Poly Studio R30

User Guide

Contents

Before You Begin

Learn overview information and references about Poly Studio R30, an all-in-one USB video bar designed for huddle spaces or small room collaboration.

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users who want to learn how to use the features available with Poly Studio R30.

Related Poly and Partner Resources

See the following sites for information related to this product.

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

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Getting Started

Poly Studio R30 USB video bar delivers high-quality video and audio experiences into huddle spaces or small room collaboration.

Poly Studio R30 Overview

Poly introduces Poly Studio R30, a new all-in-one plug-and-play USB video bar product, optimized for huddle spaces or small room collaboration.

Poly Studio R30 includes the following features:

- Ultra-wide 120-degree field of view, up to 4K resolution, and 5× digital zoom (5× when tracking is off, otherwise 4×)
- High-fidelity audio powered by a three-mic array and a mono speaker with a passive radiator
- Poly NoiseBlockAI on transmitted and received audio
- Acoustic Fence with Beam Shaping
- Poly DirectorAI, which includes automatic speaker tracking and group framing, presenter mode, and conversation mode
- Optional Bluetooth remote control
- Network-based device management
- Poly Lens integration
- Certification by multiple platforms phase by phase (see latest Data Sheet for details)

Note:
Poly Studio R30 supports 4K video when you have the following:

- Software client or conferencing platform that supports 4K
- Monitor that supports 4K resolution
- USB 3.0 cable
- PC capable of 4K graphics with USB 3.0 port (if using software client)

Poly Studio R30 Hardware Features

The following figures display the hardware features on the Poly Studio R30 USB video bar. The table lists each feature numbered in the figures.

Front View

Poly Studio R30 Hardware Feature Descriptions

Ref. Number	Feature	Description
1	Camera	120-degree camera with up to 5× digital zoom
2	LED indicator	Indicates the device status

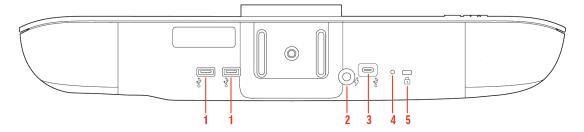| Ref. Number	Feature	Description
3	Speaker	Provides audio output
4	Microphones	Captures audio

System Ports

Poly Studio R30 Port Descriptions

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

Powering On and Off

The Poly Studio R30 doesn't have a power button. When you plug in the power cord, the device turns on.

Poly Studio R30 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.

Poly Studio R30 LED Status Indicators

Color and Pattern	Description
Solid white	One of the following: • Powered on and ready • Out of a call and idle • Attached to a system in a call, but the camera and microphone are idle
Pulsing white	Boot initialization in progress
Pulsing amber	Firmware update in progress

Color and Pattern	Description
Alternating blue and white	Bluetooth in discovery
Solid blue	Bluetooth paired
Solid green	One of the following: • Microphone in use during a call • Camera is active
Green blinking twice	Muted video
Solid dim green	Speaker is outside the range of Acoustic Fence with Beam Shaping
Solid red	Muted microphone
Red blinking three times	Muted audio but speaking voice detected

Computer and Cable Requirements

Make sure that your computer and USB cable meet the following requirements to use a Poly Studio R30 USB video bar as the camera and audio accessory.

Your computer must have one of the following operating systems:

• Windows 10 or 11
• macOS 10.15, 11, or 12

Due to the current USB 3.0 cable length limit, Poly Studio R30 provides a USB 2.0 cable to enable better deployment for small meeting rooms. For the best video conferencing experience, Poly highly recommends to use the USB cable that comes with Poly Studio R30 to connect to your PC or device.

Note:
Poly Studio R30 supports 4K video when you have the following:

• Software client or conferencing platform that supports 4K
• Monitor that supports 4K resolution
• USB 3.0 cable
• PC capable of 4K graphics with USB 3.0 port (if using software client)

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.
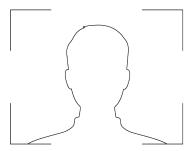
Related Tasks
Set Poly Studio R30 as the Default Audio and Video Device on page 9

Basic Tips for Great Video Conferences

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

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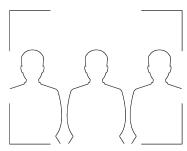
- Avoid wearing bright colors, all-light or all-dark clothing, or very busy patterns like small checks or narrow stripes. Light pastels and muted colors look the best on the screen.
- Preview your video stream before you join a meeting to make sure that you don't have shadows on your face and that your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

Advanced Tips for Great Video Conferences

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

Camera and People Positioning

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

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

Clothing, Furnishings, and Backgrounds

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

Lighting

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

Audio and Noise

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

Accessibility Features

Poly Studio R30 includes a number of features to accommodate users with disabilities.

Accessibility Feature	Description
Visual and audio notifications	LED indicators let you know when status changes, functions work, and whether features are enabled. In most cases an audio tone accompanies the LED changes.
Built-in speaker and microphone	Poly Studio R30 has an integrated speaker and microphone that enable you to hear audio and speak without having to use a headset.
Powerful sound detection	The microphones pick up sound within 3.66 m (12 ft).
120-degree field of view	The ultra-wide view captures your movements without needing to adjust the camera.
Automatic speaker-tracking	The camera automatically tracks and frames the speaker, enabling free movement.
Tactile buttons	The mechanical buttons on the remote control and on the device provide visual contrast to enable you to control the system and to perform tasks such as answering calls.
Adjustable volume	You can raise or lower the volume using the optional remote control.

Using Poly Studio R30

Once you plug in the power cable, you can start using the Poly Studio R30 device.

Connect the Poly Studio R30 device to your laptop or computer with the USB cable. Additionally, you can also connect it to your Bluetooth host devices.

Set Poly Studio R30 as the Default Audio and Video Device

If you use the Poly Studio R30 device with a supported application for video calls, you may need to set Poly Studio R30 as the default audio and video device for your application.

For a better experience, Poly recommends that you use your Poly device as both the audio and video device for your meetings. Mixed video and audio sources may impact the performance of certain features. Possible scenarios include:

- If you don't use the device's speaker, Audio Echo Cancellation (AEC) may not work and the camera may have issues tracking the speaker in the room.
- If you don't use the device's microphone, the LED indicator can't show the audio mute status of your meeting.

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

Task

1 Go to your conferencing application's **Settings**.
2 Find **Audio Device** and **Video Device**.
3 Choose **Poly Studio R30** as the device for each category, then select **Save**.

   Important: Make sure you use the same Poly Studio R30 audio source. For better audio quality, if you connect the Poly Studio R30 device to a computer over USB and Bluetooth at the same time, make sure you use the USB option for both audio input and output of your meeting.

   Note: Some video conferencing applications mirror your video automatically, which may invert the video parameters on your video. Turn off the mirroring option to correct the inverted display.

Related Concepts
Computer and Cable Requirements on page 6

Configuring Poly Studio R30 Using Poly Lens Desktop

Download Poly Lens Desktop to access configuration options for your Poly Studio R30 USB video bar.

Download and Install the Poly Lens Desktop App

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

See the Poly Lens Desktop App User Guide for information on using your device with Poly Lens Desktop.

Note: The Poly Lens application is not supported on Chromebooks at this time. Poly will add support in 2022

Task

1 Go to the Poly Lens App product page.
2 Select the applicable download for your operating system.
3 Follow the onscreen installation instructions.

Initialize Your Device Using the Setup Wizard

Use the setup wizard to set up your device for the first time or after a factory reset.

Note: The setup wizard leads you through the minimum configuration steps for your device. You can configure additional settings after the initial setup.

Task

1 Launch Poly Lens Desktop.

2 Connect your device to your computer.

3 After Poly Lens Desktop detects your device, select the device from the list in the left sidebar.

4 Enter the password (the default password isPoly12#$).

5 Do one of the following:

- Select **Import Configuration** to import an existing configuration file to set up your device.

    1 Enter the device name.
    2 Select and import an existing configuration file.

- Select **Begin Setup**.

    1 On the **Get Started** page, specify the following information:

        – **Country**
        – **Device Name**
        – **New Device Password**: Enter a password that adheres to the onscreen requirements, or select **Use Weak Password** to enter a simple password.

    2 Select **Next**.

    3 On the **Network** page, do one of the following:

        – Select the **Wi-Fi** toggle and configure the Wi-Fi network. Select **Next**.
        – Select **Skip** to ignore the settings.

    4 On the **Provisioning** page, do one of the following:

        – Configure the provisioning server and select **Next**.
        – Select **Skip** to ignore the settings.

6 Select **Finish**.

After you choose **Next** or **Skip** for the provisioning settings, the **Complete** page displays with only a **Back** or **Finish** option. You must select **Finish** to apply the configuration.

Pair Poly Studio R30 with a Bluetooth Device

Connect Poly Studio R30 via Bluetooth to your mobile phone, computer or laptop, or tablet to use Poly Studio R30 as the speaker and microphone for your paired device.

Before you pair, you must turn on Bluetooth on Poly Studio R30.

Task

1 Launch Poly Lens Desktop.

2 Connect Poly Studio R30 to your computer, and select Poly Studio R30 from the list in the left sidebar.

3 On the Poly Studio R30 **Overview** page, select **Pair Bluetooth Audio** .

4 On your device, enable Bluetooth and select Poly Studio R30 from the list of available devices.
You can start playing music or make phone calls from your paired device using the Poly Studio USB speakerphone for audio.

Tracking Modes

Besides the general group framing and speaker tracking mode, Poly Studio R30 provides more modes for specific scenarios like conversations or presentations.

The group framing and speaker tracking mode supports 4× digital zoom at most, while the manual zoom supports up to 5×.

Note: You can enable only one mode at a time.

Presenter Mode

Presenter mode frames the main speaker in your meeting room and follows the speaker when the speaker moves.

You can enable presenter mode for meetings where one person is the primary presenter or for distance learning so the camera always shows the instructor. The camera zooms in to capture both the presenter and the presentation background (for example, a large screen or a whiteboard) and follows the presenter's movement.

Presenter mode ends automatically in the following situations:

- Someone other than the speaker faces the device and starts talking.
- The presenter stops talking for a while.
- The presenter walks off camera.

To ensure the best performance of presenter mode, do the following:

- Place the device within 3 m (10 ft) of the speaker.
- Position the device so the camera is level with the speaker's upper chest instead of eye level. This enables the camera to capture most of the speaker's body along with the presentation background.
  If you position the camera at the speaker's eye level, the device may be positioned too high to capture all the content on the screen. If you position the camera lower than the speaker's upper chest, the speaker's head may not appear in the camera view.

Conversation Mode

Conversation mode frames two speakers separately and puts them on the same window in a split view.

Note: Conversation mode is a labs feature that has not been fully tested or supported.

When there's a continuous and well-balanced conversation between two participants in the meeting, the device's camera moves to conversation mode from the group view. Note that the following scenarios don't evoke conversation mode:

- One of the speakers talks too little or too much.
- Both speakers talk at the same time.
- More than two speakers talk while taking turns.

Conversation mode automatically ends when a third participant starts talking.

Updating Firmware

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

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

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

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

Reset Your Device

Return your Poly Studio R30 device to the default settings to help resolve certain issues.

You can also reset your device from Poly Lens Desktop by selecting **Settings > Admin > Restore Defaults**.

Warning: Resetting your device empties all the logs and replaces all your saved settings with the default settings except the Lens Desktop **Favorites**.

Task

1 Unplug USB-C from Poly Studio R30.
2 Straighten a paper clip and insert it into the reset pinhole.
3 Hold the reset button with the paperclip until the LED indicator turns amber.
   The factory reset is complete after the pulsing white LED turns off and an audible tone sounds.

4 Plug the USB-C cable back into your device.

The device clears all saved settings and logs and reboots.

If you use an optional Bluetooth remote control, you must pair it again with your Poly Studio R30 device using Poly Lens Desktop.

Factory Restore Poly Studio R30

Factory restore the Poly Studio R30 personal video bar to resolve potential issues or if your device is unresponsive.

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

Task

1 Unplug the power from your device.
2 Insert a straightened paper clip through the reset pinhole on the bottom of the Poly Studio R30 device to press the reset button.
3 Hold the reset button with the paperclip and reconnect the power supply to turn the system on.
4 Continue to hold the restore button for 3 seconds.

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

Restart Your Device

If you encounter issues with your device, you can manually restart it.

You can also reset your device from Poly Lens Desktop by selecting **Settings > Admin > Restart Device**.

Task

» Unplug the power cable from the device and plug it back in.

You may need to reselect the device as the default audio and video device for your video conferencing application.

Using the Remote Control

With the optional Poly Bluetooth remote control, adjust the Poly Studio R30 camera and manage other features.
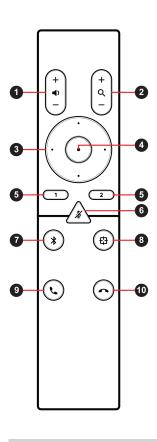
Related reference

Poly Studio R30 Remote Control Features

The Poly Studio R30 USB video bar supports a optional low-energy Poly Bluetooth remote control, which you can pair from the Poly Lens Desktop.

By default, Poly Studio R30 enables the tracking function, which provides a hands-free experience except for basic buttons like volume, mute, answer, and hang-up.

The remote control sleeps if it's inactive for 30 seconds. Press any key or move it to wake it up.

Button Icon	Button Name	Description
1	Volume Up/Down	Adjust speaker volume.
2	Zoom In/Out	Adjust camera zoom in/out when the tracking mode is off.
3	Camera Directions	Adjust the direction of camera when the tracking mode is off.
4	Home	Resets the camera to its original status when the tracking mode is off.
5	Preset 1/2	• Long press to store a camera setting. • Short press to load a camera setting. The buttons only work when the tracking mode is off.
6	Mute/Unmute	Mutes or unmutes the microphone. Long press the button to set the remote control ready for pairing.
7	Bluetooth	Long press to enable other Bluetooth devices to find the device.
8	Tracking Mode	Enables or disables the tracking mode.
9	Answer	Answers an incoming call or holds/resumes a Microsoft Skype for Business or Teams call.
10	Hang Up	Hangs up a call.

Related Concepts
Using the Remote Control on page 12

Pair Poly Studio R30 with the Bluetooth Remote Control

Pair the Bluetooth remote control manually for first-time pairing, after you re-enable **Remote Control Connection**, or after you restore defaults on Poly Studio R30.

Task

1   Launch Poly Lens Desktop.

2   Connect Poly Studio R30 to your computer, and select Poly Studio R30 from the list in the left sidebar.

3   Select **Settings**.

4   Select **Admin**.

5   Select the **Remote Control Connection** toggle.

> **Note:** If you disable **Remote Control Connection**, the Bluetooth remote control disconnects from the Poly Studio R30 device. You must pair the device manually after you re-enable **Remote Control Connection**.

6   On the Poly Studio R30 **Overview** page, select **Pair Bluetooth Remote** .
    The LED blinks alternate blue and white during the pairing process.

7   Long press **Mute** on the remote control until you hear a notification sound.

Connect Poly Studio R30 to a Bluetooth Device

Connect the Poly Studio R30 device to a Bluetooth device such as a mobile phone, a computer or laptop, or a tablet to use it as your Bluetooth device's speaker and microphone.

Poly Studio R30 only supports one Bluetooth connection at a time, but you can connect it to a computer over USB and to a phone over Bluetooth. When connected via Bluetooth, Poly Studio R30 works as an audio device.

Task

1   On the remote control, long press **Bluetooth** to enable pairing mode.
    The device blinks alternate blue and white with a short tone.

2   On your device, enable Bluetooth and select **Poly Studio R30** from the list of available devices.
    The LED indicator glows solid blue for 2 seconds with a rising tone.

The LED indicator goes back to solid white, and you can start playing music or make phone calls from the Poly Studio R30 speakerphone once you connect.

Saving Shortcuts for Your Favorite Camera Angles

Save multiple settings for pan, tilt, and zoom for the Poly Studio R30 camera.

The optional Poly remote control can save two presets to adjust the camera to your saved angle directly when the tracking mode is off.

Save a Camera Preset

The two numbered buttons on the Poly remote control serve as preset shortcuts.

Turn off tracking mode before you use camera presets.

Task

1   Adjust the camera to the desired position.

2   Press the **1** or **2** button on the remote control until you hear a brief tone.

> **Important:** If the button already has a saved setting, your new setting overwrites it.

Load a Camera Preset

If your camera doesn't track the speaker, use the preset buttons on the remote control to adjust the camera angle.

Turn off the tracking mode before you use camera presets.

Task

» Press the **1** or **2** button on the remote control to load the camera preset for the corresponding button.

Support

NEED MORE HELP?

poly.com/support

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