



USER GUIDE

1.1.0 | July 2019 | 3725-62048-002A

---

# Polycom Studio USB Video Bar



Copyright© 2019, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA

**Trademarks** Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

**End User License Agreement** By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product. The EULA for this product is available on the Polycom Support page for the product.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com) (for video products) or [OpenSourceVoice@polycom.com](mailto:OpenSourceVoice@polycom.com) (for voice products).

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

**Polycom Support** Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

# Contents

---

<b>Before You Begin.....</b>	<b>3</b>
Audience, Purpose, and Required Skills.....	3
Related Documentation.....	3
Getting Help.....	3
Polycom Partner and Solution Resources.....	3
The Polycom Community.....	4
Documentation Feedback.....	4
<b>Getting Started.....</b>	<b>5</b>
Polycom Studio Overview.....	5
Powering On and Off.....	6
Navigating Polycom Studio.....	6
Basic Polycom Studio LED Indicators.....	7
Polycom Studio Remote Control.....	8
Polycom Studio Privacy Shutter.....	9
Accessibility Features.....	11
<b>Using Polycom Studio.....</b>	<b>12</b>
Set Polycom Studio as the Default Audio and Video Device.....	12
Using Camera Presets.....	12
Connect Polycom Studio to a Bluetooth Device.....	13
<b>Configuring Polycom Studio Using Polycom Companion.....</b>	<b>14</b>
Initialize Polycom Studio Using the Setup Wizard.....	14
View Polycom Studio Information.....	15
Update the Polycom Studio USB Video Bar and the Remote Control.....	16
Polycom Studio User Settings.....	16
Control the Device Camera.....	16
Configure Advanced Camera Settings.....	17
Pair the Polycom Studio USB Video Bar to a Bluetooth Device.....	18
Configuring Audio Settings.....	18
Polycom Studio Admin Settings.....	20
Log In to Polycom Studio Admin Settings.....	20
Change Your Password.....	20
Configure General Settings.....	21
Configuring Camera Tracking.....	21
Join a Wi-Fi Network.....	22

Delete Known Wi-Fi Networks.....	24
Configure Bluetooth Settings.....	24
Configure a Provisioning Server for Polycom Studio.....	24
Certificate Signing Requests.....	25
Import a Configuration File.....	28
Export a Configuration File to Your Local System.....	28
<b>Troubleshooting.....</b>	<b>29</b>
Identifying Issues Using the LED Indicators.....	29
Restart Your Polycom Studio.....	29
Restore Default Settings.....	30
Reset Polycom Studio to Factory Settings.....	30
Factory Reset Your Polycom Studio using Polycom Companion .....	31
Pair the Bluetooth Remote Control with Polycom Studio.....	31
Troubleshoot the Remote Control.....	31
Test Your Camera Audio Input.....	32
Display Camera Information On-Screen.....	32
Download Log and Crash Files.....	32
Can't Upgrade, Reset, or Reboot Polycom Studio via Polycom Companion.....	32

# Before You Begin

---

## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Documentation](#)
- [Getting Help](#)

This chapter introduces overview information and references about Polycom 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 Polycom Studio.

## Related Documentation

You can find all Polycom Studio documentation on the **Documents & Software** page at Polycom Support.

The available guides on [Polycom Support](#) are:

- Polycom Studio User Guide
- Polycom Studio Administrator Guide
- Polycom Studio Setup Sheet
- Polycom Studio Release Notes
- Polycom Studio Regulatory Notices
- Polycom Studio Port Usage Guide
- Polycom Studio Encryption Data Guide
- Polycom Studio Quick Tips
- Polycom Studio Offer of Source for Open Source Software
- Polycom Studio Provisioning Reference Guide
- Polycom Studio Privacy Guide

## Getting Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents & Software** at [Polycom Support](#).

## Polycom Partner and Solution Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

## The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

## Documentation Feedback

We welcome your feedback to improve the quality of documentation.

You can email [Documentation Feedback](#) for any important queries or suggestions related to this documentation.

# Getting Started

---

## Topics:

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

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

## Polycom Studio Overview

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

Polycom 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 Polycom Studio USB video bar for audio or video conferencing and as a speaker for your local devices.

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

You can connect the Polycom 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 Polycom Studio USB video bar, download Polycom Companion for advanced setup options, such as connecting Polycom Studio to your Wi-Fi. You can manage the Polycom 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 Polycom Studio USB video bar include the following:

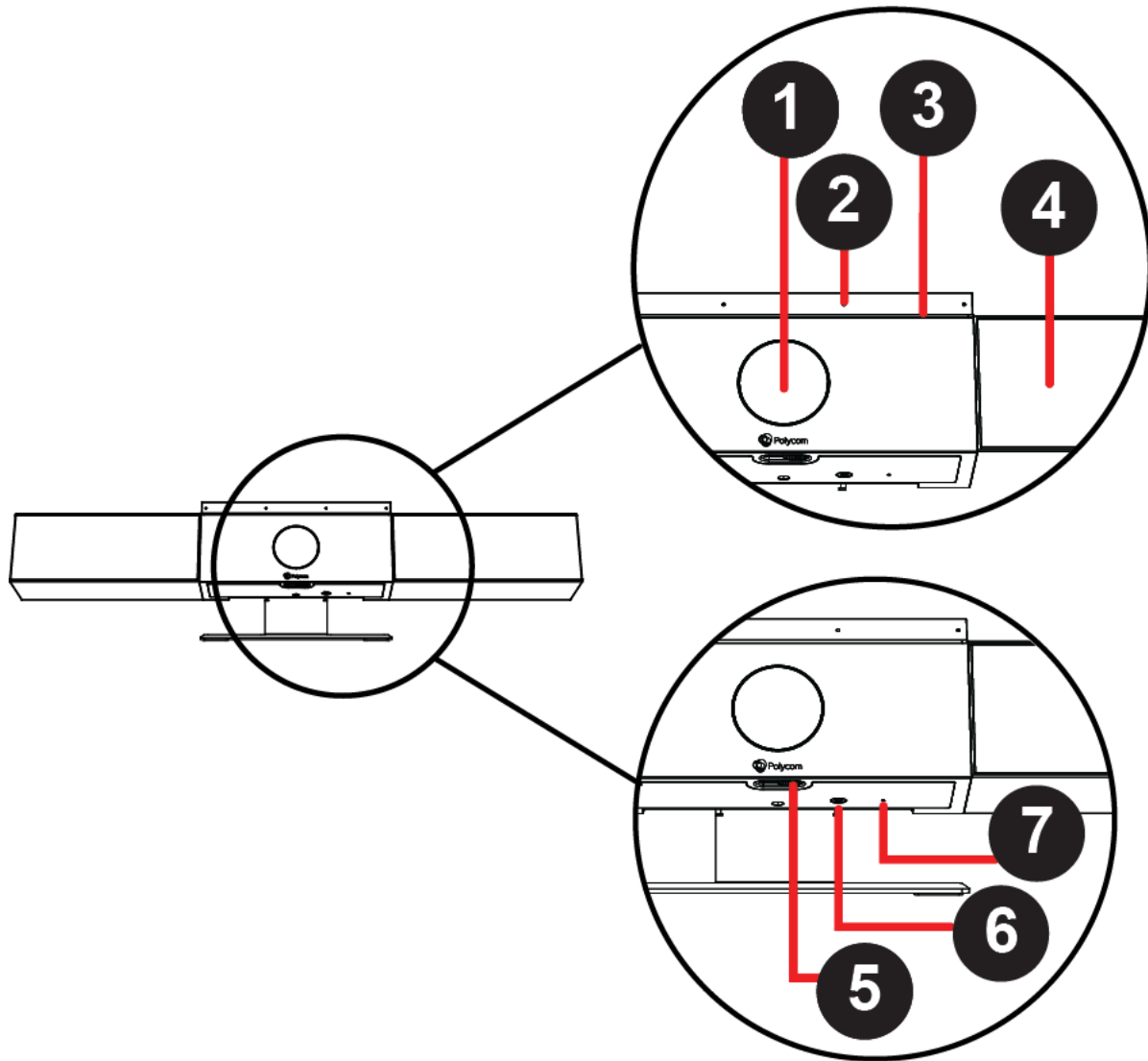
- High-fidelity stereo microphones that pick up sound within 3.66 m (12 ft), together with spatial audio to imitate life-like presence and clarity. Polycom Studio also supports Polycom Acoustic Fence with Beam Shaping that enables video conferencing in open workspaces by capturing only the voices within 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 Polycom Studio USB video bar doesn't have a power button. When you plug in the power cord, the device turns on.

## Navigating Polycom Studio

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





### Polycom 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 Polycom Studio USB video bar to the factory software version or clears all saved configurations

## Basic Polycom Studio LED Indicators

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

### Basic Polycom 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	Standing by The privacy cover is open, and the camera is in sleep mode with no active video output.
Blinking green or white	All	Incoming call
Solid green or amber	Two in the middle	Outgoing call

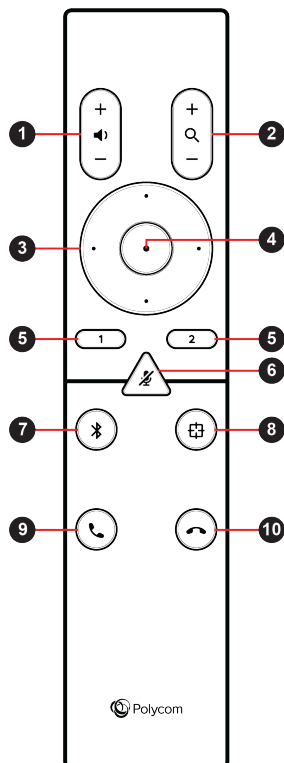
Indicator	Position	Status
Solid green or white	One or two (when in the middle), indicating the tracked speaker or the direction of the camera	Working  The lights are green with supported applications, with the following cases: <ul style="list-style-type: none"> <li>Tracking people in the group framing and speaker-tracking mode.</li> <li>Indicating the direction of the camera that you customize in the pan-tilt-zoom (PTZ) mode.</li> </ul>
Solid white for three seconds	Two in the middle	Saving a preset
Solid red	All	Muted microphone

## Polycom Studio Remote Control

The Polycom 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, Polycom 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.

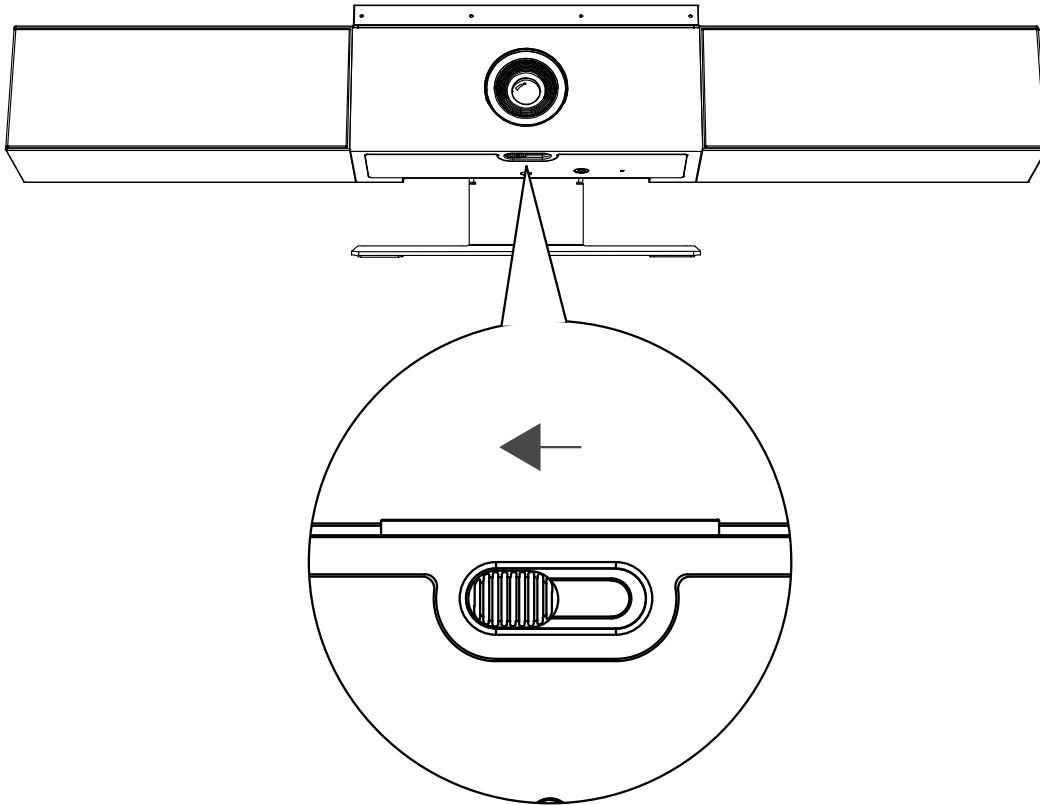
The remote control sleeps if it's inactive for 30 seconds. You can press any key or move it to wake it up.



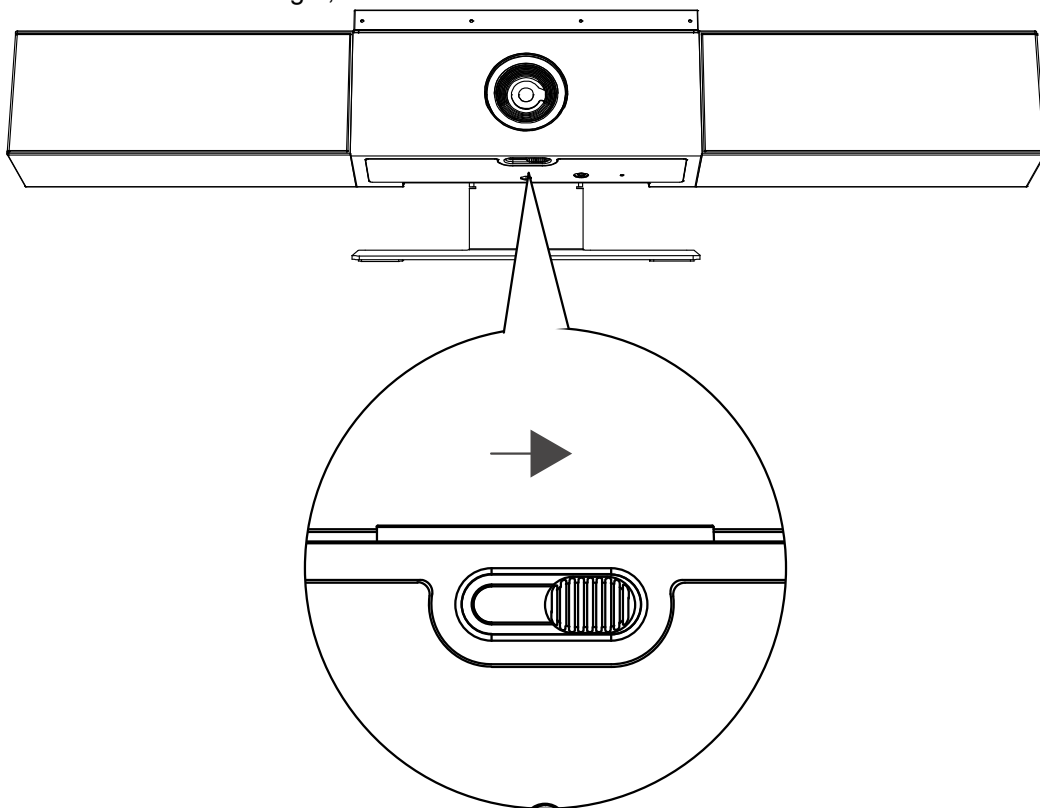
Button Icon	Button Name	Description
1	Volume Up/Down	Adjust speaker volume
2	Zoom In/Out	Adjust camera zoom in/out when the group framing and speaker-tracking mode is off
3	Camera Directions	Adjust the direction of camera when the group framing and speaker-tracking mode is off
4	Home	Resets the camera to its original status when the group framing and speaker-tracking mode is off
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	Mutes or unmutes the microphone  Long press the button to set the remote control ready for pairing.
7	Bluetooth	Long press to enable other Bluetooth devices to find the Polycom Studio USB video bar
8	Group Framing and Speaker-Tracking	Enables or disables the group framing and speaker-tracking mode
9	Answer	Answers an incoming call or holds/resumes a Microsoft Skype for Business call
10	Hang Up	Hangs up a call

## Polycom Studio Privacy Shutter

The Polycom 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 Polycom 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	Polycom Studio has speaker and microphone that allow you to hear audio and speak without having to use a headset.

# Using Polycom Studio

---

## Topics:

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

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

Connect the Polycom 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 Polycom Studio as the Default Audio and Video Device

If you use the Polycom Studio USB video bar together with a supported application for video calls, you may need to set Polycom 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 **Polycom Studio** as the device and click **Save**.

Polycom Studio doesn't support mixed types of audio and video input like PC mic with Polycom Studio video. If you connect the Polycom 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 Polycom Studio over USB.

## Using Camera Presets

You can save two settings for Pan, Tilt, Zoom, and Focus for the Polycom 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 Polycom 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.

---

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

---

## 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 Polycom Studio to a Bluetooth Device

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

You can pair the Polycom Studio USB video bar with a mobile phone, a computer or laptop, or a tablet.


---

**Note:** Polycom Studio doesn't support mixed types of audio and video input. If you connect the Polycom 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 Polycom Studio over USB.

---

You can connect the Polycom 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 Polycom Studio USB video bar speakerphone once you connect.

# Configuring Polycom Studio Using Polycom Companion

---

## Topics:

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

You can configure the Polycom 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 Polycom Studio Using the Setup Wizard

When you start up the Polycom Studio USB video bar 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**.

---

**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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar 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 Polycom Studio Information

You can view the basic information for your Polycom Studio USB video bar through Polycom Companion.

### Procedure

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

## Update the Polycom Studio USB Video Bar and the Remote Control

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

After the Polycom Studio USB video bar 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.

---

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

---

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar or a remote control in active mode.

---

**Note:** If the remote control is in sleep mode, you can press any button to wake up the remote control.

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

---

**Note:** Do not disconnect the Polycom Studio USB video bar while installing the update. If the Polycom Studio USB video bar disconnects unexpectedly, you must finish the update immediately after reconnecting the Polycom Studio USB video bar.

---

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

## Polycom Studio User Settings

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

---

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

---

### Control the Device Camera

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

#### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom Studio USB video bar tile from your Polycom Companion.

2. Go to **User Settings > Camera Control**.
3. Control the Polycom Studio USB video bar through the following functions:

Button Name	Description
Zoom In/Out	Adjusts camera zoom in/out when <b>Tracking Mode</b> is off.
Adjust Camera Directions	Adjusts the direction of camera when <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 Polycom Studio USB video bar 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 Polycom Studio USB video bar to your computer, then select the Polycom 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.
White Balance	<p>Specifies how the camera compensates for variations in room light sources.</p> <p>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.</p>
Gain	Use the slider to adjust the signal amplification from the camera.
Backlight Comp	Enables or disables backlight compensation.

Camera Setting	Description
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 Polycom Studio USB Video Bar to a Bluetooth Device

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

You can pair the Polycom Studio USB video bar with a mobile phone, a computer or laptop, or a tablet.

**Note:** Polycom Studio doesn't support mixed types of audio and video input. If you connect the Polycom 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 Polycom Studio over USB.

### Procedure

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

You can start playing music or make phone calls from the Polycom Studio USB video bar speakerphone once you connect.

## Configuring Audio Settings

You can enhance the Polycom Studio USB video bar audio experience. For example, to enable audio stereo or boost the bass.

### Configure Polycom NoiseBlock

When you enable Polycom NoiseBlock, the Polycom Studio USB video bar 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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar uses two audio channels to provide stereo sound in a conference.

**Procedure**

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar to your computer, then select the Polycom 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 reduce background noise in a meeting.

Polycom Acoustic Fence creates a virtual *audio fence* that blocks sounds from outside of the fence. The end result suppresses background noise while you are on a call, which enhances call audio quality for call participants. The Polycom Studio USB video bar 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 Polycom Studio USB video bar to your computer, then select the Polycom 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° beam region
  - **Medium**: Set a 90° beam region
  - **Narrow**: Set a 60° 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 Polycom Studio USB video bar to your computer, then select the Polycom 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**.

## Polycom Studio Admin Settings

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

---

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

---

## Log In to Polycom Studio Admin Settings

You must enter the admin password to log in to the admin settings menu.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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

Polycom recommends that you change your password from the default for security reasons.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar.
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 Polycom Studio USB video bar can detect the people in the room and provides framing during a conference.

You can set the tracking mode and speed and specify the type of group framing, which enables automatic tracking of group participants in the room and frames the active speaker.

### Configure Camera Tracking Mode

You can configure the Polycom Studio USB video bar 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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar automatically frames the participants in the room.
  - **Frame Speaker:** The Polycom Studio USB video bar zooms in on an active speaker without use of a remote control or camera preset.
  - **Off:** Disables the Polycom Studio USB video bar 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 Polycom Studio USB video bar.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio tracking framing view.



### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar to Wi-Fi through Polycom Companion.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom 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.
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.

Setting	Description
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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar through Polycom Companion.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar.
4. Check **Autoconnect** to connect your device via Bluetooth to the Polycom Studio USB video bar automatically.
5. Set the **Remote Control Connection** option to **On** to enable the connection between Polycom Studio and remote control.

---

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

---

## Configure a Provisioning Server for Polycom Studio

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

Make sure that the Polycom Studio USB video bar connects to a Wi-Fi network before connecting the Polycom Studio USB video bar 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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar, refer to the *Polycom Studio Provisioning Reference Guide* available on [Polycom Support](#).

## Certificate Signing Requests

The Polycom Companion 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 Polycom Studio USB video bar to your computer, then select the Polycom 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), send it to a CA to get a certificate to authenticate yourself. You may need to authenticate yourself while connecting to your provisioning server.

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

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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
Common Name	<p>Specifies the name that the system assigns to the CSR.</p> <p>Polycom recommends the following guidelines for 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 will need to 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 Polycom Studio USB video bar.

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.

---

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

---

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio USB video bar to make the change effective.

## Export a Configuration File to Your Local System

You can export the Polycom Studio USB video bar configuration file from Polycom Companion to your local system.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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

---

## Topics:

- [Identifying Issues Using the LED Indicators](#)
- [Restart Your Polycom Studio](#)
- [Restore Default Settings](#)
- [Reset Polycom Studio to Factory Settings](#)
- [Factory Reset Your Polycom Studio using Polycom Companion](#)
- [Pair the Bluetooth Remote Control with Polycom 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 Polycom Studio via Polycom Companion](#)

If you experience issues with your Polycom 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 Polycom Studio USB video bar.

### Polycom Studio LED Troubleshooting Indicators and Status

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

## Restart Your Polycom Studio

You can restart your Polycom Studio USB video bar from Polycom Companion.

### Procedure

1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom 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.

---

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

---

The Polycom 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 Polycom Studio USB video bar reboots.

## Reset Polycom Studio to Factory Settings

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

---

**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 Polycom Studio USB video bar after you reset the system.

### Procedure

1. Unplug the Polycom 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 Polycom Studio USB video bar reboots with pulsing amber LED lights.



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

## Factory Reset Your Polycom Studio using Polycom Companion

You can factory reset your Polycom Studio USB video bar, which removes all configurations and stored settings.

You can also factory restore the to restore the software to the factory image. A factory restore changes all parameters to the defaults, like a factory reset, but goes a step further and removes all installed software updates as well. For more information, see the *Polycom Studio Administrator Guide* at [Polycom Support](#).

### Procedure


1. Connect the Polycom Studio USB video bar to your computer, then select the Polycom 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 Polycom Studio

If you reset or restore your Polycom 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 *Polycom Studio Setup Sheet* for details.

## Test Your Camera Audio Input

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

### Procedure

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

### Procedure

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

The camera parameters for your Polycom Studio USB video bar display on the video output.

## Download Log and Crash Files

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

### Procedure

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

## Can't Upgrade, Reset, or Reboot Polycom 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 Polycom Studio is in use, resetting, upgrading, or restarting the Polycom Studio USB video bar doesn't work.

**Workaround:**

Make sure that the Polycom 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 Polycom Studio USB video bar.