



USER GUIDE

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Polycom Studio USB Video Bar



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Before You Begin

Topics:

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

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

Polycom Companion Application Features

The Polycom Companion application provides advanced configuration of the Polycom Studio USB video bar.

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 logsownload
- 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.

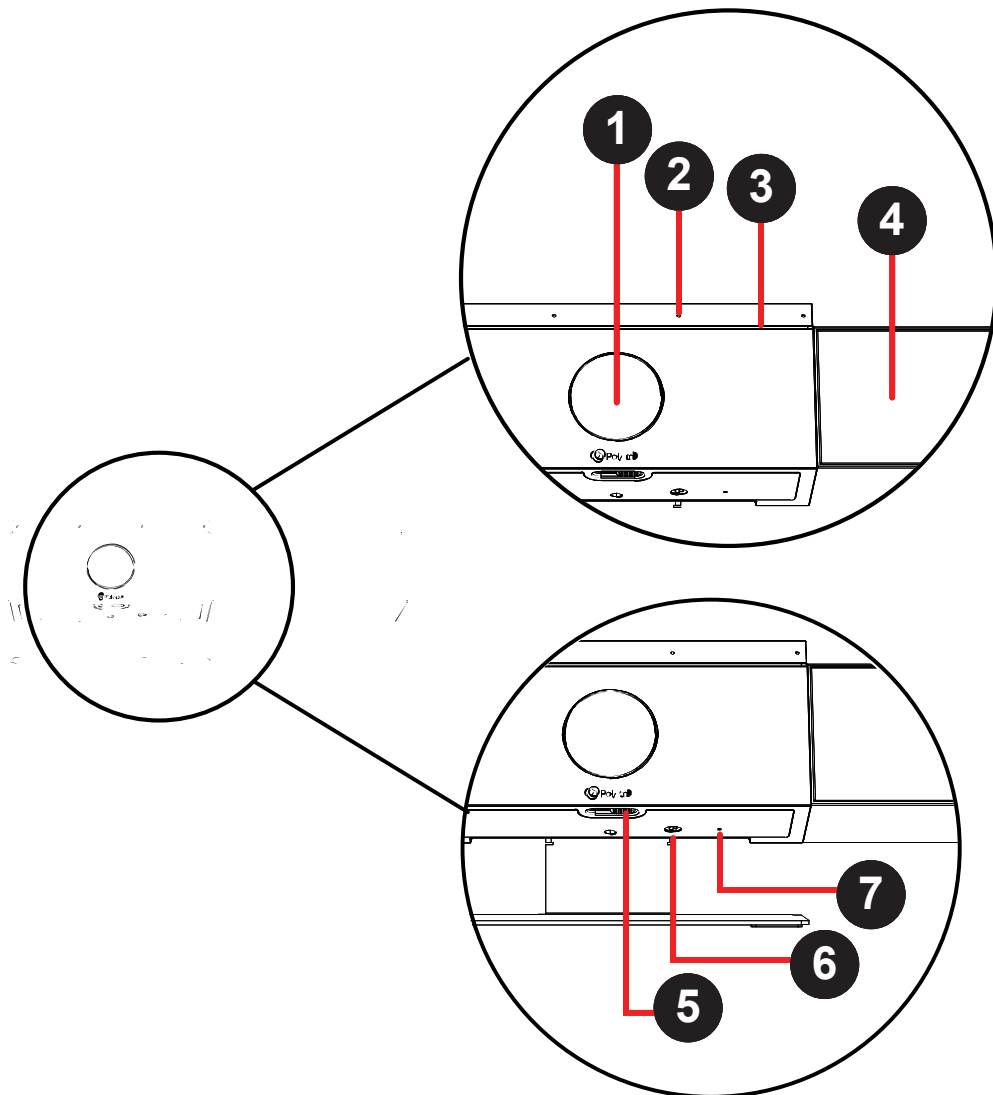
Powering On and Off

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

Polycom Studio is eco-friendly and consumes very little power when it's not in use.

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

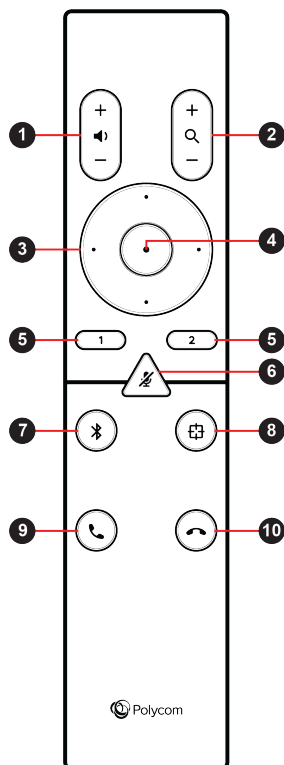
Indicator	Position	Status
Solid green or white	One or two (when in the middle), indicating the tracked speaker or the direction of the camera	Working The lights are green with supported applications, with the following cases: <ul style="list-style-type: none"> Tracking people in the group framing and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

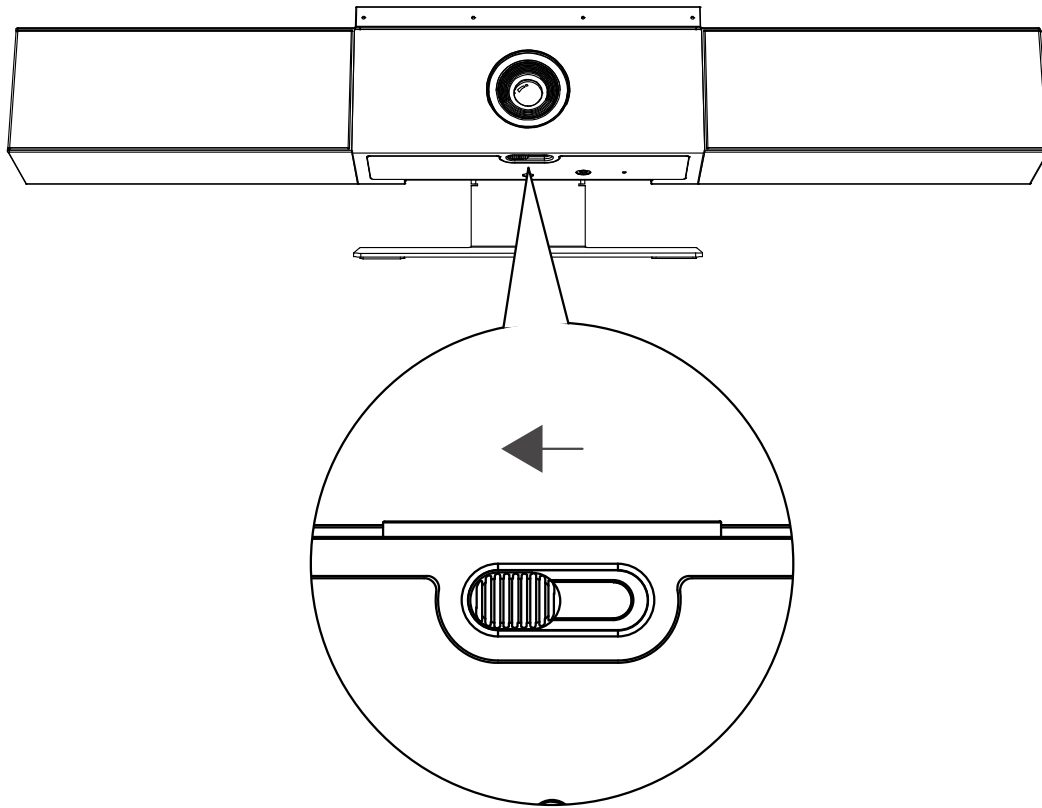
The remote control sleeps if it's inactive for 30 seconds. You can press any key or move it to wake it up.



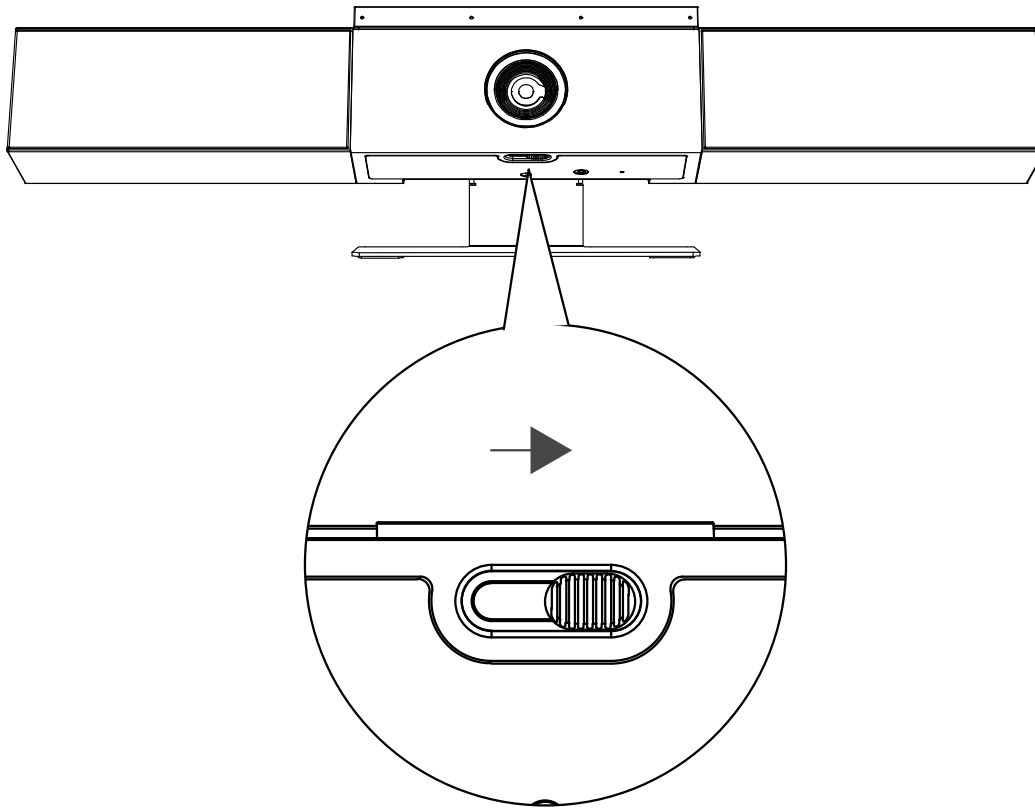
Button Icon	Button Name	Description
1	Volume Up/Down	Adjust speaker volume
2	Zoom In/Out	Adjust camera zoom in/out when the group framing and speaker-tracking mode is off
3	Camera Directions	Adjust the direction of camera when the group framing and speaker-tracking mode is off
4	Home	Resets the camera to its original status when the group framing and speaker-tracking mode is off
5	Preset 1/2	<ul style="list-style-type: none"> ▪ Long press to store a camera setting ▪ Short press to load a camera setting <p>The preset buttons only work when the group framing and speaker-tracking mode is off.</p>
6	Mute/Unmute	<p>Mutes or unmutes the microphone</p> <p>Long press the button to set the remote control ready for pairing.</p>
7	Bluetooth	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
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](#)
- [Configuring Polycom Studio](#)

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 **Polycom Studio** 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

To configure the advanced settings, refer to the Polycom Companion application documentations.

You can find the Polycom Companion application and documentations on the [Polycom Support Site](#).

Troubleshooting

Topics:

- [Identifying Issues Using the LED Indicators](#)
- [Restore Default Settings](#)
- [Reset Polycom Studio to Factory Settings](#)
- [Pair the Bluetooth Remote Control with Polycom Studio](#)
- [Troubleshoot the Remote Control](#)
- [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	Device firmware update in progress

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

1. 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.


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.

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.