Manuals+ — User Manuals Simplified.

E60 Poly Studio
Release Notes

E60 Poly Studio Release Notes Instruction Manual

Contents

E60 Poly Studio Release Notes

SUMMARY

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

Poly Studio E60 release notes 1.0.4.2

Poly announces the release of Poly Studio E60 1.0.4.2 as part of Poly VideoOS 4.2.2. Software version: 1.0.4.2

- Release date: June 2024
- For more information, review the **Poly Studio E60 1.0.4.2 Release Notes**.

What's new

This release of Poly Studio E60 includes new features and important field fixes.

NOTE: Poly delivers the Poly Studio E60 1.0.4.2 software as part of Poly VideoOS 4.2.2. For more information on Poly Studio E60 features, compatibility, known issues, and resolved issues with Poly VideoOS, review the **Poly VideoOS 4.2.2 Release Notes**.Poly Studio E60 1.0.4.2 includes the following new feature:

- Support for the Icron USB 3.0 Raven 3104 Pro extender

Products tested with this release

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 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 1-1 Poly endpoints

Product	Tested Versions
Poly G7500	Poly VideoOS 4.2.2
Poly G62	Poly VideoOS 4.2.2
Poly TC8 and Poly TC10	6.0.2-211698

Table 1-1 Poly endpoints (continued)

Product	Tested Versions
Poly TC8 and Poly TC10 with Zoom Rooms on Windows	Zoom Rooms Version: 5.17.7.6 Controller version 6.0.2-211698
Poly TC8 and Poly TC10 with Tencent Meeting Rooms on Windows	3.21.250.594 Controller version 6.0.2-211698

Table 1-2Partner applications

Client	Windows version	macOS version
Tencent Meeting	3.26.1(462)	3.26.11 (412)
Tencent Room	3.22.260(538)	3.21.250 (533)
Zoom App	5.16.2(22807)	6.0.11 (35001)
Zoom Rooms on Windows	6.0.0(4016)	N/A

Supported operating systems and peripherals
The following tables include the operating systems and peripherals supported on Poly Studio E60.

Operating systems
Table 1-3Supported operating systems

Operating system	Version
Windows	Windows 11
	Windows 10
macOS	14 (Sonoma)
	13 (Ventura)
	12 (Monterey)

Peripherals

NOTE: Poly recommends only using the USB Type-B to USB Type-A cable that comes with your device. If you use a network category-based USB extender, you must use Category 6A/7/8 cables that are terminated and certified to the 10-gigabit network standard.
Supported USB extenders and cables

- Icron USB 2.0 Ranger 2311
- Icron USB 3.0 Raven 3104 Pro

Poly Studio E60 PoE+ power requirements
You must adhere to certain requirements when using a Power over Ethernet (PoE)+-enabled Ethernet port to power the Poly Studio E60 camera. To power the Poly Studio E60 camera using a PoE+-enabled Ethernet port, the port must be capable of supplying 30 W PoE+ Type 2 / Class 4 power with a port voltage range of 50 V to 57 V. The maximum power to the device is 25.5 W, with a voltage range to the device of 42.5 V to 57 V.

Using the remote control

Use the remote control to adjust your Poly Studio E60 camera and manage other features when using it with a laptop.

NOTE: If you use the Poly Studio E60 camera with an Android system, manage settings by using a touch controller or the relevant video conferencing system's remote control.

Resolved issues in Poly Studio E60 1.0.4.2

Review the resolved issues in this release.

Table 1-4 Resolved issues

Category	Issue ID	Description
Peripherals	OV-140	The Icron USB 3.0 Raven 3104 Pro is now supported.
Peripherals	OV-234	Fixed an issue where Poly Studio E 60 was unstable when two cameras were connected to a HP G 9 running MTRoW via a connected Poly TC10 controller.
Video	OV-241	Increased the camera sleep timer d uration from 10 seconds to 2 minut es.

Known issues in Poly Studio E60 1.0.4.2

Review the 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.

Table 1-5 Known issues

Category	Issue ID	Description	Workaround
Partner application	OV-143	When connected to an HP PC using the Tencent Roo m App, no camera trackin g options are available to configure in the Tencent R oom user interface.	None.

Category	Issue ID	Description	Workaround
Partner application	OV-144	When connected to an HP PC using the Tencent Roo m App, PTZ buttons may not work on the Tencent R oom user interface.	Use the Poly Studio E60 r emote control to turn off camera tracking, then set PTZ options from the Tencent Room user int erface.

Poly Studio E60 release notes 1.0.3.3

- Poly announces the release of Poly Studio E60 1.0.3.3 as part of Poly VideoOS 4.2.0. Software version: 1.0.3.3
- Release date: April 2024
- For more information, review the **Poly Studio E60 1.0.3.3 Release Notes**.

What's new

Poly introduces the Poly Studio E60 camera, a mechanical pan-tilt-zoom (MPTZ) 4K camera for large meeting rooms.

NOTE:

Poly Studio E60 includes the following features:

- Poly DirectorAI, which includes presenter tracking and group framing
- Connections to Poly Android and Windows-based video systems
- Tencent and Zoom certifiedPoly delivers the Poly Studio E60 1.0.3.3 software as part of Poly VideoOS 4.2.0. For more information on Poly Studio E60 features, compatibility, known issues, and resolved issues with Poly VideoOS, see the **Poly VideoOS 4.2.0 Release Notes**.

Products tested with this release

- 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 standards-compliant system, 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 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 2-1Poly endpoints

Product	Tested Versions
Poly G7500	Poly VideoOS 4.2
Poly TC8	6.0.0-211527
Poly TC10 with Zoom Rooms on Windows	Zoom Rooms Version: 5.17.6 (3670) Controller version 5.17.5 (2521)

Table 2-2Partner applications

Client	Windows version	macOS version
Tencent Meeting	3.24.2(407)	3.24.3(401)
Tencent Room	3.20.640(610)	3.21.250(533)
Zoom App	5.16.2(22807)	5.17.5(29101)
Zoom Rooms on Windows	5.17.6 (3670)	N/A

Supported operating systems and peripherals

The following tables include the operating systems and peripherals supported on Poly Studio E60.

Operating systems

Table 2-3Supported operating systems

Operating system	Version
Windows	Windows 11
	Windows 10
macOS	14 (Sonoma)
	13 (Ventura)
	12 (Monterey)

Peripherals

NOTE: Poly recommends only using the USB Type-B to USB Type-A cable that comes with your device. If you use a network category-based USB extender, you must use Category 6A/7/8 cables that are terminated and certified to the 10-gigabit network standard.

Table 2-4Supported USB 2.0 extenders and cables

Model	Part Number
Icron USB 2.0 Ranger 2311	Poly PN: 2583-87590-001 (NA)
	00-00401 (NA)

Poly Studio E60 PoE+ power requirements

You must adhere to certain requirements when using a Power over Ethernet (PoE)+-enabled Ethernet port to power the Poly Studio E60 camera. To power the Poly Studio E60 camera using a PoE+-enabled Ethernet port, the port must be capable of supplying 30 W PoE+ Type 2 / Class 4 power with a port voltage range of 50 V to 57 V. The maximum power to the device is 25.5 W, with a voltage range to the device of 42.5 V to 57 V.

Updating the camera software

Depending on your individual setup, you will have a specific update pathway. If you are using the Poly Studio E60 camera with a PC, updates will be pushed automatically through Windows Update. If you are using the camera with a Poly G7500 video conferencing system, software updates are handled through the connected system using Poly Lens portal. For more information on using the Poly Lens portal, go to **https://info.lens.poly.com/**.

NOTE: The update takes approximately 12 minutes to complete. The power LED blinks white, and then both LEDs turn off for approximately 1 minute. Do not turn the camera off during this process. The camera turns back and the power LED glows steady white indicating that the update is complete.

NOTE: For a complete list of LED behaviors on the Poly Studio E60 camera, review the **[Poly Studio E60 User Guide](#)**.

Resolved issues in Poly Studio E60 1.0.3.3
This is the initial release of this product. There are no resolved issues in this release.

Known issues in Poly Studio E60 1.0.3.3
Review the 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.

Table 2-5 Known issues

Category	Issue ID	Description	Workaround
Peripherals	OV-140	Testing with the Icron USB 3.0 Raven 3104 resulted in inconsistent camera performance, therefore it is not supported at this time. A fix for this issue is planned for the first Poly Studio E60 maintenance release.	None.

Category	Issue ID	Description	Workaround
Partner application	OV-144	When connected to an HP PC using the Tencent Room App, PTZ buttons may not work on the Tencent Room user interface.	Use the Poly Studio E60 remote control to turn off camera tracking, then set PTZ options from the Tencent Room user interface.
Partner application	OV-143	When connected to an HP PC using the Tencent Room App, no camera tracking options are available to configure in the Tencent Room user interface.	None.

Product resources and additional information

This section provides resources and additional information for your product.

Security updates

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

Security policy

Poly implements a layered defense-in-depth approach to protect information in products and systems from unauthorized processing. For more information, review the **HP | Poly Security and Privacy Overview** white paper.

Language support

Poly G7500 systems support multiple languages.

NOTE: In Partner Mode, your conferencing provider may have a different set of supported languages. The systems support the following languages in Poly Video Mode:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- English (American)
- English (British)
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

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.

Appendix A Product resources and additional information

Documents / Resources

poly E60 Poly Studio Release Notes [pdf] Instruction Manual
1.0.4.2, 1.0.3.3, E60 Poly Studio Release Notes, E60, Poly Studio Release Notes, Studio Release Notes, Release Notes, Notes

References

- **Poly Documentation Library**
- **Poly Documentation Library**
- **Poly Documentation Library**
- **Poly Documentation Library**
- **Poly Documentation Library**
- **Home - HP Support Community**
- **Poly Lens Help**
- **support.hp.com/us-en/poly**
- **support.hp.com/us-en/security-bulletins**
- **User Manual**