



# Poly Documentation

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# Poly Studio V72 Hardware User Guide

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This guide provides administrators with information about configuring, maintaining, and troubleshooting the featured product.

- [Legal information](#)

- [About this guide](#)

This guide describes how to set up and use the Poly Studio V72 system.

- [Getting Started](#)

Poly Studio V72 provides a premium USB video bar with advanced features for the most immersive hybrid meetings in small rooms.

- [Hardware installation](#)

Mount your Poly Studio V72 system and connect supported peripherals.

- [Supported peripherals](#)

Connect supported and compatible peripherals to your Poly Studio V72 system before powering on the system.

- [Setting up the system](#)

You can use your system as an external video device on your computer or connect it to a conferencing system that supports USB cameras.

- [Using the USB video bar](#)

After connecting and powering on your USB video bar, you can begin using your USB video bar with your chosen conferencing provider.

- [System Maintenance](#)

You can perform several functions to keep your Poly Studio V72 system running properly.

- [Getting help](#)

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

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## About this guide

This guide describes how to set up and use the Poly Studio V72 system.

- [Audience, purpose, and required skills](#)

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with the Poly Studio V72 system.

### ***Audience, purpose, and required skills***

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with the Poly Studio V72 system.

## Getting Started

Poly Studio V72 provides a premium USB video bar with advanced features for the most immersive hybrid meetings in small rooms.

- [Poly Studio V72 hardware](#)

- [Poly Studio V72 System Hardware Ports](#)

The following illustration and table explain the hardware ports on your Poly Studio V72 system.

- [Poly Studio V72 Privacy Shutter Behavior](#)

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

- [Locating the system serial number](#)

Use the system serial number to sign in to your system for the first time or if you need to call support.

- [Accessibility Features](#)

Poly products include a number of features to accommodate users with disabilities.

## Poly Studio V72 hardware

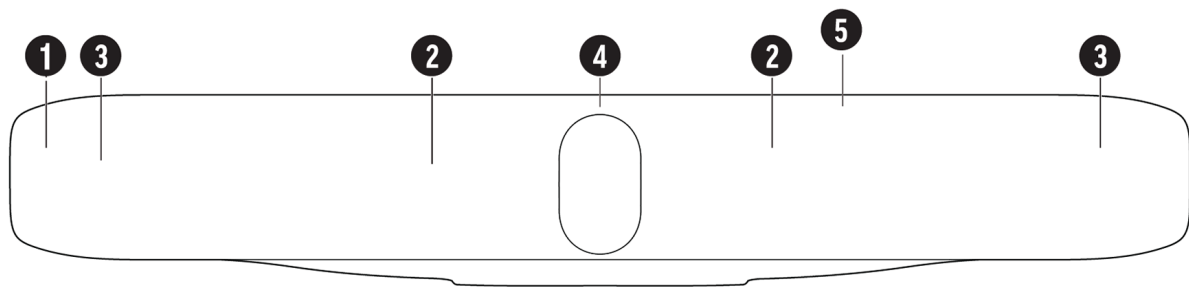
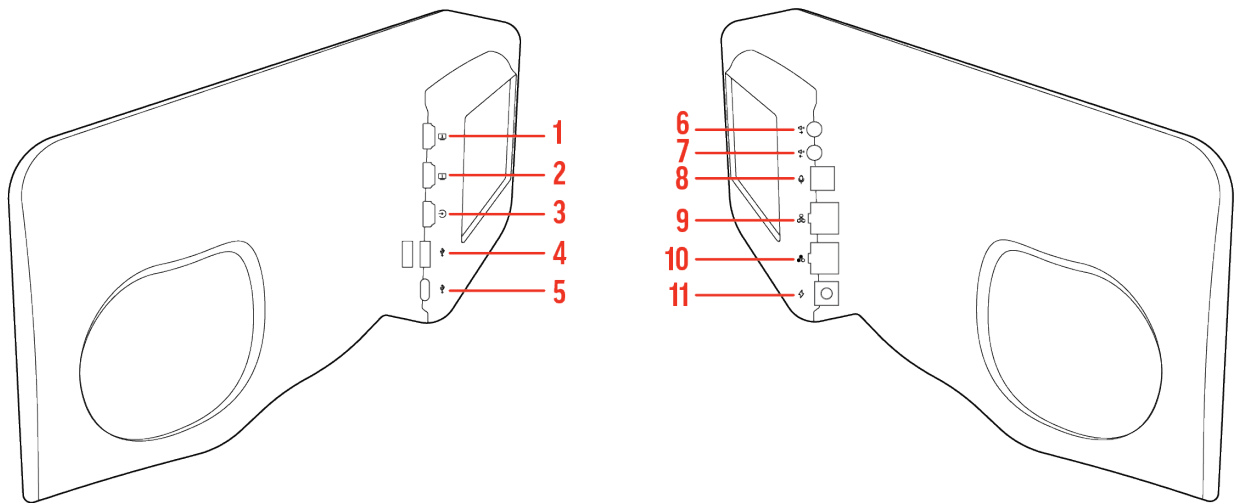


Table 1.

Ref. Number	Feature	Description
1	Screen	Protective screen that covers the front of the system
2	Microphone array	Microphone array that captures audio
3	Speakers	Speakers for audio output
4	Dual cameras	Camera array with a privacy shutter that automatically opens or closes, depending on the camera state
5	LED indicators	Indicates the system status and information on the tracked speaker

## Poly Studio V72 System Hardware Ports

The following illustration and table explain the hardware ports on your Poly Studio V72 system.



**Note** The Poly Studio V72 USB Type-A ports are disabled by default. Use the system web interface to enable the USB Type-A ports before connecting supported or compatible devices to the system.

Table 1. Poly Studio V72 System Hardware Port Descriptions

Ref. Number	Port Description
1	N/A
2	HDMI output View the system IP address. Not for screen mirroring or content sharing.
3	N/A
4	USB Type-A ports Disabled by default. Use the system web interface to enable the USB Type-A ports.

Ref. Number	Port Description
5	USB Type-C port Connect the USB video bar to a computer <hr/> <b>Note</b> The USB Type-C port is used for service, installation, and Poly Device mode only <hr/>
6	3.5 mm audio line in (disabled)
7	3.5 mm audio line out (disabled)
8	Expansion microphone connection
9	LAN port for connecting the system to a network
10	LLN port (Reserved for future use)
11	Power cord port

## ***Poly Studio V72 Privacy Shutter Behavior***

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

Poly Studio V72 Privacy Shutter Behavior

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<b>Note</b>	Shutter behavior may vary depending on the partner application.
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System Event	Shutter Behavior
The system powers on	Shutters open
The system powers off	Shutters close <hr/> <b>Note</b> If you disconnect the system from power with the shutters open, the shutters don't close. <hr/>
You wake the system	Shutters open
The system is sending video	Shutters are open
The system is in an active call and the video is muted	Shutters are open

## Locating the system serial number

Use the system serial number to sign in to your system for the first time or if you need to call support.

You need the system serial number to sign in to the system web interface for the first time. The last six digits of the serial number are the default password.

To set up your system, locate the system serial number in one of the following locations:

- On the back of the system
- On the system packaging

After your setup the system and you have access to the system web interface, locate the serial number in one of the following locations:

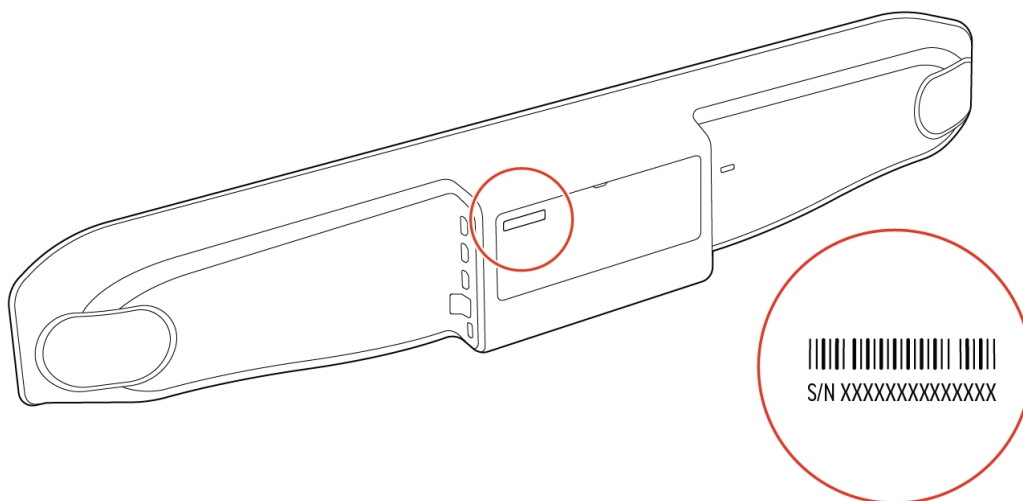
- On the first page of the system web interface.
- In Poly Lens after you onboard the system to Lens.
- [Locate the serial number label on your Poly Studio V72](#)  
Find your system serial number located on the system label.

## ***Locate the serial number label on your Poly Studio V72***

Find your system serial number located on the system label.

Procedure

- 1 Find the serial number tag as shown in the illustration:



- 2 Write down the entire serial number (typically 14 characters), not the shorter number on the label.

## ***Accessibility Features***

Poly products include a number of features to accommodate users with disabilities.

- ***Users Who Are Deaf or Hard of Hearing***

Your system includes accessibility features so that users who are deaf or hard of hearing can use the system.

- ***Users Who Are Blind, Have Low Vision, or Have Limited Vision***

Your system includes accessibility features so that users who are blind, have low vision, or have limited vision can use the system.

- ***Users with Limited Mobility***

Your system includes accessibility features so that users with limited mobility can use various system features.

## ***Users Who Are Deaf or Hard of Hearing***

Your system includes accessibility features so that users who are deaf or hard of hearing can use the system.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Table 1. Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual notifications	Indicators alert you of the device's status and when features are enabled.
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.

### ***Users Who Are Blind, Have Low Vision, or Have Limited Vision***

Your system includes accessibility features so that users who are blind, have low vision, or have limited vision can use the system.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Table 1. Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Ringtones	When the device is configured as the default audio output for your computer, an audible tone plays for incoming calls.
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.

### ***Users with Limited Mobility***

Your system includes accessibility features so that users with limited mobility can use various system features.

The following table lists the accessibility features for users with limited mobility.

Table 1. Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Remote control	The Bluetooth remote control enables you to control the system and to perform tasks such as placing calls, starting a sharing session, and configuring some settings.
Remote control	The Bluetooth remote control enables you to control the system and to perform tasks such as controlling the camera, adjusting the system volume, and muting the microphones.

## Hardware installation

Mount your Poly Studio V72 system and connect supported peripherals.

- [Mounting the Poly Studio V72](#)  
You can mount the Poly Studio V72 system using the included wall mount. Additional mounting options include a VESA mount and a table stand sold separately.
- [Connect the system to your computer](#)  
To use your system with a Windows conferencing PC or another supported computer, use the USB cable that ships with the system.
- [Connect the system to your network](#)  
To access the system web interface, connect your system to your network.
- [Powering the System On and Off](#)  
The system powers on when you plug it in to a power source.

### ***Mounting the Poly Studio V72***

You can mount the Poly Studio V72 system using the included wall mount. Additional mounting options include a VESA mount and a table stand sold separately.

For information on mounting your Poly Studio V72 system, see the Poly Studio V72 quick start guides on the [HP Support site](#).

For recommended mounting heights including above or below the display configurations, see the [Poly Video Room Preparation Guide](#).

### ***Connect the system to your computer***

To use your system with a Windows conferencing PC or another supported computer, use the USB cable that ships with the system.

Once you connect the system to your computer, the computer recognizes the system. You can select the camera, microphone, and speakers from your system settings.

#### Procedure

- Connect the USB cable from the USB Type-C port on the system to a USB Type-C port on your computer.

## ***Connect the system to your network***

To access the system web interface, connect your system to your network.

To sign in to the system web interface for system configuration, you need to connect the system to your network.

#### Procedure

- Connect an Ethernet cable from the system LAN port to your network.  
The system supports Cat5e and above cables up to 100 meters (328 feet).

## ***Powering the System On and Off***

The system powers on when you plug it in to a power source.

Poly recommends the following when powering off or restarting your system:

- Don't restart or power off the system during maintenance activities (for example, while a software update is in progress).

## **Supported peripherals**

Connect supported and compatible peripherals to your Poly Studio V72 system before powering on the system.

Your Poly Studio V72 system supports connecting the following peripherals:

- Poly Expansion Table microphone connected to the expansion microphone port
- Poly Bluetooth remote control (BW7640UN))
- [Connect a Poly Expansion microphone to the system](#)

Expand the microphone reach of your system by connecting an optional Poly Expansion microphone.

- [Pair a Poly Bluetooth remote control with your system](#)

Use the system web interface to pair the Poly Bluetooth remote control (BW7640UN) to your USB video bar.

## ***Connect a Poly Expansion microphone to the system***

Expand the microphone reach of your system by connecting an optional Poly Expansion microphone.

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<b>Note</b>	The system supports connecting one Poly Expansion microphone. The Poly Expansion microphone can't be combined with other external microphones.
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### Procedure

- Connect the Poly Expansion microphone cable from the Poly Expansion microphone to the system Poly Expansion microphone port on the system.

## ***Pair a Poly Bluetooth remote control with your system***

Use the system web interface to pair the Poly Bluetooth remote control (BW7640UN) to your USB video bar.

The system is connected to your network and you have access to the system web interface.

### Procedure

- 1 In the system web interface, go to **General Settings > Remote Control** and select **Start Discovery Mode**.

The USB video bar LED blinks blue.

- 2 On your remote control, press **Mute** until the remote control discovery stops and reports the remote control is paired.

The blue LED indicator stops blinking blue and returns to white and the Remote Control page reports that the remote control is paired.

- 3 Depending on the pairing result, do one of the following:

- **Successful pairing:** The remote control is ready to use. You can view the remote control name, battery level, and status of the device in the system web interface.
- **Unsuccessful pairing:** Try the following solutions:
  - Remove the batteries from the remote control and reinsert after 5 seconds.
  - Move your remote control closer to the system than other remote controls and try to pair again.

# Setting up the system

You can use your system as an external video device on your computer or connect it to a conferencing system that supports USB cameras.

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<b>Note</b>	Connect all cables before powering on the system.
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- [Set up your system](#)  
Connect the system to your computer or conferencing PC.
- [Access the System Web Interface](#)  
Access the system web interface to perform administrative tasks.
- [Change Administrator Credentials](#)  
You can change the administrator username and password to access the system web interface and administrator sections of the local interface.
- [Registering the System with Poly Lens](#)  
Poly Lens provides cloud-based management and insights for your system.

## Set up your system

Connect the system to your computer or conferencing PC.

On Microsoft Teams Rooms on Windows and Zoom Rooms on Windows PCs, install Poly Lens Room to onboard the system to Lens Cloud for system management and updates. For more information, see the [Poly Lens Room User Guide](#).

To manage your system on other computers such as macOS and ChromeOS PCs connect the system to your network and access the system web interface using the system IP address.

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<b>Note</b>	Once you connect the system to your computer using the supplied USB cable, it will appear as a camera, speaker, and microphone option on your computer.
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### Procedure

- 1 Connect the supplied USB Type-C cable from the USB-C port on the system to your computer.
- 2 Optional: To configure system settings and onboard the system to Poly Lens, connect the system Ethernet port to your network using the supplied Ethernet cable.

On Microsoft Teams Rooms or Zoom Rooms on Windows conferencing PCs, install Poly Lens Room.

- 3 Connect the system to power.

The system powers on. If you have a monitor connected to the system and you connect the system to your network, the system IP address displays on the monitor.

- 4 Use the system web interface to configure system settings..

## Access the System Web Interface

Access the system web interface to perform administrative tasks.

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<b>Note</b>	If you onboard your system to Poly Lens Cloud, you can manage, monitor, and configure your system in Poly Lens Cloud.
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The system web interface enables you to do the following actions:

- Finish setting up your system.
- Remotely configure and manage your system.

### Procedure

- 1 Open a web browser and enter the system IP address.
- 2 Enter the username (the default is `admin`).
- 3 Enter the password (the default is the last six characters of your system's serial number).

The password is case-sensitive.

## Change Administrator Credentials

You can change the administrator username and password to access the system web interface and administrator sections of the local interface.

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<b>Note</b>	Depending on your system and software version, you may be prompted to change the admin password the first time you sign in to the system.
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The default username is `admin` and the default password is the last six characters of the system's serial number.

### Procedure

- 1 In the system web interface, go to **Security > Local Accounts**.
- 2 Enter the new administrator username in the **Admin ID** field.
- 3 Select **Change Password**.
- 4 Enter the current password and then the new password.

Entering an incorrect current password too many times causes the system to automatically log out and close the session.

- 5 Select **Save**.



## ***Registering the System with Poly Lens***

Poly Lens provides cloud-based management and insights for your system.

Register your system with Poly Lens during system setup or on the Poly Lens registration page. For more information on onboarding your system to Poly Lens, see [Poly Lens Help](#).

On Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PCs, install Poly Lens Room to onboard your system to Poly Lens. For information on installing Poly Lens Room, see the [The Poly Lens Room User Guide](#).

## **Using the USB video bar**

After connecting and powering on your USB video bar, you can begin using your USB video bar with your chosen conferencing provider.

Use your USB video bar in the following ways:

- As a conferencing peripheral on a Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PC.
- As an external camera, microphone, and speaker on a supported Windows, macOS, or ChromeOS computer.
- [Use the USB video bar as the default audio and video device on your computer](#)  
When you connect the USB video bar to your computer, you may need to set the device as the default audio and video device for your conferencing application.
- [Using the USB video bar with a conferencing PC](#)  
Connect your USB video bar to a Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PC to use the camera, microphone, and speakers with your conferencing PC.
- [Poly Studio V72 LED status indicators](#)  
Use the LED on the right side of the system to help you understand the system's behaviors.
- [Using the Remote Control](#)  
With the optional Poly Bluetooth remote control, adjust the Poly Studio V72 camera and manage other features.

## ***Use the USB video bar as the default audio and video device on your computer***

When you connect the USB video bar to your computer, you may need to set the device as the default audio and video device for your conferencing 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 conferencing application's **Settings**.
- 2 Find **Audio Device** and **Video Device**.
- 3 Choose your Poly Studio V72 video bar as the device for each category.

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### Note

- If you only use the microphone and not the speaker, Active Echo Cancelation (AEC) may not work.
  - If you only use the speaker and not the microphone, the LED indicator can't show the mute status of your meeting.
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## ***Using the USB video bar with a conferencing PC***

Connect your USB video bar to a Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PC to use the camera, microphone, and speakers with your conferencing PC.

When you connect the USB video bar to a conferencing PC, you control the USB video bar using the conferencing application. For example, in Zoom Rooms on Windows or Microsoft Teams Rooms on Windows use the conferencing application to mute the audio or video or change the USB video bar volume.

## ***Poly Studio V72 LED status indicators***

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

Table 1. Poly Studio V72 LED Indicators and Status

Indicator	Status
Solid white	Device is idle and standing by
Pulsing white	Boot initiation in progress
Pulsing amber	Firmware update or factor restore in progress
Blinking blue and white	Bluetooth remote control pairing

Indicator	Status
Solid blue	Bluetooth remote control paired
Solid green	Microphone or video is active
Solid red	Audio mute

## ***Using the Remote Control***

With the optional Poly Bluetooth remote control, adjust the Poly Studio V72 camera and manage other features.

### ***Poly Bluetooth remote control features***

By default, the system enables the tracking function, which provides a 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. Press any key or move it to wake it up.

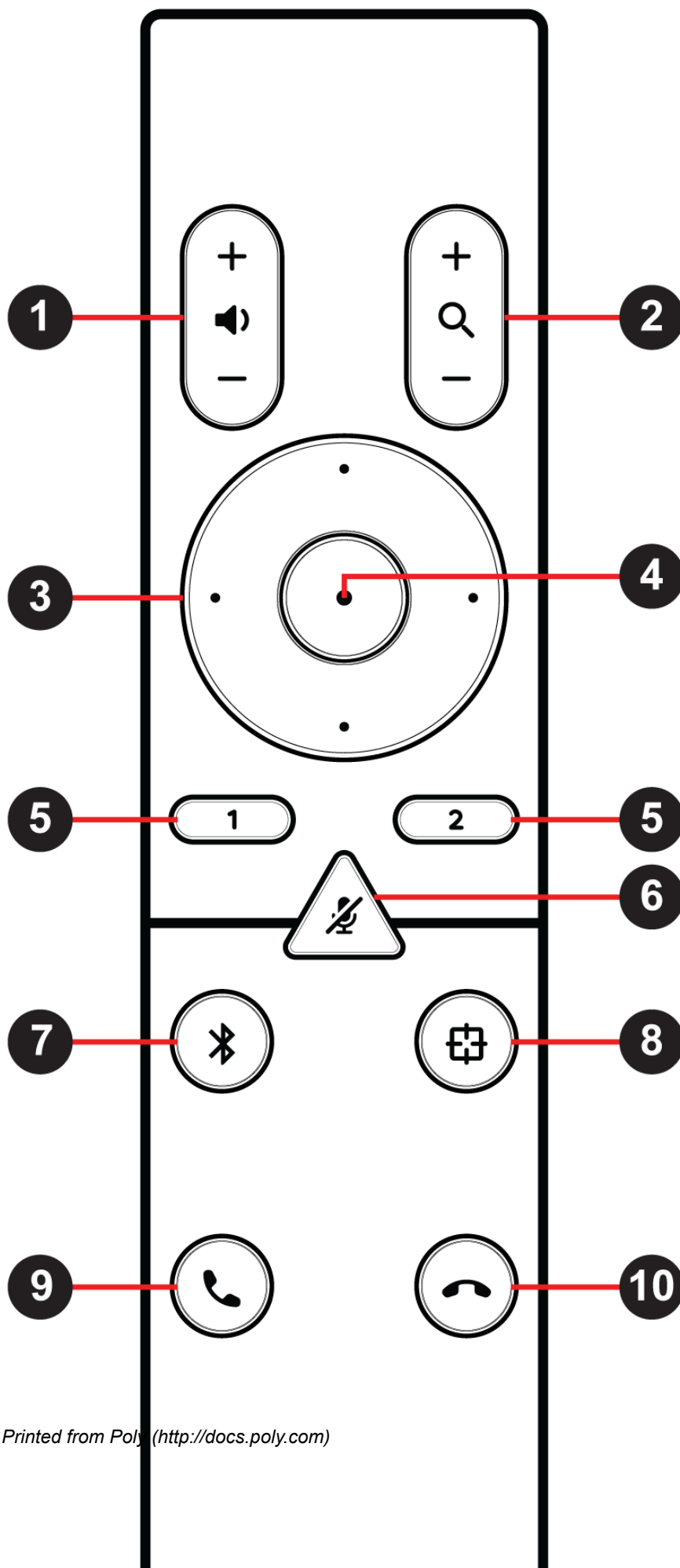


Table 1.

Button Icon	Button Name	Description
1	Volume Up/Down	Adjust speaker volume.
2	Zoom In/Out	Adjust camera zoom in/out when the tracking mode is off.
3	Camera Directions	Adjust the direction of camera when the tracking mode is off.
4	Home	Resets the camera to its original status when the tracking mode is off.
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 buttons only work when the 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	NA
8	Tracking Mode	Enables or disables the tracking mode when a tracking mode is set.
9	Answer	Answers an incoming call or holds/resumes a Microsoft Skype for Business or Teams call.
10	Hang Up	Hangs up a call.

## ***Saving Shortcuts for Your Favorite Camera Angles***

Save multiple settings for pan, tilt, and zoom for the Poly Studio V72 camera.

The optional Poly remote control can save two presets to adjust the camera to your saved angle directly when the tracking mode is off.

### ***Save a Camera Preset***

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

Turn off tracking mode before you use camera presets.

Procedure

- 1 Adjust the camera to the desired position.
- 2 Press the **1** or **2** button on the remote control until you hear a brief tone.

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

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### ***Load a Camera Preset***

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

Turn off the tracking mode before you use camera presets.

Procedure

- Press the **1** or **2** button on the remote control to load the camera preset for the corresponding button.

## **System Maintenance**

You can perform several functions to keep your Poly Studio V72 system running properly.

- [Locate the system IP address using a monitor](#)  
To view your system IP address, connect the system to a monitor.
- [Updating Software in the System Web Interface](#)  
You can manually update software or set up automatic updates in the system web interface.
- [Reset System Settings](#)  
You can reset your Poly Studio V72 system to its default configuration settings.
- [Factory Restore the System](#)

A factory restore completely erases the system's flash memory and restores it to a stable software version.

## ***Locate the system IP address using a monitor***

To view your system IP address, connect the system to a monitor.

The HDMI output port is only for viewing the system IP address as part of system setup.

### **Procedure**

- Use an HDMI cable to connect the HDMI 1 out port of your system to a monitor.  
The system IP address displays on the monitor.  
If configured, the Wi-Fi IP address will also display.

## ***Updating Software in the System Web Interface***

You can manually update software or set up automatic updates in the system web interface.

- [Automatically Update Software](#)  
Automatically update the software for your system and some of its paired devices.
- [Manually Update Software](#)  
Manually update the software for your system and some of its paired devices.
- [Update your system using a USB flash drive](#)  
Update the software for your system and some of its paired devices using a USB flash drive.

## ***Automatically Update Software***

Automatically update the software for your system and some of its paired devices.

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<b>Note</b>	If your system is onboarded through Poly Lens Room, the system will automatically update overnight when new software is available. On Microsoft Teams Rooms on Windows and Zoom Rooms on Windows systems, it's recommended to allow the system to update automatically as part of overall conferencing PC scheduled updates. If your system is onboarded to Poly Lens Cloud, you can configure updates in Poly Lens.
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### **Procedure**

- 1 In the system web interface, go to **General Settings > Device Management**.
- 2 Select **Enable Automatic Updates**.

Unless you specify a maintenance window, your system tries to update 1 minute after you enable this setting. If an update isn't available at the time, the system tries again every 4 hours.

**3 Optional:** Select **Only Check for Updates During Maintenance Hours** to specify a range of time to automatically update the software.

**4 Optional:** Choose times for **Maintenance Hours Begin** and **Maintenance Hours End**.

The system calculates a random time within the defined maintenance window to check for updates.

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<b>Note</b>	If these settings are provisioned, the provisioning profile defines the polling interval. The default interval is 1 hour.
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## ***Manually Update Software***

Manually update the software for your system and some of its paired devices.

Procedure

- 1 In the system web interface, go to **General Settings > Device Management**.
- 2 Select **Check for Updates**.
- 3 If the system finds updates, select **Update All**.

## ***Update your system using a USB flash drive***

Update the software for your system and some of its paired devices using a USB flash drive.

Procedure

- 1 Log in to <http://lens.poly.com> and go to **Manage > Software Versions**.

If you don't have a Lens Cloud account, you can sign up for an account.

- 2 In the **Search Device Model / Lens App** drop down, type in the name of the device or search.
- 3 Select your device from the list.

The latest software version displays.

- 4 Select the software version you want to download and then select **Download**.
- 5 Extract the files to a folder on your computer and move the content to the root directory of a FAT32 formatted USB flash drive.

The root directory of your USB flash drive should contain the file titled "softwareupdate.cfg" along with the individual folders for each product. The extracted files provide the required structure for the system to recognize the update package.

- 6 Connect the USB flash drive to a USB port on the back of the system.

When the system detects the USB flash drive, a prompt displays on the monitor to confirm that you want to update the software. If there's no input to the system, it automatically starts the update after a short delay.



## Reset System Settings

You can reset your Poly Studio V72 system to its default configuration settings.

You may need to perform a system reset for a variety of reasons, for example, when moving a device to a new location.

Resetting your system deletes all but the following data:

- Current software version
- User-installed PKI certificates
- Local directory entries
- Logs
- Call detail record (CDR)

You also can choose not to retain some of this data after the system resets.

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<b>Note</b>	A system reset restores your system to its original mode of operation. For example, Poly Video Mode or Poly Partner Mode.
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### Procedure

- 1 In the system web interface, go to **Diagnostics > System Reset**.
- 2 Select **Reset All System Configurations**.
- 3 **Optional:** Clear any of the following check boxes for data you want to delete as part of the reset:
  - **Keep installed certificates.**
  - **Keep the directory entries.**
  - **Keep the system logs.**
  - **Keep the system call detail reports.**
- 4 Select **Reset**.

## Factory Restore the System

A factory restore completely erases the system's flash memory and restores it to a stable software version.

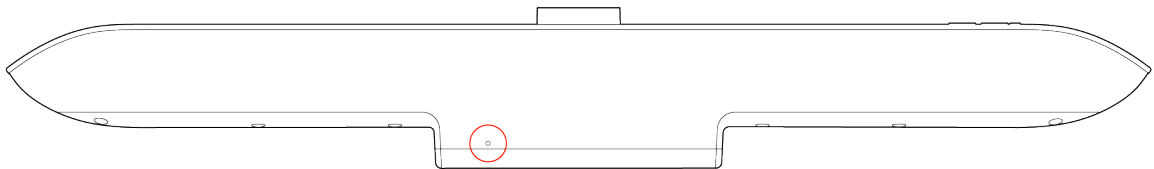
See the *Poly VideoOS Release Notes*, Version History section, for the current factory restore version.

The system doesn't save the following data with a factory restore:

- Current software version
- Logs
- User-installed PKI certificates
- Local directory entries
- Call detail record (CDR)

#### Procedure

- 1 Disconnect the power supply to turn off the system.
- 2 On the bottom of the Poly Studio V72 , insert a straightened paper clip through the factory restore pinhole.



- 3 While continuing to hold the restore button, reconnect the power supply to turn the system on.
- 4 When the system LED indicator light turns amber, stop pressing the restore button.

You can only view the restore progress on a display connected to the secondary monitor HDMI output port.

## Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The [Poly Documentation Library](#) is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to [HP Support](#).

The [HP Community](#) provides additional tips and solutions from other HP product users.

- [HP Inc. addresses](#)
- [Document information](#)

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