Poly Studio X72 System User Guide

Contents

Poly Studio X72 System User Guide

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

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

- Getting Started

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

- Hardware installation

  Mount your Poly Studio X72 system and connect peripherals such as a monitor, camera, microphone, and speaker.

- Hardware installation

  Mount your Poly Studio X72 system and connect peripherals such as a monitor, camera, microphone, and speaker.

- Setting up the Poly Studio X72 system

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

- Using the Poly Studio X72 system

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

- Getting help

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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.

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.

Getting Started

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

This user guide provides information on connecting cameras, sound bars, and other 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 Features and Capabilities

  Poly Studio X72 systems support the following features.

- Poly Studio X72 Hardware

- Mounting your Poly Studio X72 system

  You can mount the Poly Studio X72 system using a monitor mount, wall mount, or VESA mount.

- Powering the System On and Off

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

- Accessibility Features

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

Poly Studio X72 Features and Capabilities

Poly Studio X72 systems support the following features.

- All-in-one collaboration system for medium-to-large rooms

- No need for a separate PC, laptop, or codec to run video-conferencing software

- Placing and joining video calls

- Sharing wireless and wired content

- Dual built-in 4K cameras

- Camera tracking technology that automatically frames the group of people in the room

- Hi-fidelity, built-in stereo microphones that pick up sound within 7.62 m (25 ft) and use spatial audio for life-like presence and clarity

- Poly NoiseBlockAI, which eliminates background and extraneous sound during calls in common working environments

- HDMI: Single input and dual output

- Using a wired or wireless USB mouse as an input device

You can mount the Studio X72 above or below a display. The Studio X72 doesn't support inverted mounting. For information on mounting the Studio X72, see the Studio X72 setup sheet.

Poly Studio X72 Hardware

- Poly Studio X72 Privacy Shutter Behavior

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

- Poly Studio X72 System Hardware Ports

  The following illustration and table explain the hardware ports on your Poly Studio X72 system.
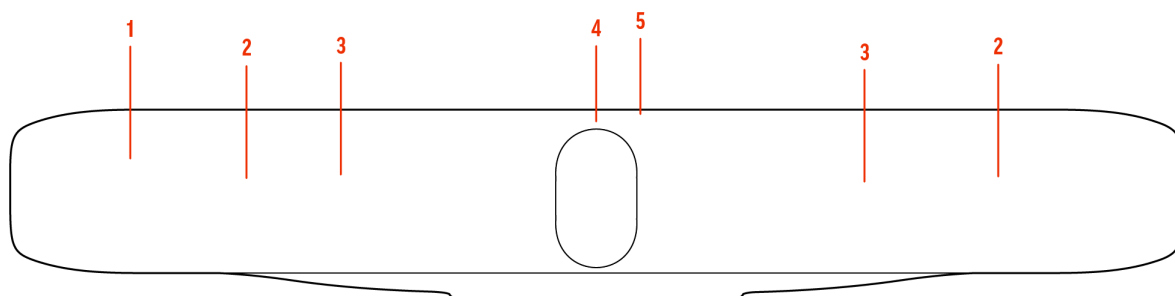
Table 1.

Ref. Number	Feature	Description
1	Screen	Protective screen that covers the front of the system
2	Microphone array	Microphone array that captures audio
3	Speakers	Stereo audio output
4	Dual cameras	Camera array with a privacy shutter that automatically opens or closes, depending on the camera state

Ref. Number	Feature	Description
5	LED indicators	Indicates the system status and information on the tracked speaker

Poly Studio X72 Privacy Shutter Behavior

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

Poly Studio X72 Privacy Shutter Behavior

> **Note** Shutter behavior may vary depending on the partner application.

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.
You wake the system	Shutters open
You wake the system and the Studio X72 built-in camera isn't the primary camera	Shutters remain closed

System Event	Shutter Behavior
You select the Studio X72 built-in camera as the primary camera	Shutters open
The system receives an incoming call	If the shutters are closed, they remain closed until the call is answered
The system is sending video	Shutters are open
The system is in an active call and the video is muted	Shutters are open

Poly Studio X72 System Hardware Ports

The following illustration and table explain the hardware ports on your Poly Studio X72 system.
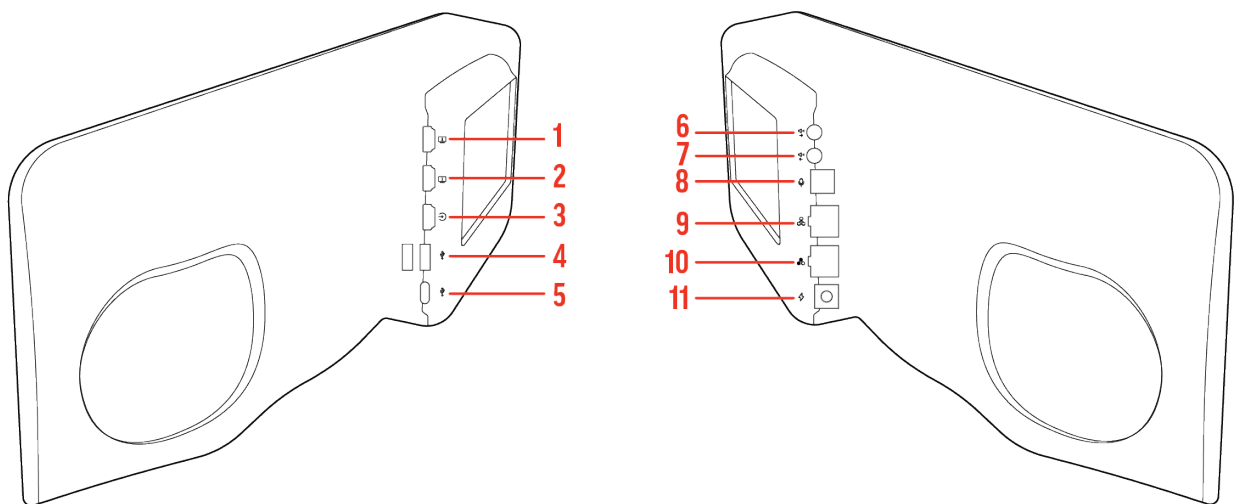
Table 1. Poly Studio X72 System Hardware Port Descriptions

Ref. Number	Port Description
1	HDMI output for the secondary monitor
2	HDMI output for the primary monitor
3	HDMI input for sharing content (for example, from a laptop)
4	USB-A ports
5	USB-C port
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 **Note:** This port is disabled and is reserved for future use.
11	Power cord port

Mounting your Poly Studio X72 system

You can mount the Poly Studio X72 system using a monitor mount, wall mount, or VESA mount.

For information on mounting your Poly Studio X72 system, see the Poly Studio X72 Quick Start Guide.

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.

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.

- 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.

- Users with Limited Mobility

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

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 1. 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 1. 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.

Accessibility Feature	Description
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 1. 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 TC8	The 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.
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.

Hardware installation

Mount your Poly Studio X72 system and connect peripherals such as a monitor, camera, microphone, and speaker.

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

Your Poly Studio X72 system, supports multiple audio and video peripherals including:

- 3.5 mm audio input and output

- USB-connected audio DSPs

- USB cameras

- Monitors using the HDMI 1 and HDMI 2 ports

- Content import using the HDMI in port

Use the following topics for connecting peripherals to your system.

Your peripherals and configuration depend on the room size and room type.

- Connect a USB camera to the Poly Studio X72 system

  Connect a supported or compatible USB camera to your Poly Studio X72 system.
- Connect monitors to the Poly Studio X72 system

  Connect two monitors to the system to display far-side video and content.
- Connect a USB audio DSP to your Poly Studio X72 system

  Connect a supported audio DSP to your system to handle audio input and output.
- Connect a 3.5mm audio output device to the Poly 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.

Connect a USB camera to the Poly Studio X72 system

Connect a supported or compatible USB camera to your Poly Studio X72 system.

Note	Poly recommends powering off the system before connecting or disconnecting USB cameras.

Note	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.

Procedure

- Using the USB cable that shipped with your camera, connect the camera to an available USB-A port on the Poly Studio X72 system.

  When the Poly Studio X72 system starts, the camera displays in the system web interface under **General Settings** > **Device Management** under **Connected Devices**.

Connect monitors to the Poly Studio X72 system

Connect two monitors to the system to display far-side video and content.

Procedure

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 Poly Studio X72 system.
3 Connect a second monitor to the HDMI 2 port on the Poly Studio X72 system.

Connect a USB audio DSP to your Poly Studio X72 system

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

Procedure

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 a 3.5mm audio output device to the Poly 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.

Procedure

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.

Hardware installation

Mount your Poly Studio X72 system and connect peripherals such as a monitor, camera, microphone, and speaker.

To ensure full functionality, the Poly Studio X72 system requires that you connect the following peripherals:

- Monitor

- Controller

Your peripherals and configuration depend on the room size and room type.

For a list of supported peripherals, see the *Poly VideoOS Release Notes*.

For more information on connecting components and configuring the Poly Studio X72 system, see the *Poly Video Mode Administrator Guide* and the *Poly Partner Mode Administrator Guide* at https:// www.docs.poly.com.

- Mounting your Poly Studio X72 system

  You can mount the Poly Studio X72 system using a monitor mount, wall mount, or VESA mount.

Mounting your Poly Studio X72 system

You can mount the Poly Studio X72 system using a monitor mount, wall mount, or VESA mount.

For information on mounting your Poly Studio X72 system, see the Poly Studio X72 Quick Start Guide.

Setting up the Poly Studio X72 system

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:

- Using 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.

- Accessing the system web interface

- Onboarding the system to Lens Cloud

- Complete the out of box setup and choose a provider

  After connecting peripherals, power on Poly Studio X72 system and complete the out of box set up on a connected Poly TC10

Complete the out of box setup and choose a provider

After connecting peripherals, power on Poly Studio X72 system and complete the out of box set up on a connected Poly TC10

Note	During this process, you may receive a notification that a new software version is available. If a new software version is available, Poly recommends that you update your system. Updating your system ensures that you can take advantage of the latest Poly Studio X72 system features and functionality.

Procedure

1 Connect the Poly TC10 to a PoE-enabled Ethernet port on the same subnet as the Poly Studio X72 system.

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

2 Connect the Poly Studio X72 system to a PoE+ Class 4 Ethernet port on the same subnet as the Poly TC10.

   The system powers on and displays the Connect a Controller screen including the system IP address and the serial number.

3 On the Poly TC10, select **Get Started**.

4 Review the network and regional details, then select the right arrow.

5 Select **Room Controller** and select the right arrow.

   The Poly TC10 searches for the Poly Studio X72 system in the out of box state and displays the results.

6 Use the system IP address to select your Poly Studio X72 system from the results and select the right arrow.

   Alternatively, select **Manually Connect to a Room** and enter the Poly Studio X72 system IP address.

7 If the room requires further authentication, the Poly Studio X72 system display shows a collection of shapes. Select the sequence of shapes on the Poly TC10 that matches the sequence of shapes on the Poly Studio X72 system display and select **Confirm**.

8 Depending on the Poly Studio X72 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 Poly Studio X72 system restart into the chosen partner application.

Using the Poly Studio X72 system

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

- Configuring your Poly Studio X72 system

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

- Navigating the Poly Studio X72 system interface

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

- Using Device Mode

    Connect a computer to the Poly Studio X72 system USB-C and HDMI input ports to use the Poly Studio X72 connected peripherals from your computer.

- Registering the System with Poly Lens

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

- Factory Restore the System

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

- 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.

- Locate the System IP Address Using a Paired TC8 or TC10 Touch Controller

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

- Locate the System Serial Number

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

Configuring your Poly Studio X72 system

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

To configure the system and change settings, use one of the following options:

- Access the system web interface

- Onboard your system to Poly Lens Cloud

- Onboard your system to Poly Clariti

- Use CLI or REST APIs

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

- Access the System Web Interface

    Access the system web interface to perform administrative tasks.

Access the System Web Interface

Access the system web interface to perform administrative tasks.

The system web interface enables you to do the following actions:

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

- Finish setting up your system.

- Remotely configure and manage your system. Unlike the local interface, you can configure every setting through the system web interface. Local interface is intended only for the initial setup.

- Control certain user functions of the system, such as placing calls and ending content sessions.

- Manage contacts.

Procedure

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.

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

In Teams Rooms mode, Zoom Rooms, mode, Google Meet mode, and other provider modes:

- Poly TC10 or Poly TC8 touch controller

- Poly Bluetooth remote control

- Poly IR remote control

Using Device Mode

Connect a computer to the Poly Studio X72 system USB-C and HDMI input ports to use the Poly Studio X72 connected peripherals from your computer.

For more information on using Device Mode on your Poly Studio X72 system, see the *Poly Video Mode Administrator Guide* and the *Poly Partner Mode Administrator Guide* at https://www.docs.poly.com.

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.

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)

Procedure

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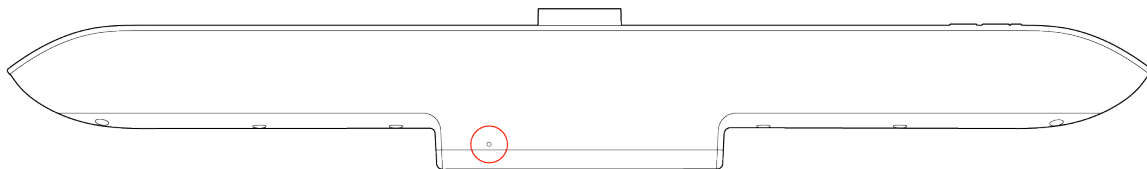
3 While continuing to hold the restore button, reconnect the power supply to turn the system on.
4 When the system LED indicator light turns amber, stop pressing the restore button.

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.

Procedure

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 TC8 or TC10 Touch Controller

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

Procedure

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.

Locate the System Serial Number

- Locate the Serial Number On Your Poly Studio X72

  Where to find the serial number on the Poly Studio X72 device.

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.

Procedure

- On a Poly Studio X system, do one of the following:

 - In the system web interface, go to **Dashboard** > **System Detail**.

- On a paired TC8 or 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 On Your Poly Studio X72

Where to find the serial number on the Poly Studio X72 device.

Procedure

1 Find the serial number tag as shown in the illustration:
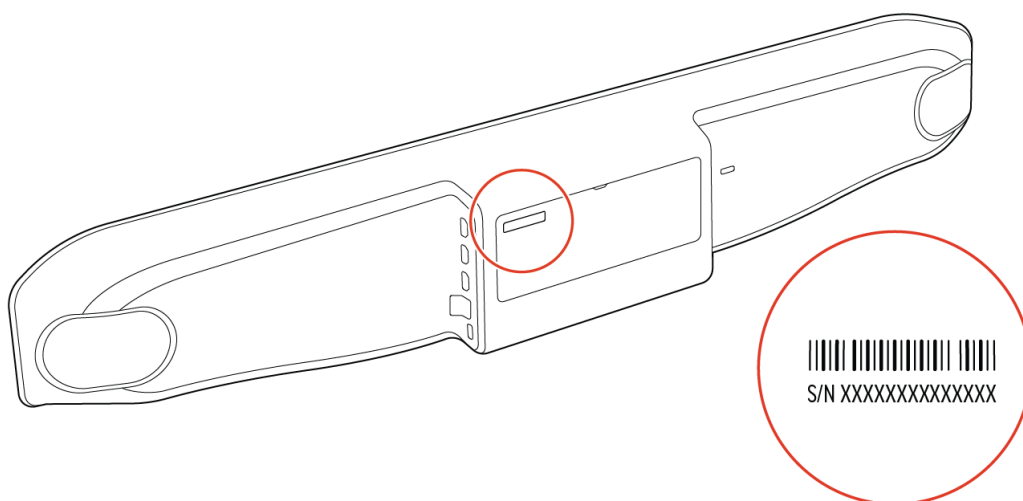
2 Write down the entire serial number (typically 14 characters), not the shorter number on the label.

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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