62 Quick Start Guide*.

2  Connect an HDMI cable from the HDMI 1 port on a monitor to the Poly Studio G62 HDMI 1 port.

3  **Optional:** To view participants and content simultaneously, connect a second monitor to the Poly Studio G62 HDMI 2 port.

4  Connect a microphone, such as a Poly IP table microphone to a PoE injector or supported Netgear A/V Line M4250 GSM4210PD.Ethernet switch.

   Connect the Ethernet switch or PoE injector to the LLN port on the Poly Studio G62.

5  Connect a speaker, such as a JBL Pro SoundBar PSB-1, to the 3.5 mm audio output port on the Poly Studio G62 system.

   On the JBL Soundbar, set the Source Volume to Variable and the Volume to Low.

6  To power on the Poly Studio G62, connect the system to a PoE+ class 4 power injector or Ethernet switch.

   Connect the power injector or Ethernet switch to your network.

7  Connect a Poly TC10 or Poly TC8 touch controller to a PoE Ethernet port on the same subnet as your Poly Studio G62.

   Follow the out-of-box instructions on the Poly TC10 or Poly TC8.

8  If necessary, factory reset your Poly TC10 or Poly TC8 to initiate the out-of-box setup.

## *Supported conferencing applications*

This release supports the following conferencing applications.

At launch, Poly Studio G62 supports Microsoft Teams Rooms and Poly Video mode.

Certification is pending for other providers including Zoom Rooms, Google Meet, Tencent, GoTo Room, and Ring Centra.

Table 1. Conferencing applications

| Conferencing application | Version | Features |
|---|---|---|
| Poly Video | 4.1.5 | New release to support Poly Studio G62 |
| Poly Device Mode | 4.1.5 | New release to support Poly Studio G62 |
| Microsoft Teams Rooms | Admin Agent: 1.0.0.202310260109.product<br><br>Teams: 1449/1.0.96.2024020802<br><br>Company Portal: 5.0.6061.0 | • Maintenance release<br><br>• For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website |

## *Updating your system*

Before using your system, update it to the latest Poly VideoOS version.

| Note | Poly Studio G62 ships with Poly VideoOS 4.1.5. Update your system to Poly VideoOS 4.2.0, at minimum, as part of setting up your system. |
|---|---|

Update your system to the latest Poly VideoOS version in one of the following ways:

- During the out-of-box setup, accept the prompt to update your system

- Access the system web interface

- Onboard your system to Poly Lens Cloud

Observe the following regarding supported Poly VideoOS versions for Poly Studio G62:

- Poly Studio G62 supports Poly VideoOS 4.2.0 and later releases.

- Poly Studio G62 ships with Poly VideoOS 4.1.5 software, which you can't downgrade to a previous release.

For information on updating your Poly Studio G62 system, review the Poly Video Mode Administrator Guide.

## *Products tested with Poly VideoOS 4.1.5*

Poly products are tested extensively with a wide range of products. The following tables provide information on the products 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 your Polycom / Poly systems with the latest software versions. Any compatibility issues may already have been 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.

Table 1. Poly peripherals and applications

| Product | Tested version |
|---|---|
| Poly Studio E70 camera | 1.8.3-508010 |
| Poly Studio E60 camera | 1.0.3.3 |
| Poly IP Table Microphone | 3.0.0-1133 |
| Poly IP Ceiling Microphone | 3.0.0-1133 |
| Poly TC10 | 6.0.0-211616 |
| Poly TC8 | 6.0.0-211616 |

Table 2. Partner applications

| Product | Tested version |
|---|---|
| Microsoft Teams | 1449/1.0.96.2024020802 |

## Supported peripherals on the Poly Studio G62 system

The Poly Studio G62 system supports the following video and audio peripherals.

Instructions and recommendations in this section are based on Poly Studio G62 functionality with Poly VideoOS 4.2.0.

Table 1. Supported cameras and video bars on Poly Studio G62 systems

| Peripheral | Poly Video Mode | Device Mode | Microsoft Teams Rooms |
|---|---|---|---|
| Poly Studio E70 camera (USB)<br><br>(supports up to two cameras) | Supported | Supported | Supported |
| Poly Studio E70 camera (IP LLN)<br><br>(only one camera can be connected over IP LLN) | Supported | Supported | Not Supported |
| Poly Studio E60 camera (USB)<br><br>(supports up to two cameras) | Supported | Supported | Supported |
| Poly Studio E60 camera (IP LLN) | Not Supported | Not Supported | Not Supported |
| Poly EagleEye IV USB camera | Supported | Supported | Supported |

Table 2. Supported audio peripherals on Poly Studio G62 systems

| Peripheral | Poly Video Mode | Device Mode | Microsoft Teams Rooms |
|---|---|---|---|
| Poly IP Ceiling Microphone<br><br>(up to three IP microphones supported) | Supported | Supported | Supported |
| Poly IP Table Microphone<br><br>(up to three IP microphones supported) | Supported | Supported | Supported |
| Poly Trio C60<br><br>(up to four supported) | Supported | Supported | Poly Trio C60<br><br>(one supported)<br><br>(audio only) |
| Biamp DSP USB audio processors | Compatible | Compatible | Compatible |
| QSC Core Series audio processors | Compatible | Compatible | Compatible |
| Shure IntelliMix P300 audio conferencing processor* | Compatible | Compatible | Compatible |

*The Shure Intellimix P300 is a Microsoft Certified peripheral.

Table 3. Supported controllers on Poly Studio G62 systems

| Peripheral | Poly Video Mode | Device Mode | Microsoft Teams Rooms |
|---|---|---|---|
| Poly TC10 touch controller | Supported | Supported | Supported |
| Poly TC8 touch controller | Supported | Supported | Supported |
| G7500 Bluetooth remote | Supported | Supported | Not Supported |
| IR Remote | Supported | Supported | Not Supported |
| Touch Display | Supported | Supported | Supported |

## *Supporting documentation*

Reference the following documentation for information on setting up, configuring, and using your Poly Studio G62 system.

- Poly Studio G62 User Guide
- Poly Video Mode Administrator Guide
- Poly Partner Mode Administrator Guide
- Poly Video Mode User Guide
- Poly Partner Mode User Guide

To access the Poly Studio G62 documentation, go to https://www.docs.poly.com.

## *Known issues in Poly VideoOS 4.1.5*

Review the new known issues in this release.

| Note | Poly strongly recommends that you update to the latest version as part of system setup or immediately after setting up the system. Updating your system ensures that you have access to the latest features and functionality for your Poly Studio G62 system. |
|---|---|

Table 1. Known issues

| Category | Issue ID | Description | Workaround |
|---|---|---|---|
| Calling | EN-250298 | In Teams Rooms mode, you can't leave call while a whiteboarding session is in progress. | End the whiteboarding session before leaving the call. |
| Calling | EN-248844 | In Teams Rooms mode, the dialpad is different out of a call than when in a call. | No workaround. |
| Camera | EN-252763 | In Teams Rooms mode, camera presets don't work. | No workaround . |
| Camera | EN-251114 | In Zoom Rooms, after hog plugging a camera, some PTZ buttons don't work. | Turn the system off before plugging in a USB camera. Hot plugging cameras isn't supported. |
| Camera | EN-248805 | EagleEye IV produces low quality video in Poly Video mode. | No workaround. |
| Camera | EN-248330 | In Teams Rooms mode, Poly TC10 shows the incorrect meeting camera status. | No workaround. |
| Content sharing | EN-251095 | In Teams Rooms mode, meeting connection drops when an HDMI input is plugged in. | No workaround. |
| Content Sharing | EN-251392 | Content sharing doesn't display the correct content states. | No workaround. |

| Category | Issue ID | Description | Workaround |
|---|---|---|---|
| Device management | EN-253695 | The system goes asleep and allows soft update during an active Zoom Rooms call. | No workaround. |
| Partner application | EN-252884 | No update for Studio G62 on TAP. | No workaround. |
| Partner application | EN-249245 | On a Poly TC10 in Tencent mode, the end meeting menu is incomplete on the display. | No workaround. |

## *Resolved issues in Poly VideoOS 4.1.5*

There are no resolved issues documented in this release.

| Note | These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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. |
|---|---|

# Product resources and additional information

This section provides resources and additional information for your product.

- Security updates

  Review security information for Poly products.

- Getting help

  Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

## *Security updates*

Review security information for Poly products.

Review the Security Bulletins page for information about known and resolved security vulnerabilities.

## Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.