



# **Poly Studio P15**

## User Guide

September 2022 | 3725-88015-002A

# Contents

Before You Begin .....	3
Audience, Purpose, and Required Skills .....	3
Related Poly and Partner Resources .....	3
Privacy Policy .....	3
Getting Started .....	4
Poly Studio P15 Hardware Overview .....	4
Use the Poly Studio P Series Device Privacy Shutter .....	5
Computer and Cable Requirements .....	5
P15 LED Status Indicators .....	6
Basic Tips for Great Video Conferences .....	6
Advanced Tips for Great Video Conferences .....	7
Accessibility Features .....	8
Users Who Are Deaf or Hard of Hearing .....	8
Users Who Are Blind, Have Low Vision, or Have Limited Vision .....	8
Users with Limited Mobility .....	8
Using Your Poly Studio P Series Device .....	9
Default Poly Studio P Series Device Features .....	9
Download and Install the Poly Lens Desktop App .....	9
Set Poly P Series Device as the Default Audio and Video Device .....	9
Restart Your Device .....	9
Factory Reset Poly Studio P15 .....	10
Factory Restore Poly Studio P15 .....	10
Updating Firmware .....	10
Support .....	11

# Before You Begin

This guide describes how to use the Poly Studio P15 personal video bar.

## 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 their Poly Studio P Series device.

You can use the features in this guide without having Lens Desktop installed on your connected computer.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

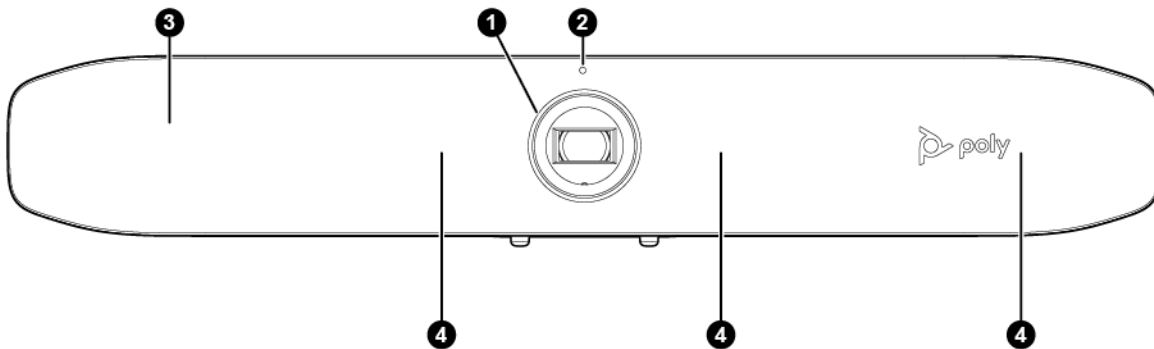
# Getting Started

Before you use your device, familiarize yourself with its features.

## Poly Studio P15 Hardware Overview

The following figures display the hardware features on the Poly Studio P15 personal video bar. The table lists each feature numbered in the figures.

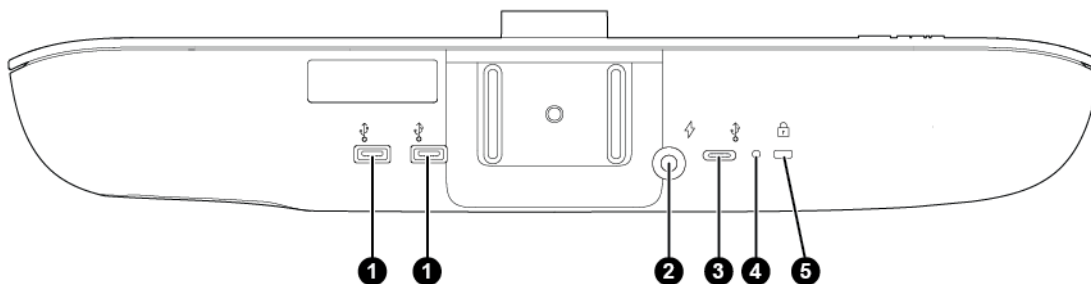
### Front View



### Poly Studio P15 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Camera	Camera with a privacy shutter that you can manually open or close
2	LED indicator	Indicates the personal video bar status
3	Speaker	Audio output
4	Microphones	Microphones that capture audio

### System Ports



## Poly Studio P15 Port Descriptions

Ref. Number	Port Description
1	USB-A ports
2	Power cord port
3	USB-C port (for connecting to your computer)
4	Factory restore pinhole
5	Security lock

## Use the Poly Studio P Series Device Privacy Shutter

Your Poly Studio P Series device provides a built-in physical cover that blocks the camera lens to protect your privacy.

### Task

- » Do one of the following:
  - To open the shutter, rotate the privacy shutter ring counterclockwise until it clicks. The LED illuminates when fully open.
  - Rotate the privacy shutter ring clockwise to close the shutter.

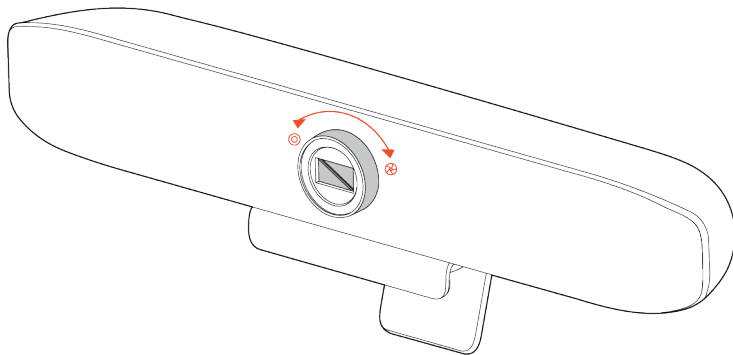


Figure 1: Poly Studio P15

## Computer and Cable Requirements

Make sure that your computer and USB cable meet the following requirements to use a Poly Studio P Series device as the camera and audio accessory.

Your computer must have one of the following operating systems:

- Windows 10 and 11
- macOS versions 10.15 and 11 and 12
- Chrome OS - Resolutions of 3840 x 2160 and 2560 x 1440 may not be supported on all Chromebook models

The Poly Studio P Series devices only support the USB cable that came with your system.

Note the following limitations with USB connections:

- Using a third-party USB-C to USB-C cable may affect device performance, or your device may not work at all.
- Using a third-party USB-C to USB-A adapter may affect video quality.
- Connecting your device to a USB 2.1 or 2.0 port or using a USB 2.0 cable may prevent you from receiving full 4K video from your device.

## P15 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.

**Note:** The LED behavior depends on whether you are using the P15 with applications installed on Windows or Mac or attending meetings using a Browser.

### Basic Poly Studio P15 LED Indicators Status with Installed Applications

Indicator	Status
Solid white	Device is powered on, the shutter is open, and the device is idle
Pulsing white	Boot initialization in progress
Solid green	For video calls, camera is active (in use or displaying local video preview out of a call), LED stays green when you mute video
Blinking green	Blinks twice to indicate that video is muted, then returns to solid green
Pulsing amber	Firmware update in progress
Solid red	Muted microphone
Blinking red	Blinks twice to remind you that the microphone is still muted when speaking, then returns to solid red
Dim green	Indicates that the speaker is outside the camera view Acoustic Fence

### Basic Poly Studio P15 LED Indicators Status with Browsers and ChromeOS

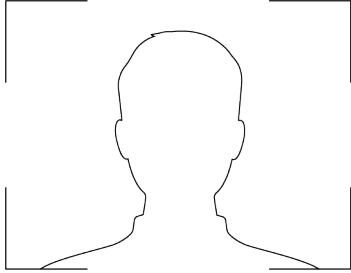
Indicator	Status
No Color	The shutter is closed and not in a call
Solid White	The device is idle with the shutter open, or the camera is muted in a video call
Pulsing white	Boot initialization in progress
Solid green	In a video call and camera is active (in use or displaying local video preview out of a call)
Blinking green	Blinks twice to indicate the device is in a call or call preview with the video muted in the application and the shutter closed
Pulsing amber	Firmware update in progress

**Note:** If the P15 is in a call and video mute is selected, then the camera shutter is manually closed and then opened again, the LED will be green (where normally it would be white).

## Basic Tips for Great Video Conferences

Use the following basic tips and guidelines to enhance or improve your experiences during video conferences.

- Mount and position the camera so that your eyes are level with the top third of your screen and your face appears in the middle area of the video stream.



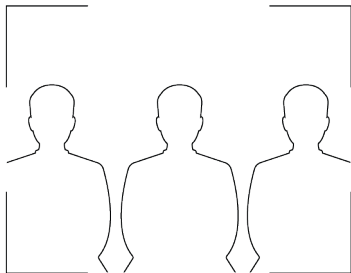
- Avoid wearing bright colors, all-light or all-dark clothing, or very busy patterns like small checks or narrow stripes. Light pastels and muted colors look the best on the screen.
- Preview your video stream before you join a meeting to make sure that you don't have shadows on your face and that your camera settings are configured correctly.
- Speak in your normal voice.

## Advanced Tips for Great Video Conferences

Use the following basic tips and guidelines to enhance or improve your experiences during video conferences.

### Camera and People Positioning

- Try not to fidget too much, especially if you're the only one on camera.
- Include all the people in the room (if possible), or introduce everyone in the room at the beginning of a meeting.



- Keep the view focused on people and not the background or room furnishings.
- In an office, position the monitor to an appropriate angle to avoid capturing potential distractions in your video (for example, other people, pets, or TVs).

### Clothing, Furnishings, and Backgrounds

- To avoid disruptions, exclude the following from the camera view: light sources, tables, chairs, walls, busy decorations, and the floor.
- To avoid funny effects, wear clothes that contrast with the background instead of blending into it and make sure nothing in the background seems to stick out of anyone's head.
- Avoid glossy tabletops, strong colors, or bold wood grain in the room. The best table surface color is a flat satin finish in neutral gray.
- A wall that's painted light gray with a touch of blue works best as a background. Video conferencing systems use a gray or blue reference image to process the video, so a background in that color helps to enhance the video you send.
- Try to keep dry-erase whiteboards out of the camera field of view. Be aware that other people in the meeting might see what's written on the whiteboards.

### Lighting

- Close any curtains, drapes, or blinds over your windows. Daylight is a variable light source and can conflict with interior room lighting.
- Bright lighting increases the range of in-focus objects, but inappropriate direct lighting might make you look harsh or somber. Poly recommends using indirect fluorescent lighting in a midrange, neutral color temperature (3600 K to 4500 K). You can find the color temperature of your lighting on the packaging.

## Audio and Noise

- Mute your audio when you're silent or before you move your audio device.
- Keep your windows and doors closed to minimize unwanted noises.
- Close any drapes or blinds over your windows. The glass from windowpanes can cause issues with acoustics due to reflection.
- On the Poly Studio P15, Poly NoiseBlockAI helps the microphone eliminate unwanted noises while picking up your voice. If you're not using Poly NoiseBlockAI technology, consider these additional audio suggestions:
  - Don't obstruct your microphone with papers or other objects.
  - Avoid tapping on the table or rustling papers.
  - Avoid typing while unmuted.

## Accessibility Features

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

### Users Who Are Deaf or Hard of Hearing

Your device includes accessibility features for users who are deaf or hard of hearing to use the system.

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

#### Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Status indicator lights	The device shows status info using LED pattern behaviors and colors.

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

Your device includes accessibility features for users who are blind, have low vision, or have limited vision to use the device.

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

#### Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Mute and unmute tones	On the Poly Studio P15, an audible tone plays when you mute and unmute calls.
Power on and power off tones	On the Poly Studio P15, an audible tone plays when you power your device on and off.

### Users with Limited Mobility

Your device includes accessibility features to enable users with limited mobility to use various device features.

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

#### Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Built-in Speaker and Microphone	Your Poly Studio P15 has an integrated speaker and microphone that enables you to hear audio and speak without having to use a headset.



# Using Your Poly Studio P Series Device

Connect your Poly Studio P Series device to your computer with the provided USB cable.

Once you plug in the device, you can start using it.

## Default Poly Studio P Series Device Features

Several features are enabled by default on your device. You can change or disable some of these features using the Poly Lens Desktop App.

### Poly Studio P15 Features

The following features are enabled by default:

- Active Echo Cancellation
- Poly NoiseBlockAI on transmitted audio
- Automatic group camera tracking and framing

## Download and Install the Poly Lens Desktop App

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

See the [Poly Lens Desktop App User Guide](#) for information on using your device with Poly Lens Desktop.

**Note:** The Poly Lens application is not supported on Chromebooks at this time.

### Task

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

## Set Poly P Series Device as the Default Audio and Video Device

When you use the Poly Studio P15 personal video bar with a supported application for video calls, you may need to set the device 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.

### Task

- 1 Go to your conferencing application's **Settings**.
- 2 Find **Audio Device** and **Video Device**.
- 3 Choose your Poly Studio P Series device as the device for each category.

### Important:

- If you only use the microphone and not the speaker, Active Echo Cancellation (AEC) may not work.
- If you only use the speaker and not the microphone, the LED indicator can't show the mute status of your meeting.

## Restart Your Device

If you encounter issues with your device, you can try restarting it.

### Task

- » To restart your Poly Studio P15, unplug the power cable from the device and plug the cable back in to your device. The device powers off and restarts after you plug it back in. You may need to reselect the device as the default audio and video device for your conferencing software.

## Factory Reset Poly Studio P15

Reset the Poly Studio P15 personal video bar to factory settings.

**Warning:** A factory reset erases all user data and settings from the system.

### Task

- 1 Find the reset pinhole on the bottom of the device.
- 2 Use a paperclip to press and hold the reset button.
- 3 Hold the reset button with the paperclip until the LED indicator changes to breathing amber while the device resets to factory settings. The LED indicator will transition to breathing white while the device restarts. The factory reset is complete after the pulsing white LED turns off and an audible tone sounds.

## Factory Restore Poly Studio P15

Factory restore the Poly Studio P15 personal video bar to resolve potential issues or if your device is unresponsive.

**Warning:** A factory restore completely erases the system's flash memory and restores your device to the factory software version.

### Task

- 1 Unplug the power from your device.
- 2 Insert a straightened paper clip through the reset pinhole on the bottom of the Poly Studio P15 device to press the reset button.
- 3 Hold the reset button with the paperclip and reconnect the power supply to turn the system on.
- 4 Continue to hold the restore button for 3 seconds.

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.

## Updating Firmware

Your device can automatically download firmware updates through Microsoft Windows updates, Chromebook updates, or manually using the Poly Lens Desktop app.

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

**Note:** MacOS doesn't support automatic updates, so you must 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](#).

# Support

## **NEED MORE HELP?**

[poly.com/support](https://poly.com/support)

### **Poly Worldwide Headquarters**

345 Encinal Street  
Santa Cruz, CA 95060  
United States

© 2022 Poly. All trademarks are the property of their respective owners.