



USER GUIDE

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# Poly Studio USB Video Bar

## 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

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## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)

This chapter introduces overview information and references about Poly Studio (model P009) USB video bar, an all-in-one audio-video hub.

## 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 Poly Studio.

## 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

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## Topics:

- [Poly Studio Overview](#)
- [Powering On and Off](#)
- [Navigating Poly Studio](#)
- [Accessibility Features](#)

The Poly Studio USB video bar is an all-in-one video and audio hub for small rooms.

## Poly Studio Overview

The Poly Studio USB video bar is a high-quality camera and speakerphone system that integrates an auto-framing camera, stereo microphones, and stereo speakers.

Poly Studio works with applications that support standard USB peripherals, such as Polycom RealPresence Desktop, Microsoft Skype for Business, Microsoft Teams, Zoom, and BlueJeans. As a USB camera and speakerphone, you can use the Poly Studio USB video bar for audio or video conferencing and as a speaker for your local devices.

You can also use Poly Studio as a Bluetooth device that supports audio calls and streaming music playback from a mobile device.

You can connect the Poly Studio USB video bar to either a permanently installed PC USB host in the room or to a laptop that you bring to the room. In all configurations, you primarily connect through USB, with an optional Bluetooth connection.

If you're the administrator of the Poly Studio USB video bar, download Polycom Companion for advanced setup options, such as connecting Poly Studio to your Wi-Fi. You can manage the Poly Studio USB video bar from Polycom Device Management Services for Enterprises (PDMS-E) or Polycom RealPresence Resource Manager via Wi-Fi connectivity. See the [Polycom Documentation Library](#) for more information about these products.

Highlights of the Poly Studio USB video bar include the following:

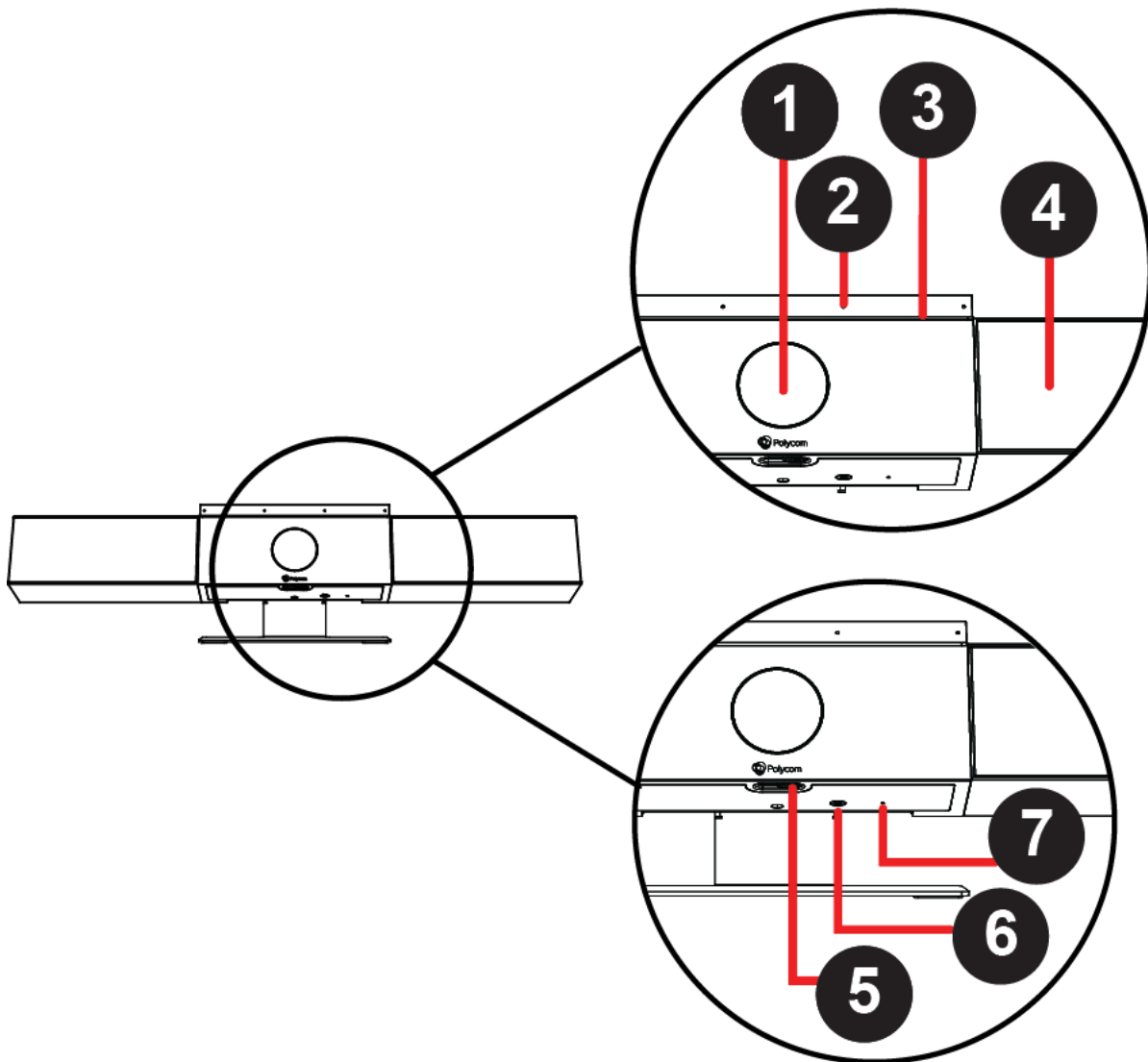
- High-fidelity stereo microphones that pick up sound within 3.66 m (12 ft), together with spatial audio to imitate life-like presence and clarity. Poly Studio also supports Polycom Acoustic Fence with Beam Shaping that enables video conferencing in open workspaces by capturing only the voices within a defined zone. The Polycom NoiseBlock feature listens for times when sound is occurring but no one is talking and automatically mutes your microphone until you speak.
- Ultra-wide 120-degree field of view that captures 4K UHD video.
- Automatic speaker-tracking technology that zooms in on the person who's talking without using a remote control or camera presets. When there's no active speaker, the group frame function automatically frames all conference participants as a group.

## Powering On and Off

The Poly Studio USB video bar system doesn't have a power button. When you plug in the power cord, the device turns on.

## Navigating Poly Studio

The Poly Studio USB video bar includes an integrated device with a camera, speakers, a microphone array, and a remote control.



### Poly Studio Feature Descriptions

Reference	Feature	Feature Description
1	Camera	Camera with a privacy shutter that enables or disables the video input as you choose
2	Microphone array	Stereo microphone that captures audio
3	LED light indicators	Indicate the status and the tracked speaker
4	Speakers	Stereo audio output
5	Privacy shutter lever	Covers or uncovers the camera lens
6	Remote control pairing	Enables the Bluetooth remote control pairing mode
7	Reset	Resets the Poly Studio USB video bar to the factory software version or clears all saved configurations

### Basic Poly Studio LED Indicators

The Poly Studio USB video bar provides an LED light bar above the camera to help you understand the system's behaviors.

#### Basic Poly Studio LED Indicators and Status

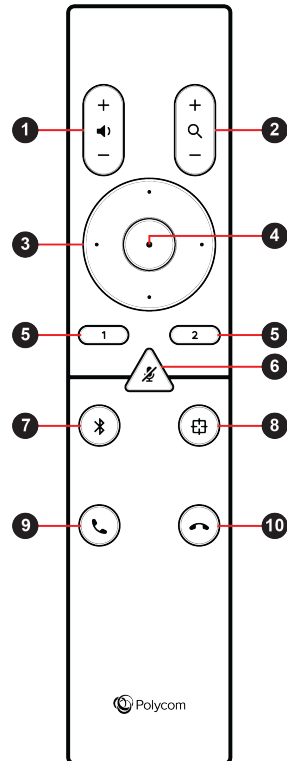
Indicator	Position	Status
Chasing white	All while alternating	Boot initialization in progress
Blinking blue	Two in the middle	Bluetooth in discovery
Solid blue for three seconds	Two in the middle	Bluetooth paired
Solid amber	Two in the middle	Eight in the middle
Blinking green or white	All	Incoming call
Solid green or amber	Two in the middle	Outgoing call
Solid green or white	One or two (when in the middle), indicating the tracked speaker or the direction of the camera	Four to eight (when in the middle), indicating the tracked speaker or the direction of the camera
Solid white for three seconds	Two in the middle	Twelve in the middle
Solid red	All	Muted microphone

## Poly Studio Remote Control

The Poly Studio USB video bar provides a low-energy Bluetooth remote control, which automatically pairs with the USB video bar when you turn it on for the first time.

By default, Poly Studio enables the Group Framing and Speaker-Tracking function, which provides hands-free experience except for basic buttons like volume, mute, answer, and hang-up.

The remote control sleeps if it's inactive for 30 seconds. You can press any key or move it to wake it up.



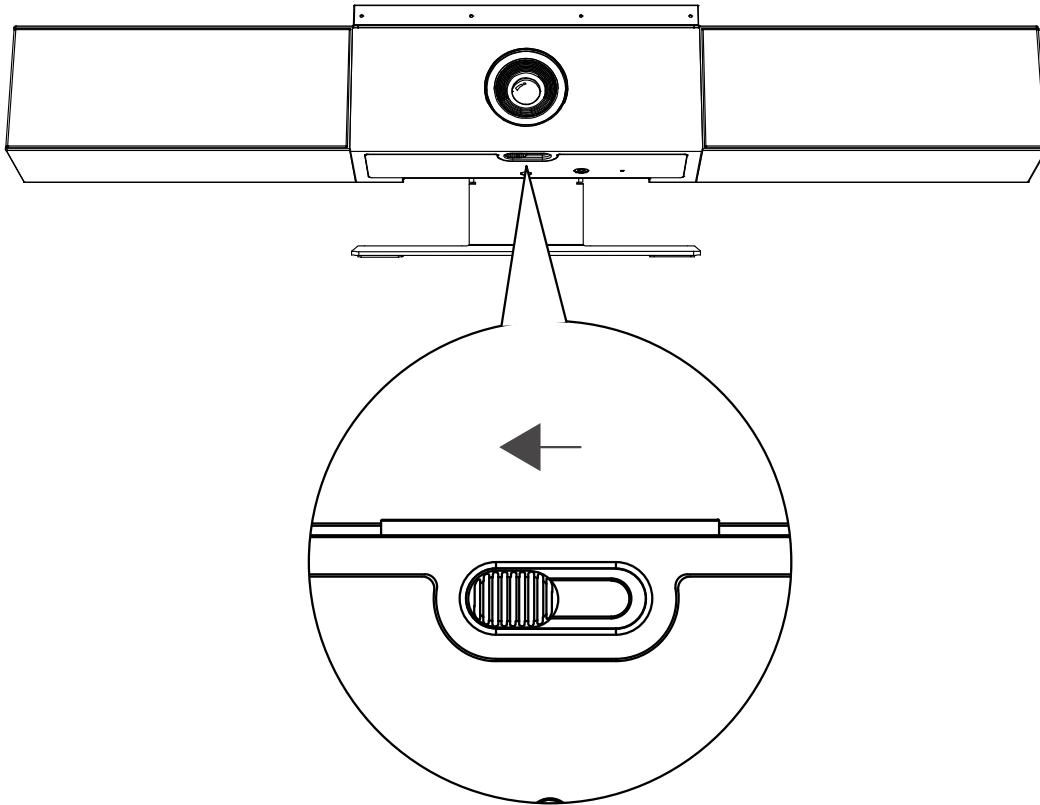
Button Icon	Button Name	Description
1	Volume Up/Down	Adjust speaker volume
2	Zoom In/Out	Adjust camera zoom in/out when the group framing and speaker-tracking mode is off
3	Camera Directions	Adjust the direction of camera when the group framing and speaker-tracking mode is off
4	Home	Resets the camera to its original status when the group framing and speaker-tracking mode is off



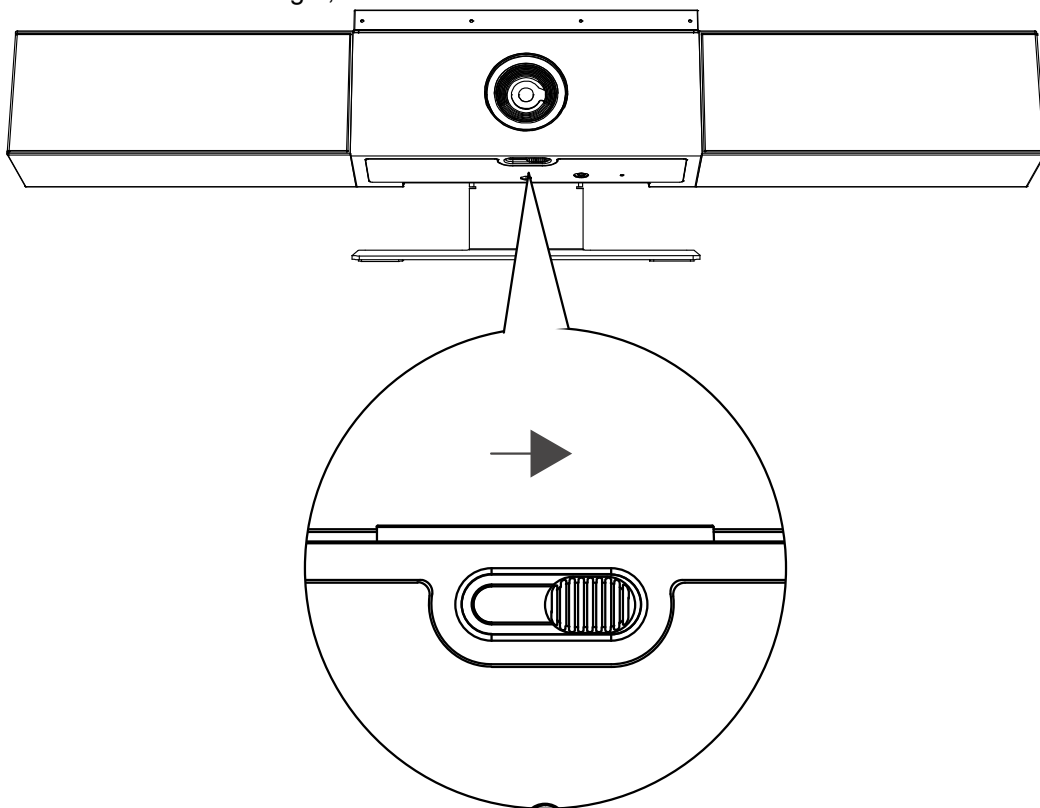
Button Icon	Button Name	Description
5	Preset 1/2	<ul style="list-style-type: none"> <li>▪ Long press to store a camera setting</li> <li>▪ Short press to load a camera setting</li> </ul> <p>The preset buttons only work when the group framing and speaker-tracking mode is off.</p>
6	Mute/Unmute	<p>Mutes or unmutes the microphone</p> <p>Long press the button to set the remote control ready for pairing.</p>
7	Bluetooth	<p>Long press to enable other Bluetooth devices to find the Poly Studio USB video bar</p>
8	Group Framing and Speaker-Tracking	<p>Enables or disables the group framing and speaker-tracking mode</p>
9	Answer	<p>Answers an incoming call or holds/resumes a Microsoft Skype for Business call</p>
10	Hang Up	<p>Hangs up a call</p>

## Poly Studio Privacy Shutter

The Poly Studio USB video bar provides a physical cover on the camera lens to protect your privacy. When you slide the shutter lever to the left, the shutter opens and the camera captures the room.



When you slide the lever to the right, the shutter closes and the camera turns off.



If you close the camera privacy shutter during a call, the camera status changes from working to standing by, and the LED lights turn to solid amber.

## Accessibility Features

The Poly Studio USB video bar includes a number of features to accommodate hearing, vision, or mobility-impaired users.

Accessibility Feature	Description
Visual and audio notifications	LED indicators let you know when status changes, functions work, and whether features are enabled. In most cases an audio tone accompanies the LED changes.
Tactile buttons	The mechanical buttons on the remote control and on the device with visual contrast.
Adjustable volume	You can raise or lower the volume using the remote control.
Built-in speaker and microphone	Poly Studio has speaker and microphone that allow you to hear audio and speak without having to use a headset.

# Using Poly Studio

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## Topics:

- [Set Poly Studio as the Default Audio and Video Device](#)
- [Using Camera Presets](#)
- [Connect Poly Studio to a Bluetooth Device](#)

Once you plug in the power cable, you can start using the Poly Studio USB video bar.

Connect the Poly Studio USB video bar to your laptop or computer with the USB cable. Additionally, you can also connect it to your Bluetooth host devices.

## Set Poly Studio as the Default Audio and Video Device

If you use the Poly Studio USB video bar together with a supported application for video calls, you may need to set Poly Studio as the default audio and video device of your application.

The following is a general procedure that you can refer to. Your application may use different terms or categories.

### Procedure

1. Go to your software client **Settings**.
2. Find **Audio Device** and **Video Device**.
3. Select **Poly Studio** as the device and click **Save**.

Poly Studio doesn't support mixed types of audio and video input like PC mic with Poly Studio video. If you connect the Poly Studio USB video bar to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Poly Studio over USB.

## Using Camera Presets

You can save two settings for Pan, Tilt, Zoom, and Focus for the Poly Studio camera.

Using the presets to adjust the camera to your saved angle directly when the Group Framing and Speaker-Tracking mode is off.

### Save Camera Presets

The two number buttons on the Poly Studio remote control serve as preset shortcuts.

Turn off the group framing and speaker-tracking mode before you save a preset.

### Procedure

1. Adjust the camera.
2. Long press the **1** or **2** button on the remote control.

The middle LED lights stay white for three seconds with a notification sound.

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**Note:** If the button already has a saved setting, your new setting overwrites it.

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## Call Camera Presets

If your camera doesn't track the speaker, you can use the preset buttons on the remote control to adjust the camera angle.

### Procedure

1. Turn off the group framing and speaker-tracking mode.
2. Press the **1** or **2** button on the remote control to restore the corresponding saved angle.

## Connect Poly Studio to a Bluetooth Device

Connect the Poly Studio USB device to a Bluetooth device and use it as the speaker and microphone of the device.

You can pair the Poly Studio USB device with a mobile phone, a computer or laptop, or a tablet.


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**Note:** The Poly Studio USB device doesn't support mixed types of audio and video input. If you connect it to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Studio USB device over USB.

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You can connect the Poly Studio USB video bar to a computer over USB and to a phone over Bluetooth.

### Procedure

1. On the remote control, long press **Bluetooth**  to enable the pairing mode.  
The LED lights blink blue in the middle during the pairing process.
2. On your device, enable Bluetooth and select from the list of available devices.  
The middle LED lights keep solid blue for three seconds with a notification sound.

You can start playing music or make phone calls from the Poly Studio speakerphone once you connect.

# Configuring Poly Studio Using Polycom Companion

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## Topics:

- [Initialize the Poly Studio USB Device Using the Setup Wizard](#)
- [View Poly Studio Information](#)
- [Update the Poly Studio USB Device and the Remote Control](#)
- [Poly Studio User Settings](#)
- [Poly Studio Admin Settings](#)

You can configure the Poly Studio USB video bar using the Polycom Companion application.

You can configure the following settings on the Polycom Companion application:

- Audio and video configurations
- Camera control
- Wi-Fi and Bluetooth configurations
- Provisioning configuration
- Software upgrade & reset
- Downloading logs
- Audio test

The Acoustic Fence with Beam Shaping feature and the Stereo sound are off by default. You need to go to the Polycom Companion application to enable them. Download the application on [Polycom Support](#).

## Initialize the Poly Studio USB Device Using the Setup Wizard

When you start up the Poly Studio USB device for the first time, or after you factory reset the system, the setup wizard leads you through the minimum configuration steps.

Ask your network administrator for the provisioning server used in your deployment before you choose the **Server Type**.

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**Note:** If you select **Auto** provisioning mode, make sure that you already have the provisioning server address, user name, and password in your DHCP option 66 or 150. For example, `https://username:password@company.com`.

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### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Enter the admin password in the **Password** field (the default password is Polycom12#\$).

3. Accept the *End User License Agreement*, and click **Sign In**.
4. Change the default password:
  - Select the **Simple Password** check box to enter a simple password.
  - Enter a password that adheres to the on-screen requirements.
5. Click **Confirm**.
6. Select your country, and click **Next**.
7. Optional: Change the device name, or click **Skip**.
8. Optional: Configure Wi-Fi network settings, or click **Skip** to ignore the settings.

Option	Description
Wi-Fi Status	Selects <b>On</b> to enable the Wi-Fi function.
Wi-Fi List	Shows a list of available Wi-Fi networks.
Autoconnect	Selects <b>On</b> to connect to the specified Wi-Fi automatically when it's available
Join Other Network	Specifies the network name manually in the SSID field.

9. Optional: Select **Skip** to ignore provisioning server settings, or select **Provisioning Mode** and choose one of the following options:
  - **Disable**: Disables the provisioning mode.
  - **Auto**: Gets the provisioning server URL from your DHCP option 66 or 150.
  - **Manual**: Configure the following parameters:

Parameter	Description
Server Type	Selects one server type from the drop-down list. Selects <b>Polycom Provisioning Services</b> for PDMS-E or Polycom RealPresence Resource Manager. Use <b>HTTPS Server</b> and <b>FTPS Server</b> for your own provisioning server.
Server Address	Specifies the server address.
User name and Password	Specifies the user name and password to log in to the provisioning server.

10. Click **Finish**.

## View Poly Studio Information

You can view the basic information for your Poly Studio USB device through Polycom Companion.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. In the **Status** section, view the basic information for your Poly Studio USB device.

## Update the Poly Studio USB Device and the Remote Control

You can use the Polycom Companion application to update the firmware of the Poly Studio USB device and the remote control.

After the Poly Studio USB device connects to your computer, the application checks for a new software version from the server automatically. If the app detects a new version, the app displays a red dot on the **Firmware Update** tab as a reminder.

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**Note:** Make sure your computer doesn't enter sleep mode during the firmware update. Otherwise, the update may fail.

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### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
  2. Click the **Firmware Update** tab.  
The application shows the current version and new version.
  3. Click **Update** to update a Poly Studio USB video bar USB device or a remote control in active mode.
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**Note:** If the remote control is in sleep mode, you can press any button to wake up the remote control.

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4. Enter the admin password to start the update (the default password is Polycom12#\$).
- 

**Note:** Do not disconnect the Poly Studio USB device while installing the update. If it disconnects unexpectedly, you must finish the update immediately after reconnecting it.

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Application shows the new version number and **Up-to-Date** after the update installs.

## Poly Studio User Settings

You can configure camera and audio settings, control the camera, and pair your device to the Poly Studio USB video bar USB device through Polycom Companion.

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**Caution:** Don't unplug the USB cable or power cable of the Poly Studio USB video bar USB device while changing the its settings on the Polycom Companion. This may cause unexpected errors.

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## Control the Device Camera

You can enable speaker tracking and control the camera on the Poly Studio USB device through Polycom Companion.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Control the Poly Studio USB device through the following functions:

Button Name	Description
Zoom In/Out	Adjusts camera zoom in/out when the <b>Tracking Mode</b> is off.
Adjust Camera Directions	Adjusts the direction of camera when the <b>Tracking Mode</b> is off.
Preset 1/2	<ul style="list-style-type: none"> <li>▪ Select a preset card, and click <b>Save</b> to store a camera setting.</li> <li>▪ Select a preset card, and click <b>Select</b> to load a camera setting.</li> </ul>

## Configure Advanced Camera Settings

You can improve the video quality of the Poly Studio USB video bar USB device by configuring advanced camera settings.

Room lighting can affect video quality. If the room is too bright or too dark for camera tracking to work properly, you can improve the video quality by adjusting certain settings in Polycom Companion.

### Procedure

1. Connect the Poly Studio USB video bar USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Camera Control**.
3. Select **Advanced Camera Settings**.
4. Configure the following camera settings:

Camera Setting	Description
Brightness	Use the slider to adjust image brightness.
Contrast	Use the slider to adjust image contrast.
Saturation	Use the slider to adjust color saturation.
Sharpness	Use the slider to adjust video sharpness.

Camera Setting	Description
White Balance	Specifies how the camera compensates for variations in room light sources.  Select <b>Auto</b> or adjust the value manually. If you adjust manually, select a color temperature value. The color temperature values, measured in degrees Kelvin, correspond to the color of the ambient light in a room.
Gain	Use the slider to adjust the signal amplification from the camera.
Backlight Comp	Enables or disables backlight compensation.
PowerLine Frequency (Anti Flicker)	Change the number to prevent flicker in the video.

**5.** Do one of the following:

- (Windows) Select **Apply** to save the changes or **Default** to restore the default settings.
- (Mac) Select **Save** to save the changes or **Reset** to restore the default settings.

**6.** (Only for Windows) Select **Camera Control** to control the camera:

Settings	Description
Zoom	Adjust camera zoom in/out.
Exposure	Set the exposure number.
Pan	Adjust the up or down direction of the camera.
Tile	Adjust the left or right direction of the camera.

**7.** Select **OK**.

## Pair the Poly Studio USB Device to a Bluetooth Device

Connect the Poly Studio USB device to a Bluetooth device and use it as the speaker and microphone of the device.

You can pair the Poly Studio USB device with a mobile phone, a computer or laptop, or a tablet.

**Note:** The Poly Studio USB device doesn't support mixed types of audio and video input. If you connect it to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Studio USB device over USB.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Bluetooth Pair Mode**.
3. Select **Start Pairing** to start the Poly Studio USB video bar pairing mode.
4. On your device, enable Bluetooth and select **Poly Studio** from the list of available devices.

You can start playing music or make phone calls from the Poly Studio speakerphone once you connect.

## Configuring Audio Settings

You can enhance the Poly Studio USB device audio experience. For example, to enable audio stereo or boost the bass.

### Configure Polycom NoiseBlock

When you enable Polycom NoiseBlock, the Poly Studio USB device automatically senses the ambient noise in the room and prevents the noise from transmitting to the far-end during video conferences.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Audio Settings**.
3. Set the option **Polycom NoiseBlock** to **On**.

### Configure Audio Stereo

When you enable Stereo, the Poly Studio USB device uses two audio channels to provide stereo sound in a conference.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Audio Settings**.
3. Set the option **Stereo** to **On**.

### Configure Audio Bass Boost

Enables this feature to amplify low frequencies in the audio.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Audio Settings**.
3. Set the option **Bass Boost** to **On**.

### Configure Acoustic Fence

You can enable and configure the Polycom Acoustic Fence feature to help define the *audio fence* around the system.

Polycom Acoustic Fence technology creates a virtual *audio fence* that blocks sounds from outside the fence. It suppresses background noise during calls to enhance audio quality for call participants. The Poly Studio USB device defines the audio fence zone in a beam shape with three width options. The system picks up sounds within the beam region and sends only those sounds to the far end.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Audio Settings**.

3. Select one of the following options for **Acoustic Fence**:
  - **Off**: Disable Acoustic Fence
  - **Wide**: Set a 120-degree beam region
  - **Medium**: Set a 90-degree beam region
  - **Narrow**: Set a 60-degree beam region

## Configure Stereo for Skype for Business

When you enable Stereo for Skype for Business, the Skype for Business audio outputs are stereo. The item is available when **Stereo** is enabled.

This feature is available to the Windows version of Polycom Companion only.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **User Settings > Audio Settings**.
3. Set the option **Stereo for Skype for Business** to **On**.

## Poly Studio Admin Settings

You can configure Wi-Fi and Bluetooth, provision the Poly Studio USB video bar server, restart or factory reset it, and import or export configuration files through the admin settings menu.

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**Caution:** Don't plug out the USB cable or power cable of the Poly Studio USB device while changing the its settings on the Polycom Companion. This may cause unexpected errors.

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## Log In to Poly Studio Admin Settings

You must enter the admin password to log in to the **Admin Settings** menu.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Select **Admin Settings**.
3. Enter the admin password in the **Password** field (the default password is Polycom12#\$.).
4. Select **Sign In**.

## Change Your Password

Poly recommends that you change your device's password from the default for security reasons.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Password Settings**.
3. Enter your **Current Password**:

- Select the **Simple Password** check box to enter a simple password.
  - Enter a password that adheres to the on-screen requirements.
4. Enter a new password in **New Password** and **Confirm Password** fields.
  5. Select **Save**.

## Configure General Settings

You can configure the device name and NTP (Network Time Protocol) of the Poly Studio USB device.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > General Settings**.
3. Configure the following settings:

Parameter	Description
Device Name	Specifies the name of the Poly Studio USB device.
NTP Mode	Selects the NTP mode. If you select <b>Manual</b> , specify the <b>NTP Server</b> manually.
NTP Server	Specifies the NTP server IP address. Only available when you select <b>Manual</b> in <b>NTP Mode</b> .
Camera Vivid Mode	Specifies whether to let the camera accentuate red, green, or blue colors to make the video more vivid.

4. Select **Save**.

## Configuring Camera Tracking

The Poly Studio USB device can detect the people in the room and provide framing during a conference.

You can set the tracking mode, tracking speed, and tracking framing size. Camera tracking enables automatic tracking of group participants or the active speaker in the room.

### Configure Camera Tracking Mode

You can configure the Poly Studio USB device to track the group participants in the room, track only the active speaker, or disable camera tracking.

When you enable **Camera Tracking**, **Tracking On**  appears on the upper-right corner of the **Camera Control** window. When you disable **Camera Tracking**, **Tracking Off**  appears instead.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Tracking Mode** and select one of the following options:
  - **Frame Group**: The camera automatically frames the participants in the room.

- **Frame Speaker:** The camera zooms in on an active speaker without use of a remote control or camera preset.
- **Off:** Disables the camera tracking.

Note: To use the camera pan, tilt, and zoom options, you must set **Tracking Mode** to **Off**.

3. Select **Save**.

## Configure Camera Tracking Speed

You can configure the camera tracking speed of the Poly Studio USB device.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Tracking Speed** and select one of the following options:
  - **Normal**(default): Detects meeting participants at a normal speed rate.
  - **Slow:** Detects meeting participants at a slow speed rate.
  - **Fast:** Detects meeting participants at a fast speed rate.
3. Select **Save**.

## Configure Camera Tracking Framing Size

You can configure the Poly Studio USB device tracking framing view.



### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Camera Tracking > Framing Size** and select one of the following options:
  - **Tight:** Establishes a close-up view of meeting participants.
  - **Medium**(default): Establishes a medium view of meeting participants.
  - **Wide:** Establishes a wide view of meeting participants.
3. Select **Save**.

## Join a Wi-Fi Network

You can connect the Poly Studio USB video bar USB device to Wi-Fi through Polycom Companion.

### Procedure

1. Connect the Poly Studio USB video bar USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **Admin Settings > Wi-Fi Settings**.
3. Select **On** in **Wi-Fi Status** to enable the Poly Studio USB video bar Wi-Fi function.  
After you connect to a Wi-Fi network, connection status icon  changes to .
4. Do one of the following:
  - Select a network from **Wi-Fi Name**. The app lists networks in order of signal strength.

- Select **Autoconnect** to connect to the specified Wi-Fi network automatically when it's available.
- Select **Join Other Network** and specify the network name manually in the **SSID** field.

Selecting a new SSID erases the previous SSID and relevant Wi-Fi settings from the system.

5. Configure the following Wi-Fi settings. Available settings vary with your selections.

Setting	Description
Security	Specifies the encryption protocol: <ul style="list-style-type: none"> <li>▪ None</li> <li>▪ WEP</li> <li>▪ WPA/WPA2/FT PSK</li> <li>▪ 802.1x EAP</li> </ul>
EAP Method	Specifies the EAP for WPA-Enterprise (802.1xEAP): <ul style="list-style-type: none"> <li>▪ PEAP</li> <li>▪ TLS</li> <li>▪ TTLS</li> <li>▪ PWD</li> </ul>
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method. <ul style="list-style-type: none"> <li>▪ None</li> <li>▪ MSCHAP</li> <li>▪ MSCHAPV2</li> <li>▪ GTC</li> <li>▪ PAP</li> </ul>
CA Certificate	Specifies the CA certificate: <ul style="list-style-type: none"> <li>▪ <b>&lt;InstalledCAName&gt;</b>— Selects from installed CA list.</li> <li>▪ Do not validate</li> </ul>
User Certificate	Selects from the <b>Installed User CA Name</b> list.
Identify	Specifies your identity.
Anonymous Identify	Specifies an anonymous identity to protect your real identity.
Password	Specifies the login password.
Show password	Selects the check box to reveal your password instead of dots.
Show advanced settings	Selects the check box to configure IP settings.

Setting	Description
IP Setting	Specifies one method to set your network IP address: <ul style="list-style-type: none"> <li>▪ <b>Static</b>: specifies the IP settings manually.</li> <li>▪ <b>DHCP</b>: obtains the IP settings automatically.</li> </ul>
IP Address	Specifies the IP address of the network.
Gateway	Specifies the gateway of the network.
Subnet Mask	Specifies the network mask address for the network.
DNS Address 1	Specifies the DNS server address of the network.
DNS Address 2	Specifies the alternate DNS server address of the network.

6. Click **Join** to connect to the Wi-Fi network.

## Delete Known Wi-Fi Networks

You can delete the known Wi-Fi networks from Polycom Companion.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **Admin Settings > Wi-Fi Settings**.
3. Click **Manage Known Networks**.
4. Select the Wi-Fi network you want to delete.
5. Click **X**.

## Configure Bluetooth Settings

You can turn on the Bluetooth function of the Poly Studio USB video bar USB device through Polycom Companion.

### Procedure

1. Connect the Poly Studio USB video bar USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **Admin Settings > Bluetooth**.
3. Set the **Bluetooth Status** option to **On** to enable Bluetooth on the Poly Studio USB video bar USB device.
4. Check **Autoconnect** to connect your device via Bluetooth to the Poly Studio USB video bar USB device automatically.
5. Set the **Remote Control Connection** option to **On** to enable the connection between the Poly Studio USB video bar USB device and remote control.

---

**Note:** If you disable the **Remote Control Connection**, the Poly Studio remote control disconnects from the Poly Studio USB video bar USB device. Pair the remote control manually after you re-enable the **Remote Control Connection**.

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## Configure a Provisioning Server for Poly Studio USB Device

You can configure a provisioning server for the Poly Studio USB video bar USB device through Polycom Companion.

Make sure that the Poly Studio USB video bar USB device connects to a Wi-Fi network before connecting it to a provisioning server.

Ask your network administrator for the provisioning server used in your deployment before you choose the **Server Type**.

---

**Note:** If you select **Auto** provisioning mode, make sure that you already have the provisioning server address, user name, and password in your DHCP option 66 or 150. For example, `https://username:password@company.com`.

---

### Procedure

1. Connect the Poly Studio USB video bar USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **Admin Settings > Provisioning Server**.
3. Select **Provisioning Mode** and choose one of the following options:
  - **Disable:** Disables the provisioning mode.
  - **Auto:** Gets the provisioning server URL from your DHCP option 66 or 150.
  - **Manual:** Configure the following parameters:

Parameter	Description
Server Type	Selects one server type from the drop-down list. Selects <b>Polycom Provisioning Services</b> for PDMS-E or Polycom RealPresence Resource Manager. Use <b>HTTPS Server</b> and <b>FTPS Server</b> for your own provisioning server.
Server Address	Specifies the server address.
User name and Password	Specifies the user name and password to log in to the provisioning server.

4. Select **Save**.

You can check the provisioning status in **Status > Provisioning Server**.

For information about the parameters that Polycom RealPresence Resource Manager system or the PDMS-E service uses to manage your Poly Studio USB video bar USB device, refer to the *Poly Studio Provisioning Reference Guide* available on [Polycom Support](#).

## Certificate Signing Requests

The Polycom Companion application can generate certificate signing requests (CSRs) that are then sent to a certificate authority (CA) for official issuance. The CA is the trusted entity that issues, or signs, digital certificates for others.

### Enable Peer Certificate Validation

You can enable the peer certificate option to validate your provisioning server automatically.

Before you enable this setting, you must first install the CA certificates needed to validate your provisioning server certificates.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Set the **Always Validate Peer Certificates From Server** option to **On**.

### Create a Certificate Signing Request

You can create a Certificate Signing Request (CSR) and send it to a CA to get a certificate to authenticate your USB device. You may need to authenticate your USB device while connecting to your provisioning server.

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**Note:** To create a **Provisioning User Certificate**, you must use the Polycom Companion application to generate the CSR.

---

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Select **Create**.
4. Configure the following settings on the **Create Signing Request** page:

Field	Description
Country	Displays the country selected in <b>Admin Settings &gt; General Settings</b> .
State or Province	Specifies the state or province where your organization is located. Default is blank. Maximum Characters: 128
City or Locality	Specifies the city where your organization is located. Default is blank. Maximum Characters: 128
Organization	Specifies your organization name.
Organizational Unit	Specifies the unit of business defined by your organization. Default is blank. Maximum Characters: 64

Field	Description
Common Name	<p>Specifies the name that the system assigns to the CSR.</p> <p>Use the following guidelines when configuring the <b>Common Name</b>:</p> <ul style="list-style-type: none"> <li>▪ For systems registered in DNS, use the FQDN of the system.</li> <li>▪ For systems not registered in DNS, use the IP address of the system. Maximum Characters: 64; truncated if necessary. Default is blank</li> </ul>

**5. Select **Create**.**

The system displays a message indicating that you created the CSR.

**6. Select **Download** to download the CSR.**

You must send the CSR to your CA for signature. Normally, you log into the website of your CA and paste your CSR content into a form to submit it.

## Install a Certificate

After a CA signs your certificate, you can install it on the Poly Studio USB device.

You can install one certificate for each certificate type. If the system has an existing certificate for your certificate type, installing a new one overwrites it.

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**Note:** A factory reset or factory restore deletes all installed certificates.

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### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Select **Install** and choose one of the following options:
  - **Wi-Fi CA Certificate:** Certificate to authenticate the Certificate authority (CA) of the Wi-Fi network
  - **Wi-Fi User Certificate:** Certificate to authenticate users who are connecting to this Wi-Fi network
  - **Provisioning CA Certificate:** Certificate to authenticate the Certificate authority (CA) of the provisioning server
  - **Provisioning User Certificate:** Certificate to authenticate users who are connecting to the provisioning server
4. Select a signed certificate from your local disk.
  - a. (**Wi-Fi User Certificate** only) Enter the **Private Key Password** and select **Next**.

The system displays a message indicating the installation result.

## Supported Certificate Formats

Supported certificate formats vary with your certificate type.

The following table lists the supported certificate formats by type.

### Supported Certificate Formats

Certificate Type	Format
Wi-Fi CA Certificate	.pem, .crt
Wi-Fi User Certificate	.p12
Provisioning CA Certificate	.pem, .crt
Provisioning User Certificate	.pem, .crt

### View Installed Certificate Details

You can view the content of an installed certificate.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Click the certificate you want to view in the **Installed Certificates** table.
4. The **Certificate Details** window opens. To close it, select **Close**.

### Delete an Installed Certificate

You may need to remove an expired certificate to install a newer version.

When a certificate expires, its **Expiration Date** turns red in the **Installed Certificates** table.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Certificates**.
3. Select the certificate you want to delete in the **Installed Certificates** table.
4. At the bottom of the **Certificate Details** window, select **Delete**.

### Import a Configuration File

You can import a configuration file from your local system to the Poly Studio USB device.

#### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Import**.
4. Select the local configuration file you want to import.
5. Select **OK**.
6. Restart the Poly Studio USB device to make the change effective.

## Export a Configuration File to Your Local System

You can export the Poly Studio configuration file from Polycom Companion to your local system.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Export** and select a directory to save the configuration file to.
4. Select **Save**.

# Troubleshooting

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## Topics:

- [Identifying Issues Using the LED Indicators](#)
- [Restart Your Poly Studio USB Device](#)
- [Restore Default Settings](#)
- [Reset Poly Studio to Factory Settings](#)
- [Factory Reset Your Poly Studio USB Device Using Polycom Companion](#)
- [Pair the Bluetooth Remote Control with Poly Studio](#)
- [Troubleshoot the Remote Control](#)
- [Test Your Camera Audio Input](#)
- [Display Camera Information On-Screen](#)
- [Download Log and Crash Files](#)
- [Can't Upgrade, Reset, or Reboot Poly Studio via Polycom Companion](#)

If you experience issues with your Poly Studio USB video bar, try the following solutions to resolve certain issues.

## Identifying Issues Using the LED Indicators

The LED light indicators provide troubleshooting information for your Poly Studio USB video bar.

### Poly Studio LED Troubleshooting Indicators and Status

Indicator	Position	Status
Blinking red	All	Error preventing normal operation
Pulsing amber	All	Update in progress

## Restart Your Poly Studio USB Device

You can restart your Poly Studio USB device from Polycom Companion.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > System Restart**.
3. Select **Restart**.

## Restore Default Settings

You can erase all configuration and restore the Poly Studio USB video bar default settings.

Use the Polycom Companion application to configure some of the settings. The default settings to be cleared include but are not limited to:

- Password
- Remote control presets
- Wi-Fi settings
- Camera settings
- Audio settings
- Bluetooth settings
- System information (such as system name)
- Logs

The current version of software remains the same after restoring.

### Procedure

- » Plug in the power cord and press the **Reset** button on the bottom of the USB video bar for 10 seconds.

The LED lights start out chasing white, then turn to solid amber.

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**Note:** If the Poly Studio camera is in use, such as in a call or in Camera Preview on the client, the **Reset** button doesn't work.

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The Poly Studio USB video bar clears all saved settings and logs and reboots.

Restoring the defaults unpairs the remote control. Re-pair the remote control after the Poly Studio USB video bar reboots.

## Reset Poly Studio to Factory Settings

You can reset the Poly Studio USB video bar to factory settings if persistent issues remain after troubleshooting.

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**Warning:** Your USB video bar goes back to the factory software version and erases all configuration and logs.

---

Resetting the USB video bar to factory settings unpairs the remote control. You must re-pair the remote control with the Poly Studio USB video bar after you reset the system.

### Procedure

1. Unplug the Poly Studio USB video bar to turn it off.
2. Find the reset pinhole on the bottom of the USB video bar.
3. Use a pin or paperclip to press and hold the reset button and plug in the USB video bar at the same time to turn it on.

The Poly Studio USB video bar reboots with pulsing amber LED lights.

The Poly Studio USB video bar rolls back to the factory software version and loses all configuration and logs.

## Factory Reset Your Poly Studio USB Device Using Polycom Companion

You can factory reset your Poly Studio USB device, which removes all configurations and stored settings.

### Procedure



1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Admin Settings > Factory Reset**.
3. Select **Reset**.
4. Select **OK** to confirm the factory reset.

The system restarts automatically.

## Pair the Bluetooth Remote Control with Poly Studio

If you reset or restore your Poly Studio USB video bar or replace the remote control, you must pair the remote control to the USB video bar.

### Procedure

1. Optional: If you want to replace an old remote control, remove the battery to disable it.
2. Press and hold the **Remote Control Pairing**  button on the bottom of the USB video bar until the LEDs blink blue in the middle with a notification sound.  
The LED lights blink blue in the middle during the pairing process.
3. Long press **Mute**  on the remote control until you hear a notification sound.  
The middle LED lights keep solid blue for three seconds with a notification sound.

## Troubleshoot the Remote Control

When the remote control power is lower than 7%, its performance becomes unstable.

You may experience issues like slow or no response from the remote control, or a random button keeps functioning.

### Procedure

1. Go to Polycom Companion to check the battery status.
2. If the battery runs out of power, change the battery. Refer to the *Poly Studio Setup Sheet* for details.



## Test Your Camera Audio Input

If you have audio problems when using your Poly Studio USB device, you may need to send an audio test file to Polycom Support for troubleshooting.

### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **Diagnostics > Audio Test**.
3. Select **Start Test** and speak into the Poly Studio USB device.

The test recording window lasts at most 3 minutes, or you can click **Stop** to stop the recording.

4. Save the recording file to your local system and play it back to listen for any audio issues.

## Display Camera Information On-Screen

You can display the camera information of your Poly Studio USB device on the video output.

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**Note:** Depending on the application using the Poly Studio USB device, the resolution displayed on the video output doesn't necessarily reflect the maximum resolution supported by the Poly Studio USB device.

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### Procedure

1. Connect the Poly Studio USB device to your computer, then select the Poly Studio USB video bar tile in Polycom Companion.
2. Go to **Diagnostics > On-Screen Display**.
3. Select **On**.

The camera parameters for your Poly Studio USB device display on the video output.

## Download Log and Crash Files

You can download the Poly Studio USB video bar log and crash files to assist in troubleshooting.

### Procedure

1. Connect the Poly Studio USB video bar USB device to your computer, then select the Poly Studio USB video bar tile from your Polycom Companion.
2. Go to **Diagnostics > Logs**.
3. Click **Download** under **Logs** to download Poly Studio USB video bar system logs.
4. Click **Download** under **Crash Files** to download Poly Studio USB video bar system crash log files.

## Can't Upgrade, Reset, or Reboot Poly Studio via Polycom Companion

When you use the **Firmware Update**, **System Restart**, or **Factory Restart** functions on Polycom Companion, the application prompts an error message.

### **Problem:**

When the camera of Poly Studio is in use, resetting, upgrading, or restarting the Poly Studio USB video bar doesn't work.

### **Workaround:**

Make sure that the Poly Studio camera isn't in use and try again. For example, you can check whether the software client shows the video on the **Camera Preview** page using the Poly Studio USB video bar.