



USER GUIDE

3.0 | December 2019 | 3725-86559-001A

Poly Partner Mode

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 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 [Polycom Support Site](#) is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.
- 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 [Polycom 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 [Polycom Partner Network](#) 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 [Polycom Collaboration 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](#)
- [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 user interface.

Poly Partner Mode Overview

Poly Partner Mode enables you to run third-party conferencing applications on your Poly system.

Your system powers on in the selected partner mode application. For example, if you select Zoom your system starts up as a Zoom system. If available, a Poly TC8 device uses the associated partner's controller application. Refer to the supported partner documentation for questions on using third-party applications:

- Zoom - <https://support.zoom.us/hc/en-us>

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.

Poly G7500 System Features and Capabilities

The 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 during calls eliminates background and extraneous sound from being heard in common working environments when no one is talking
- Polycom Acoustic Fence technology, which allows video conferencing in open workspaces by capturing only the voices in a defined area
- HDMI: Single input and dual output
- Serial port connection

Poly Studio X50 Features and Capabilities

The 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
- High-fidelity, built-in stereo microphones that pick up sound within 3.66 m (12 ft) and use spatial audio for life-like presence and clarity
- Poly NoiseBlockAI, which during calls eliminates background and extraneous sound from being heard in common working environments when no one is talking
- Dual stereo speakers
- HDMI: Single input and dual output

Poly Studio X30 Features and Capabilities

The Studio X30 systems support the following features:

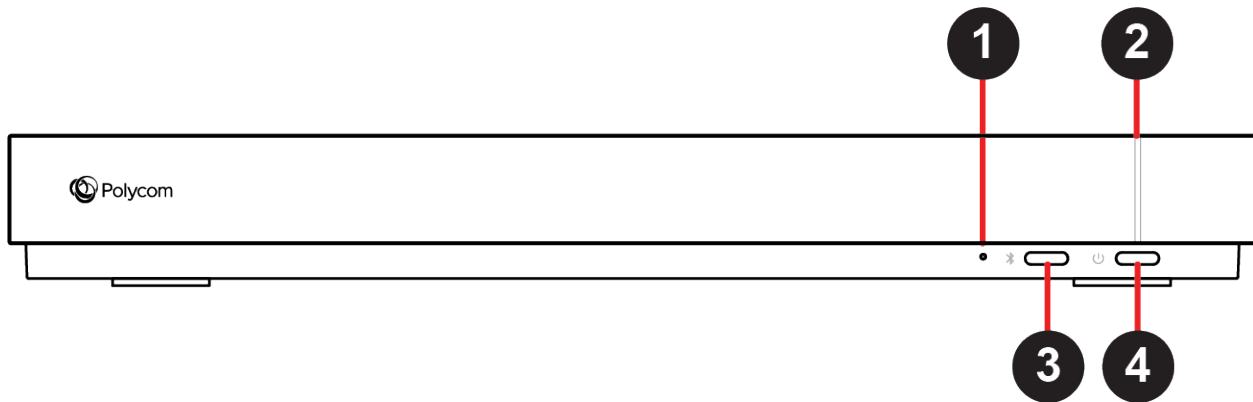
- All-in-one collaboration system for huddle rooms and small-to-medium rooms
- No need for a separate PC, laptop, or codec to run video-conferencing software
- Placing and joining video calls
- Sharing wireless and wired content
- Built-in 4K camera with ultra-wide 120-degree field of view
- Camera tracking technology that automatically frames the group of people in the room
- High-fidelity, built-in stereo microphones that pick up sound within 3.66 m (12 ft) and use spatial audio for life-like presence and clarity
- Poly NoiseBlockAI, which during calls eliminates background and extraneous sound from being heard in common working environments when no one is talking
- 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.

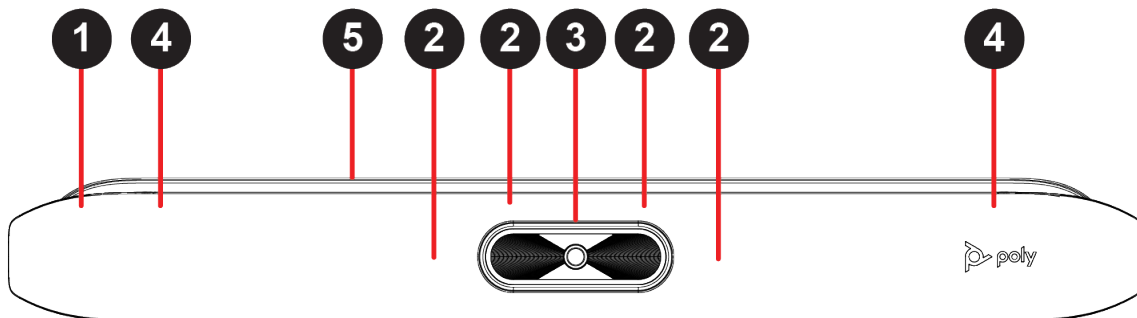


Poly G7500 Feature Descriptions

Reference 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.



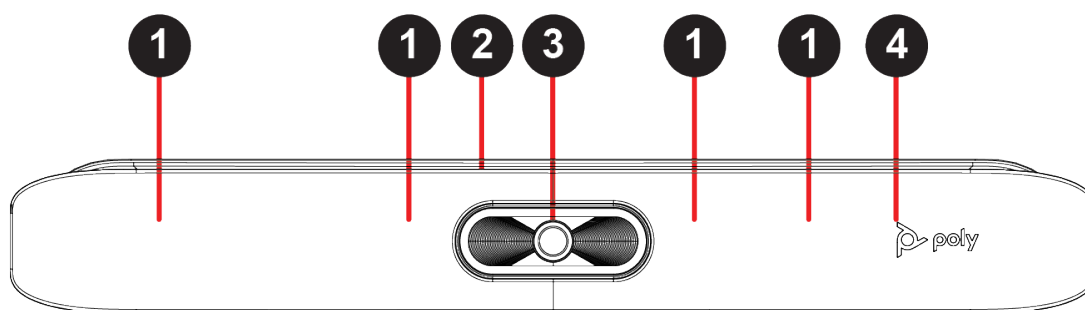
Poly Studio X50 Feature Descriptions

Reference Number	Feature	Feature Description
1	Screen	Protective screen that covers the front of your system
2	Microphone array	Microphone array that captures audio

Reference Number	Feature	Feature Description
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.

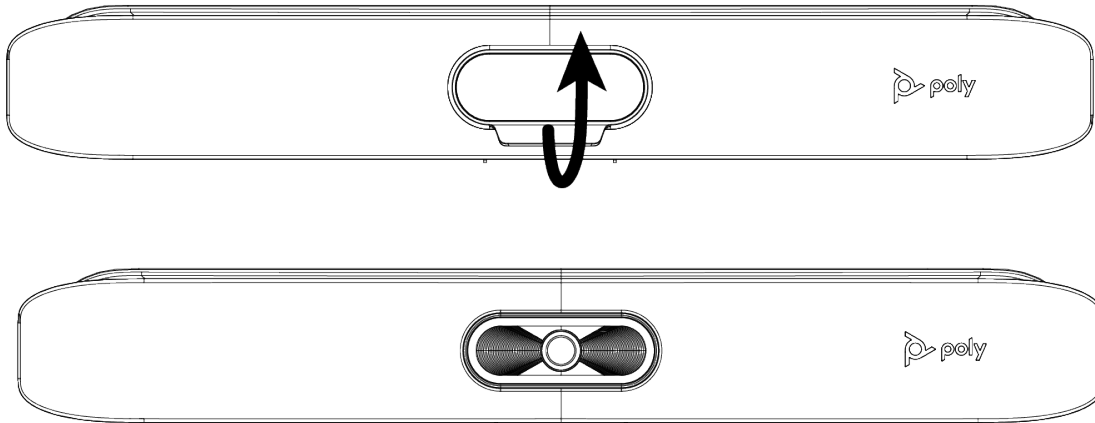


Poly Studio X30 Feature Descriptions

Reference 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.



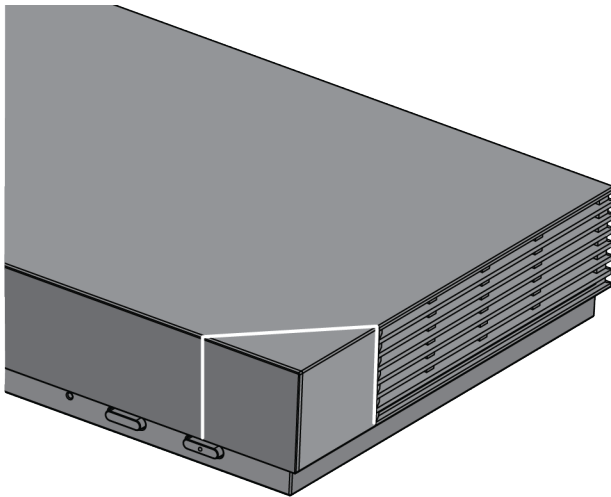
LED Status Indicators

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.

Figure 1: G7500 System LED Location



G7500 System LED Status Indicators

Indicator	Status
Blinking white	Powering on
Solid white	Working normally
Blinking amber	Update in progress

Indicator	Status
Solid amber	Sleeping
Blinking red	Error preventing normal operation

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
Chasing white	All while alternating	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	Two in the middle	Outgoing call
Solid green or white	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, with the following cases: <ul style="list-style-type: none"> ▪ Tracking people in the group framing and speaker tracking mode. ▪ Indicating the direction of the camera that you customize in the pan-tilt-zoom (PTZ) mode.
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
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.

Accessibility Features

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

Features for Hearing-Impaired and Deaf Users

Certain features enable users with hearing impairments to use the system.

If needed, contact your administrator to enable the following features.

Features for Hearing-Impaired Users

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.

Features for Vision-Impaired and Blind Users

Certain features enable users with visual impairments to use the system.

If needed, contact your administrator to enable the following features.

Features for Vision-Impaired and Blind Users

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.

Features for Mobility-Impaired Users

Certain features enable users with mobility impairments to use the system.

If needed, contact your administrator to enable the following features.

Features for Mobility-Impaired Users

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 phone 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.

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 Poly TC8.