



SOLUTION GUIDE

1.0.0 | November 2021 | 3725-87777-001A

Poly Room Kits for Microsoft Teams Rooms

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

Plantronics, Inc. (Poly — formerly Plantronics and Polycom)
345 Encinal Street
Santa Cruz, California
95060

© 2021 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

Contents

- Before You Begin..... 3**
 - Audience, Purpose, and Required Skills..... 3
 - Related Poly and Partner Resources..... 3
 - Privacy Policy..... 4

- Getting Started..... 5**
 - Required License for Microsoft Teams Rooms 5
 - Microsoft Teams Rooms Account..... 5
 - Preparing Your Environment for Microsoft Teams Rooms..... 5

- Poly Focus Room Kit with Poly Studio P15..... 6**
 - Poly Focus Room Kit with Poly P15 Cabling Diagram..... 7
 - Connect the Poly GC8 to the Conferencing PC..... 7
 - Connect the Poly Studio P15 to the Conferencing PC..... 10
 - Connect Monitors to the Conferencing PC..... 10
 - Connect the Computer to the Network..... 11

- Poly Small-Medium Room Kit with Poly Studio USB..... 12**
 - Poly Small-Medium Room Kit with Studio USB Cabling Diagram..... 13
 - Connect the Poly GC8 to the Conferencing PC..... 13
 - Connect the Poly Studio USB Video Bar to the Conferencing PC..... 16
 - Connect Monitors to the Conferencing PC..... 16
 - Connect the Computer to the Network..... 17
 - Connect the Optional Icron USB Extension Solution..... 17

- Poly Large Room Kit with Poly Studio E70..... 19**
 - Poly Large Room Kit with Poly Studio E70 Cabling Diagram..... 20
 - Connect the Poly GC8 to the Conferencing PC..... 21
 - Connect the Poly Studio E70 to the Conferencing PC..... 23
 - Connect a Poly Sync 40 or Poly Sync 60 to the Poly GC8..... 24
 - Connect Monitors to the Conferencing PC..... 24
 - Connect the Optional Icron USB Extension Solution..... 25
 - Connect the Computer to the Network..... 25

- Power On and Set Up Your Poly Studio Room Kit..... 26**
 - Power on the Components and Complete Windows Setup..... 26

| | |
|--|-----------|
| Complete the Microsoft Teams Rooms Out-of-Box Setup | 27 |
| Access Additional Settings..... | 28 |
| Enable Dual Monitor Mode..... | 29 |
| Update the Computer..... | 29 |
| Install Poly Lens Desktop Camera Controls..... | 29 |
| Poly Studio E70 Speaker Tracking Service for Windows..... | 30 |
| Set the Microsoft Teams Rooms Default Audio Output Device..... | 30 |
| Set the Windows Default Audio Output Device..... | 30 |
| Download and Install PolyAudioService..... | 31 |
| Verify PolyAudioService Is Running..... | 31 |
| Verify PolyAudioService Detected the Correct Audio Output Device..... | 31 |
| Verify Poly Studio E70 Receives Far-End Talk Flags..... | 32 |
| System Maintenance and Troubleshooting..... | 33 |
| Automatic Microsoft Teams Rooms Application Updates..... | 33 |
| Manually Updating the Microsoft Teams Room Application..... | 33 |
| Access Windows on the Conferencing PC..... | 33 |
| Factory Restore the Poly GC8..... | 34 |
| Factory Reset the Poly GC8..... | 34 |
| Troubleshooting Specific Types of Issues..... | 35 |
| The Front of the Room Monitor Doesn't Wake from Sleep as Expected..... | 35 |

Before You Begin

Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)
- [Privacy Policy](#)

This Poly Studio Room Kits Solution Guide contains information for installing and maintaining your Poly Studio Room Kit.

This guide contains information for the following Poly products and accessories:

- Poly Focus Room Kit with Poly Studio P15
- Poly Small/Medium Room Kit with Poly Studio USB
- Poly Large Room Kit with Poly Studio E70

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 Poly Studio Room Kit.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document 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.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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

Getting Started

Topics:

- [Required License for Microsoft Teams Rooms](#)
- [Microsoft Teams Rooms Account](#)
- [Preparing Your Environment for Microsoft Teams Rooms](#)

Before installing your Poly Studio Room Kit, ensure you have the required licenses and components.

Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required License for Microsoft Teams Rooms](#) on page 5
 - [Microsoft Teams Rooms Account](#) on page 5
-

Required License for Microsoft Teams Rooms

You'll need a Microsoft Teams Rooms license from Microsoft to set up your Poly Studio Room Kit.

For information on required licenses and dependencies, see the Microsoft Teams documentation.

[Teams Meeting Room Licensing](#)

Microsoft Teams Rooms Account

To set up your Poly Solution for Microsoft Teams Rooms, you'll need a Microsoft Teams Rooms account.

For information on setting up your Microsoft Teams Rooms account, see the Microsoft Teams documentation.

[Configure accounts for Microsoft Teams Rooms](#)

Preparing Your Environment for Microsoft Teams Rooms

Before installing your Poly Studio Room Kit, verify that your network is ready.

For information on verifying that your network is ready for Microsoft Teams, see the Microsoft Teams Rooms documentation.

[Prepare your organization's network for Microsoft Teams.](#)

Poly Focus Room Kit with Poly Studio P15

Topics:

- [Poly Focus Room Kit with Poly P15 Cabling Diagram](#)
- [Connect the Poly GC8 to the Conferencing PC](#)
- [Connect the Poly Studio P15 to the Conferencing PC](#)
- [Connect Monitors to the Conferencing PC](#)
- [Connect the Computer to the Network](#)

Setup instructions for the Poly Focus Room Kit.

Poly Focus Room Kit with Poly P15 Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required License for Microsoft Teams Rooms](#) on page 5
- [Microsoft Teams Rooms Account](#) on page 5

-
- Poly GC8 touch controller
 - 10m USB-C to USB-A fiber optic cable
 - Poly Studio P15 personal video bar

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms.
Poly offers a Dell or Lenovo PC, sold separately.
- HDMI cable(s)
- USB Keyboard and mouse (for installation only)

Required Tools

- Phillips #1 screwdriver
- Flathead screwdriver

Cable Management

- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).

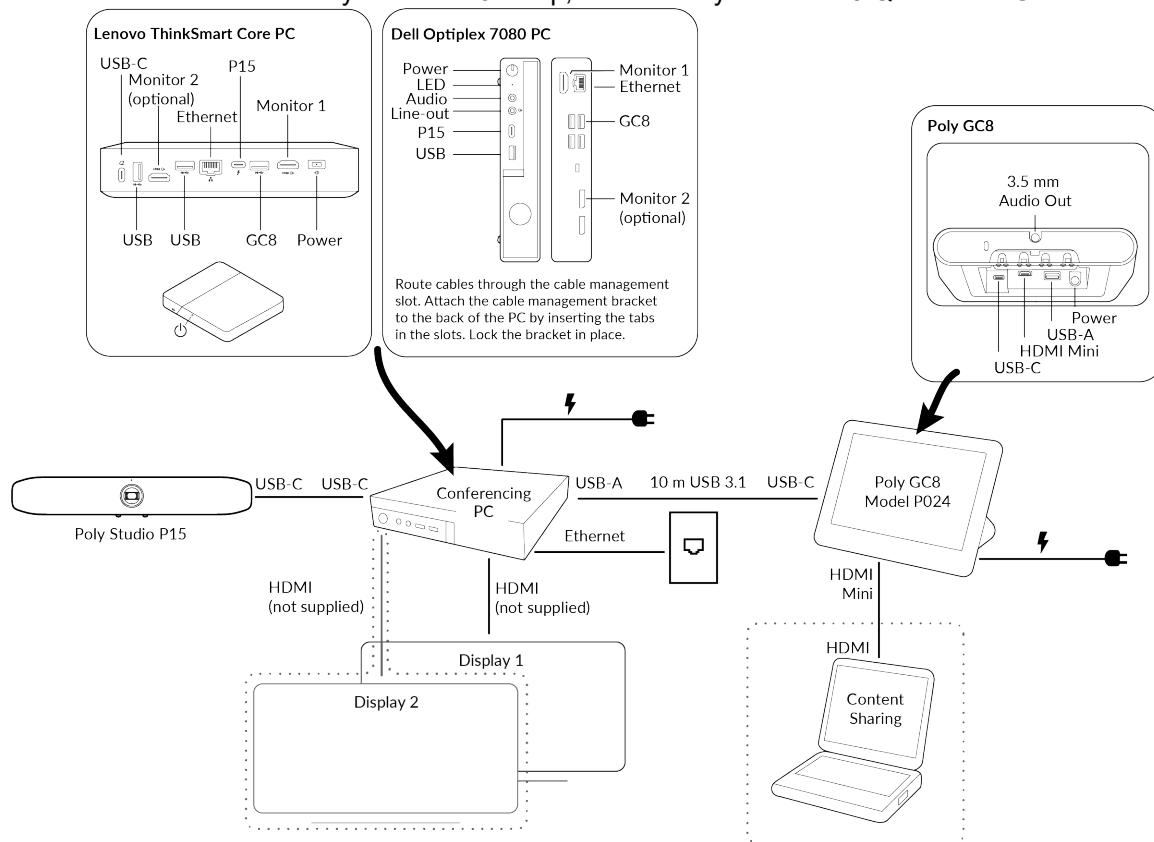
Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

Poly Focus Room Kit with Poly P15 Cabling Diagram

This diagram includes the complete cabling for the Poly Focus Room Kit with Poly Studio P15.

For more information on Poly Studio P15 setup, see the Poly Studio P15 Quick Start Guide.



Connect the Poly GC8 to the Conferencing PC

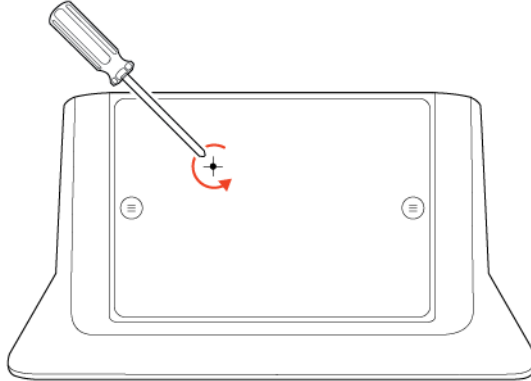
Connect the cables to the Poly GC8 and connect the GC8 to the Conferencing PC.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

Procedure

1. Remove the bottom panel of the Poly GC8.

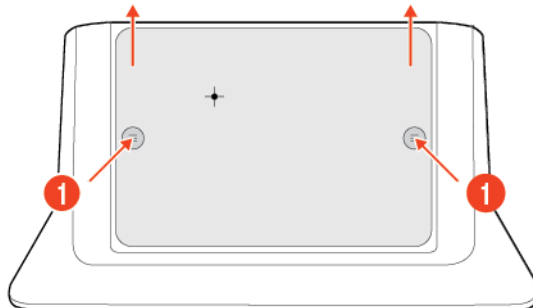
- a. Loosen the bottom panel screw using a #1 Phillips-head screwdriver.



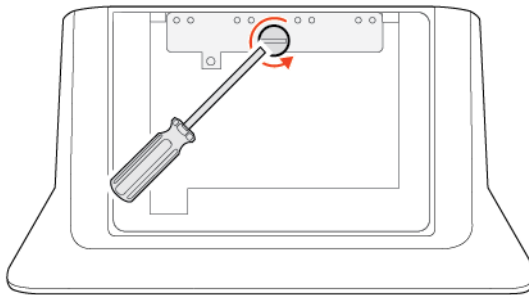
- b. Press the rubber circles located on the left and right side of the bottom pane, I and slide the panel up to remove it.

If the retaining screw causes the cover to seem stuck, try one of the following:

- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.
- Push up with one hand while using the screwdriver to turn the retaining screw counterclockwise.

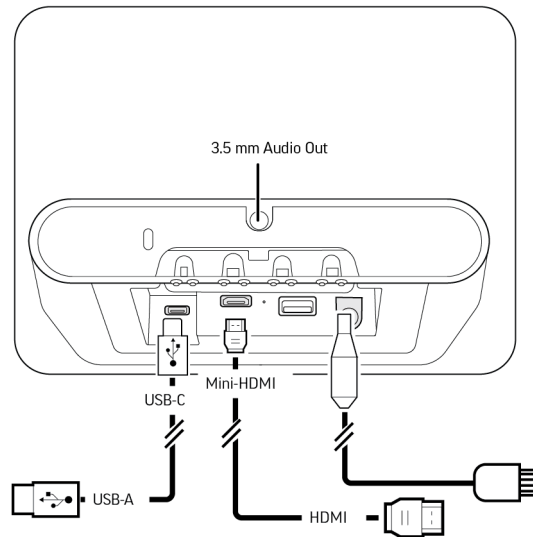


- c. Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

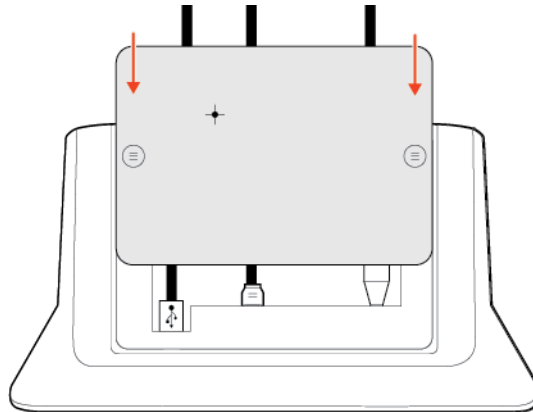


2. Connect the cables to the Poly GC8.

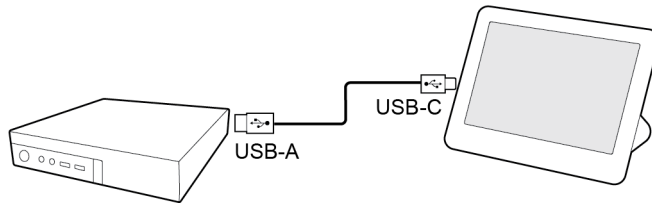
- a. Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- b. Connect the power cable to the Poly GC8.
- c. If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- d. Connect the GC8 3.5 mm audio out connection to an audio output device.



3. Reattach the cable guard and the bottom panel.



4. Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



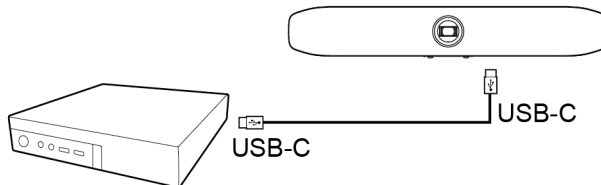
Connect the Poly Studio P15 to the Conferencing PC

Connect the Poly Studio P15 camera to the Conferencing PC to add a video camera and microphones.

Note: The Poly Studio P15 personal video bar ships with a USB-C to USB-C cable. If a USB-C connection is not available on the conferencing PC you can use a USB-C to USB-A adapter compatible with USB 3.1.

Procedure

1. Connect the USB-C to USB-C cable from the Poly Studio P15 to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



2. Connect the power cable to the Poly Studio P15.

Connect Monitors to the Conferencing PC

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

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue, Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Procedure

1. Connect the one end of the HDMI cable to the monitor.
2. For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.

3. Do one of the following:

- Connect the other end of the HDMI cable to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.

For Dell PCs, route the cable through the included Dell cable management bracket.

- If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.

4. To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Computer to the Network

Connect the Conferencing PC to your network using an Ethernet cable.

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Procedure

- » Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

Poly Small-Medium Room Kit with Poly Studio USB

Topics:

- [Poly Small-Medium Room Kit with Studio USB Cabling Diagram](#)
- [Connect the Poly GC8 to the Conferencing PC](#)
- [Connect the Poly Studio USB Video Bar to the Conferencing PC](#)
- [Connect Monitors to the Conferencing PC](#)
- [Connect the Computer to the Network](#)
- [Connect the Optional Icron USB Extension Solution](#)

Setup instructions for your Poly Studio Small/Medium Room Kit.

Poly Small-Medium Room Kit Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required License for Microsoft Teams Rooms](#) on page 5
- [Microsoft Teams Rooms Account](#) on page 5

-
- Poly GC8 touch controller
 - 10m USB-C to USB-A fiber optic cable
 - Poly Studio USB camera

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms. Poly offers a Dell or Lenovo PC, sold separately.
- HDMI cable(s)
- USB Keyboard and mouse (for installation only)

Required Tools

- Phillips #1 screwdriver
- Flathead screwdriver

Cable Management

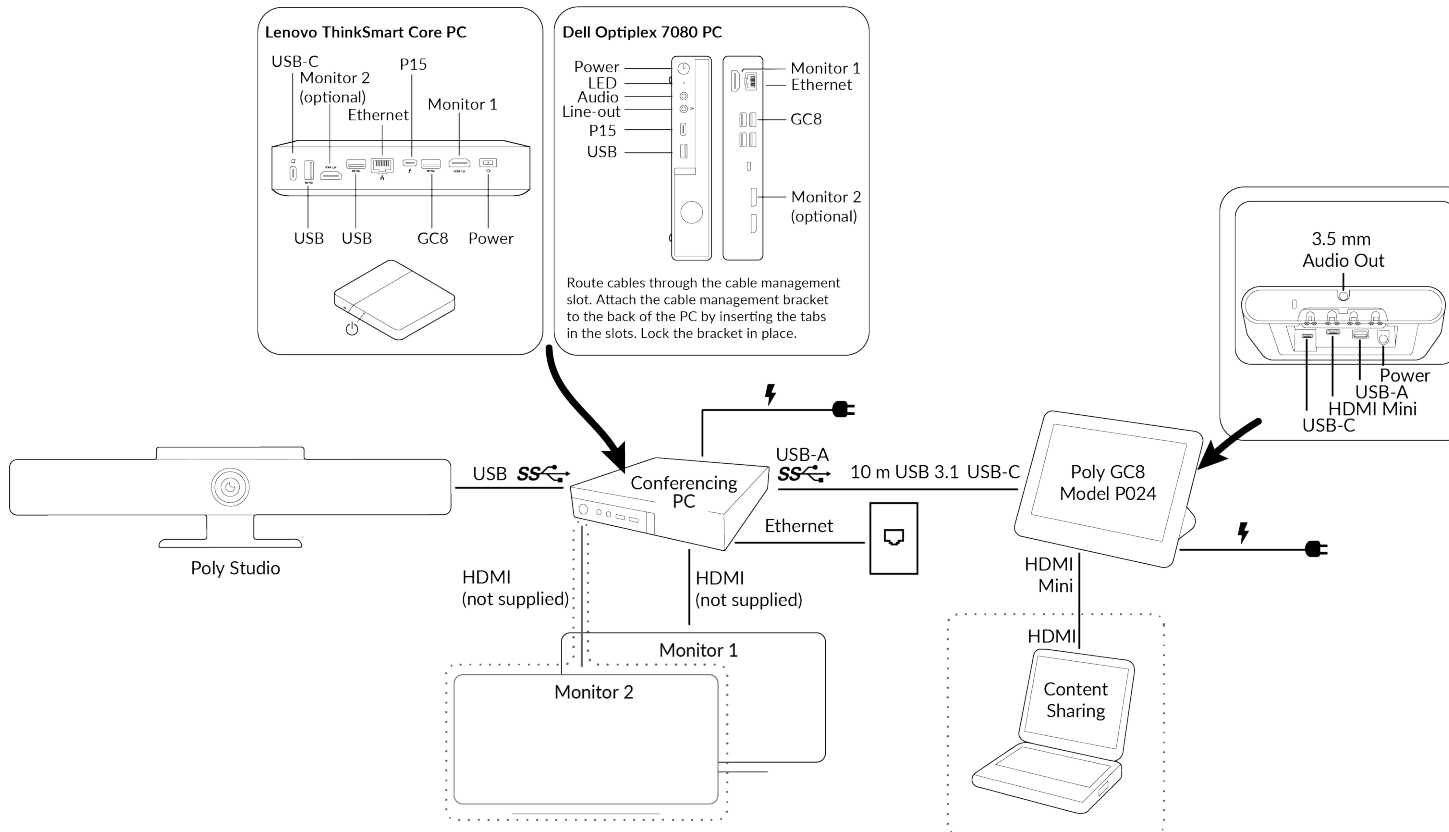
- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).

Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

Poly Small-Medium Room Kit with Studio USB Cabling Diagram

This diagram includes the complete cabling for the Poly Small-Medium Room Kit with Poly Studio USB.



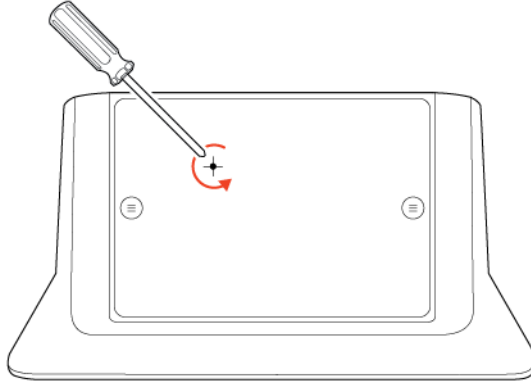
Connect the Poly GC8 to the Conferencing PC

Connect the cables to the Poly GC8 and connect the GC8 to the Conferencing PC.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

Procedure**1. Remove the bottom panel of the Poly GC8.**

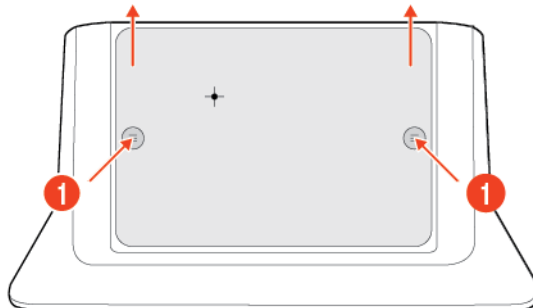
- a.** Loosen the bottom panel screw using a #1 Phillips-head screwdriver.



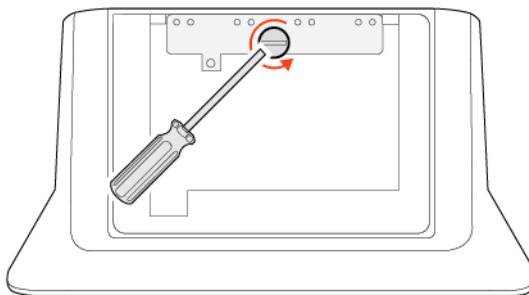
- b.** Press the rubber circles located on the left and right side of the bottom pane, I and slide the panel up to remove it.

If the retaining screw causes the cover to seem stuck, try one of the following:

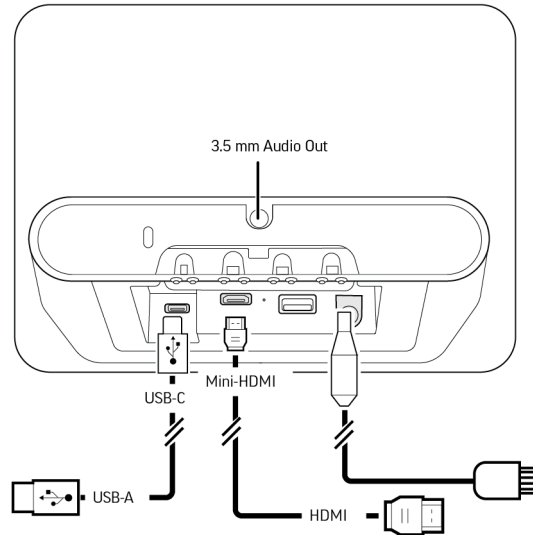
- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.
- Push up with one hand while using the screwdriver to turn the retaining screw counterclockwise.



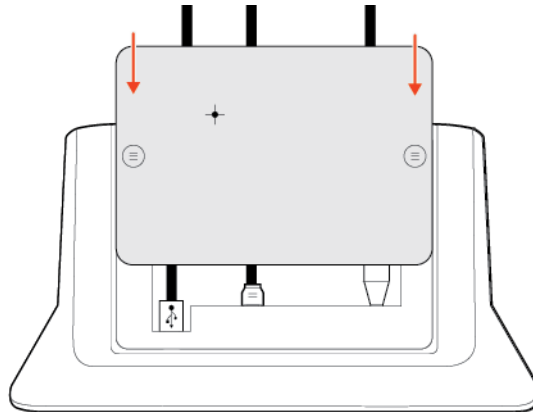
- c.** Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

**2. Connect the cables to the Poly GC8.**

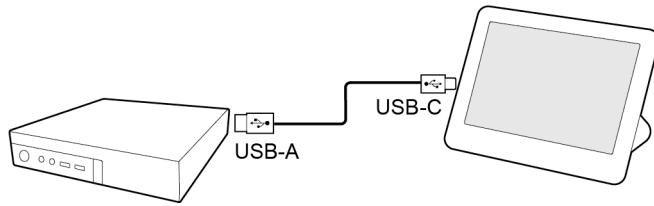
- a. Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- b. Connect the power cable to the Poly GC8.
- c. If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- d. Connect the GC8 3.5 mm audio out connection to an audio output device.



3. Reattach the cable guard and the bottom panel.



4. Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.
 For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
 For Dell PCs, route the cable through the included Dell cable management bracket.



Connect the Poly Studio USB Video Bar to the Conferencing PC

Connect the camera to the Conferencing PC to add a video camera, microphones, and speakers for video conferencing.

Important: Don't plug in or power on any components until you've connected all cables to the GC8 or Lenovo device.

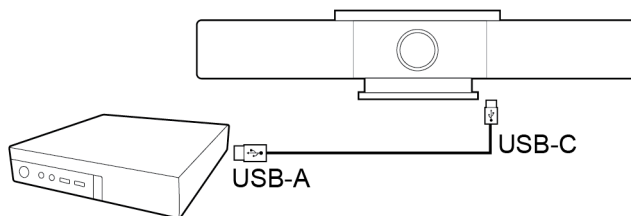
Important: To avoid changes to the video configuration, do not use the Poly Studio remote control.

Procedure

1. Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
2. Connect the USB-A connector to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.

For Dell PCs, route the cable through the included Dell cable management bracket.



3. Connect the power cable.

Connect Monitors to the Conferencing PC

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

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue,

Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Procedure

1. Connect the one end of the HDMI cable to the monitor.
2. For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.
3. Do one of the following:
 - Connect the other end of the HDMI cable to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.

For Dell PCs, route the cable through the included Dell cable management bracket.

- If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.
4. To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Computer to the Network

Connect the Conferencing PC to your network using an Ethernet cable.

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Procedure

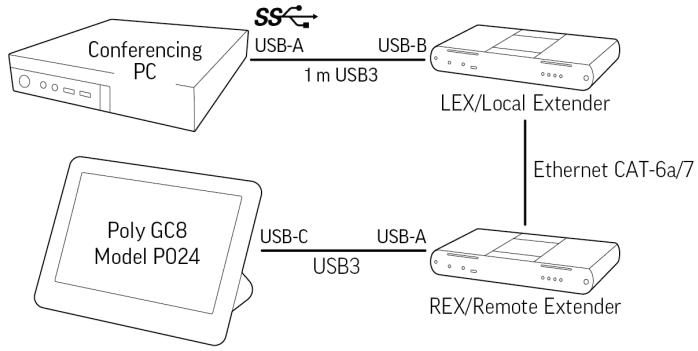
- » Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

Connect the Optional Icron USB Extension Solution

Connect the Icron USB Extension Solution to extend USB 3.1 devices over a single CAT cable.

Procedure

1. Connect the USB-B end of the USB-3.1 cable to the Local Extender (LEX) and connect the other end to the Conferencing PC.
2. Power on the Local Extender (LEX).
3. Connect one end of the Ethernet CAT-6a/7 cable to the Local Extender (LEX) and connect the other end to the Remote Extender (REX).
4. Power on the Remote Extender (REX).
5. Connect the USB-A end of the USB-3.1 cable to the Remote Extender (REX) and connect the USB-C end to the Poly GC8.



Poly Large Room Kit with Poly Studio E70

Topics:

- [Poly Large Room Kit with Poly Studio E70 Cabling Diagram](#)
- [Connect the Poly GC8 to the Conferencing PC](#)
- [Connect the Poly Studio E70 to the Conferencing PC](#)
- [Connect a Poly Sync 40 or Poly Sync 60 to the Poly GC8](#)
- [Connect Monitors to the Conferencing PC](#)
- [Connect the Optional Icron USB Extension Solution](#)
- [Connect the Computer to the Network](#)

Setup instructions for your Poly Studio Large Room Kit.

Poly Large Room Kit with Poly E70 Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required License for Microsoft Teams Rooms](#) on page 5
- [Microsoft Teams Rooms Account](#) on page 5

-
- Poly GC8 touch controller
 - 10m USB-C to USB-A fiber optic cable
 - Poly Studio E70 camera

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms.
Poly offers a Dell or Lenovo PC, sold separately.
- HDMI cable(s)
- USB Keyboard and mouse (for installation only)

Required Tools

- Phillips #1 screwdriver

- Flathead screwdriver

Cable Management

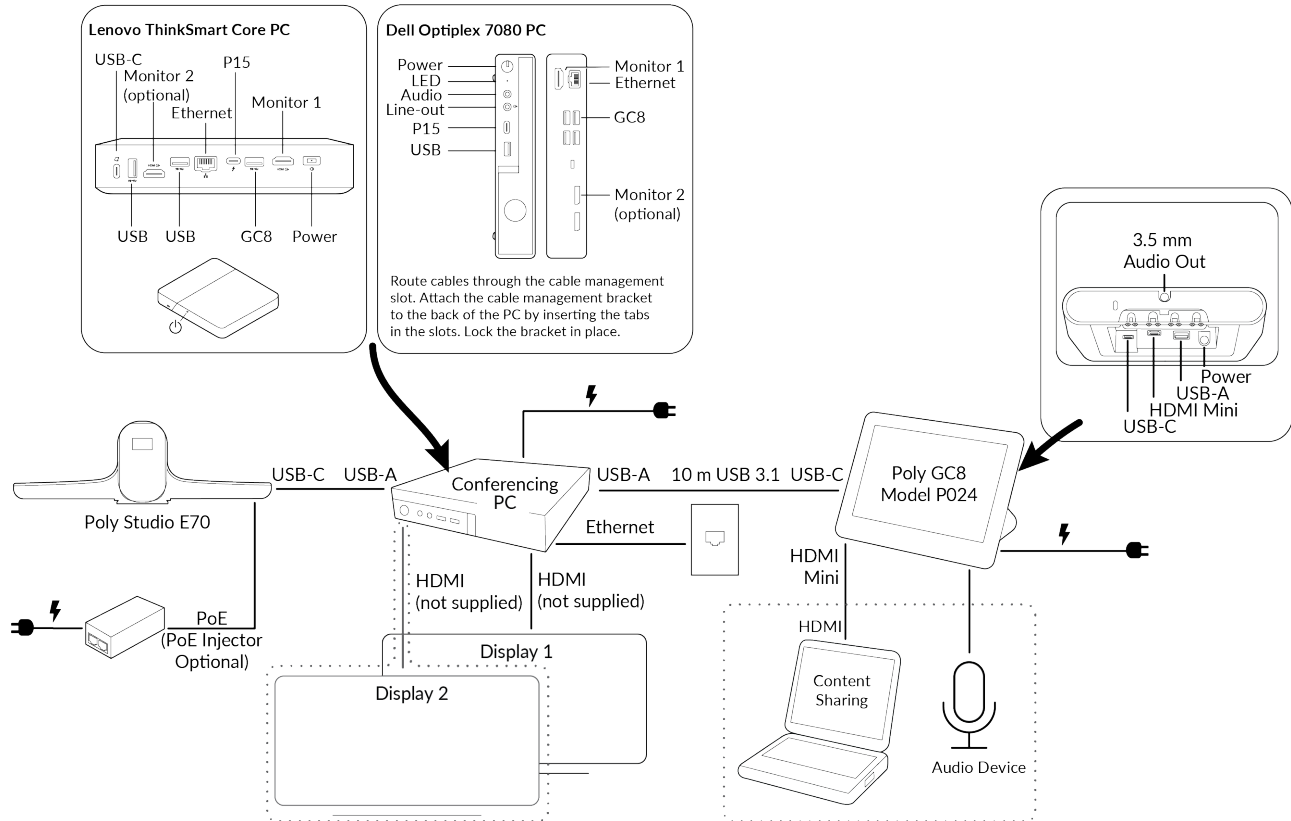
- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).

Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

Poly Large Room Kit with Poly Studio E70 Cabling Diagram

This diagram includes the complete cabling for the Poly Large Room Kit with Poly Studio E70.



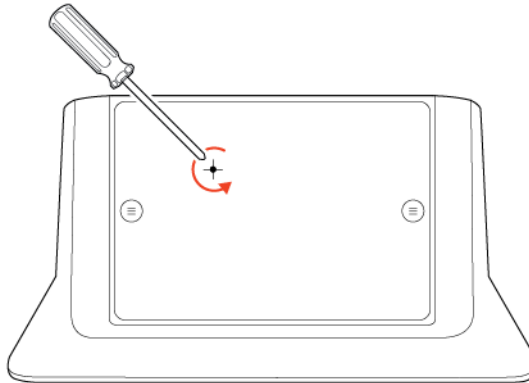
Connect the Poly GC8 to the Conferencing PC

Connect the cables to the Poly GC8 and connect the GC8 to the Conferencing PC.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

Procedure

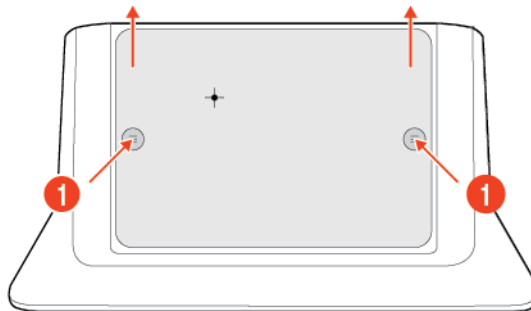
1. Remove the bottom panel of the Poly GC8.
 - a. Loosen the bottom panel screw using a #1 Phillips-head screwdriver.



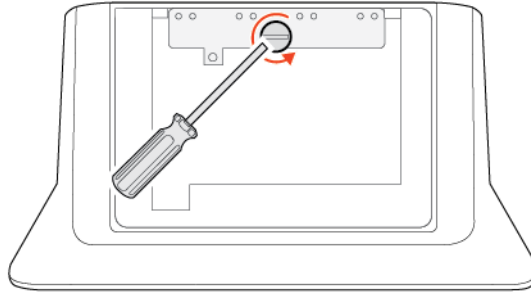
- b. Press the rubber circles located on the left and right side of the bottom pane, I and slide the panel up to remove it.

If the retaining screw causes the cover to seem stuck, try one of the following:

- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.
- Push up with one hand while using the screwdriver to turn the retaining screw counterclockwise.

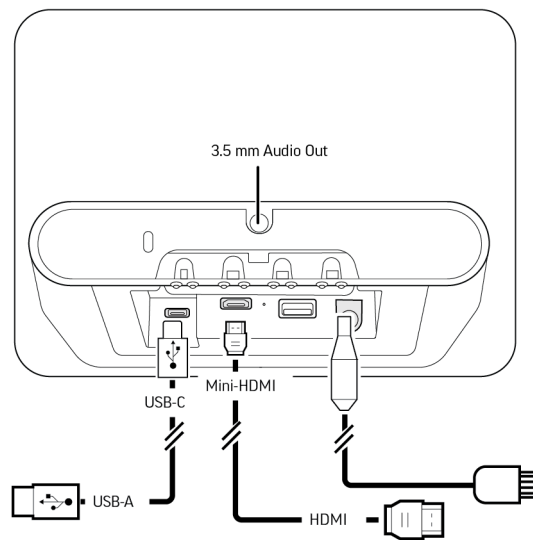


- c. Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

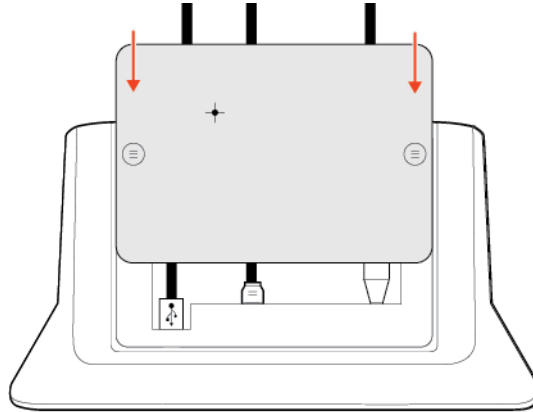


2. Connect the cables to the Poly GC8.

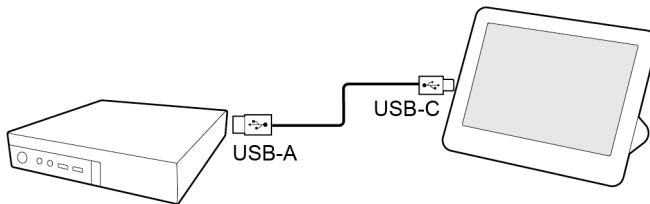
- a.** Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- b.** Connect the power cable to the Poly GC8.
- c.** If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- d.** Connect the GC8 3.5 mm audio out connection to an audio output device.



3. Reattach the cable guard and the bottom panel.



4. Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



Connect the Poly Studio E70 to the Conferencing PC

Connect the Poly Studio E70 camera to the Conferencing PC to add a video camera and microphones.

Note: After setting up the Conferencing PC, install the [Poly Studio E70 Speaker Tracking Service for Windows](#) on page 30.

Procedure

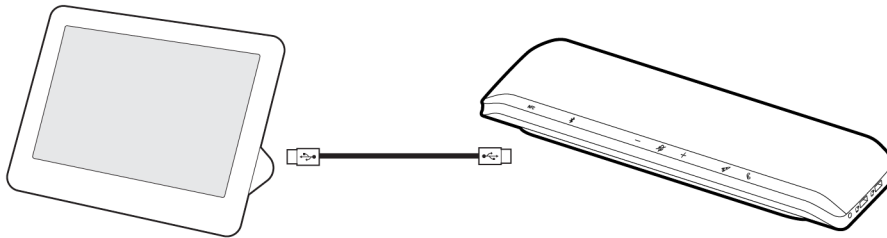
1. Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
2. Connect the USB-A connector to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.
3. Connect an Ethernet cable from the Poly Studio E70 to a PoE supported Ethernet port..

Connect a Poly Sync 40 or Poly Sync 60 to the Poly GC8

Use a Poly Sync 40 or Poly Sync 60 as a microphone and speaker for your Poly Solutions for Microsoft Teams Rooms.

Procedure

- » Connect the USB-A cable from the Poly Sync 40 or Poly Sync 60 to the Poly GC8.



Connect Monitors to the Conferencing PC

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

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue, Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Procedure

1. Connect the one end of the HDMI cable to the monitor.
2. For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.
3. Do one of the following:
 - Connect the other end of the HDMI cable to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.

For Dell PCs, route the cable through the included Dell cable management bracket.

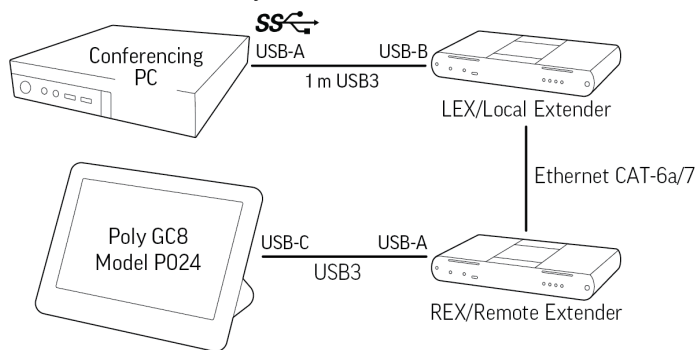
- If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.
4. To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Optional Icron USB Extension Solution

Connect the Icron USB Extension Solution to extend USB 3.1 devices over a single CAT cable.

Procedure

1. Connect the USB-B end of the USB-3.1 cable to the Local Extender (LEX) and connect the other end to the Conferencing PC.
2. Power on the Local Extender (LEX).
3. Connect one end of the Ethernet CAT-6a/7 cable to the Local Extender (LEX) and connect the other end to the Remote Extender (REX).
4. Power on the Remote Extender (REX).
5. Connect the USB-A end of the USB-3.1 cable to the Remote Extender (REX) and connect the USB-C end to the Poly GC8.



Connect the Computer to the Network

Connect the Conferencing PC to your network using an Ethernet cable.

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Procedure

- » Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

Power On and Set Up Your Poly Studio Room Kit

Topics:

- [Power on the Components and Complete Windows Setup](#)
- [Complete the Microsoft Teams Rooms Out-of-Box Setup](#)
- [Access Additional Settings](#)
- [Enable Dual Monitor Mode](#)
- [Update the Computer](#)
- [Install Poly Lens Desktop Camera Controls](#)
- [Poly Studio E70 Speaker Tracking Service for Windows](#)

After cabling the system, power on all the components complete the out-of-box setup.

Procedure

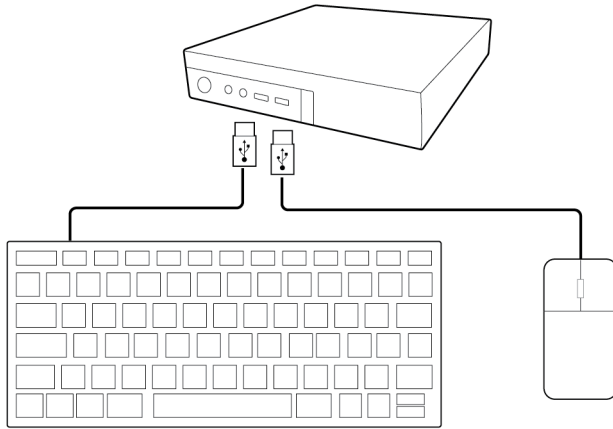
1. [Power on the components and complete Windows setup.](#)
2. [Complete the Microsoft Teams Rooms out-of-box setup.](#)
3. [Access additional settings.](#)
4. [Enable Dual Monitor mode.](#)
5. [Update the computer.](#)

Power on the Components and Complete Windows Setup

After cabling your Poly Studio Room Kit, power on the devices and configure Microsoft Teams Rooms.

Procedure

1. Connect a USB keyboard and mouse to the Conferencing PC.



2. Plug in and power on the Poly GC8 and then plug in and power on the other components. The Conferencing PC may reboot more than once as it downloads and installs updates.

Caution: Don't shut down the Conferencing PC during this process.

3. Complete the initial Windows setup.
 - a. Choose your region.
 - b. Choose your keyboard layout.
 - c. When prompted to add a second keyboard layout, select **Skip**.
The Conferencing PC may reboot more than once as it downloads and installs updates.

Caution: Don't shut down the Conferencing PC during this process.

- d. When prompted, change the default administrator password.
If you're not prompted to change the administrator password, the default password is `sfb`. Poly recommends changing the administrator password.

See [Initial set up of the console](#) on the Microsoft website.

Complete the Microsoft Teams Rooms Out-of-Box Setup

When you first start the system, the Microsoft Teams Rooms out-of-box screen appears.

Note: Before installing the Poly Solution for Microsoft Teams Rooms, you'll need the following:

- [Required License for Microsoft Teams Rooms](#) on page 5
- [Microsoft Teams Rooms Account](#) on page 5

Complete your configuration. For detailed instructions, see [Initial Setup for Microsoft Teams Rooms](#) on the Microsoft website.

Procedure

1. Accept the Microsoft Software License Terms.
2. Enter your Microsoft Teams Rooms account information.
See [Configure accounts for Microsoft Teams Rooms](#).
3. Select the appropriate **Supported Meeting Mode** based on your preferred default application. By default, **Microsoft Teams only** is selected.
 - Skype for Business (default) and Microsoft Teams
 - Skype for Business and Microsoft Teams (default)
 - Skype for Business only
 - Microsoft Teams only
4. Enable **Modern Authentication**.
5. If your mailbox has an alternate SMTP, complete Exchange sign-in.
6. Select **Next**.
7. Select **Finish**.
The system reboots.

The Conferencing PC may reboot more than once as it downloads and installs updates. Do not shut down the Conferencing PC during this process. When complete, the Microsoft Teams Rooms Setup screen appears on the Poly GC8.
8. Choose from the following:
 - To configure additional settings, see [Access Additional Settings](#) .
 - To configure a dual monitor setup, see [Enable Dual Monitor Mode](#) .
9. [Update the Computer](#) on page 29.

Access Additional Settings

Access the **Settings** menu to configure additional settings.

Procedure

1. On the Poly GC8, select **More > Settings**.
2. Enter the admin password.
The default password is `sfb`.
3. Correct or change the email password if necessary.
4. Change the audio device.
Speaker for Conferencing and **Default Speaker** are the same.
5. Connect a content camera and configure the "magic whiteboard" functionality.
When using the "magic whiteboard" functionality, you can configure content cameras.

Note: The content camera isn't the People camera. Microsoft Teams Rooms application automatically sets the people camera.

For more information, see [Content camera for Microsoft Teams Rooms](#).

Enable Dual Monitor Mode

If you connected a second monitor, enable **Dual monitor mode** in the Microsoft Teams Rooms settings.

Procedure

1. From the Microsoft Teams Rooms interface on the Poly GC8, select **More > Settings**.
2. Enter the admin password.
The default password is `sfb`.
3. Select **Device**.
4. Enable **Dual monitor mode**.
The Conferencing PC reboots.

Update the Computer

After connecting all peripherals to the system, perform a Windows Update.

When the Poly GC8 requires updates, the screen turns black while the firmware is updating, which can take up to 5 minutes. After the firmware updates, the Poly GC8 restarts and returns to regular operation automatically.

Procedure

1. On the Poly GC8, select **More > Settings**.
2. Enter the admin password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. Select **Administrator**.
5. Enter the administrator password.
6. Run Windows Update and install all available updates.
This will update the computer and all attached peripherals.

Install Poly Lens Desktop Camera Controls

Configure camera settings for your Poly Studio Room Kit using the Poly Lens desktop app.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. Using a web browser, navigate to <https://poly.com/lens> and download the Poly Lens app for Windows.
5. Double-click the installation file and follow the installation prompts.
6. Once Poly Lens desktop is installed, you can log in with an account or access the app as a guest.

For more information on using Poly Lens desktop, see [Poly Lens Desktop for Windows and Mac Online Help](#).

Poly Studio E70 Speaker Tracking Service for Windows

PolyAudioService enables Windows to pass far-end talk flags to the Poly Studio E70 camera for speaker tracking.

Note: Before installing PolyAudioService, verify that both Microsoft Teams Rooms output devices and the Windows audio output device are the same.

Windows doesn't natively pass far-end talk flags to the Poly Studio E70 camera. The Poly Studio E70 uses far-end talk flags to differentiate between people speaking in the room and sounds coming from the system speakers.

Set the Microsoft Teams Rooms Default Audio Output Device

Set the Microsoft Teams Rooms **Default Speaker** and **Speaker for Conferencing** to the same audio output device.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Peripherals** and set **Default Speaker** and **Speaker for Conferencing** to the same audio output device.
4. Select **Save and exit**.

Set the Windows Default Audio Output Device

In Windows, select the same audio output device used by the Microsoft Teams Rooms app.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. In Windows, go to **Start > Settings > Systems > Sound**.
5. In the **Choose your output device** drop-down menu, select the same audio output device selected in Microsoft Teams Rooms.
6. Sign out of Windows.
7. Select **Skype**, then select **Sign in**.

Download and Install PolyAudioService

To support Poly Studio E70 camera speaker tracking on the conferencing PC, install PolyAudioService.

Before you install PolyAudioService, do the following:

- Install Microsoft Visual C++ 2019 Redistributable Package (x64).
You can download the file from the [Microsoft website](#)
- Make sure that Poly Studio E70 is running version poly-studioe70-1.0.1-232101 or later.
- Verify that the following audio options are set to the same audio output device:
 - Windows default audio output device
 - Microsoft Teams Room **Speaker for Conferencing**
 - Microsoft Teams Rooms **Default Speaker**

Procedure

1. Go to the Poly Online Support Center [Poly Studio E70 page](#) and download the installation file (PolyAudioServiceSet-Release-x64.msi) to a USB flash drive.
2. Connect the USB flash drive to the conferencing PC.
3. In the Microsoft Teams Rooms application, go to **More > Settings**.
4. Enter the Administrator password.
The default password is `sfb`.
5. Select **Windows Settings**.
6. Select **Administrator**, and enter the Administrator password.
7. On the USB flash drive, double-click PolyAudioServiceSet-Release-x64.msi.
8. Optional: If the **Windows protected your PC** message displays, select **Run anyway**.
9. After the installation completes, reboot the conferencing PC.

Verify PolyAudioService Is Running

Verify that the Windows Services app reports that PolyAudioService is running.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings > Windows Settings**.
2. In the Microsoft Teams Rooms application, go to **More > Settings**.
3. Enter the Administrator password.
The default password is `sfb`.
4. Select **Windows Settings**.
5. Select **Administrator**, and enter the Administrator password.
6. In the Windows search field, search for `service`.
7. Right-click on the **Services** app, then select **Run as Administrator**.
8. In the **Services (Local)** window, verify that the PolyAudioService status is **Running**.

Verify PolyAudioService Detected the Correct Audio Output Device

PolyAudioService generates a file indicating the detected default audio output device.

PolyAudioService doesn't start until 2 minutes after the system reboots. If you don't see the `detected_audio_output_devices.txt` file, make sure it's been 2 minutes and refresh the folder.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. Select **Administrator**, and enter the Administrator password.
5. Go to `C:\ProgramData\Poly\Audio`.
6. Open the `detected_audio_output_devices.txt` file and verify that **Teams Speaker for Conferencing** matches the information with a **D** next to it.

```
| 0, {45FD0EAC-A838-4EFF-97D4-0BE7099129F6}, Speakers (Realtek(R)
Audio)
D | 1, {BC443F3C-A617-4974-9640-29DD3B953016}, SAMSUNG (Intel(R)
Display Audio)
```

Verify Poly Studio E70 Receives Far-End Talk Flags

View the PolyAudioService log file to verify that Windows captures far-end talk flags.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. Select **Administrator**, and enter the Administrator password.
5. Go to `C:\ProgramData\Poly\Audio`.
6. Copy the `PolyMTRLog.txt` file.
7. Open the file and verify that it receives the far-end-talk flag.

```
2021-06-02 15:33:48.068 901-933/? D/uac_events_handler:
onHandleIPCMessage rcv msg: { "msg_type": "uac_report", "content":
{ "far_end_talk": "true" } }
2021-06-02 15:33:48.068 901-933/? D/uac_events_handler:
onHandleFarTalkFlag =====farTalkFlag=====: true
2021-06-02 15:33:49.853 901-932/? D/uac: set SSL PAN ANGLE = -2

2021-06-02 15:33:51.772 901-933/? D/uac_events_handler:
onHandleIPCMessage rcv msg: { "msg_type": "uac_report", "content":
{ "far_end_talk": "false" } }
2021-06-02 15:33:51.772 901-933/? D/uac_events_handler:
onHandleFarTalkFlag =====farTalkFlag=====: false
2021-06-02 15:33:51.856 901-932/? D/uac: set SSL PAN ANGLE = -1
```

System Maintenance and Troubleshooting

Topics:

- [Automatic Microsoft Teams Rooms Application Updates](#)
- [Manually Updating the Microsoft Teams Room Application](#)
- [Access Windows on the Conferencing PC](#)
- [Factory Restore the Poly GC8](#)
- [Factory Reset the Poly GC8](#)
- [Troubleshooting Specific Types of Issues](#)

Perform system maintenance tasks and troubleshoot issues with your Poly Studio Room Kit.

Automatic Microsoft Teams Rooms Application Updates

By default, the system automatically downloads and installs updates for Windows, Microsoft Teams Rooms, and attached peripherals.

Windows Update runs at a set time each night to download available updates. Leave the system on overnight to ensure that the system can receive and install updates.

For information on Microsoft Teams Rooms releases, see [Microsoft Teams Rooms Release Notes](#).

Manually Updating the Microsoft Teams Room Application

You can manually update the Microsoft Teams Room application through the Microsoft Store application.

For information on manually updating the Microsoft Teams Rooms application see, [Manually update a Microsoft Teams Room device](#) on the Microsoft website.

Access Windows on the Conferencing PC

You can access Windows on the Conferencing PC to configure Windows settings, manually update Windows, or manually update the Microsoft Teams Room app.

Procedure

1. On the Conferencing PC, select **More > Settings**.
2. Enter the admin password.
3. Select **Windows Settings**.

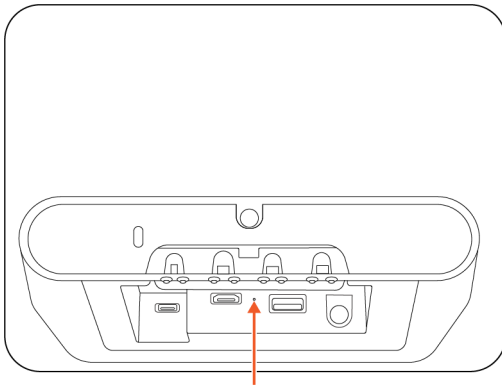
4. Select **Administrator**.
5. Enter the admin password.
6. To return to the Microsoft Teams Rooms interface, sign out of the administrator account and select the **Skype** account and select **Sign in**.

Factory Restore the Poly GC8

Factory restore erases all Poly GC8 data and restores the device to the original factory build.

Procedure

1. With the Poly GC8 powered off, use a paperclip to press and hold the reset button.



2. While holding the reset button, power on the Poly GC8.
3. Hold the reset button for three seconds as the Poly GC8 powers on.
The Poly GC8 erases all settings and returns to the original factory software build.

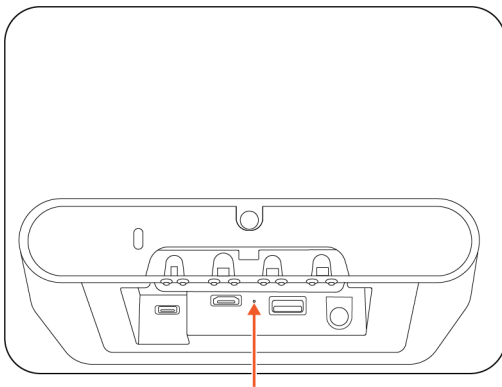
Factory Reset the Poly GC8

Factory reset wipes out all data on the device and restores the default settings.

Factor reset is performed while the Poly GC8 is powered on.

Procedure

- » With the Poly GC8 powered on, use a paperclip to press and hold the reset button.



The Poly GC8 reboots and all data is reset to default settings.

Troubleshooting Specific Types of Issues

This section describes information on troubleshooting specific types of issues on the Poly Studio Room Kit system.

The Front of the Room Monitor Doesn't Wake from Sleep as Expected

Symptom:

The Microsoft Teams Rooms controls appear on the front of room monitor and not on the Poly GC8 controller. The Poly GC8 displays a blank screen.

Problem:

Connecting a 4K monitor, causes the Conferencing PC to set the 4K monitor as the Microsoft Teams Rooms controller display.

Workaround:

Connect a 1080P limited EDID Emulator to the HDMI out port of the Conferencing PC. Connect the HDMI cable from the EDID emulator to the 4K monitor.

For additional installation and configuration guidance, refer to the EDID manufacturer's instructions.