



# TECH TO TECH

September 2021

**WELCOME**



01

# PRESENTERS



**Luke Williams**

- Introducing the new Poly Studio E70 camera



**Andrew Skellon**

- Overview of Poly Clariti
- General technical update and technical alerts



**Eric Taillandier**

- Poly Clariti deployment and configuration



# WEBINAR CONSOLE

The image shows a screenshot of a webinar console interface. At the top left, the Poly logo is visible, and the text "Tech to Tech September" is displayed. The main area contains several panels:

- Media Player:** A large empty window on the left.
- Slides:** A central window displaying the Poly logo and the text "TECH TO TECH" and "September 2021".
- Speaker Bio:** A window on the right showing bios for Jill Wells (Senior Services Marketing Manager, Poly), Luke Williams (EMEA PGS Technical Trainer, Poly), and Andy Skellon.
- Content:** A window on the right titled "Interact with us!" containing a list of instructions for webinar participants.
- Resources:** A window on the bottom left.
- Q&A:** A window on the bottom left with a text input field and a "Submit" button.
- Survey:** A window on the bottom right with a feedback question: "1. How satisfied were you with today's webinar content? (1 being the lowest and five being the highest rating)".

At the bottom, a taskbar contains icons for Media Player, Q&A, Help, Resources, Survey, and Hints and Tips. The system tray at the bottom right shows the time "12:38" and date "08/09/2021", along with the text "POWERED BY ON24".

Red callout boxes with white text identify the following components:

- Presenters (pointing to the Media Player area)
- Slides (pointing to the Slides panel)
- Bios (pointing to the Speaker Bio panel)
- Hints and Tips (pointing to the Content panel)
- Q&A (pointing to the Q&A panel)
- Survey (pointing to the Survey panel)
- Resources (pointing to the Resources panel)
- Media Player (pointing to the Media Player icon in the taskbar)
- Q&A (pointing to the Q&A icon in the taskbar)
- Help (pointing to the Help icon in the taskbar)
- Resources (pointing to the Resources icon in the taskbar)
- Survey (pointing to the Survey icon in the taskbar)
- Hints and Tips (pointing to the Hints and Tips icon in the taskbar)



# PARTNER PROGRAM POINTS

Qualifying attendees will receive Capability points within the Poly Partner Program

- Live attendees only
- Must attend 80% of webinar, not VOD
- Must register for webinar and attend using company email
- Must be registered as an individual in the Poly Partner Program, and log into the Partner Portal at least once
- Poly Partner Portal: <https://partners.poly.com>



**POLY STUDIO**

**E70**



02

# INTRODUCING THE POLY STUDIO E70 CAMERA

## Intelligently designed camera for smarter hybrid meetings

- The Poly Studio E70 is a first of its kind intelligent camera that brings mind-blowing video quality, state-of-the-art audio features, and advanced analytics to modern meeting rooms
- Dual Cameras with 20-megapixel 4K sensors provide life-like detail
- Poly DirectorAI™ technology creates an unparalleled video experience, perfect for hybrid working environments
- For medium to large rooms





# POLY STUDIO E70 DETAILS

## CAMERA FIRST, BUT SO MUCH MORE

4 MEMS microphones  
for advanced audio  
features

## LOOK AT ME

Dual cameras (120/70 HFOV  
20MP 4K) ensure everyone  
in the room is seen clearly

## ADVANCED CAMERA FRAMING

Advanced algorithms power the most  
advanced automated camera framing  
on the market with Group Framing  
and Speaker Tracking

## PRIVACY MATTERS

Motorized, integrated electronic  
privacy

## AIR QUALITY SENSORS

Measures CO2 levels  
(not FA)

## BIG THINGS COME IN SMALL PACKAGES

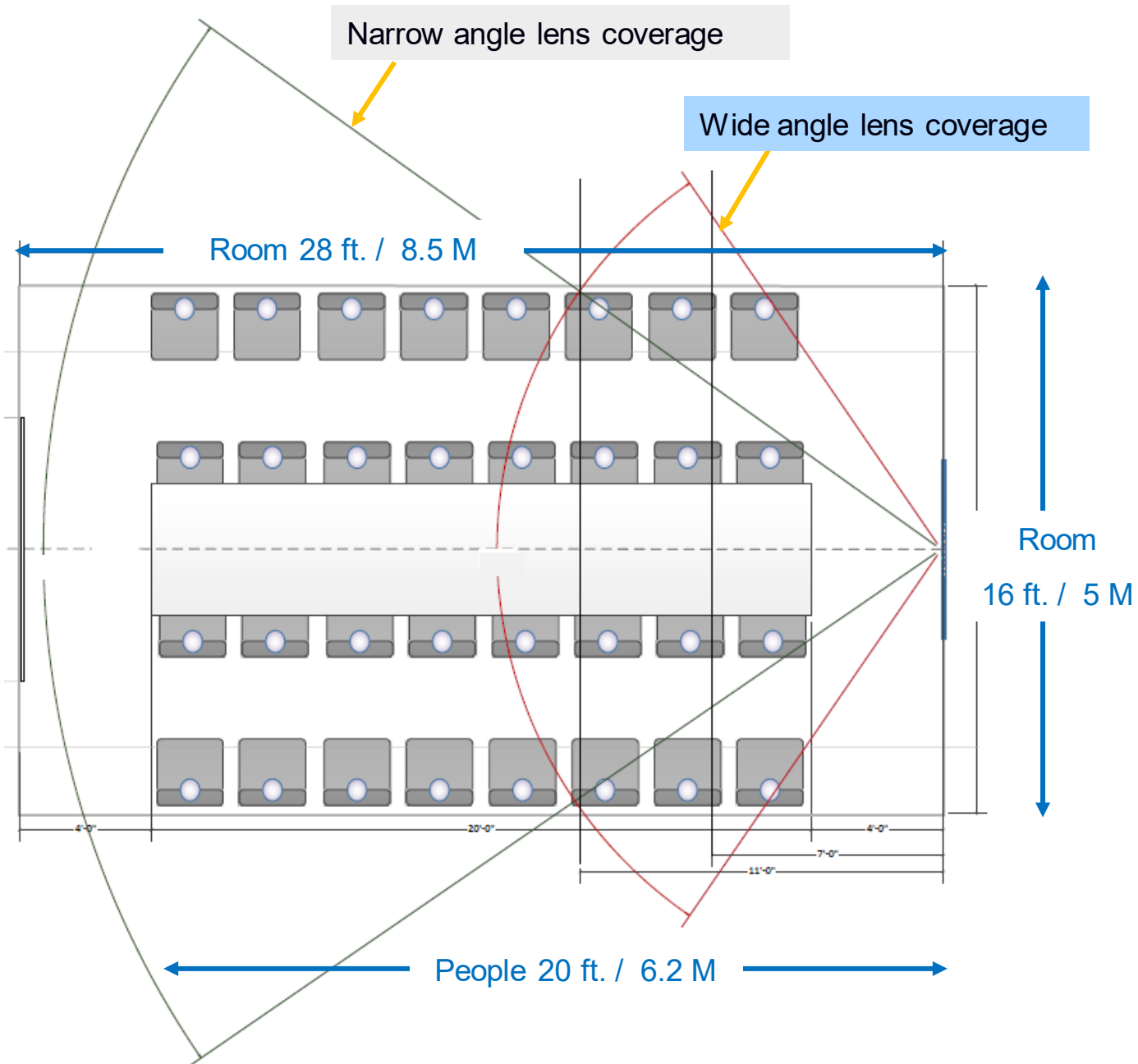
Small footprint, big experience

### Dimensions:

321 x 102 x 89.1 mm  
12.63 x 4.02 x 5.51 in







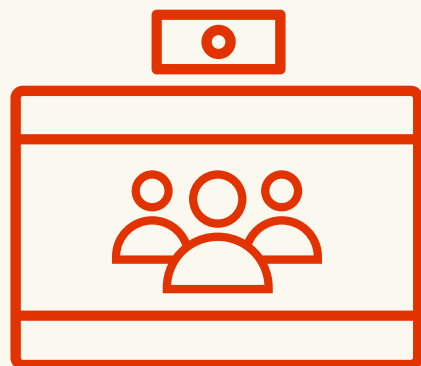
## Designed for larger rooms

- Dual lens design allows the Poly Studio E70 to blanket the room in coverage
- Provides optical image quality with digital capabilities
- We can perform features with this design that optical zoom cameras cannot match
- The ability for us to provide multiple video streams enables future capabilities

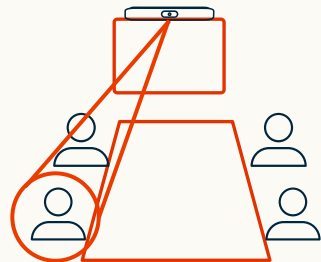
# DELIVERING WORRY FREE EXPERIENCES

Poly DirectorAI™

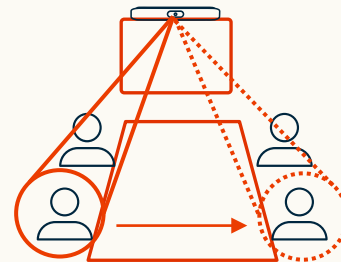
## NEAR END



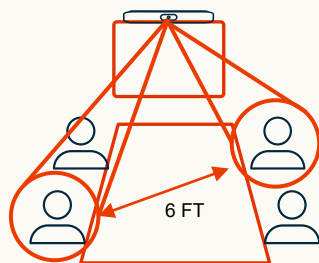
Consistent user experience saves time & increases adoption



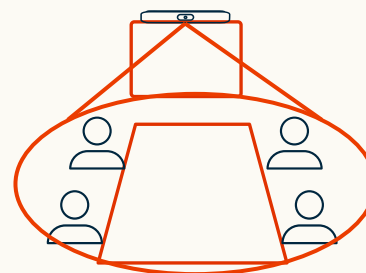
Speaker Tracking



Smooth Transitions

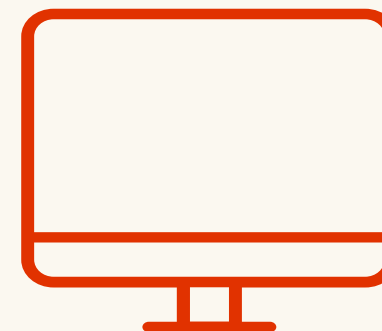


Conversation Mode

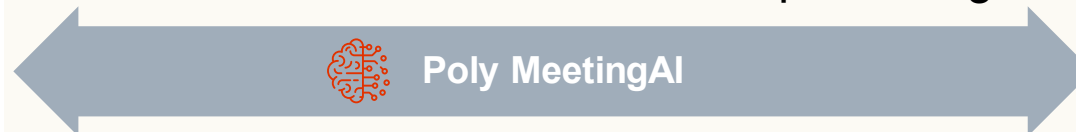


Group Framing

## FAR END



Intelligent video increases engagement by making participants feel like they are in the room



# POLY DIRECTORAI™

- Poly DirectorAI™ is the brain behind Poly's cutting-edge video experiences
- It uses AI and machine learning technology to deliver real-time automatic transitions, framing and tracking that make everyone feel like they are in the room together
- Poly DirectorAI™ perfects the hybrid working experience by seamlessly connecting the meeting room to the home office



# POLY STUDIO E70 DETAILS

## CAMERA FIRST, BUT SO MUCH MORE

4 MEMS microphones  
for advanced audio  
features

## LOOK AT ME

Dual cameras (120/70 HFOV  
20MP 4K) ensure everyone  
in the room is seen clearly

## ADVANCED CAMERA FRAMING

Advanced algorithms power the most  
advanced automated camera framing  
on the market with Group Framing  
and Speaker Tracking

## PRIVACY MATTERS

Motorized, integrated electronic  
privacy

## AIR QUALITY SENSORS

Measures CO2 levels  
(not FA)

## BIG THINGS COME IN SMALL PACKAGES

Small footprint, big experience

### Dimensions:

321 x 102 x 89.1 mm  
12.63 x 4.02 x 5.51 in



# LED LIGHT CODES

Indicator	status
Solid White (100% brightness)	Camera is powered on and connected to the video system
Solid White (50% brightness)	Power on but disconnected from video system Sleep
Solid Green	In a call with the camera and microphone on
Right LED solid RED	Muted video
Right LED and front LED solid RED	Muted microphone Camera is active
Pulsing White	Boot initialization in progress
Pulsing RED	Call on hold
Pulsing Amber	Firmware update or factory reset in progress
Blinking Green	Incoming Call

# POLY CLARITI OVERVIEW



03

# AGENDA

**1 – Poly Clariti Overview – RealPresence VS Poly Clariti**

**2 – New Components and Capabilities**

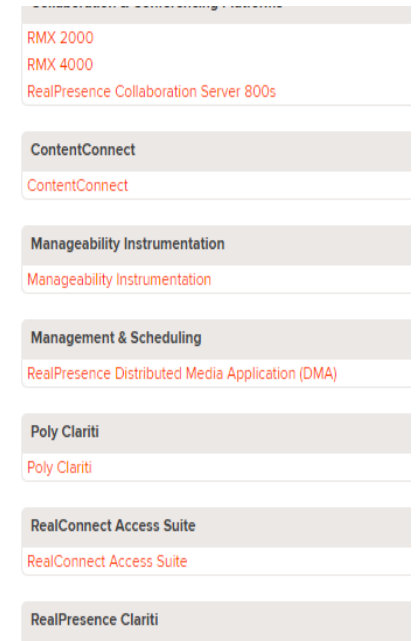
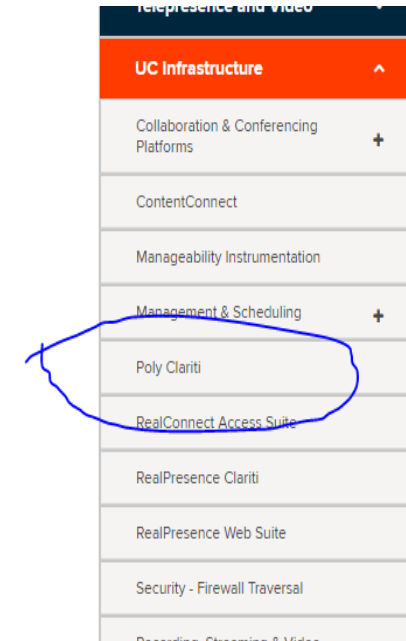
**3 – Clariti Deployment and Configuration**





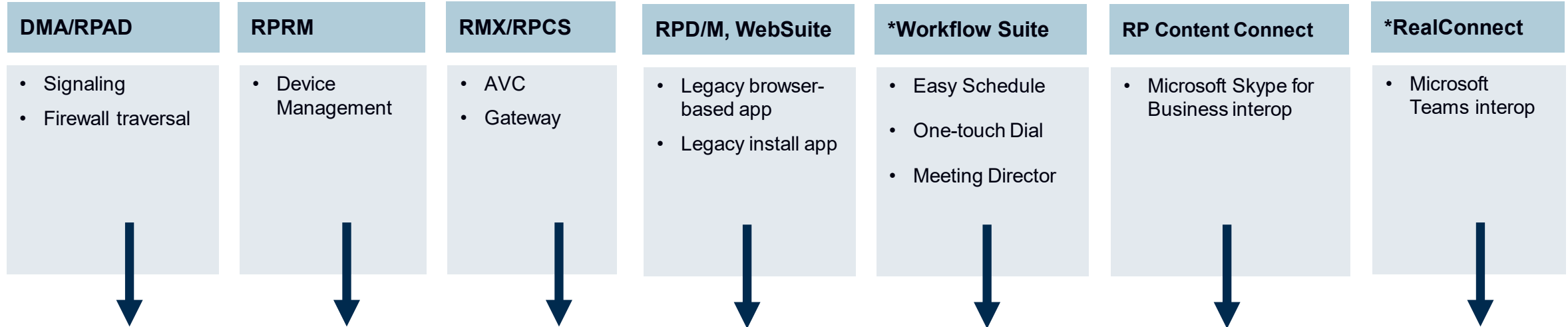
# POLY CLARITI OVERVIEW

- On 9<sup>th</sup> August Poly Release the NEW Poly Clariti Solution
  - Poly Clariti Core and Edge (expanded DMA)
  - Poly Clariti Relay (new EVO SVC MCU)
  - Poly Clariti Workflow Lite (Workflow Suite designed for the solution)
  - Poly Clariti Deployment Wizard (web-based deployment config tool)
- Designed with flexible deployment modes in mind (Cloud and/or On Prem)
- Extremely scalable

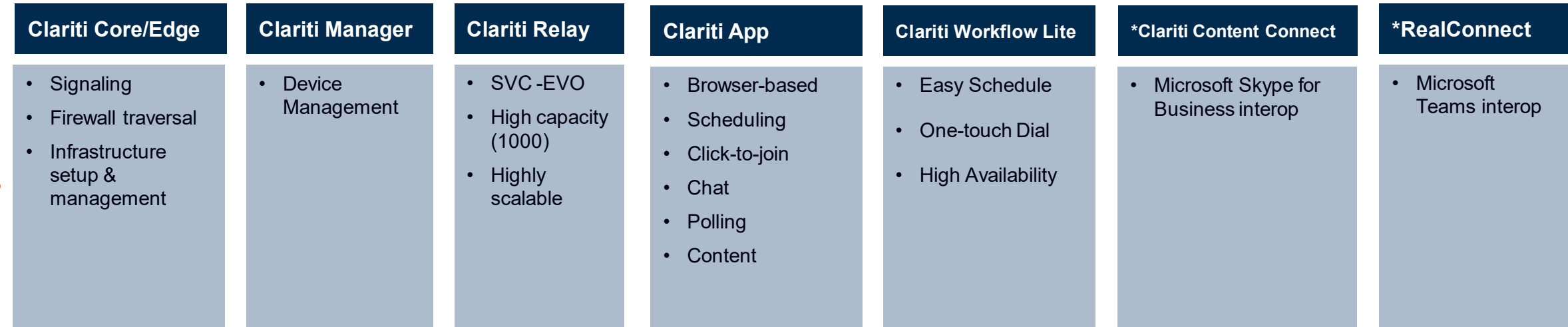


# REALPRESENCE CLARITI COMPONENTS VS POLY CLARITI

RealPresence Clariti 1.0

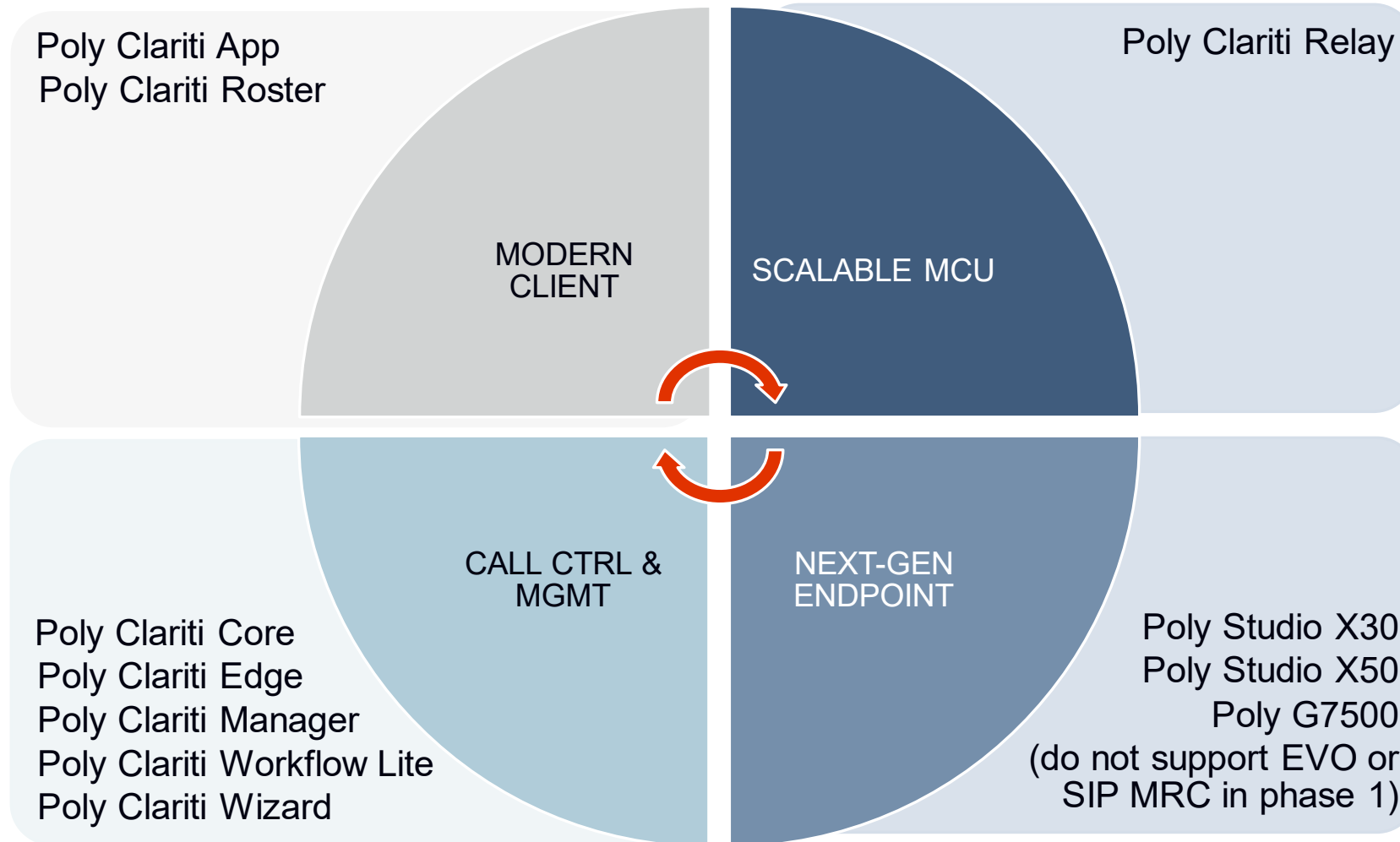


Poly Clariti



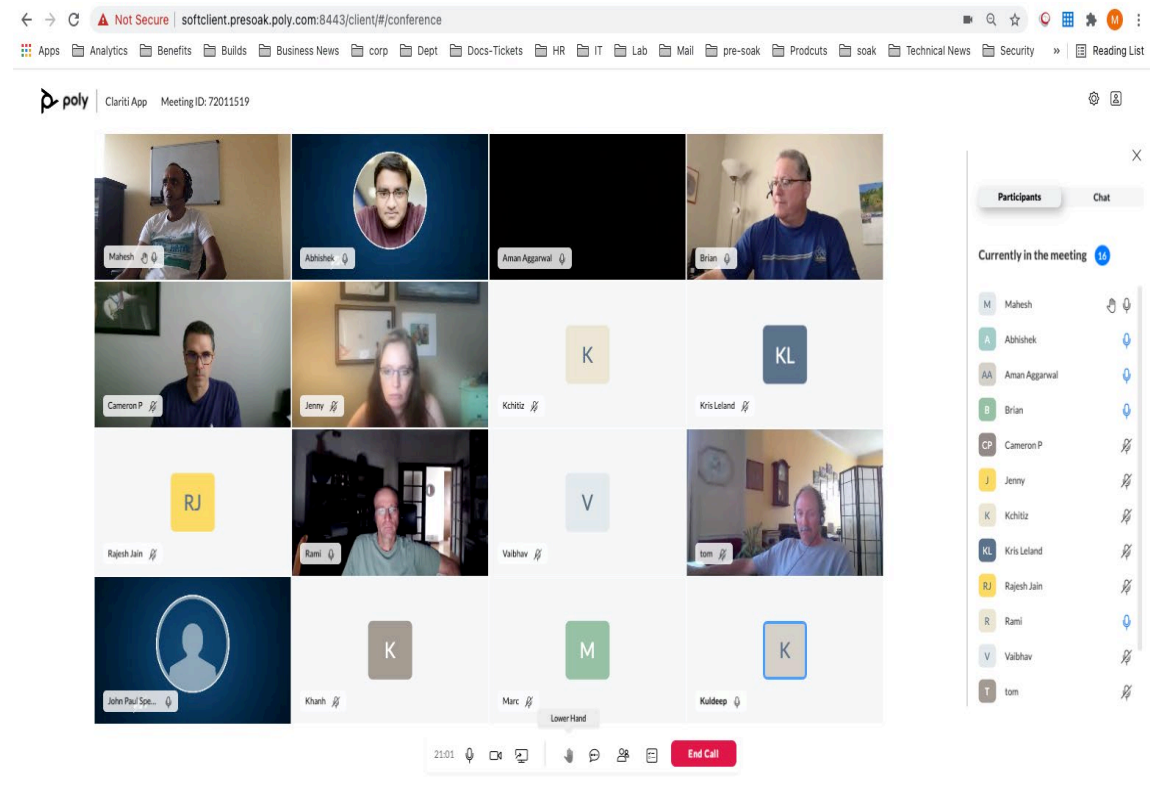
\*Optional Components

# POLY CLARITI 2.0 COMPONENTS



# POLY CLARITI APP AND ROSTER

- Replaces RealPresence Web Suite
- Deploy and config via Poly Clariti Core/Edge
- Web-based for easy access from anywhere (no plugin)
  - Web RTC with new Poly EVO proprietary signaling
  - WebSocket based communication
  - Audio/Video/Content - dTLS for media encryption
  - Roster controls (Participant List, Mute/Unmute, Promotion)
  - Chat
  - Polling
  - Raise hand
  - Guest Mode
  - Chrome Browser (other browsers and Mobile in later Phase)
- Access
  - Clariti App - <https://<fqdn-pointing-to-core-or-edge>:8443/client/>
  - Roster – <https://<fqdn-pointing-to-core-or-edge>:8443/roster/app/>



# EASY SCHEDULE, EASY JOIN – INVITE CREATED WITH SCHEDULING PLUGIN

File Meeting Scheduling Assistant Insert Draw Format Text Review Help Tell me what you want to do

Delete Calendar Login Skype Meeting Teams Meeting Meeting Notes Cancel Invitation Address Book Check Names Response Options Show As: Busy Reminder: 15 minutes Recurrence Private High Importance Low Importance Dictate Insights Clarity Meeting Poly Sf

Actions Highfive Skype Meeting Teams Meeting Meeting Notes Attendees Options Tags Voice

**You haven't sent this meeting invitation yet.**

**Title**  
Required: Poly Clariti Meeting  
Optional:

**Start time**: Mon 06/09/2021 21:30  All day  Time zones  
**End time**: Mon 06/09/2021 22:00 [Make Recurring](#)

**Location**: Poly Clariti Meeting 71962117

## Poly Clariti Meeting

### MEETING DETAILS

Meeting ID: 71962117

### JOIN DETAILS

[Join using Poly Clariti App \(for desktop, Chrome Browser only\)](#)

[Join Using RealPresence Mobile App \(for mobile\)](#)

Join using a Videoconferencing Room (SIP or H.323): [71962117@poly.com](mailto:71962117@poly.com)

Join via Audio Dial-in: [+1-877-328-2670](tel:+1-877-328-2670), [71962117](tel:+1-877-328-2670)

### DO NOT EDIT BELOW THIS LINE

==BEGIN POLYCOM VMR ENCODED TOKEN==  
UE9MMWUNPTS1WVWITSU9OPTENCIBPTFD00IQVVESU9OVU1CRVYPOQKUE9MMWUNPTS1BVURJ05VYUJFUE9DQQT0KZQ99LNVUUKV8TU1FRVRITKc9ZmFsc2UNCIBPTFD00KUKVDTLJETUNVFVEIORz1mYWxzZQKUE9MMWUNPTS1JNWTVJ0QU1FPQ0KUE9MMWUNPTS1ESUFMSUSQKUVGSVg9NzENCIBPTFD00KUSWSVR8VEIPTkxkBTkdVQUJdFPWWUxK1VTDQpQTOzQZQ99LNVNROS5BTEIOR1BSRUZjWD1DZ  
==END POLYCOM VMR ENCODED TOKEN==



# EASY SCHEDULE, EASY JOIN

- Easily schedule the conference with Poly Clariti Workflow Lite and Microsoft Outlook
- Supported calendaring environments: Microsoft Exchange Server 2010 or after, Microsoft Office 365 with Modern Auth, Microsoft Office 365 vNext
  - Integrates with SSO for secure entry
  - IT admin deployment templates, settings for high scale deployment and easy adoption
- Supports One Touch Dial (OTD) from Poly Endpoints
- Requires Windows Server to run Workflow Server Lite
- Workflow Lite supports VMware, Hyper-V, AWS and Azure deployments, appliance
- High Availability Support



# NEW! EFFICIENT SOFTWARE-BASED MCU

## Poly Clariti Relay

Highly scalable, super-efficient SVC MCU that relays media streams to endpoints and soft-clients in the conference – spin up as many as you need

- High quality video, audio, and content sharing
- Supporting SVC cascade with existing RealPresence Collaboration Server (RPCS) or RMX MCU for interop with existing Poly and 3<sup>rd</sup> party endpoints/apps (AVC)
- AWS, Azure, VMWare, Hyper-V, KVM distributions
- Video codecs supported: H.264 High and base profile, \*H.265 – later with Poly EVO endpoint \*4K content
- Audio mixing capable; Audio codecs supported: Opus, Siren LPR, Siren LPR Scalable
- No video/content transcoding, only media relay
- Simple and headless - configured and managed via Poly Clariti Core/Edge Web UI



\*Phase 2



# FLEXIBLE CALL CONTROL AND FW TRAVERSAL

## Poly Clariti Core/Edge

Highly scalable and reliable call signaling (Registrar and Call Server), conference control and media firewall/NAT traversal platform that has been significantly enhanced to include

- Poly EVO proprietary signaling
- Poly Clariti Relay management
- Signaling Gateway between SIP MRC (old SVC) and Poly EVO
- High touch Conference Control (Roster) API's
- SVC Cascade between Poly Clariti, RPCS or RMX MCU's
- Webserver for Poly Clariti App and Poly Clariti Roster App
- AWS, Azure, VMWare, Hyper-V, KVM and ISO for appliance distribution
- High availability and Geo redundancy (supercluster) configurable
- Upgrade path from RealPresence DMA 10.0.0.8 and above

The screenshot displays the Poly Clariti Core/Edge dashboard with the following sections:

- Territory Status:** A table listing territories and their primary/backup configurations.
- Conference Manager Usage:** A summary of conference manager metrics, including active conferences and participants.
- Supercluster Status:** A table showing the status of superclusters and their associated territories.
- Call Server Active Calls:** A table showing active calls across different servers and protocols.
- Conference Manager MCUs:** A table listing MCU resources and their usage.
- Territory Status (Bottom):** A second instance of the territory status table.
- Call Server Registrations:** A summary of total active endpoint registrations.



Note: VPN Tunnel Configuration not supported for Poly EVO/SIP MRC - also will be discontinued completely in next release for H.323/SIP

# NEXT-GEN AND LEGACY ENDPOINT SUPPORT – PHASE 1

## Rooms

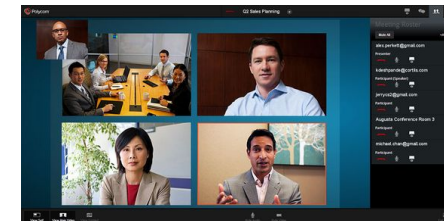
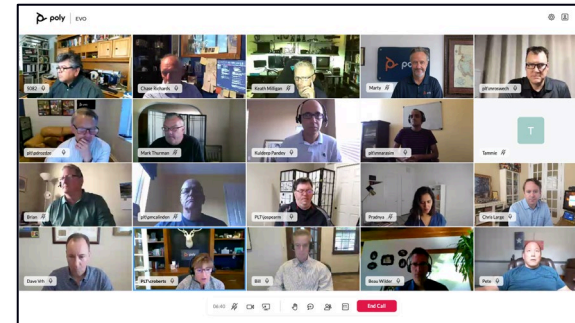


AVC = Supported  
EVO = Beta Level



Poly, Inc. – Confidential & Proprietary

## Personal



EVO/SIP-MRC = Supported

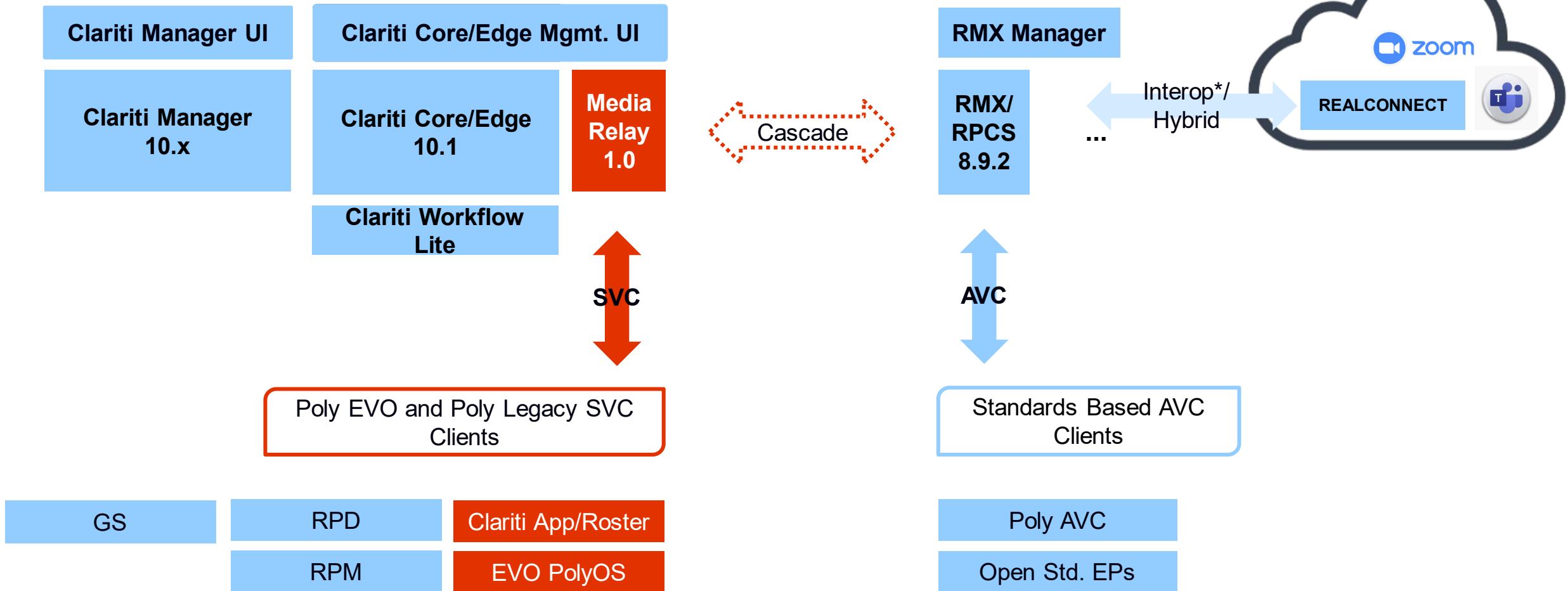
# POLY CLARITI DEPLOYMENT AND CONFIGURATION



04

# CLARITI 2.0 DEPLOYMENT

# POLY CLARITI DESIGN



**Note:**

- A) Phase 1 - VMR dialing only
- B) Poly EVO support for PolyOS endpoint - Targeted for Q4 2021 release
- C) Other dialing modes (P2P and API dialing) to be available in later phase
- D) Poly EVO interop with Zoom and Microsoft Teams in later phase

*\*Enhancements required for specific use cases*



# POLY CLARITI DEPLOYMENT REQUIREMENTS

Component	vCPUs/ Virtual Cores	Memory	Min CPU Speed GHz	Total Required GHz	Minimum CPU Family	Hard Disk	Random IOPS	Capacities	Comments
Clariti Core/Edge, Clariti Relay	6	16	2.4	14.4	Haswell	146GB	110	<b>Small deployment</b> <ul style="list-style-type: none"> <li>Core DMA (200 Poly EVO calls)</li> <li>Edge/combo DMA (200 Poly EVO calls)</li> <li>Relay MCU (200 Poly EVO calls)</li> </ul>	<ul style="list-style-type: none"> <li>For AWS - use instance type t2.2xlarge</li> <li>For Azure - use instance type D8d v4</li> </ul>
Clariti Core/Edge, Clariti Relay	12	16	2.4	28.8	Haswell	146GB	210	<b>Large deployment</b> <ul style="list-style-type: none"> <li>Core DMA (5000 Poly EVO calls)</li> <li>Edge/combo DMA (1000 Poly EVO Calls)</li> <li>Relay MCU (1000 calls)</li> </ul>	<ul style="list-style-type: none"> <li>For AWS - use instance type c4.4xlarge</li> <li>For Azure - use instance type F16s v2</li> </ul>
Clariti Manager	8	16	1.6	12.8	Haswell	160GB	210	<ul style="list-style-type: none"> <li>Clariti Manager (10,000 licensed video endpoints, 10000 licensed audio phones, 5000 audio and 5000 video in mixed environment)</li> </ul>	<ul style="list-style-type: none"> <li>For AWS - use instance type t2.2xlarge</li> <li>For Azure - use instance type D8d v4</li> </ul>
Clariti Workflow Lite	2	8	2.4	4.8	Haswell	60GB	110	<b>Small deployment</b> <ul style="list-style-type: none"> <li>Up to 500 devices</li> </ul>	<ul style="list-style-type: none"> <li>For AWS - use instance type t2.large</li> <li>For Azure - use instance type D2d v4</li> </ul>
Clariti Workflow Lite	4	16	2.4	9.6	Haswell	60GB	110	<b>Large deployment</b> <ul style="list-style-type: none"> <li>Up to 1000 devices</li> </ul>	<ul style="list-style-type: none"> <li>For AWS - use instance type t2.xlarge</li> <li>For Azure - use instance type D4d v4</li> </ul>



# UPGRADING FROM CLARITI 1.0 TO CLARITI 2.0

Core/Edge

- Upgrade DMA 10.0.0.8+ to Clariti Core and/or Clariti Edge 10.1

RPCS

- Upgrade RPCS to v8.9.2

Relay

- Deploy new Relay MCU

RPWS

- Decommission RPWS

RPRM

- Licensing & Device Mgmt. (no upgrade reqd.)

Workflow Lite

- Deploy Workflow Lite

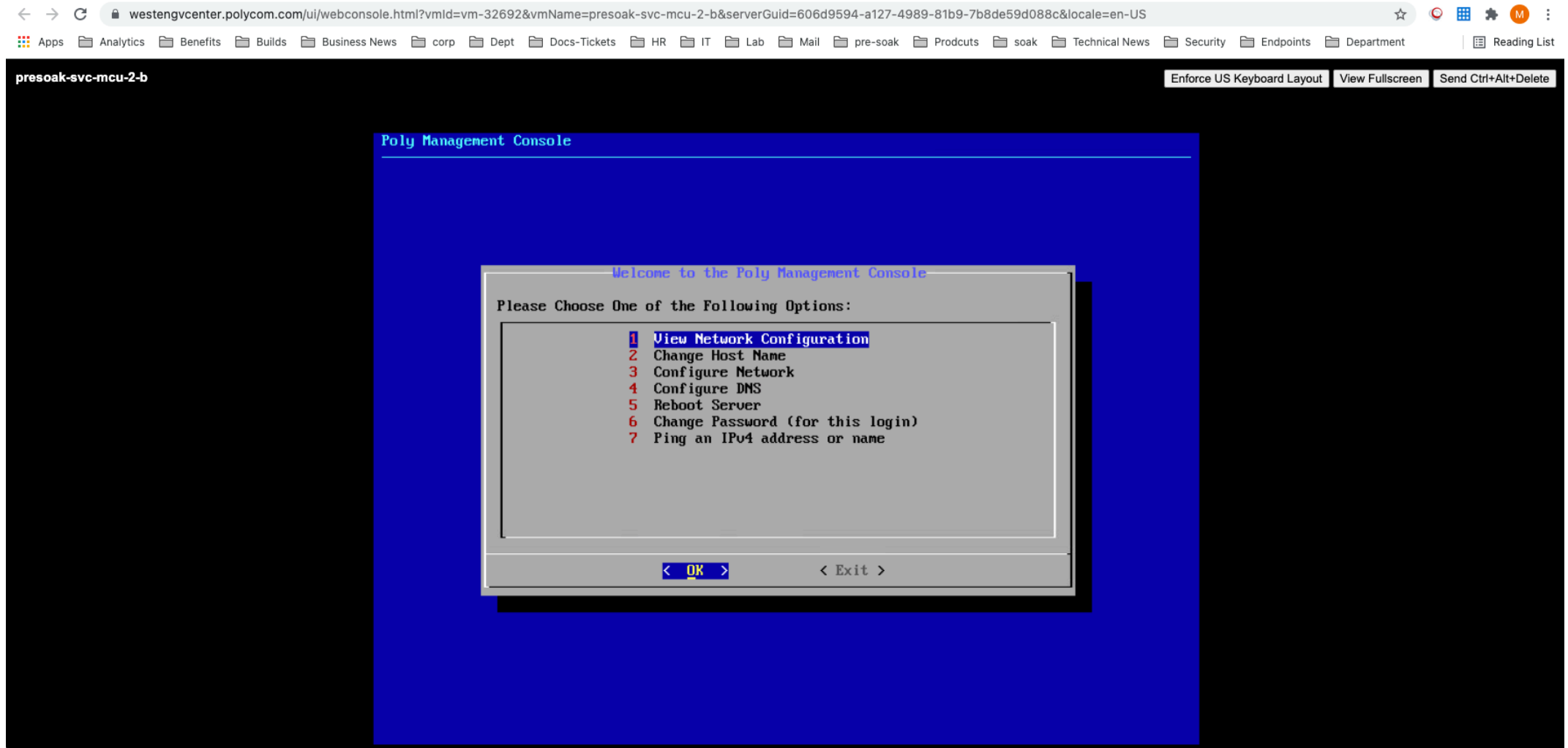


# CLARITI RELAY SETUP

# CLARITI RELAY – DEFAULT LOGIN/PASSWORDS

- API Connection Between Clariti Core/Combo and Clariti Relay
  - - Login: admin
  - - Password: admin
- Thinshell from Console or via ssh
  - - Login: polycom
  - - Password: polycom

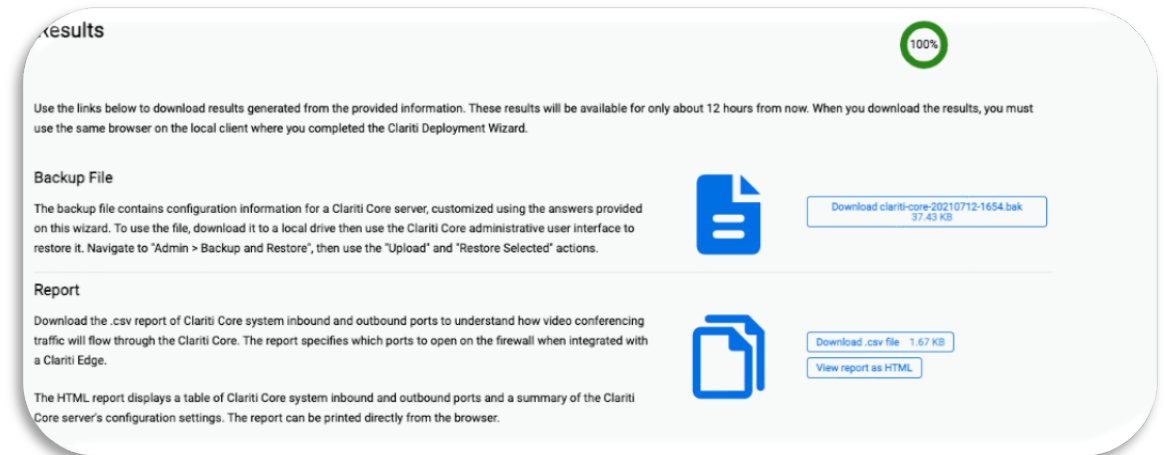
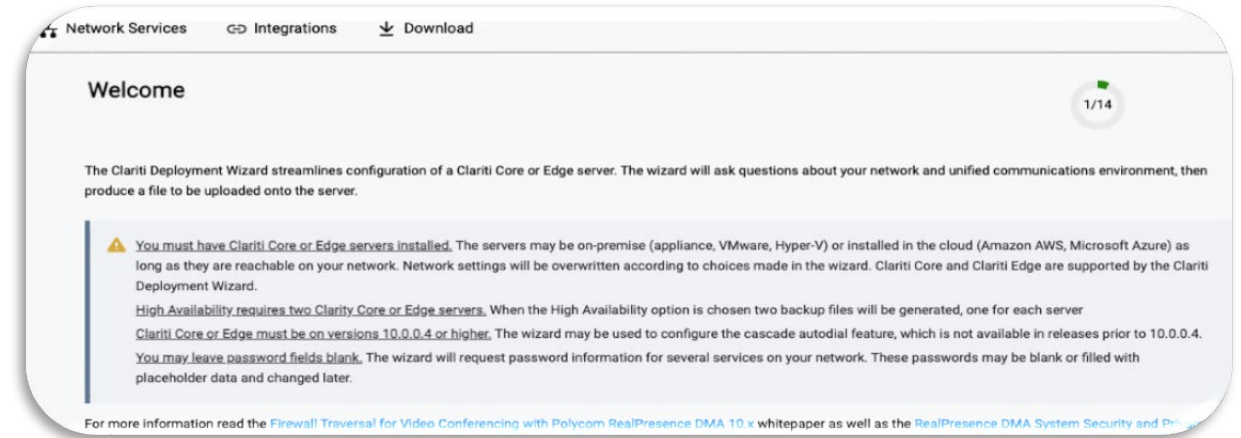
# CLARITI RELAY – DHCP OR STATIC IP THROUGH THINSHELL



# CLARITI CORE/EDGE DEPLOYMENT WIZARD

# EASY AND FAST CONFIGURATION

- Poly Clariti Deployment Wizard
  - Poly Clariti Deployment Wizard:  
<https://config.clariti.poly.com/>
  - The interface walks you through design and network details
  - Then at the end of the process provides:
    - Basic configuration in a backup (.bak file) format
    - Required ports spreadsheet for IT Firewall Settings
  - Supports:
    - Clariti Core
    - Clariti Edge
    - Clariti Core/Edge (combo)
    - Clariti Relay, Workflow Lite configuration (only in Phase2)



# EXAMPLE OF THE WIZARD QUERIES

- Note the variable number of questions depending on the design

### Clariti Edge System Usage

3/16

Provide some information about how the Clariti Edge server will be used.

**Where is the Clariti Edge server instance deployed?**

On premise  In Azure or AWS Cloud

On premise deployment will separate internal and external traffic over multiple interfaces. Azure or AWS Cloud deployment can separate the traffic or use network interface.

**Should SSH access for non-root user be enabled?**

Enable SSH  Disable SSH

SSH is recommended for cloud deployments where console access is not available.

**What software version is installed on the Clariti Edge server?**

10.1.x

**What is the maximum number of simultaneous calls that will run on the Clariti Edge server?**

25

### Clariti Edge System Usage Continued

4/16

Continue providing information about how the Clariti Edge server will be used.

**How will the Clariti Edge server be configured?**

As a Clariti Edge server integrated with a Clariti Core server  As a combination Clariti Edge  As a standalone Clariti Edge server

Will the combination Clariti Edge server be used to host conference rooms?

Yes  No

At least one multipoint control unit (MCU) is required to host conference rooms. The wizard will prompt for this information in a later step.

**Should guests be allowed to make calls?**

Yes  No

### Network Interface eth0

7/14

The Clariti Edge server will be configured with two interfaces. Interface eth0 will have the following services:

- Management
- Private (LAN) Signaling
- Private (LAN) Media Traversal
- Private (LAN) Access Proxy

[View all interfaces >>](#)

**IP Address/Mask:**

10.10.10.10 / 24

IPv4 address Number from 1 to 31

**Gateway:**

10.10.10.1

IPv4 address on network 10.10.10.0

### Network Interface eth1

8/14

The Clariti Edge server will be configured with two interfaces. Interface eth1 will have the following services:

- Public (WAN) Signaling
- Public (WAN) Media Traversal
- Public (WAN) Access Proxy
- Private (LAN) TURN Services (requires public and private access)

[View all interfaces >>](#)

**IP Address/Mask:**

20.20.20.20 / 24

IPv4 address Number from 1 to 31

**Gateway:**

20.20.20.1

IPv4 address on network 20.20.20.0

**NAT Address:**

6

IPv4 address accessible from Internet

# EXAMPLE OF THE WIZARD QUERIES

Note the variable number of questions depending on the design

### Clariti Edge System Usage 3/16

Provide some information about how the Clariti Edge server will be used.

**Where is the Clariti Edge server instance deployed?**  
 On premise  In Azure or AWS Cloud  
On premise deployment will separate internal and external traffic over multiple interfaces. Azure or AWS Cloud deployment can separate the traffic or use network interface.

**Should SSH access for non-root user be enabled?**  
 Enable SSH  Disable SSH  
SSH is recommended for cloud deployments where console access is not available.

**What software version is installed on the Clariti Edge server?**  
10.1.x

**What is the maximum number of simultaneous calls that will run on the Clariti Edge server?**  
25

### Clariti Edge System Usage Continued 4/16

Continue providing information about how the Clariti Edge server will be used.

**How will the Clariti Edge server be configured?**  
 As a Clariti Edge server integrated with a Clariti Core server  As a combination Clariti Edge  As a standalone Clariti Edge server

Will the combination Clariti Edge server be used to host conference rooms?  
 Yes  No  
At least one multipoint control unit (MCU) is required to host conference rooms. The wizard will prompt for this information in a later step.

**Should guests be allowed to make calls?**  
 Yes  No

### Network Interface eth0 7/14

The Clariti Edge server will be configured with two interfaces. Interface eth0 will have the following services:

- Management
- Private (LAN) Signaling
- Private (LAN) Media Traversal
- Private (LAN) Access Proxy

[View all interfaces >>](#)

**IP Address/Mask:**  
10.10.10.10 / 24  
IPv4 address Number from 1 to 31

**Gateway:**  
10.10.10.1  
IPv4 address on network 10.10.10.0

### Network Interface eth1 8/14

The Clariti Edge server will be configured with two interfaces. Interface eth1 will have the following services:

- Public (WAN) Signaling
- Public (WAN) Media Traversal
- Public (WAN) Access Proxy
- Private (LAN) TURN Services (requires public and private access)
- Public (WAN) TURN Services

[View all interfaces >>](#)

**IP Address/Mask:**  
20.20.20.20 / 24  
IPv4 address Number from 1 to 31

**Gateway:**  
20.20.20.1  
IPv4 address on network 20.20.20.0

**NAT Address:**  
6  
IPv4 address accessible from Internet

# CLARITI CORE/EDGE SETUP



# MCU DETAILS

The screenshot shows the Poly MCU Details page. The main content is a modal window titled 'MCU Details' for 'presoak-svc-mcu-3'. The background shows a list of MCUs with columns for Status and Alarm State, Name, Family, and Model.

**MCU Info**

- MCU Name: presoak-svc-mcu-3
- Model: Media\_relay
- Version: 0.0.2\_356257
- Configuration: Synchronized

Supports Poly SVC Conferences.  
Does not support Legacy MRC conferences

**Status**

Service & Connection: Connected

**Device Info**

- Class of service: Bronze
- Signaling Protocol: Poly EVO
- MCU pools: SVC MCU Pool 3
- Site: Default Site
- Cluster: presoak-dma-core-node3-vip
- Territory: Default Resource Manager Territory

**Network Configuration**

- Host Name: presoak-svc-mcu-3
- Domain: poly.com
- Port: 8443

Interface	Type	Enab...	IPv4 Address	IPv4 Gate...	Member Of
ens192	NIC	true	10.47.24.52/24	10.47....	

**System Port Ranges**

Service	First Port	Last Port	Interface
Management/API	8443		ens192
Poly EVO	8090		ens192
Media	10000	18000	ens192



# ADD RELAY MCU

## MCU Selection

Select type of MCU to be added.

Family:

Clariti Relay

OK

Cancel

The screenshot displays the Polycom management interface with the 'Add Clariti Relay' dialog box open. The dialog box contains the following fields:

- Name: \*
- Type: Clariti Relay
- Address: \*
- Port: 8443
- Admin user ID: \*
- Password: \*

The background shows a list of MCUs with the following columns: Status and Alarm State, Name, Family, and MCU Info. The MCU Info section shows the following details:

- Name: Demo-Ninja
- Model: Polycom RMX 1800
- Version: 8.9.2.3679
- Configuration: Not Synchronized

The 'Edit MCU: presoak-svc-mcu-1' dialog box is also visible, showing the following settings:

- MCU General Settings
- Media Ports Reservation
- Time Settings
- Security Settings
- Network Interface Settings
- System Port Ranges
- Logging Settings

The 'System Port Ranges' table is as follows:

Service	First Port	Last Port	Interface
Management/API	8443		ens192
Poly EVO	8090		ens192
Media	10000	18000	ens192



# MCU LIST – PACKET CAPTURE, ALERTS, DOWNLOAD LOGS, BUSY OUT, STOP USING

← → ↻ Not Secure | 10.47.24.40:8443/dma/integrations/mcus

Apps Analytics Benefits Builds Business News corp Dept Docs-Tickets HR IT Lab Mail pre-soak Prodcuts soak Technical News Security Endpoints Reading List

poly Monitoring User Integrations Service Config Reports Admin Help admin

Clariti Core - presoak-dma-core-node3.poly.com

MCUs MCU Pool Orders MCU Pools

Search

[+](#)
[✎](#)
[Stop Using](#)
[Busy Out](#)
[View Call History](#)
[View Details](#)
[Download Logs](#)
[Start Packet Capture](#)
[Alerts](#)

Status and Alarm State	Name	Family	Model	Version	IP Addresses	Signaling Type	MCU Pools	Site
<span>Connected</span>	10.160.2.169	Clariti Relay	Media_relay	0.0.2_362371	10.160.2.169 (M)	Poly EVO	10.160.2.169	AWS Site
<span>Connected</span> <span>None</span>	Demo-Ninja	RPCS/Codian MCU	Polycom RMX 1800	8.9.2.3679	10.206.151.70 (M)	SIP & H.323	10.206.151.70	corp
<span>Connected</span> <span>Normal</span>	Demo-RPCS	RPCS/Codian MCU	Polycom RMX 80...	8.9.2.0	10.206.100.108 (...)	SIP & H.323	Demo-cascade	corp
<span>Out of Service</span> <span>Major</span>	Khanh_10.47.16.10	RPCS/Codian MCU	Polycom RMX 80...	8.9.2.3954	10.47.16.10 (M); ...	SIP & H.323	RPCS Pool for Ca...	eng
<span>Connected</span> <span>Major</span>	Khanh_10.47.16.50	RPCS/Codian MCU	Polycom RMX 80...	8.9.2.3954	10.47.16.50 (M); ...	SIP & H.323	RPCS Pool for Ca...	eng
<span>Connected</span>	Khanh_10.47.18.5	Clariti Relay	Media_relay	0.0.2_360640	10.47.18.5 (M)	Poly EVO	KhanhsPool	eng
<span>Connected</span> <span>Major</span>	Ninja 9.123	RPCS/Codian MCU	Polycom RMX 1800	8.9.2.4013	10.47.9.123 (M); ...	SIP & H.323	RPCS Pool for Ca...	Westminster Engi...
<span>Connected</span>	presoak-svc-mcu-1	Clariti Relay	Media_relay	0.0.2_365024	10.47.24.50 (M)	Poly EVO	SVC MCU Pool 1	Default Site
<span>Connected</span>	presoak-svc-mcu-2	Clariti Relay	Media_relay	0.0.2_362371	10.47.24.51 (M)	Poly EVO	cascade_QA, SV...	Default Site
<span>Connected</span>	presoak-svc-mcu-3	Clariti Relay	Media_relay	0.0.2_356257	10.47.24.52 (M)	Poly EVO	SVC MCU Pool 3	Default Site
<span>Connected</span>	toms-9-103	Clariti Relay	Media_relay	0.0.0_dev	10.47.9.103 (M)	Poly EVO	toms-9.58	Westminster Engi...

11 MCUs

**MCU Info**  
 MCU Name: presoak-svc-mcu-1  
 Model: Media\_relay  
 Version: 0.0.2\_365024  
 Configuration: Synchronized

Capabilities  
 Status  
 Device Info  
 Network Configuration  
 System Port Ranges



# POLY EVO DIAL PLAN

← → ↻ 🔒 Not Secure | 10.47.24.40:8443/dma/service-config/dial-plan/dial-plans 🔍 ☆ 🏠 ⚙️ 👤 M ⋮

📁 Apps 📁 Analytics 📁 Benefits 📁 Builds 📁 Business News 📁 corp 📁 Dept 📁 Docs-Tickets 📁 HR 📁 IT 📁 Lab 📁 Mail 📁 pre-soak 📁 Prodcuts 📁 soak 📁 Technical News 📁 Security 📁 Endpoints » | 📖 Reading List

**poly** 🏠 Monitoring 👤 User ↔ Integrations ⚙️ Service Config 📄 Reports 🔧 Admin 🛑 Help ⚠️ ⚡ 🔁 admin

Clariti Core - presoak-dma-core-node3.poly.com

## Dial Plans [?](#)

Dial Plans

+ 📄 Copy Dial Plan ✎ Rename Dial Plan 🗑️ 🧪 Test Dial Plan

Name ▲	Signaling Port Assignments
Default Dial Plan	webrtc: 8843
Guest Dial Plan	
H.323 Dial Plan	h323: 1719, 1720
Poly EVO Dial Plan	poly_evo: 8443
SIP Dial Plan	sip: 5060, 5061
Test Dial Plan	

6 dial plans

### Dial Rules - Poly EVO Dial Plan

+ 📄 Copy Dial Rule(s) ✎ 🗑️ ⛔ Disable Dial Rule

Order ▲	Description	Action	Preliminary Enabled	Enabled
1	Resolve to Conference room	Resolve to conference room	Yes	Yes

1 dial rule



# POLY EVO SETTINGS

← → ↻ ⚠ Not Secure | 10.47.24.40:8443/dma/service-config/neo-svc-settings 🔍 ☆ 🏠 ⚙️ 👤 M ⋮

📁 Apps 📁 Analytics 📁 Benefits 📁 Builds 📁 Business News 📁 corp 📁 Dept 📁 Docs-Tickets 📁 HR 📁 IT 📁 Lab 📁 Mail 📁 pre-soak 📁 Prodcuts 📁 soak 📁 Technical News 📁 Security 📁 Endpoints » | 📄 Reading List

**poly** 🏠 Monitoring - 👤 User - ↔ Integrations - ⚙️ Service Config - 📄 Reports - 🛠 Admin - ? Help - ⚠️ ⚡ 🔁 👤 admin

Clariti Core - presoak-dma-core-node3.poly.com

## Poly EVO Settings [?](#) [Device Authentication](#)

⚠ Caution: Changing signaling settings may terminate active calls and conferences.

Enable Poly EVO signaling

Interface: Public and Private (eth0/10.47.24.41)

Secure port: \*

Dial plan:

Device authentication:

Do not authenticate

Use inbound device authentication and local/enterprise users

Use inbound device authentication only

Allow unauthenticated guest access



# SYSTEM PORT RANGES

poly Monitoring User Integrations Service Config Reports Admin Help

Clarity Core - presoak-dma-core-node3.poly.com

## System Port Ranges

NOTE: This page shows the current port assignments for the entire system. Port range assignments are done on individual configuration pages.

Service	First Port	Last Port	eth0	eth1	eth2	eth3
H.323 dynamic ports:	35001	40000	✓			
H.323 H.225:	1720		✓			
H.323 Multicast:	1718		✓			
H.323 RAS:	1719		✓			
Management/API:	8443		✓			
Poly EVO:	8443		✓			
SIP outbound ports (private):	13001	23000	✓			
SIP outbound ports (public):	13001	23000	✓			
SIP TCP (private):	5060		✓			
SIP TLS (private):	5061		✓			
System ephemeral:	52000	65535	✓	✓	✓	✓
WebRTC:	8843		✓			

12 system ports

# CONFERENCE TEMPLATE – CONFERENCE MODE

**Edit Conference Template: Factory Template**

Common Settings

- [Poly MCU General Settings](#)
- Clariti Relay Content
- Poly MCU Gathering Settings
- Poly MCU Video Quality
- Poly MCU Video Settings
- Poly MCU Audio Settings
- Poly MCU Skins
- Poly MCU Conference IVR
- Poly MCU Site Names
- Poly MCU Recording
- Poly MCU Indications
- Poly MCU Message Overlay
- Cisco Codian

**Poly MCU Profile Settings**

Use existing profile:

Poly MCU profile name:

**Conference Settings**

Conference mode:  AVC, SIP MRC and Poly SVC

Conference mode experience:

Cascade for bandwidth:

Cascade for size:

Cascade for legacy MRC:

Video switching (VSW):

H.264 high profile:

Resolution:

Line rate:

**Advanced Settings**

Encryption:



# CONFERENCE TEMPLATE – RELAY CONTENT

## Edit Conference Template: Factory Template

- Common Settings
- Poly MCU General Settings
- Clariti Relay Content**
- Poly MCU Gathering Settings
- Poly MCU Video Quality
- Poly MCU Video Settings
- Poly MCU Audio Settings
- Poly MCU Skins
- Poly MCU Conference IVR
- Poly MCU Site Names
- Poly MCU Recording
- Poly MCU Indications
- Poly MCU Message Overlay
- Cisco Codian

Clariti Relay Content

Content resolution for AVC and SIP MRC endpoints (Resolution - Frames per second): HD Motion - 720p 30fps

Clariti Relay Content Sharing Policy

To "snatch" content means to begin sharing content while another participant is already sharing. A participant who does this is snatching content from another participant in the conference.

Anyone may share or snatch content

Anyone may share content but only Chairpersons may snatch content

Only Chairpersons may share and snatch content from other Chairpersons

[Help](#) OK Cancel





# Territories – Conference Room and SVC territory selection

The screenshot shows the Poly user management interface. On the left, a sidebar contains navigation options: Monitoring, User, and Integrations. Below this is a 'Users' section with a table listing users. The main content area is titled 'Enterprise conference room' and contains several configuration sections:

- General Settings:** Includes 'Passcodes and Aliases', 'Preset Dialouts', 'Scheduling and Integration', 'AS-SIP Settings', and 'Poly Evo Endpoint'.
- Enterprise conference room:** Contains fields for 'Room ID: \*' (7591), 'Dial-in #' (7591), and 'Room Name'. A 'Generate' button is next to the Room ID field.
- Conference Experience:** Includes checkboxes for 'Conference Template', 'Max Participants', 'Chairperson required', and 'Presence:'. A 'Conference duration' section has radio buttons for 'Unlimited:', 'Hours: 0', and 'Minutes: 0', along with a 'Duration overrides last disconnect' checkbox.
- Resource Selection:** Includes a warning message: "A conference launched with 'Poly SVC and SIP MRC only' mode in the conference template will use the 'Poly SVC Territory' assignment, all other modes will use the 'Territory' assignment." Below this are dropdown menus for 'Territory:', 'Poly SVC Territory:', 'MCU pool order:', and 'MCU Selection:'.

User ID	First Name
mnarasimhan	Mahesh
mnarasimhan	Mahesh



# Edge Settings – Poly EVO Peer to Core DMA

← → ↻ Not Secure | 192.168.10.150:8443/dma/integrations/external-neo-peers

Apps Analytics Benefits Builds Business News corp Dept Docs-Tickets HR IT Lab Mail pre-soak Prodcuts soak Technical N

poly Monitoring User Integrations Service Config Reports Admin Help

Clariti Edge - Edge Configuration - presoak-dma-edge-vm4.poly.com

## External Poly EVO Peers

+ ✎ 🗑

Name	Description
Poly EVO Peer to Core DMA	
Jenny Dev 16.219	

### Edit External Poly EVO Peer

Name: \*

Description:

Address: \*

Port: \*

User name:

Password:



# EDGE SETTINGS – POLY EVO PEER TO CORE DMA IN EVO PUBLIC DIAL PLAN DIAL RULE

The screenshot shows the 'Edit Dial Rule' configuration window in the Poly EVO interface. The window is titled 'Edit Dial Rule' and has a close button (X) in the top right corner. The background shows the 'Dial Rules - Poly EVO' configuration page with a table of dial rules.

**Edit Dial Rule**

**Dial Rule**

Preliminary

Description: Resolve to Poly EVO peer (core DMA)

Action: Resolve to external Poly EVO peer


Relay Media

Poly EVO Peer: 10.47.24.40 - Poly EVO Peer to Core DMA

Buttons: Help, OK, Cancel

Order	Description
1	Resolve to Poly EVO peer (core DMA)
2	Resolve to external Poly EVO peer

# EDGE SETTINGS – CALL SERVER SETTINGS – CALL LICENSE AND REGISTRATION SHARING SETTINGS – POLY EVO PEER TO CORE

 Monitoring User Integrations Service Config Reports Admin Help

Clariti Edge - Edge Configuration - presoak-dma-edge-vm4.poly.com

Call License and Registration Sharing Settings

**NOTE:** Call License Sharing and Registration Sharing are between two Clariti Edges.

- For SIP and H.323 this is done by a REST API that is always running on the Clariti Edge's management interface and can be configured to listen on an additional interface and port. De-credentials are required in order for these API-based features to work. These settings do not affect REST APIs over normal management services listening on 8443.
- For EVO, endpoint registrations are shared to a Clariti Edge by choosing an EVO peer for that destination. Clariti Edge always uses signaling interface and port for receiving registration to Poly EVO Settings configuration. Changing the Poly EVO Peer may disrupt calls that are actively using the connection.

Send - configure destination, interface and credentials

Destination Clariti Edge hostname (SIP/H.323): \*

Destination Clariti Edge port number (SIP/H.323): \*

Local Clariti Edge network interface (EVO/SIP/H.323): \*

Destination Clariti Edge user name (SIP/H.323): \*

Destination Clariti Edge password (SIP/H.323): \*

Poly EVO peer:   
[Configure External Poly EVO Peers](#)

Receive - configure interface in addition to management

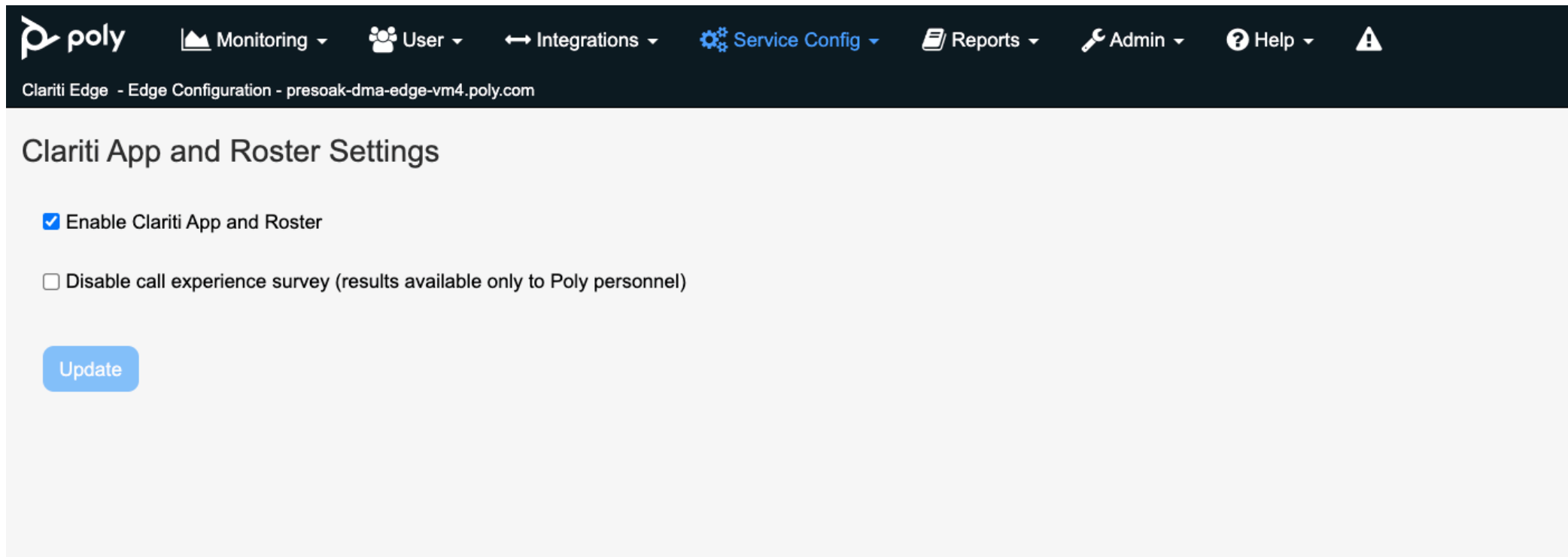
Local Clariti Edge network interface (SIP/H.323): \*

Local Clariti Edge port number (SIP/H.323): \*

Number of days until inactive shared registrations are deleted:



# CLARITI APP AND ROSTER SETTINGS – ENABLE/DISABLE AND DISABLE CALL EXPERIENCE SURVEY



The screenshot shows the Poly Clariti App and Roster Settings configuration page. The top navigation bar includes the Poly logo and menu items for Monitoring, User, Integrations, Service Config, Reports, Admin, Help, and a warning icon. The breadcrumb trail indicates the current location: Clariti Edge - Edge Configuration - presoak-dma-edge-vm4.poly.com. The main heading is "Clariti App and Roster Settings". Below this, there are two settings: "Enable Clariti App and Roster" (checked) and "Disable call experience survey (results available only to Poly personnel)" (unchecked). An "Update" button is located below the settings.

poly Monitoring User Integrations Service Config Reports Admin Help

Clariti Edge - Edge Configuration - presoak-dma-edge-vm4.poly.com

## Clariti App and Roster Settings

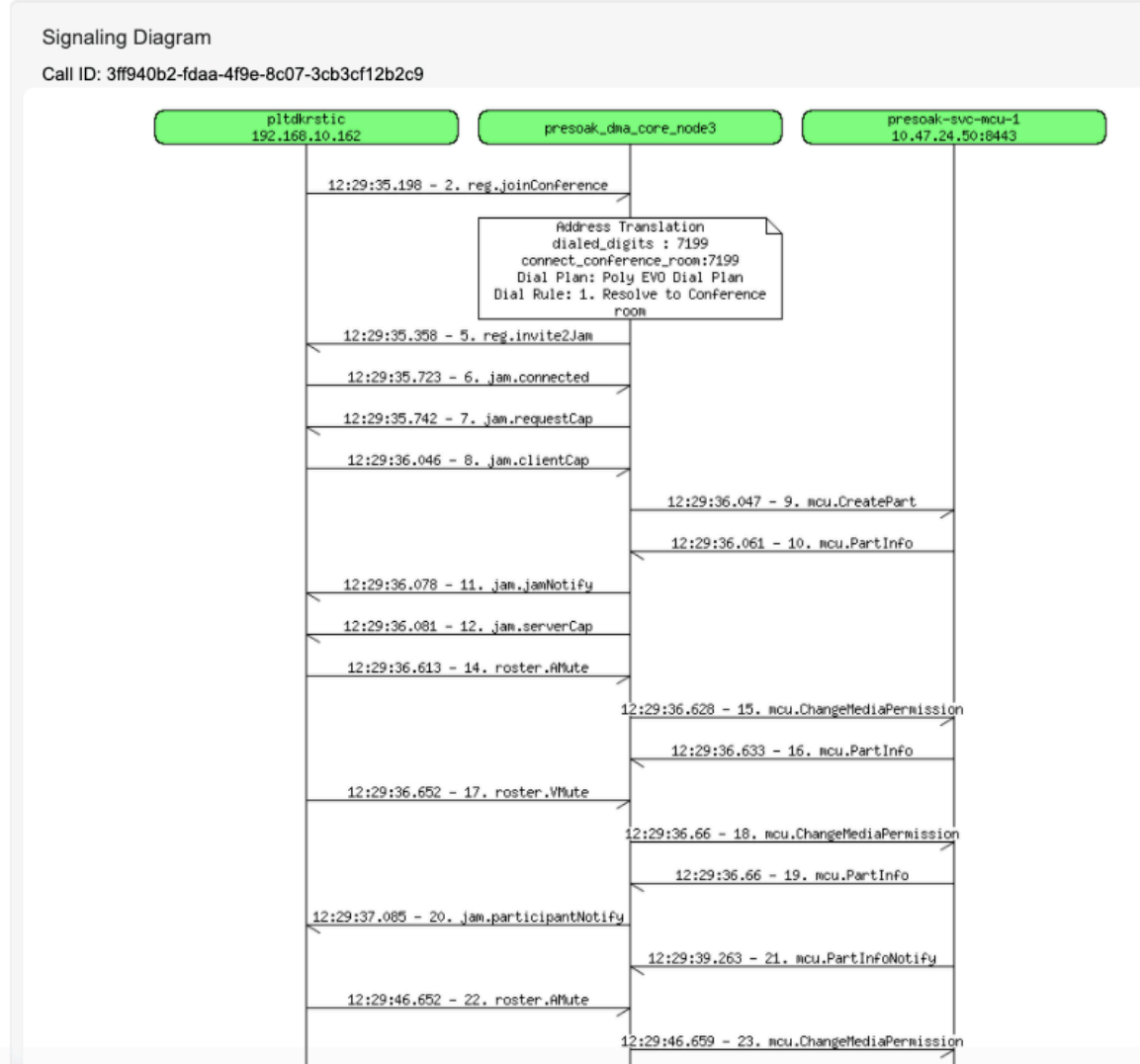
- Enable Clariti App and Roster
- Disable call experience survey (results available only to Poly personnel)

Update

# CALL HISTORY – POLY EVO SIGNALING DIAGRAM

## Call Details

- Call Info
- Bandwidth
- Call Events
- Media Relay Events
- Subscription Events
- Property Changes
- QoS
- Signaling Diagram



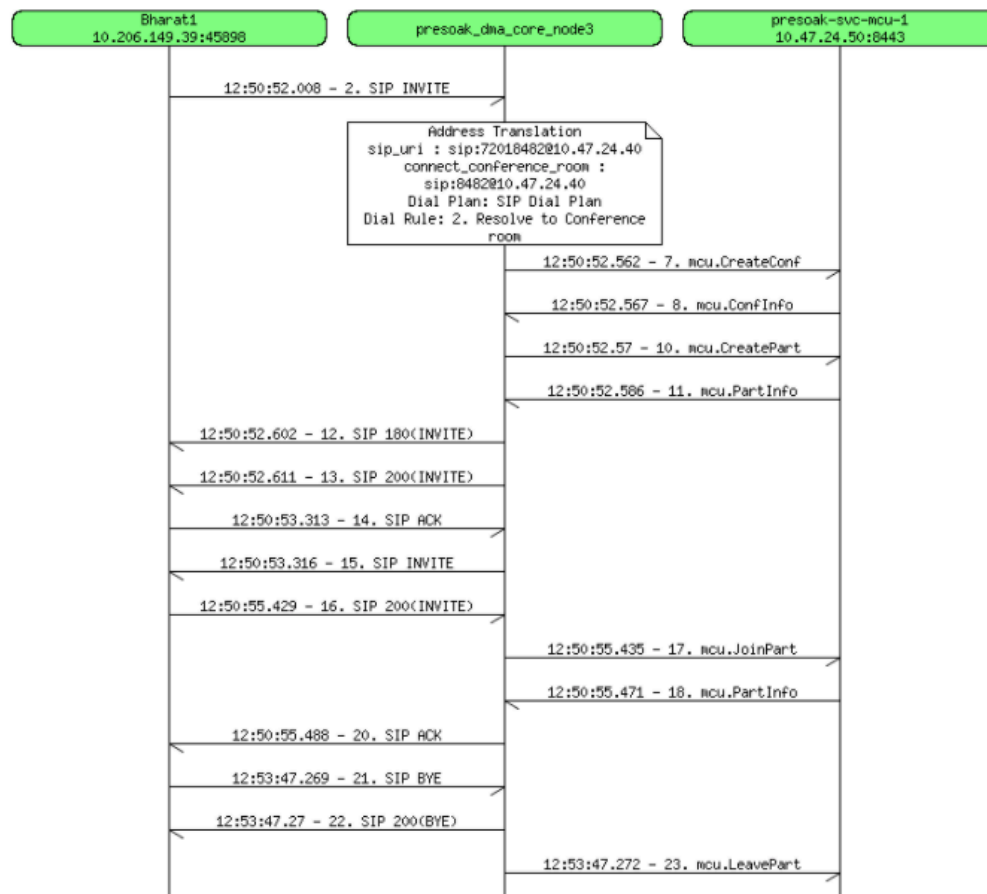
# CALL HISTORY – SIP MRC TO POLY EVO GATEWAY CALL

## Call Details

- Call Info
- Bandwidth
- Call Events
- Media Relay Events
- Subscription Events
- Property Changes
- QoS
- [Signaling Diagram](#)

### Signaling Diagram

Call ID: 12782f12-dc63-41f9-8cf9-b9f555de1700



Download Image




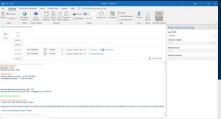

Download Call Events (XML)



# POLY WORKFLOW LITE SETUP



# WORKFLOW FEATURE SET MATRIX

	Poly Clariti Workflow Lite (Free with Poly Clariti)	Workflow Suite	One Touch Dial	Easy Schedule	Meeting Director
					
<b>KEY FEATURE SETS</b>					
<b>One Touch Dial (OTD)</b>	<b>Limited</b> - Only supports Clariti meetings scheduled with Easy Schedule on Poly endpoint	✓	✓	X	X
<b>Easy Schedule</b>	<b>Limited</b> - only supports Outlook	✓	X	✓	X
<b>Meeting Director</b>	X	✓	X	X	✓
<b>FUNCTIONS</b>					
High Availability	✓	✓	✓	✓	✓
Supports Google Workspace	X	✓	✓	✓	
Supports Cisco devices (See admin guide for supported models)	X	✓	✓	✓	NA
Supports Click to join with: RealConnect, Zoom, Webex +CVI, GoToMeeting, BlueJeans, StarLeaf, Pexip +CVI and more	X	✓	✓	X	X

# ADDING NEW ENVIRONMENT FROM INTEGRATION TAB

## BASIC SETTINGS

### Edit Environment ✕

- Basic Settings**
- Credentials
- DMA Configurations
- Easy Schedule
- Proxy Credentials
- Filters
- External Lookup Settings
- Advance Settings
- Debug Settings

Fully Qualified Domain Name (FQDN)	<input type="text" value="presoak-schedule.poly.com"/> <small>Address used by users and Poly devices to access Clariti Workflow Lite</small>
Calendar Provider Type	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Cloud Calendar Service"/> ▾
Cloud Calendar Service Provider	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="o365"/> ▾ <small>Microsoft Office 365 Exchange Online</small>

# ADDING NEW ENVIRONMENT – LDAP CREDENTIALS

## O365 ACTIVE DIRECTORY NOT SUPPORTED (USE BASIC CREDENTIALS)

The screenshot displays the Poly Clariti Workflow Lite interface. The main navigation bar includes the Poly logo, 'CLARITI WORKFLOW LITE', and 'Dashboard'. The left sidebar shows 'Integrations > Environments' with a list of features and an 'Add New Environment' button. The main content area is titled 'LDAP Credentials' and has tabs for 'Basic Credentials' (selected) and 'Exchange Credentials'. A 'Reset LDAP Credentials' button is in the top right. The configuration fields are as follows:

- Domain:** PLT
- Active Directory Domain Controller:** ldap://usscdc03.plt.plantronics.com:389
- Active Directory Username:** PLT\svcalendaruser
- Active Directory Password:** [Redacted]
- Additional Domains:** poly.com, plantronics.com, plt.plantronics.com

At the bottom right, there are 'Save Environment' and 'Close' buttons. The right sidebar shows 'Default Global Administration' and an 'Action' section with edit and delete icons.

# ADDING NEW ENVIRONMENT – EXCHANGE CREDENTIALS OR EWS AND GRAPH MODERN AUTHENTICATION ID AND SECRET)

The screenshot shows the 'Edit Environment' dialog box in the Poly Clariti Workflow Lite interface. The dialog is titled 'Edit Environment' and has a close button (X) in the top right corner. On the left side of the dialog, there is a sidebar menu with the following items: Basic Settings, Credentials (highlighted in blue), DMA Configurations, Easy Schedule, Proxy Credentials, Filters, External Lookup Settings, Advance Settings, and Debug Settings. The main content area of the dialog is divided into three tabs: 'LDAP Credentials', 'Basic Credentials', and 'Exchange Credentials'. The 'Exchange Credentials' tab is active. In the top right corner of the dialog, there is a 'Reset LDAP Credentials' button. The 'Exchange Credentials' section contains the following fields and options:

- Username / OAuth Client ID:** A text input field containing 'srvcalendaruser@plt.plantronics.com'.
- Password / OAuth Client Secret:** A password input field with masked characters (dots).
- Organization:** An empty text input field.
- Impersonation:** A checkbox labeled 'Application Impersonation role' which is currently unchecked.

Below the main content area, there are two buttons: 'Save Environment' (in blue) and 'Close' (in grey).

# ADDING NEW ENVIRONMENT – CLARITI CORE CONFIGURATION

The screenshot shows a web-based configuration interface for Poly Clariti Core. On the left, a sidebar menu is visible with the following items: Basic Settings, Credentials, DMA Configurations (highlighted in blue), Easy Schedule, Proxy Credentials, Filters, External Lookup Settings, Advance Settings, and Debug Settings. The main content area displays the configuration for DMA, with the following fields and values:

Field	Value	Description
DMA Lookahead	168	Time, in hours (default 12) that we will look forward when creating VMR entries in DMA.
Prefix	7201	Prefix used to associate a match rule with a DMA (asterisk matches all rules), or Easy Schedule Template prefix
Server	https://10.47.24.40:8443	DMA protocol, IPv4 or FQDN and TCP port number. Example: https://dma.myrpp.cloud:8443
Peer Server		DMA protocol, IPv4 or FQDN and TCP port number for peer server in Active-Active HA Configuration. Example: https://dma.myrpp.cloud:8443
Username	PLT\srcalendaruser	DMA API username, must be enabled with the provisioner role and for Easy Schedule a domain user. Example: MYRPP\otd
Password	.....	Password used by the server to authenticate with DMA. Enter password in clear text
API Version	3.4.0	DMA API version. Set as 3.4.0 for DMA 6.x and later releases
Early Join	30	Number of minutes prior to meeting scheduled Start time DMA conference will be accessible
Late Finish		Number of minutes after meeting scheduled end time DMA conference will be accessible
Max Concurrent Sessions		The number of parallel API calls permitted to DMA. Default zero is infinite

At the bottom right of the configuration area, there are two buttons: "Save Environment" and "Close".



# ADDING NEW ENVIRONMENT – EASY SCHEDULE CONFIGURATION

The screenshot shows the Poly Admin interface for configuring an Easy Schedule environment. The left sidebar contains the following menu items: Admin, Basic Settings, Credentials, DMA Configurations, Easy Schedule (selected), Proxy Credentials, Filters, External Lookup Settings, Advance Settings, and Debug Settings.

**Endpoint Access**

Endpoint	Display	Url
Softclient	Join using Poly Clariti	https://softclient.preso
browser	Join Using Poly Clariti	https://softclient.preso
phone	+1-877-328-2670,,72	

**Conference Dial-in Numbers**

Country	Number	Languages
---------	--------	-----------

**External IP**: presoak-gk.poly.com

**MCU Pool Orders**

Location	MCU Pool Order Name
*	Presoak MCU Pool Order

**VMR Options**

Meeting Passcode:

Meeting Passcode Number: 1000-5000

Soft client URL:  
<https://FQDN:8443/client/#/quickjoin?jointoken=TOKEN>



**GENERAL  
TECHNICAL  
UPDATE AND  
TECHNICAL  
ALERTS**



05

# NEW SOFTWARE RELEASES

## Pano 1.2.4

- Bug Fix Release (please see the release notes)
- Support for enabling or disabling 4K HDMI content input

## Group Series 6.2.2.7

- Bug Fix Release (please see the release notes)
- OAuth 2.0 Authentication for Calendaring Service

## PRCS 8.9.2

- SVC Cascading
  - Working with Poly Clariti Core (DMA Core), which creates cascading links, this release adds support for SVC cascading between RPCS/RMX and a Poly Clariti Relay server





# NEW SOFTWARE RELEASES

## Poly Core/Edge 10.1

- This release adds support for
  - Poly EVO signaling
  - Clariti Relay management
  - Signalling gateways between SIP MRC and Poly EVO
  - Roster control APIs
  - SVC cascading between Poly Clariti Relay and Poly Collaboration Server (RMX) MCUs
  - Poly Clariti Core or Poly Clariti Edge also serve as the web server for the Poly Clariti App and Poly Clariti Roster applications



# NEW SOFTWARE RELEASES

## Poly Studio 3.6

- This release adds support for
  - Support for Poly Studio E70 Camera
  - Support for Extron Environment Controls
  - Zoom Smart Gallery
  - Studio X50 and Studio X30 Group Framing and Speaker Framing Enhancements
  - Configuring RealPresence Resource Manager Heartbeat Interval
    - To provision the prov.heartbeat.interval parameter, you must add the following custom parameters in Poly Device Manager  
(RealPresence Resource Manager)
      - reports.enabled="true"
      - reports.server.URL=



## 3.6 MICROSOFT TEAMS ENHANCEMENTS

- In **3.6.0**, we introduced new Microsoft Teams enhancements as part of Update 2A

Issue	JIRA
No video one way between two Poly Studio X endpoints – black video	<a href="#">EN-206047</a>
MTRoA application crash when rapidly performing multiple mute/un-mute scenarios	<a href="#">EN-202318</a>
Frozen/Black video received from MTRoA endpoint	<a href="#">EN-205467</a>
MTRoA call drops unexpectedly	<a href="#">EN-204704</a>
MTRoA touch console loses pairing – combined fix from both Microsoft and Poly	<a href="#">EN-204199</a>
When spotlighting a desktop Teams client that is sharing content the video received from this endpoint is black	<a href="#">EN-206506</a>



# TECHNICAL ALERTS

## \*KB Article [47303](#)\*

Microsoft Teams Large Gallery View is disabled in Poly's CVI implementation resulting in VTCs in large RealConnect meetings with 10+ participants seeing 3x3 grid layout

### Issue:

- After Microsoft released "[Paging on Large Gallery](#)" (aka large gallery bot v2) to public preview for Microsoft Teams in June/2021, VTCs joining RealConnect/Poly Clariti for Teams saw intermittent black video from Teams in large meetings with 20+ participants where large gallery was enabled

### Next Steps:

- Poly continues to work with Microsoft to determine a viable solution for Large Gallery mode within CVI implementation



# TECHNICAL ALERTS

**\*KB Article [47397](#)\***

No Video TX in First Calls Following Provider Switch – The generic recommendation for customers upgrading their systems is to perform a second reboot after the upgrade, to fix a potential Video TX issue

## **Next Steps:**

- To be fixed in 4.0.0

# TECHNICAL ALERTS

\*KB Article [47531](#)\*

Some Poly Studio P15 customer returns have been received with the same failure symptoms:

No power on, Abnormal LED, Not detected by PC

All of them were recovered and functioning normally after Factory Restore during Failure analysis

## Resolution:

- Mitigation plan for end user with either one of the steps of below:
  1. If the user connects the P15 to the Windows again, and waits for some time (5 mins), the Windows Update could re-run and bring the device back
  2. Make a factory restore to recover the device

# THANK YOU

