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USER GUIDE

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# Poly Studio P Series (P5 and P15)

Headset  
Advisor

## Getting Help

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

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# Contents

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<b>Before You Begin.....</b>	<b>2</b>
Audience, Purpose, and Required Skills.....	2
Related Poly and Partner Resources.....	2
Privacy Policy.....	2
<b>Getting Started.....</b>	<b>3</b>
Poly Studio P5 Hardware Overview.....	3
Poly Studio P15 Hardware Overview.....	4
Use the Poly Studio P Series Device Privacy Shutter.....	5
Computer and Cable Requirements.....	6
LED Status Indicators.....	7
Basic Tips for Great Video Conferences.....	7
Advanced Tips for Great Video Conferences.....	7
Accessibility Features.....	9
Users Who Are Deaf or Hard of Hearing.....	9
Users Who Are Blind, Have Low Vision, or Have Limited Vision.....	9
Users with Limited Mobility.....	9
<b>Using Your Poly Studio P Series Device.....</b>	<b>11</b>
Default Poly Studio P Series Device Features.....	11
Download and Install the Poly Lens Desktop App.....	11
Set Poly P Series Device as the Default Audio and Video Device.....	12
Restart Your Device.....	12
Factory Reset Poly Studio P15.....	12
Factory Restore Poly Studio P15.....	13
Updating Firmware.....	13

# Before You Begin

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## Topics:

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

This guide describes how to use the Poly Studio P5 webcam and Poly Studio P15 personal video bar.

## Audience, Purpose, and Required Skills

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

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

## Related Poly and Partner Resources

See the following sites for information related to this product.

- 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 with 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](mailto:privacy@poly.com)

# Getting Started

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## Topics:

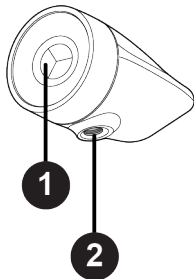
- [Poly Studio P5 Hardware Overview](#)
- [Poly Studio P15 Hardware Overview](#)
- [Use the Poly Studio P Series Device Privacy Shutter](#)
- [Computer and Cable Requirements](#)
- [LED Status Indicators](#)
- [Basic Tips for Great Video Conferences](#)
- [Advanced Tips for Great Video Conferences](#)
- [Accessibility Features](#)

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

## Poly Studio P5 Hardware Overview

The following figures display the hardware features on the Poly Studio P5 webcam. The table lists each feature numbered in the figures.

### Front View

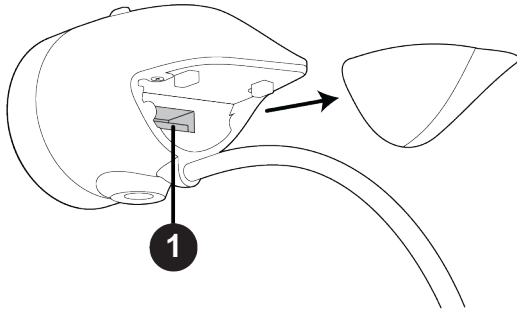


### Poly Studio P5 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Camera	Camera with a privacy shutter that you can manually open or close
2	Clamp attachment point	Attachment point for camera clamp

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### System Port



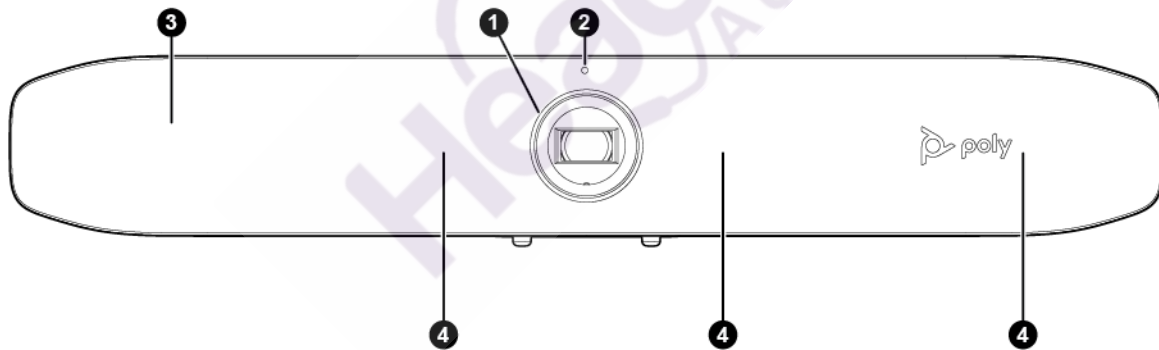
### Poly Studio P5 Port Description

Ref. Number	Port Description
1	USB-A port

## Poly Studio P15 Hardware Overview

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

### Front View



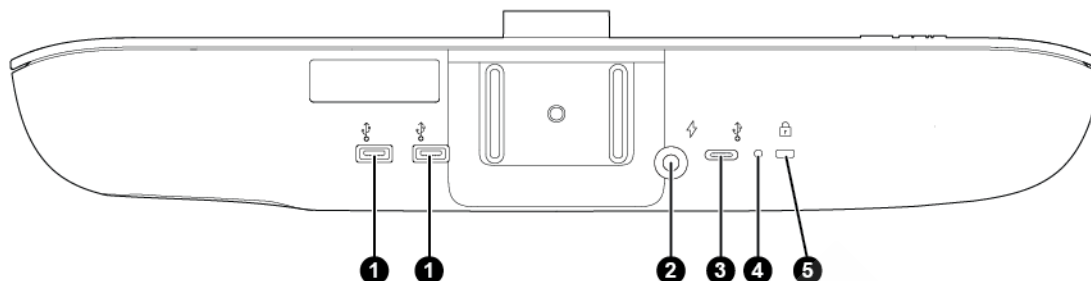
### Poly Studio P15 Feature Descriptions

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

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Ref. Number	Feature	Feature Description
4	Microphones	Microphones that capture audio

## System Ports



## Poly Studio P15 Port Descriptions

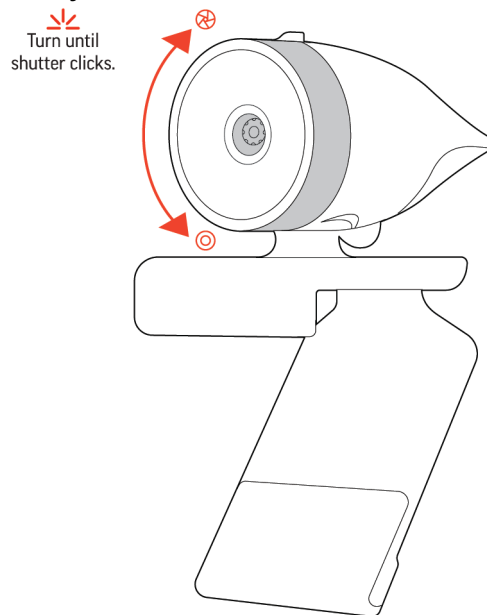
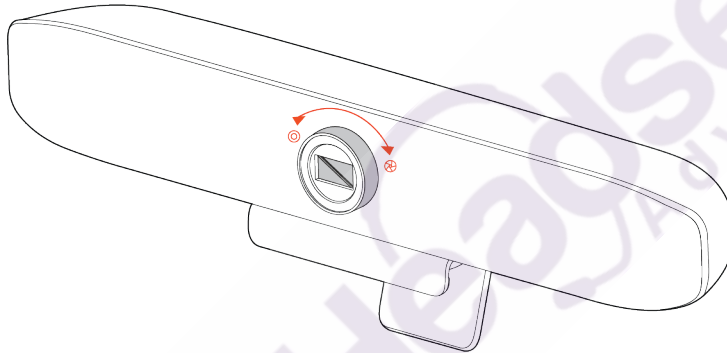
Ref. Number	Port Description
1	USB-A ports
2	Power
3	USB-C port (for connecting to your computer)
4	Factory restore pinhole
5	Security lock

## Use the Poly Studio P Series Device Privacy Shutter

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

### Procedure

- » Do one of the following:
  - Rotate the privacy shutter ring counterclockwise to open the shutter.
  - Rotate the privacy shutter ring clockwise to close the shutter.

**Figure 1: Poly Studio P5****Figure 2: Poly Studio P15**

## Computer and Cable Requirements

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

Your computer must have one of the following operating systems:

- Windows 10
- macOS versions 10.15 and 11

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

Note the following limitations with USB connections:

- Using a third-party USB-C to USB-C cable may affect device performance, or your device may not work at all.
- Using a third-party USB-C to USB-A adapter may affect video quality.
- Connecting your device to a USB 2.1 or 2.0 port may prevent you from receiving full 4K video from your Poly Studio P15 personal video bar.

## LED Status Indicators

Your device provides an LED above the camera to help you understand the device's behaviors. The following table lists each LED and its associated status.

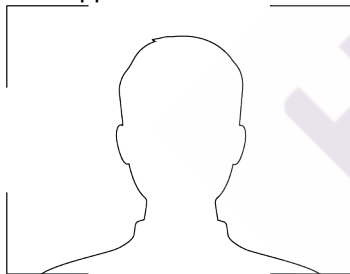
### Basic Poly Studio P5 and Poly Studio P15 LED Indicators Status

Indicator	Status
Solid white	Device is powered on, the shutter is open, and the device is idle
Pulsing white	Boot initialization in progress
Solid green	For video calls, camera is active (in use or displaying local video preview out of a call), microphone is active
Blinking green	Blinks twice to indicate that the camera is off, microphone is active
Pulsing amber	Firmware update in progress
Solid red	Muted microphone

## Basic Tips for Great Video Conferences

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

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



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

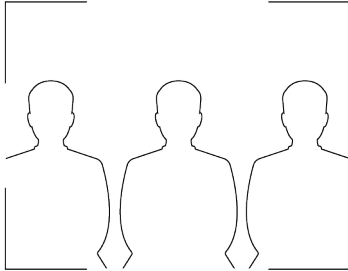
## Advanced Tips for Great Video Conferences

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



### Camera and People Positioning

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



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

### Clothing, Furnishings, and Backgrounds

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

### Lighting

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

### Audio and Noise

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

- Avoid tapping on the table or rustling papers.
- Avoid typing while unmuted.

## Accessibility Features

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

### Users Who Are Deaf or Hard of Hearing

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

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

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

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

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

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

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

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

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

### Users with Limited Mobility

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

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

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### Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Built-in Speaker and Microphone	Your Poly Studio P15 has an integrated speaker and microphone that enables you to hear audio and speak without having to use a headset. Your Poly Studio P5 has an integrated microphone that enables you to speak without using a headset.

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# Using Your Poly Studio P Series Device

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## Topics:

- [Default Poly Studio P Series Device Features](#)
- [Download and Install the Poly Lens Desktop App](#)
- [Set Poly P Series Device as the Default Audio and Video Device](#)
- [Restart Your Device](#)
- [Factory Reset Poly Studio P15](#)
- [Factory Restore Poly Studio P15](#)
- [Updating Firmware](#)

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

Once you plug in the device, you can start using the Poly Studio P Series webcam or personal video bar.

## Default Poly Studio P Series Device Features

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

### Poly Studio P5 Features

The following features are enabled by default:

- Active Echo Cancellation
- Camera autofocus

### Poly Studio P15 Features

The following features are enabled by default:

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

## Download and Install the Poly Lens Desktop App

Download the Poly Lens Desktop App to access configuration settings and features for your Poly Studio P Series devices.

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

### Procedure

1. Go to the [Poly Lens App](#) product page.
2. Select the applicable download for your operating system.

3. Follow the onscreen installation instructions.

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

When you use the Poly Studio P Series webcam or personal video bar with a supported application for video calls, you may need to set the device as the default audio and video device of your application.

The following is a general procedure that you can refer to. Your application may use different terms or categories.

### Procedure

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

### Related Links

[Restart Your Device](#) on page 12

## Restart Your Device

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

### Procedure

- » Do one of the following:
  - Poly Studio P5 - Unplug the USB cable from your computer and plug the cable back into your computer.
  - Poly Studio P15 - Unplug the power cable from the device and plug the cable back in to your device.

The device powers off and restarts after you plug it back in. You may need to reselect the device as the default audio and video device for your conferencing software.

### Related Links

[Set Poly P Series Device as the Default Audio and Video Device](#) on page 12

## Factory Reset Poly Studio P15

You can reset the Poly Studio P15 personal video bar to factory settings.

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**Warning:** Your personal video bar erases all user data and settings.

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### Procedure

1. Unplug USB-C from Poly Studio P15.
2. Find the reset pinhole on the bottom of the device.
3. Use a paperclip to press and hold the reset button.

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4. When the LED indicator turns amber, stop pressing the reset button.  
The factory reset is complete after the pulsing white LED turns off and an audible tone sounds.
5. Plug the USB-C cable back into your device.

## Factory Restore Poly Studio P15

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

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

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### Procedure

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

The device LED pulses amber until the factory restore is complete.

Update to the latest firmware after a factory restore.

## Updating Firmware

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

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**Note:** MacOS doesn't support automatic updates and you must use the Poly Lens Desktop app to update.

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For more information on updating your device, see the [Poly Lens Desktop App User Guide](#).