



POLY STUDIO V12 USER GUIDE

SUMMARY

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

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1 Getting Started

POLY STUDIO V12 provides a premium USB video bar with advanced features for the most immersive hybrid meetings in small rooms.

POLY STUDIO V12 Hardware

The following figure displays the hardware features on the POLY STUDIO V12 system. The table lists each feature numbered in the figure.

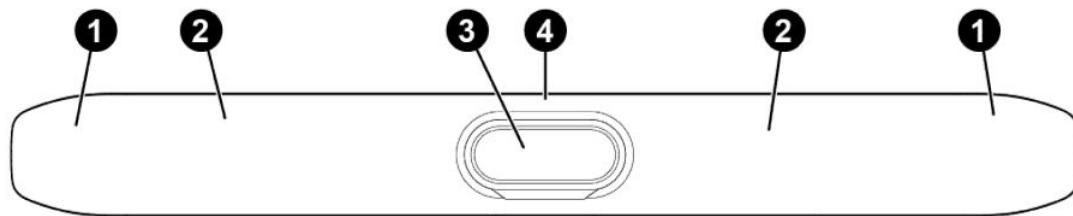


Table 1-1 POLY STUDIO V12 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Speakers	Stereo audio output
2	Microphone array	Microphone array that captures audio
3	Camera	Camera with a privacy cover that enables or disables the video input as you choose
4	LED indicators	Indicates the system status

POLY STUDIO V12 System Ports

The following illustration and table explain the ports on your POLY STUDIO V12 system.

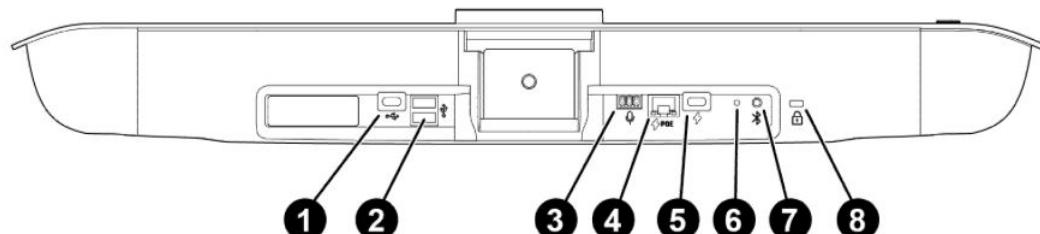


Table 1-2 POLY STUDIO V12 System Port Descriptions

Ref. Number	Port Description
1	USB-C port for Device Mode
2	USB-A ports for connecting peripherals
3	Mini Phoenix audio connector (not supported at this time)
4	PoE Ethernet port (requires PoE class 6 60W)
5	USB-C power connector
6	Pinhole reset
7	Remote control pairing button
8	Security lock

LED Status Indicators

Your device provides an LED above the camera to help you understand the device's behaviors. The following table lists each LED and its associated status.

Table 1-3 POLY STUDIO V12 LED Status Indicators

Color and Pattern	Description
Solid white	One of the following: <ul style="list-style-type: none">Powered on and readyOut of a call and idle
Pulsing white	Boot initialization in progress
Pulsing amber	Firmware update in progress
Alternating blue and white	Bluetooth in discovery
Solid blue	Bluetooth paired
Solid green	One of the following: <ul style="list-style-type: none">Microphone in use during a callCamera is active
Solid red	Muted microphone
Red blinking	Not enough power provided by Po

Mounting the POLY STUDIO V12

POLY STUDIO V12 ships with a top of monitor mount.

Use the supplied display clamp or one of the available accessory kits.

Optional mounting options include:

- VESA mount
- Wall mount
- Table stand

Reference the POLY STUDIO V12 Quick Start Guides for more information on mounting your system.

2 Setting up the system

The POLY STUDIO V12 system includes multiple cables to connect your computer to the POLY STUDIO V12 system.



NOTE: When you connect the system to a Windows PC, it immediately checks for a firmware update. If a newer firmware is found, the video bar will start blinking amber after it powers on. Don't remove the USB cable during this process. Once the software updates, you can continue with system setup.

Connect all cables before powering on the system.

The POLY STUDIO V12 system includes the following cables:

- LAN cable
- USB Type-C cable

You can use your POLY STUDIO V12 system as an external USB video bar on your computer or connect it to a conferencing system that supports USB cameras.

You can set up your system using Poly Lens software. Choose from:

- **Poly Lens Room**—Onboard your system to Poly Lens Cloud using Poly Lens Room. Use this option if you're connecting a POLY STUDIO V12 to a Windows-based Microsoft Teams Rooms or Zoom Rooms conferencing PC.
For more information, see the *Poly Lens Room User Guide*.
- **Poly Lens Desktop**—Install Poly Lens Desktop on your Windows or Mac computer.
For more information on Poly Lens Desktop, see the *Poly Lens Desktop User Guide*.

Set Up Your system

You can connect your POLY STUDIO V12 system to your computer using the supplied USB cable.



NOTE: If you power the system with a PoE connection, the system LED blinks red if the PoE connection doesn't provide sufficient power.

1. Connect the supplied USB cable from the USB-C port on the POLY STUDIO V12 system to your computer.
2. To power your POLY STUDIO V12, choose from the following:
 - Connect the Ethernet port to a PoE class 6 60W PoE injector or Ethernet port.

- Connect the supplied USB-C power adapter to the USB-C power port on your POLY STUDIO V12 .

The system powers on when you plug it in to a power source. If you connect the USB video bar to a Windows PC and an update is available, the POLY STUDIO V12 will update automatically. If the system is updating, the LED pulses amber.

3. Optional: Connect the POLY STUDIO V12 Ethernet port to your network.

If you use a PoE injector, connect the In port on the PoE injector to your network.

Configuring the device using Poly Lens Desktop

You can configure the POLY STUDIO V12 video bar using the Poly Lens Desktop application.

You can configure the following settings on Poly Lens Desktop:

- Audio and video configurations
- Camera control
- Wi-Fi and Bluetooth configurations
- Provisioning configuration
- Downloading logs

The Acoustic Fence with Beam Shaping feature is off by default. You must use Lens Desktop to enable them. Download the application from the [Lens product page](#) if you haven't already done so.

Download and install the Poly Lens Desktop App

Download the Poly Lens Desktop App to access configuration settings and features for .

1. Go to the [Poly Lens App](#) product page.
2. Select the applicable download for your operating system.
3. Follow the onscreen installation instructions.

See [Configuring Poly Studio Using Poly Lens Desktop on page 6](#) for information on the settings and features in POLY STUDIO V12 . For additional information on the Poly Lens Desktop application, see the [Poly Lens Desktop App User Guide](#) .

Initialize your device using the setup wizard

Use the setup wizard to set up your device for the first time or after a factory reset.



NOTE: The setup wizard leads you through the minimum configuration steps for your device. You can configure additional settings after the initial setup.

1. Launch Poly Lens.
2. Connect your device to your computer.
3. After Poly Lens detects your device, select the device from the list in the left sidebar.
4. Enter the default password (the default password is the last 6 digits of the device serial number).
5. Do one of the following:
 - Select **Import Configuration** to import an existing configuration file to set up your device.
 - a. Enter the device name.
 - b. Select and import an existing configuration file.
 - Select **Begin Setup**.
 - a. On the *Get Started* page, specify the following information:

- **Country**
- **Device Name**
- **Create New Device Password:** Enter a password that adheres to the onscreen requirements, or select **Use Weak Password** to enter a simple password.

b. Select **Next**.

c. On the *Network* page, do one of the following:

- Select the **Wi-Fi** toggle and configure the Wi-Fi network. Select **Next**.
- Next to **Wired Network** select **Configure**.
- Select **Skip** to bypass network setup.
If you bypass network setup and have an active Ethernet connection, the system defaults to DHCP to obtain an IP address.

d. On the *Provisioning* page, do one of the following:

- Enter the provisioning server information and select **Next**.
- Select **Skip** to ignore the settings.



NOTE: If you bypass the network setup page the setup wizard bypasses the provisioning screen. You can add provisioning information after setup.

6. Select **Finish**.

After you choose **Next** or **Skip** for the provisioning settings, the *Complete* page displays with only a **Back** or **Finish** option. You must select **Finish** to apply the configuration.

3 Using Poly Studio

Once you plug in the power cable, you can start using the device.

Connect the POLY STUDIO V12 device to your laptop or computer with the USB cable.



NOTE: The POLY STUDIO V12 Non-Radio version doesn't support the Bluetooth feature.

Set POLY STUDIO V12 as the Default Audio and Video Device

If you use the POLY STUDIO V12 device with a supported application for video calls, you might need to set POLY STUDIO V12 as the default audio and video device for your application.

For a better experience, Poly recommends that you use your Poly device as both the audio and video device for your meetings. Mixed video and audio sources may impact the performance of certain features. Possible scenarios include:

- If you don't use the device's speaker, Audio Echo Cancellation (AEC) may not work and the camera may have issues tracking the speaker in the room.
- If you don't use the device's microphone, the LED indicator can't show the audio mute status of your meeting.

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

1. Go to your conferencing application's **Settings**.
2. Find **Audio Device** and **Video Device**.
3. Choose POLY STUDIO V12 as the device for each category, then select **Save**.

Using the Remote Control

With the optional Poly Bluetooth remote control, adjust the POLY STUDIO V12 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.

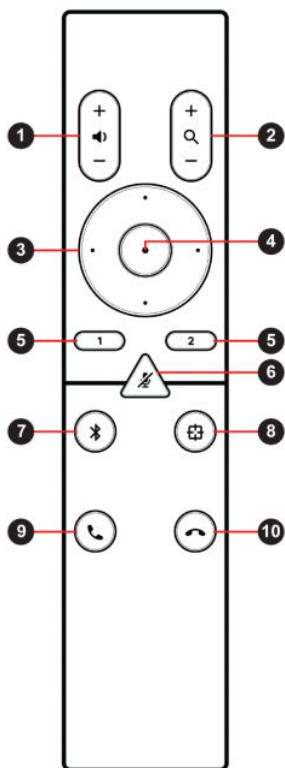


Table 3-1

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">Long press to store a camera setting.Short press to load a camera setting. <p>The buttons only work when the tracking mode is off.</p>
6	Mute/Unmute	Mutes or unmutes the microphone.
		Long press the button to set the remote control ready for pairing.

Table 3-1 (continued)

Button Icon	Button Name	Description
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.

Pair Your USB video bar with the Bluetooth remote control

Pair the Bluetooth remote control manually for first-time pairing, after you re-enable **Remote Control Connection**, or after you restore defaults on the POLY STUDIO V12 .

1. Launch Poly Lens.
2. Connect POLY STUDIO V12 to your computer, and select POLY STUDIO V12 from the list in the left sidebar.
3. Select **Settings**.
4. Select **Admin**.
5. On the POLY STUDIO V12 *Overview* page, select **Pair Bluetooth Remote** .

The LED blinks alternate blue and white during the pairing process.

6. Long press **Mute**  on the remote control until you hear a notification sound.

Saving Shortcuts for Your Favorite Camera Angles

Save multiple settings for pan, tilt, and zoom for the POLY STUDIO V12 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.

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.

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

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.

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

Choosing a camera tracking mode

POLY STUDIO V12 supports multiple Poly DirectorAI camera tracking modes.

Table 3-2 Poly DirectorAI Camera Framing Options Available on POLY STUDIO V12

Camera Tracking Mode	Description
Group Framing	The camera automatically frames all participants in the conference room. If the group adjusts in size, the camera reframes the participants.
Speaker Framing	The camera identifies and tracks the active speaker. When the camera doesn't identify a speaker, the camera uses group framing.
People Framing	The camera identifies participants, up to eight, and sends individual frames of each participant to the far side. If participants are sitting close together, the camera frames both participants.

Updating Firmware

Your device can automatically download firmware updates through Windows Update, Chromebook updates, Poly Lens Desktop, or directly from Poly Lens on a conferencing PC provisioned with Poly Lens Room.

Poly Lens Desktop notifies you when a device firmware update is available.



NOTE: MacOS doesn't support automatic updates. Use the Poly Lens Desktop app to update the firmware.

For more information on updating your device, see the [Poly Lens Desktop App User Guide](#).

Connect to a PC for Firmware Updates

Before you connect to a PC to update the firmware, close all apps and make sure the camera or audio isn't in use.

1. Connect the device to your PC.

If the LED doesn't glow solid white, disconnect and reconnect the device.

2. If a firmware update is available in Microsoft Windows, it begins once the device connects to the PC.

The LED pulses amber while the update is in progress. Don't disconnect the device from the PC. The task `V12WindowsUpdateService.exe` shows in the Windows Event Viewer confirming that an update is taking place.

The LED returns to solid white once the update is complete. If it doesn't, wait approximately 5 minutes.

3. Launch the Poly Lens desktop app to check the device software version.

Change Your Password

Change the password for your POLY STUDIO V12 video bar.

1. Connect your device to your computer, and select the device from the list in the left sidebar.

2. Select **Settings**.

3. Select **Admin**.

4. Go to **Password > Change Password**.

5. Enter the current password.

The default password is the last six digits of the device serial number.

6. Enter a new password.

Your password must meet the onscreen requirements. You can select **Use Weak Password** to enter a simple password.

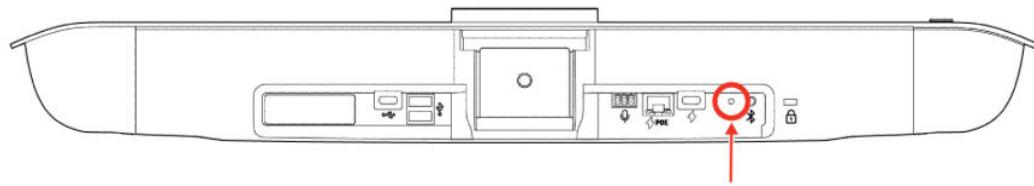
7. Select **Update**.

Factory Restore POLY STUDIO V12

Factory restore the device to resolve potential issues or if your device is unresponsive.

⚠️ WARNING! A factory restore completely erases the device's flash memory and restores your device to the factory software version.

1. Unplug the power from your device.
2. Insert a straightened paper clip through the reset pinhole on the bottom of the device to press the reset button.
3. Hold the reset button with the paperclip and reconnect the power supply to turn the device on.



4. Continue to hold the restore button until the LED turns amber.

The device LED pulses amber during the factory restore, then transitions to breathing white while the device restarts. When the restart is complete, the LED returns to solid white.

Restart Your Device

If you encounter issues with your device, you can manually restart it.

You can also restart your device from Poly Lens Desktop by selecting **Settings > Admin > Restart Device**.

- Unplug power from your device.

You may need to reselect the device as the default audio and video device for your video conferencing application.

4 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.

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