Poly Studio X72 User Guide

SUMMARY

This guide provides the end-user with task-based user information for the named product.

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1 About this guide

This guide describes how to use the Poly Studio X72 system.

Audience, purpose, and required skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with the Poly Studio X72 system.

Icons used in Poly documentation

This section describes the icons used in Poly Documentation and what they mean.

WARNING! Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

CAUTION: Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

IMPORTANT: Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

NOTE: Contains additional information to emphasize or supplement important points of the main text.

TIP: Provides helpful hints for completing a task.

2 Getting Started

The Poly Studio X72 enables you to set up a large video conferencing room with flexibility and options depending on the number of occupants and type of facility.

This user guide provides information on hardware installation, set up, and connecting peripherals to the Poly Studio X72 system. For more information on configuring specific system settings, see the Poly Video Mode Administrator Guide.

Poly Studio X72 hardware

The following illustration and table explain the hardware components on your Poly Studio X72 system.

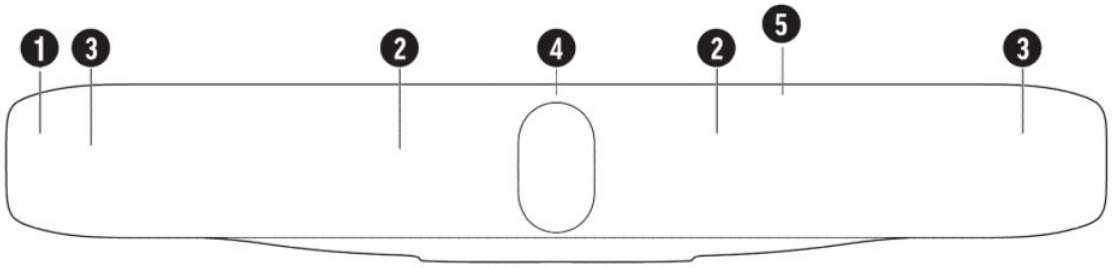


Table 2-1 Poly Studio X72 hardware components

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

Poly Studio X72 hardware ports

The following illustration and table explain the hardware ports on your Poly Studio X72 system.

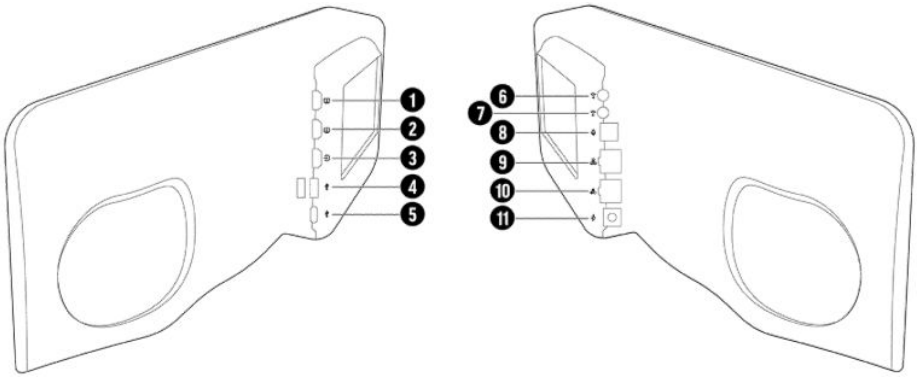


Table 2-2 Poly Studio X72 hardware port descriptions

Ref. Number	Port Description
1	HDMI output for the secondary monitor
2	HDMI output for the primary monitor
3	HDMI input Connects a laptop for content sharing or to use the system monitor in Device Mode Connects an HDMI camera for use as an additional people camera
4	USB-A ports
5	USB Type-C port (for Device Mode only)
6	3.5 mm audio line in
7	3.5 mm audio line out
8	Expansion microphone connection
9	LAN connection for the system
10	Link-local network (LLN) connections for IP-based peripheral devices (supported in a future Poly VideoOS release)
11	Power cord port

Poly Studio X72 privacy shutter behavior

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

NOTE: Shutter behavior may vary depending on the partner application.

Table 2-3 Poly Studio X72 privacy shutter behavior

System event	Shutter behavior
The system powers on	Shutters open
The system powers off	Shutters close **NOTE:** If you remove power immediately, the shutters don't close.
The system enters sleep mode or digital signage starts and the **Camera Sleep Setting** is set to **Save Energy**	Shutters close
The system enters sleep mode or digital signage starts and **Camera Sleep Setting** is set to **Fast Wake**	Shutters remain open **NOTE:** When **Fast Wake** is set, the shutters never close.

Table 2-3 Poly Studio X72 privacy shutter behavior

System event	Shutter behavior
You wake the system	Shutters open
You wake the system and the Poly Studio X72 built-in camera isn't the primary camera	Shutters remain closed
You select the Poly Studio X72 built-in camera as the primary camera	Shutters open
The system receives an incoming call	Shutters open
The system is sending video	Shutters are open
The system is in an active call and the video is muted	Shutters are open

Locate the System Serial Number

Use the system serial number to help technical support troubleshoot issues with your system.

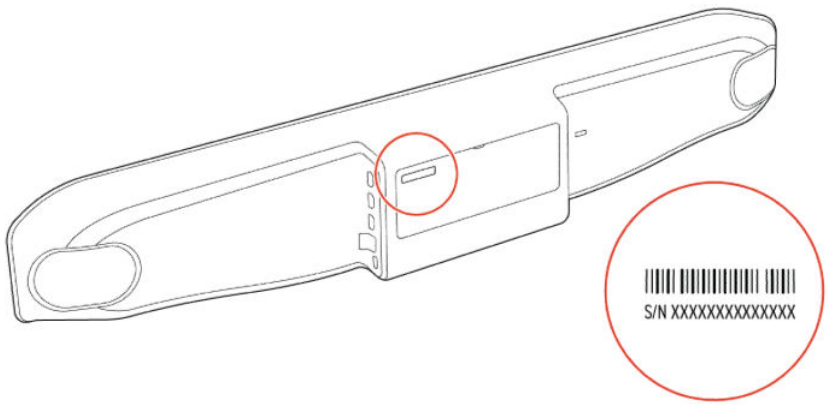
The last 6-digits of the system serial number is the default system password.

- Do one of the following:
  - In the system web interface, go to **Dashboard** > **System Detail**.
  - On a paired Poly TC8 or Poly TC10 device, go to **Menu** > **Settings** > **Connected Room System**.
  - Locate the printed serial number on the bottom or rear of your system.
  - In Poly Lens, go to **Details** > **Device Information**.

Locate the serial number label on your Poly Studio X72

Find your system serial number located on the system label.

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



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

Accessibility Features

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

Users Who Are Deaf or Hard of Hearing

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

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

Table 2-4 Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Auto-answering	You can enable the system to auto-answer calls.

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

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

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

Table 2-5 Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Auto-answering	You can enable the system to auto-answer calls.
Ringtones	An audible tone plays for incoming calls.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Join and leave tones	The system plays a tone when someone joins or leaves a conference call.
Embossed buttons	The remote control has embossed push buttons for performing common tasks with the system, such as dialing a number.

Users with Limited Mobility

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

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

Table 2-6 Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Remote control	The Bluetooth remote control enables you to control the system and to perform tasks such as placing calls, starting a sharing session, and configuring some settings.
Poly TC10 or Poly TC8	The Poly TC10 or Poly TC8 enables you to control the system and to perform tasks such as placing calls.
Auto-answering	You can enable the system to auto-answer calls.

Table 2-6 Accessibility Features for Users with Limited Mobility (continued)

Accessibility Feature	Description
Calling from a personal device	With administrator credentials, you can wirelessly access the system web interface from your own device to make calls and manage contacts and favorites.
Touch-capable monitor support	If you have a touch-capable monitor connected to the system, you can select, swipe, and press the screen to perform functions and activate features.

3 Hardware installation

Mount your Poly Studio X72 system and connect the required peripherals and any optional peripherals.

Required components

Your system requires the following components to function properly.

- The supplied system power adapter
- An active network connection
- A monitor connected to HDMI port 1
- A system controller such as a Poly TC10, Poly TC8, remote control, or touch monitor

Mounting your Poly Studio X72 system

You can mount the Poly Studio X72 system using the included wall mount. Additional mounting options include a VESA mount and a table stand sold separately.

For information on mounting your Poly Studio X72 system, see the Poly Studio X72 quick start guides on the HP Support site.

Connect monitors to the Poly Studio X72 system

Connect one or two monitors to the system to display people and content.

Poly Studio X72 supports connecting two 4K monitors. However, support for 4K output depends on the supported output resolution of the provider you choose.

NOTE: While video output can go to both monitors, audio output will only route to the monitor connected to HDMI 1 when you select **TV Speakers** as the output.

1. Connect one end of the HDMI cable to HDMI port 1 on the primary monitor.
2. Connect the other end of the HDMI cable to the HDMI 1 port on the system.
3. To connect a second monitor, connect an HDMI cable from the HDMI 2 port on the system to the HDMI 1 port on the secondary monitor.

Connect the system to your network

To pair the system with a Poly TC10 or Poly TC8 connect the system to your network. To connect to Poly Lens and receive updates from the Poly update server, your system must have access the internet.

- Connect an Ethernet cable from the system LAN port to your network.

  The system supports Cat5e and above cables up to 100 meters (328 feet).

Connecting a system controller

Connect a system controller to navigate the conferencing application user interface.

NOTE: Poly recommends using the out-of-box setup process on the Poly TC10 or Poly TC8 to set up your system.

In Poly Video mode and Poly Device Mode you can use the following devices to control the system:

- Poly TC10 or Poly TC8 touch controller
- Poly Bluetooth remote control
- Touch monitor

In provider modes, such as Microsoft Teams Rooms and Zoom Rooms, you can use the following devices to control the system:

- Poly TC10 or Poly TC8 touch controller
- Touch monitor (not supported in all provider modes)

Connecting a Poly TC10 or Poly TC8 as a system controller

You can connect one or multiple Poly TC10 or Poly TC8 controllers to your system depending on the provider you choose.

NOTE: Poly recommends using the out-of-box setup process on the Poly TC10 or Poly TC8 to set up your system.

When you first power on your Poly TC10 or Poly TC8 touch controller and your Poly Studio X system, you can use the touch controller to out-of-box both devices. If necessary, reset your Poly TC10 or Poly TC8 to revert it to the out-of-box state.

To pair a Poly TC10 or Poly TC8 controller to the system without using the out-of-box process, see the *Poly TC10 Administrator Guide* at http://docs.poly.com.

Connecting a Poly Bluetooth remote control to the system

You can use a Poly Bluetooth remote control to navigate the Poly VideoOS or Poly Device Mode user interface.

In provider modes other than Poly Video mode or Device Mode, the remote control offers limited functionality and isn't supported.

For information on connecting a remote to your system, see the *Poly Video Mode Administrator Guide* on the Poly Documentation Library.

Powering the System On and Off

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

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

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

- If a system restart is necessary, use the system web interface, RestAPI, Telnet, or SSH. If possible, avoid removing power to restart the system.

4 Supported peripherals

Connect supported and compatible peripherals to your Poly Studio X72 system before powering on the system.

For information on setting up peripherals in the system web interface, see the *Poly Video Mode Administrator Guide* or the *Poly Partner Mode Administrator Guide* on the Poly Documentation Library.

Your Poly Studio X72 system supports connecting the following peripherals:

- Analog microphones and speakers connected to the system 3.5 mm audio input and output ports
- Poly Expansion Table microphone connected to the expansion microphone port
- USB audio DSP connected to a USB Type-A port
- USB cameras connected to the USB Type-A ports
- A PC or HDMI peripheral connected to the system HDMI In port for content sharing
- In Device Mode you can connect a PC to the system to use the system camera, speaker, microphones, and display from your PC.

Connect a Poly Expansion microphone to the system

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

NOTE: The system supports connecting one Poly Expansion microphone. The Poly Expansion microphone can't be combined with other external microphones.

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

Connect a USB camera to the system

Connect a supported or compatible USB camera to a USB Type-A port on your Poly Studio X72 system.

NOTE: Observe the following when connecting USB cameras to your system:

- Power off the system before connecting or disconnecting USB cameras.
- If you connect a third-party camera to the system, camera controls may be limited or unavailable. Poly DirectorAI features such as camera tracking and DirectorAI Perimeter aren't available.
- Connect USB cameras to USB Type-A ports on your system. The USB Type-C port is for Device Mode only.

- Using the USB cable that shipped with your camera, connect the camera to an available USB Type-A port on the system.

  When the system powers on, the camera displays in the system web interface under **General Settings** > **Device Management** under **Connected Devices**.

Connect a USB audio DSP to your Poly Studio X72 system

Connect a supported USB audio DSP to your system to handle audio input and output.

1. Connect a USB cable from the audio DSP to a USB Type-A connection on the system.
2. In the system web interface, go to **Audio / Video** > **Audio** and enable the **Enable USB Audio** check box.

   The system saves your changes automatically.

Connect an analogue audio output device to the Poly Studio X72 system

Connect an audio output device such as an amplifier or sound bar to your system using the 3.5mm audio output port.

External amplifiers may have other settings that must be changed. Third-party amplifiers and speakers should be tuned for proper operation per manufacturer guidelines and audio industry standards.

If your audio device has an option for fixed or variable audio, choose variable to allow audio output adjustment from the system controller.

1. Connect the speaker to the 3.5mm output port on the system.

   Make sure the 3.5mm connector is fully seated in the connector.
2. In the system web interface, go to **Audio/Video** > **Audio** > **Line Out**.
3. Select **Variable**.
4. From the **Speaker Options** drop down menu, choose **Line Out**.
5. Go to **Audio/Video** > **Audio** > **General Audio Settings**.
6. Verify that **Transmission Audio Gain (dB)** is set to 0dB.

5 System setup

After connecting the peripherals, you can power on and set up your system.

You can set up the system using one of the following methods:

- Use the out of box setup on a Poly TC10 or Poly TC8 touch controller

  The Poly TC10 or Poly TC8 must be on version 6.0 or later and connected to the same subnet as the Poly Studio X72 system.

- Access the system web interface
- Onboard the system to Lens Cloud

Set up your system using a Poly touch controller

After connecting peripherals to your system, power on the system and complete the out of box set up on a connected Poly TC10 or Poly TC8 touch controller.

The following instructions use a Poly TC10 to set up the system. You can use a Poly TC10 or Poly TC8 to out of box your system.

To use a Poly TC10 or Poly TC8 to out of box your system, the Poly TC10 or Poly TC8 and your system should be in an out of box state. If necessary, factory reset your Poly TC10 or Poly TC8 to return it to an out of box state.

IMPORTANT: Poly strongly recommends that you update your system to the latest supported Poly VideoOS version for your system. Updating your system ensures that you have access to the latest system features and functionality.

1. Connect the Poly TC10 to a PoE-enabled Ethernet port on the same subnet as the system.

   The Poly TC10 powers on and displays the out of box screen.

2. Connect the Poly Studio X72 LAN port to the same subnet as the Poly Poly TC10.
3. Power on the system using the provided power adapter.
4. On the Poly Poly TC10, select **Get Started**.
5. Review the network and regional details, then select the right arrow.
6. Select **Room Controller** and select the right arrow.

   The Poly Poly TC10 searches for the system in the out of box state and displays the results.

7. Use the system IP address to select your system from the results and select the right arrow.

   Alternatively, select **Manually Connect to a Room** and enter the system IP address.

8. If the room requires further authentication, the system display shows a collection of shapes. Select the sequence of shapes on the Poly TC10 that matches the sequence of shapes on the system display and select **Confirm**.
9. Depending on the system configuration, the Poly TC10 displays some of the following screens.
   - Poly Lens registration
   - Provider selection
   - Option to update software if a software update is available

   The Poly TC10 and the system both restart into the chosen partner application.

Configuring your system

You can configure your Poly Studio X72 system using multiple options.

After you set up the system, you can configure camera, audio, network, and security settings.

To configure the system use one of the following methods:

- Access the system web interface
- Onboard your system to Poly Lens Cloud

For advanced configuration information including network setup and security settings, see the *Poly Video Mode Administrator Guide* and the *Poly Partner Mode Administrator Guide* on the Poly Documentation Library.

Access the System Web Interface

Access the system web interface to perform administrative tasks.

IMPORTANT: If not prompted to do so during setup, Poly recommends changing the administrator password in the system web interface.

1. Open a web browser and enter the system IP address.

   When setting up your system, the onscreen instructions display the IP address to use.
2. Enter the username (the default is `admin`).
3. Enter the password (the default is the last six characters of your system's serial number).

   The user name and password are case sensitive.

Registering the System with Poly Lens

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

You can register your system with Poly Lens during system setup or on the Poly Lens registration page. For more information, see Poly Lens Help.

6 Using the system

After connecting peripherals and powering on your system, you can begin using your Poly Studio X72 system with your chosen conferencing provider.

For instructions on using Poly Video mode, see the *Poly Video Mode User Guide* on the Poly Documentation Library.

For instructions on using partner applications such as Microsoft Teams Rooms, Zoom Rooms, or Google Meet, see the partner application website.

Navigating the Poly Studio X72 system interface

The conferencing provider that you choose determines the options for navigating the system.

After setting up your system, you can navigate the system using one of the following controllers:

In Poly Video mode and Poly Device Mode

- Poly TC10 or Poly TC8 touch controller
- Poly Bluetooth remote control
- Poly IR remote control
- Touch monitor

In provider modes:

- Poly TC10 or Poly TC8 touch controller
- Touch monitor (not supported in all provider modes)

Using Device Mode

Connect your computer to the Poly Studio X72 system USB Type-C and HDMI input ports to use the system camera, speakers, microphone, and displays from your computer.

For more information on using Device Mode, see the *Poly Video Mode Administrator Guide* and the *Poly Partner Mode Administrator Guide* at https://www.docs.poly.com.

LED status indicators for Poly Studio X72 systems

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

Table 6-1 Poly Studio X72 indicators and status

Indicator	Status
Solid white	Device is idle and standing by
Pulsing white	Boot initiation in progress
Pulsing amber	Firmware update or factor restore in progress
Blinking blue and white	Bluetooth pairing
Solid blue	Bluetooth paired
Solid green	Active call in progress
Solid red	Audio mute

7 System Maintenance

You can perform several functions to keep your Poly Studio X72 system running properly.

Updating the system software

You have multiple options for updating the system software.

NOTE: Software updates through the Poly update server are only available to supported systems.

For information on hardware that supports each Poly VideoOS version and the included peripheral software versions, review the *Poly VideoOS Release Notes* on the Poly Documentation Library.

Automatically Update Software

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

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

   Unless you specify a maintenance window, your system tries to update 1 minute after you enable this setting. If an update isn't available at the time, the system tries again every 4 hours.
3. **Optional:** Select **Only Check for Updates During Maintenance Hours** to specify a range of time to automatically update the software.
4. **Optional:** Choose times for **Maintenance Hours Begin** and **Maintenance Hours End**.

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

NOTE: If these settings are provisioned, the provisioning profile defines the polling interval. The default interval is 1 hour.

Manually Update Software

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

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

Update your system using a USB flash drive

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

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

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

2. In the **Search Device Model / Lens App** drop down, type in the name of the device or search.

3. Select your device from the list.

   The latest software version displays.

4. Select the software version you want to download and then select **Download**.

5. Extract the files to a folder on your computer and move the content to the root directory of a FAT32 formatted USB flash drive.

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

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

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

Factory Restore the System

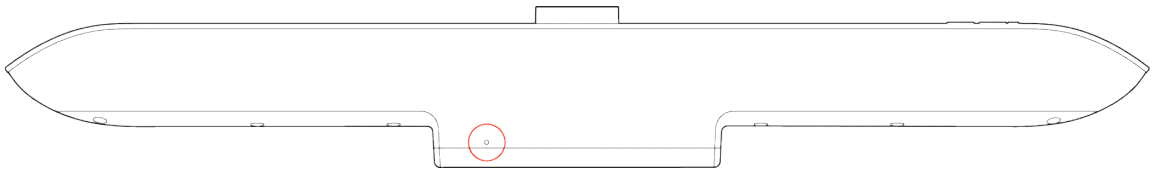
A factory restore completely erases the system's flash memory and restores it to a stable software version.

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

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

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

1. Disconnect the power supply to turn off the system.
2. On the bottom of the Poly Studio X72 , insert a straightened paper clip through the factory restore pinhole.



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

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

Locate the system IP address using the system monitor and a USB mouse

If you don't have a touch monitor, remote control, Poly TC8 or Poly TC10 touch controller paired to your system, you can use a USB mouse to identify the system IP address.

1. Connect a USB mouse to an available USB-A port on the back of the system.

   A cursor appears.

2. Move the mouse to the right side of the screen.
3. Press the left mouse button and swipe left to reveal the Poly menu.

   The IP address displays at the top of the menu.

Locate the system IP address using a paired Poly touch controller

You can view the system IP address on a paired Poly TC10 or Poly TC8 touch controller.

1. On the Poly TC10 or Poly TC8 user interface, swipe left from the right side of the screen.
2. Select **Settings**.

   System information, including the system IP address, displays.

8 Getting help

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

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

The HP Community provides additional tips and solutions from other HP product users.

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