



Poly Documentation

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Poly Studio X72 Release Notes

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

- [Poly Studio X72 Release Notes](#)
Poly announces the release of Poly Studio X72 with Poly VideoOS 4.2.5.
- [Product resources and additional information](#)
This section provides resources and additional information for your product.

Poly Studio X72 Release Notes

Poly announces the release of Poly Studio X72 with Poly VideoOS 4.2.5.

Software version: 4.2.5

Release date: September 2024

Note	Poly Studio X72 ships with and supports Poly VideoOS 4.2.5. Poly VideoOS 4.3.0 isn't supported on Poly Studio X72 systems. For more information, review Updating Poly Studio X72 .
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This Poly VideoOS software build includes the following device software versions:

- Poly Studio VideoOS 4.2.5 for Poly Studio X72
- Poly Studio E70 camera 1.9.3
- [Introducing Poly Studio X72](#)
Poly Studio X72 is a premium all-in-one video bar for large meeting rooms capable of running Poly VideoOS and native third-party applications. At launch, Microsoft Teams Rooms and Poly Video mode are supported.
- [Updating Poly Studio X72](#)
Poly Studio X72 ships with and supports VideoOS 4.2.5 software.
- [Products supported on Poly Studio X72 with Poly VideoOS 4.2.5](#)
Poly tests Poly Studio X72 with a wide range of products. The following table doesn't provide a complete inventory of compatible equipment; it indicates products tested for compatibility with this release.
- [Products tested on Poly Studio X72 with Poly VideoOS 4.2.5](#)

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.

- [Partner applications](#)

This release includes and is tested with the following partner application versions.

- [Resolved issues in Poly VideoOS 4.2.5](#)

This first software release for Poly Studio X72 doesn't include any resolved issues.

- [Known issues in Poly VideoOS 4.2.5](#)

Review the new known issues in this release.

Introducing Poly Studio X72

Poly Studio X72 is a premium all-in-one video bar for large meeting rooms capable of running Poly VideoOS and native third-party applications. At launch, Microsoft Teams Rooms and Poly Video mode are supported.



- [Poly Studio X72 features and capabilities](#)

Poly Studio X72 systems support the following features.

- [Poly Studio X72 hardware](#)

The following illustration and table explain the hardware components on your Poly Studio X72 system.

- [Poly Studio X72 hardware ports](#)

The following illustration and table explain the hardware ports on your Poly Studio X72 system.

- [Poly Studio X72 privacy shutter behavior](#)

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

- [LED status indicators for Poly Studio X72 systems](#)

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

Poly Studio X72 features and capabilities

Poly Studio X72 systems support the following features.

- Dual 4K 20MP cameras with 70-degree and 120-degree horizontal field of view ideal for large-size conference rooms.
- Poly Expansion microphone support using the RJ11 Poly Expansion microphone port
- High fidelity audio powered by built-in microphones that pick up sound within 7.62 m (25 ft)
- Poly Acoustic Fence technology shields your calls from distracting outside voices and sounds using your conference room microphones to create a defined sound zone
- Poly NoiseBlockAI v2 (labeled as Sound Reflection Reduction in the Poly VideoOS 4.2.5 software) to eliminate background noises, reverberations, and extraneous sounds during calls in common working environments
- Poly DirectorAI, which includes a perimeter feature plus group framing, speaker framing, and people framing
- Poly Lens Cloud support for setting up, configuring, and managing your device
- Multiple mounting options. Use the wall mount included with your Poly Studio X72 , or purchase a VESA mount, or tabletop stand.

You can mount the Poly Studio X72 above or below a display. The Poly Studio X72 doesn't support inverted mounting. For more information, see the Poly Studio X72 quick start guides.

Poly Studio X72 hardware

The following illustration and table explain the hardware components on your Poly Studio X72 system.

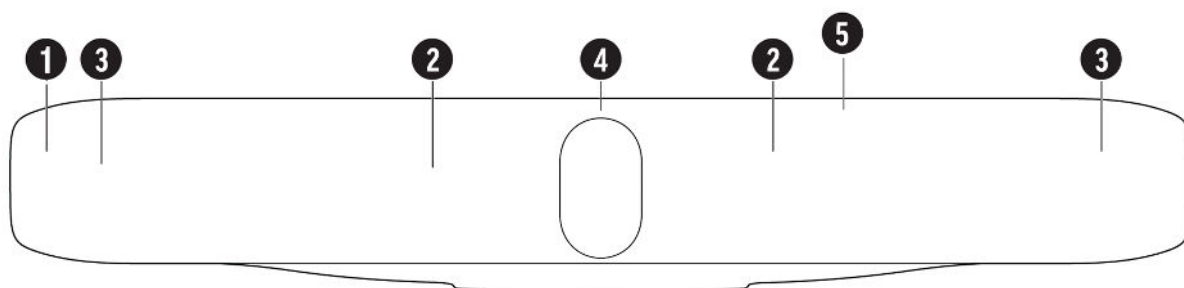


Table 1. Poly Studio X72 hardware components

Ref. Number	Feature	Description
1	Mesh screen	Protective screen that covers the front of the system
2	Microphone array	Microphone array that captures audio
3	Speakers	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 X72 hardware ports

The following illustration and table explain the hardware ports on your Poly Studio X72 system.

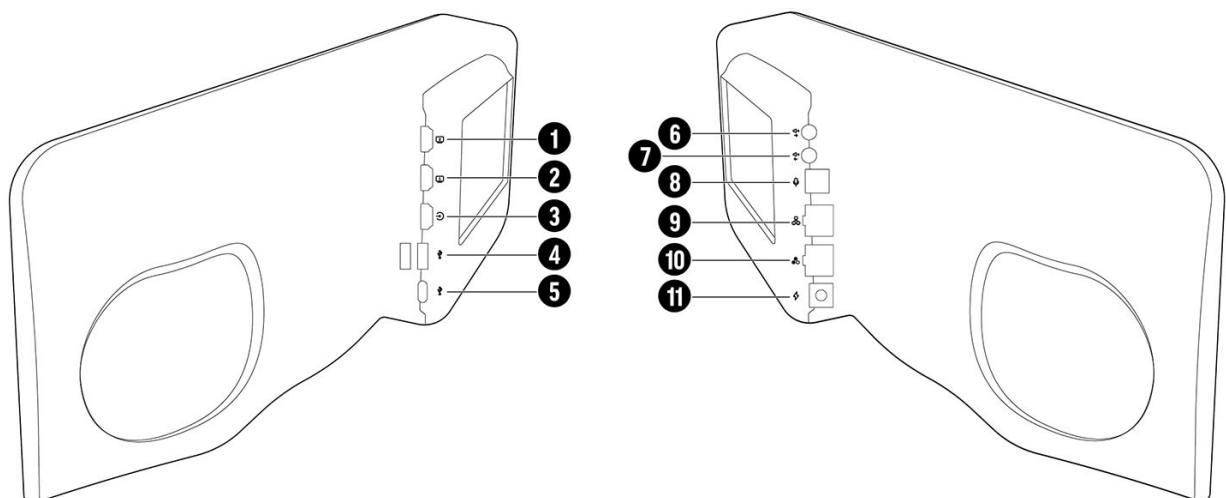


Table 1. Poly Studio X72 hardware port descriptions

Ref. Number	Port Description
1	HDMI output for the secondary monitor
2	HDMI output for the primary monitor
3	HDMI input Connects a laptop for content sharing or to use the system monitor in Device Mode Connects an HDMI camera for use as an additional people camera
4	USB-A ports
5	USB Type-C port (for Device Mode only)
6	3.5 mm audio line in
7	3.5 mm audio line out
8	Expansion microphone connection
9	LAN connection for the system
10	Link-local network (LLN) connections for IP-based peripheral devices (supported in a future Poly VideoOS release)
11	Power cord port

Poly Studio X72 privacy shutter behavior

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

Note Shutter behavior may vary depending on the partner application.

Table 1. Poly Studio X72 privacy shutter behavior

System event	Shutter behavior
The system powers on	Shutters open
The system powers off	Shutters close <hr/> Note If you remove power immediately, the shutters don't close. <hr/>
The system enters sleep mode or digital signage starts and the Camera Sleep Setting is set to Save Energy	Shutters close
The system enters sleep mode or digital signage starts and Camera Sleep Setting is set to Fast Wake	Shutters remain open <hr/> Note When Fast Wake is set, the shutters never close. <hr/>
You wake the system	Shutters open
You wake the system and the Poly Studio X72 built-in camera isn't the primary camera	Shutters remain closed
You select the Poly Studio X72 built-in camera as the primary camera	Shutters open
The system receives an incoming call	Shutters open
The system is sending video	Shutters are open

System event	Shutter behavior
The system is in an active call and the video is muted	Shutters are open

LED status indicators for Poly Studio X72 systems

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

Table 1. Poly Studio X72 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

Updating Poly Studio X72

Poly Studio X72 ships with and supports VideoOS 4.2.5 software.

Poly VideoOS 4.3 isn't a supported release for Poly Studio X72 systems and isn't available for Poly Studio X72 on the Poly update server, Poly Lens, Zoom Device Management, or Microsoft Teams Admin Center. Poly VideoOS 4.4.0 is the first supported update path for Poly Studio X72 systems and will be available through the Poly update server and Poly Lens.

Products supported on Poly Studio X72 with Poly VideoOS 4.2.5

Poly tests Poly Studio X72 with a wide range of products. The following table doesn't provide a complete inventory of compatible equipment; it indicates products tested for compatibility with this release.

Poly strives to support any system that's 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 Poly systems with the latest supported software versions. Any compatibility issues may already have been addressed by software updates.

Table 1. Products tested with this version

Product	Notes
Poly Expansion Table Microphone	Connect one Poly Expansion Table Microphone to the expansion microphone port. You can't connect Poly IP microphones and Poly Expansion Table microphones simultaneously.
Poly Trio C60	Pair up to four Poly Trio C60s in Poly Video and Device Mode. In Teams Rooms mode, only one Poly Trio C60 is supported as an audio device. Teams Rooms doesn't support using a Poly Trio C60 as a controller.
Poly Studio E70 (USB)	Connect one USB camera to a USB-A port.
Poly Studio E60 (USB)	Connect one USB camera to a USB-A port.
Poly Bluetooth Remote	Connect a Poly Bluetooth remote to the system. Supported in Poly Video and Device Mode only.

Product	Notes
Poly IR Receiver and Remote	Connect a Poly IR receiver and Poly IR remote to the system. Supported in Poly Video and Device Mode only.

Products tested on Poly Studio X72 with Poly VideoOS 4.2.5

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 infrastructure applications

Product	Tested versions
Poly Clariti Edge / Core (Formerly Polycom RealPresence DMA 7000), Appliance and Virtual Editions	10.3.3.1

Table 2. Poly peripherals

Product	Tested versions
Poly Studio E70 camera (USB)	1.9.3
Poly Studio E60 camera (USB)	1.0.4.7
Poly TC10 and Poly TC8	6.3.0
Poly Trio C60	PVOS 8.1.6

Partner applications

This release includes and is tested with the following partner application versions.

Table 1. Partner application updates

Partner application	Version	Features
Microsoft Teams Rooms	Admin Agent: 1.0.0.202402202353.product t Teams: 1449/1.0.96.2024042606 Company Portal: 5.0.6061.0	For more information on this Microsoft Teams Room release, visit the Microsoft Teams Rooms website .

Resolved issues in Poly VideoOS 4.2.5

This first software release for Poly Studio X72 doesn't include any resolved issues.

Known issues in Poly VideoOS 4.2.5

Review the new known issues in this release.

Note These release notes don't 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.
This known issues table only includes issues discovered during this release.

Table 1. Known issues

Category	Issue ID	Description	Workaround
Audio	EN-259218	On a Poly Studio X72 system in Device Mode, the system makes a popping sound when you exit Device Mode using the touch controller.	No workaround.
Audio	EN-254146	On a Poly Studio X72 system in Device Mode, when you plug a USB cable to the system, the volume level goes to zero.	Increase the volume using a paired touch controller or remote control.
Calling	EN-253915	On a Poly Studio X72 system, the LED color doesn't correctly indicate the microphone mute state.	Use the touch screen LEDs, external microphone, or system monitor to determine the microphone mute state.
Content Sharing	EN-256927	On a Poly Studio X72 system out of a call sharing content using Airplay or Miracast, saving and then deleting a snapshot causes content sharing to end or become unresponsive.	Restart the system.
Device Management	EN-259258	On a Studio X72 system, when an update is available, the system web interface may become stuck on the checking for updates message.	Restart the system.
Device Management	EN-256021	On a Poly Studio X72 system with installed certificates, the system loses the certificate during a factory reset even if you select to retain it.	If you need to factory reset your system, delete the certificate and reinstall it after the system resets.

Category	Issue ID	Description	Workaround
Device Management	EN-256020	On a Poly Studio X72 system onboarded to Poly Lens Cloud, the parameter table incorrectly reports that voice.spkVolBoost.enable isn't supported.	To set Speaker Volume Boost , use the system web interface.
Device Management	EN-259385	After factory restoring the system, during the restore process, the system LED is white and not amber as expected.	No workaround.
Partner Application	EN-255924	On a Poly Studio X72 system in Teams Rooms mode in an active call, the Whiteboard option isn't available.	No workaround.
Video	EN-256928	On a Studio X72 system, over-sharpening of video may occur when using a connected USB camera.	No workaround.

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.