



HP Poly Studio Room App User Guide

SUMMARY

This guide helps you understand how to set up and use Poly Studio Room app.

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1 About this guide

This HP Poly Studio Room User Guide contains information for installing and using your HP Poly Studio Room app.

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 the Poly Studio Room app.

2 Getting started

The Poly Studio Room app is an application that helps you configure and manage your Poly audio and video devices in a PC-based conference room.

HP Poly Studio Room app features

Onboard your conference room mini-PC and any connected Poly USB devices for remote management and device insights:

- View the complete inventory of the room (auto-generated by the app).
- View device details for connected devices.
- View the online or offline status of connected devices.
- Set a DirectorAI Perimeter boundary using room dimensions input to Poly Lens cloud via the Poly Studio Room app.
- Report people count data from USB-connected Poly cameras.
- Restart the PC or attached video devices remotely.
- Manage video device and speakerphone software updates via policies.
- Deliver, enable, and disable HP Camera Control.
- Manage software updates between Poly Lens cloud and Windows Update to prevent conflicts.

Poly Studio Room app supported partner platforms and devices

Poly Studio Room app supports various partner platforms and devices.

Supported partner platforms

- Microsoft Teams
- Zoom Rooms

Supported room solutions

- HP Poly Studio Room Compute

- HP Poly Studio 5 Room Compute with Microsoft Teams Rooms
- HP Poly Studio 7 Room Compute with Microsoft Teams Rooms
- HP Poly Studio 7 Room Compute with Zoom Rooms
- Poly Studio Base Kit G9 plus for Microsoft Teams Rooms
- Any certified Microsoft Teams Room or certified Zoom Room mini-PC, running Microsoft Teams Rooms on Windows and using Windows 10 or Windows 11, version 1703 or newer

Supported devices

USB video devices

Poly USB cameras connected to a PC-based room computer and onboarded to Poly Lens cloud via the Poly Studio Room app can have their device settings monitored and managed via individual policies in the Poly Lens cloud. The following Poly USB cameras are supported.

- Poly Studio P15
- Poly Studio R30
- Poly Studio USB
- Poly Studio V12
- Poly Studio V52
- Poly Studio V72
- Poly Studio E60
- Poly Studio E70

Audio devices

- Poly Studio A2

Speakerphones

- Poly Sync 10
- Poly Sync 20
- Poly Sync 40
- Poly Sync 60

Touch controllers

- Poly GC8
- Poly TC10 (with HP Mini IP Conferencing PC)

Third-party devices

- Any third-party USB device that has a serial number

Poly Studio Room app port and protocol requirements

Before onboarding your device using the Poly Studio Room app, review the port and protocol requirements to ensure that the Poly Studio Room app can communicate with Poly Lens.

The Poly Studio Room app follows the [Ports and Protocols for Poly Lens](#).

Download the Poly Studio Room app

Download the Poly Studio Room app to your conferencing PC from Poly Lens.

1. On the conferencing PC, sign in to the Windows Administrator account.
2. Sign in to Poly Lens at <https://lens.poly.com>.
3. Go to **Manage > Register Device**.
4. Under **Personal Devices Onboarding**, select **Deploy Studio Applications**.
5. To download the Poly Studio Room app setup file, on the *App Deployment* page, locate **Download Poly Studio Room App** and select **For Windows**.

Install the Poly Studio Room app

Install the Poly Studio Room app on your conferencing PC to manage your conferencing PC and connected peripherals using Poly Lens.



NOTE: If the HP Poly Studio Desktop app is installed on your conferencing PC, uninstall before installing the Poly Studio Room app.

1. On the conferencing PC, launch the Poly Studio Room app setup file and select the default settings.
The application starts to install.
2. Choose a provider for your room, either Microsoft Teams Rooms or Zoom Room.
The application finishes installing and automatically starts.
3. **Optional:** If the application doesn't automatically start after installation, go to your search bar and search for `Poly Studio Room` to open the application.

Access the settings page

After installing the Poly Studio Room app, you can navigate to the settings section by clicking the gear icon in the upper lefthand corner.

Under settings you can see the following application details:

Table 2-1 Poly Studio Room app Settings

Setting	Description
Account	Device ID
Applications	Versions of software components and toggle to enable/disable HP Camera Control
Language	Language selected for the Poly Studio Room app
Software Version	Software version of the Poly Studio Room app
About	Legal details and information about the Poly Studio Room app
Onboarding Status	Details of how the Poly Studio Room app has been onboarded in Poly Lens

3 Using the Poly Studio Room app

Use the Poly Studio Room app to onboard your video conferencing equipment (including a conference room mini-PC) and any connected Poly USB devices to Poly Lens for remote management and device insights.

Onboarding conferencing PCs using the Poly Studio Room app

After you set up and configure your PC-based conference room, onboard your conferencing PC using the Poly Studio Room app.

Onboard the conferencing PC with the Poly Studio Room app

During the setup process, register your conferencing PC with Poly Lens using a PIN code.

Before onboarding your device using the Poly Studio Room app, review the [Ports and Protocols for Poly Studio Apps table](#) to ensure that the Poly Studio Room app can communicate with Poly Lens.

1. To locate your PIN code:
 - a. On the paired Poly TC10, select **Settings > Admin**
 - b. Enter the admin username and password.
 - c. At the bottom of the page, find Poly Lens, and select **Onboard Device with PIN**.



NOTE: Alternatively, you can log into the admin account on the conferencing PC and open the Poly Studio Room app. In the Poly Studio Room app, select **Onboard Device with PIN**.

The application generates a PIN code. It may take up to 60 seconds to generate.

2. On the conferencing PC or a separate computer, access Poly Lens at <https://lens.poly.com>.
3. Sign up or log in to your account.
4. Go to **Manage > Register Device**.
5. Under **PIN or QR Code Onboarding**, select **Register a single device**.
6. Select the **Device is a PC-Based Room System** check box.
7. Enter the PIN code generated in the Poly Studio Room app into the **Device PIN** field.
8. Enter the **Room Name**.
9. Select **Register Device**.

Check that the Poly Studio Room app reports that the PC room has successfully onboarded and confirm that all of your devices display in your Poly Lens cloud account and the room inventory. For more information, see [Poly Lens Help](#)

Reset onboarding status

After the PC-based room system has been onboarded into Poly Lens, if there is an issue or the PC-based room system needs to be moved to a different Poly Lens account, you can reset its onboarding status.

To reset the onboarding status:

1. If onboarding was successful, delete the Poly Studio Room and all associated devices in the current Poly Lens account.
2. Click **Reset Onboarding Status** in the Poly Studio Room app.

3. Close and launch the Poly Studio Room app again.

Onboarding multiple conferencing computes to Poly Lens

IT administrators can now remotely install the Poly Studio Room app and bulk onboard multiple conference computes at once without the need to visit each room individually.

For more information on how to bulk deploy the Poly Studio Room app and onboard multiple conference computes to Poly Lens at once, go to [Poly Lens Help](#).

Locating Poly Video devices in Poly Lens

Find your PC-based conference room devices in Poly Lens using one of two ways.

Locate your PC-based conference room devices from the Rooms list

Locate your PC-based conference room devices in Poly Lens from the **Rooms** list.

1. Sign in to Poly Lens at <https://lens.poly.com>.
2. To locate your room, go to **Manage > Rooms**.
3. Select the room to view the connected devices.



NOTE: Only the devices associated with the room you select will display under connected devices.

Locate your PC-based conference room devices from the Inventory list

Locate your PC-based conference room devices in Poly Lens from the **Inventory** list.

1. Sign in to Poly Lens at <https://lens.poly.com>.
2. Go to **Manage > Inventory** and do one of the following:
 - Sort by room and find your room name.
 - Sort by provider.

All devices associated with your Poly Lens account will display in this list in the order specified.

Manage Your Connected Devices from Poly Lens

In Poly Lens, you can view device details on the associated device detail page and view the online or offline status of your connected devices.

In addition, you can remote restart the PC or attached Poly Video devices and manage device firmware updates via a Poly Lens policy for Poly video devices.

You can manage the settings for all USB-connected Poly cameras from Poly Lens via the Poly Studio Room app.

For more see the [Poly Lens policies documentation page](#).

Manage the Poly Studio Room app in Poly Lens

The Poly Studio Room app and all associated applications or agents can be automatically updated via Windows Update, 30 to 45 days after the update is released, if the Poly Studio Room app is not onboarded into Poly Lens.

If the Poly Studio Room app is onboarded into Poly Lens, it will auto-update to the latest software version when it becomes available.

To find out more about managing the Poly Studio Room app in Poly Lens, visit <https://info.lens.poly.com/>

Deploy Poly Studio E70 Audio Service

In HP Poly Studio Room, administrators can automatically install, update and launch the Poly Studio E70 Audio Service when a Poly Studio E70 is detected in a supported Microsoft Teams Rooms on Windows environment.

Administrators can also enable or disable the service locally through the HP Poly Studio Room app or remotely through Poly Lens policies, as follows:

- In the Poly Studio Room app, go to **Settings > Applications**, and toggle the **Audio Service Management** service on or off.
- In the Poly Lens cloud, enable/disable the Audio Service Management setting in the Room App model policy under the **Applications** tab. For more on configuring policies, go to [Policy Overview | Poly Lens and Studio Help](#).

Deploy, enable, or disable the HP Camera Control app in the Poly Studio Room app

IT admins can deploy, enable, or disable the HP Camera Control app in the Poly Studio Room app.



NOTE: The HP Camera Control app is delivered as part of the Poly Studio Room app installer. Connection to Poly Lens is recommended but not required.

A disable/enable toggle is available locally in the Poly Studio Room app (in **Settings > Applications**) and on Poly Lens. This means that users with a different third-party camera can disable the HP Camera Control and install the third-party camera control app.

This option also means older Poly PC room solutions can run the HP Camera Control app.



NOTE:

- The Poly Camera Control app is no longer available for downloading on Poly Lens. Customers will need to use the HP Camera Control app instead.
- If the Poly Studio Room app is installed on a PC that has the Poly Camera Control app, the Poly Studio Room app will force an upgrade from the Poly Camera Control app to the HP Camera Control app.

Set Presenter Tracking and Stage Framing for Poly Studio E60 in Poly Lens

Administrators can remotely capture a snapshot from a Poly Studio E60 and use that image to define presenter tracking zones and stage framing boundaries directly within Poly Lens.

This option is located in Poly Lens cloud under the video controls for Poly Studio E60.

Capture remote camera snapshots in Poly Lens

Admins can initiate remote camera snapshots of the room from supported USB cameras through Poly Lens cloud.

Before capture begins, the user must provide consent on the connected touch controller. Room capture is available for supported USB cameras under **Video Controls** in Poly Lens cloud. To use room capture, enable HP Console Control.



NOTE: Remote room capture is only possible when the room is not in an active call.

Poly Perimeter

The Poly Studio Room app supports Poly Perimeter for supported Poly USB cameras connected to the PC room solution.

With the Poly Studio Room app, IT admins can set the coordinates for the perimeter boundaries in Poly Lens via the Poly Studio Room app and apply it to the supported cameras. This feature is currently supported on Poly Studio V52, Poly Studio V72, and Poly Studio E70.

1. Sign in to Poly Lens at <https://lens.poly.com>.
2. Go to **Inventory** and choose your device.
3. Choose **Settings > Video Controls**.
4. Toggle **Poly Perimeter** on.
5. Enter measurements to define the room width and depth and the front exclusion depth.
6. Select **Apply**.



NOTE: There is no ability yet to visualize the room in Poly Lens to see how the boundary is lining up in the room. Future releases of the Poly Studio Room app will add enhancements for this feature.

Report people count via the Poly Studio Room app on connected Poly USB cameras

With the Poly Studio Room app, supported Poly USB cameras that have the ability to report people count will now have that information uploaded via the Poly Studio Room app.

This information is available in the Poly Lens data lake. An IT organization using visual analytics can access it if they have completed a Power BI integration to Poly Lens cloud.



NOTE: The people count information will not display in Poly Lens cloud at the time of release.

Retrieve application and device logs

Logs for all Poly devices connected in a PC-based conference room and logs for the Poly Studio Room app can now be retrieved in the Poly Studio Room app or remotely retrieved in Poly Lens or in the Poly Studio Room app.

In Poly Lens:

- To access logs for the Poly Studio Room app, go to Poly Lens. On the room detail page go to **Troubleshooting > Diagnostics > Fetch Logs**.
- To access logs for any connected Poly device, go to Poly Lens. On the specific device detail page, go to **Troubleshooting > Diagnostics > Fetch Logs**.

In the Poly Studio Room app:

- To download logs from the Poly Studio Room app and any connected Poly devices, including Poly TC10, go to: **App Settings > Diagnostics**, and click on the **Download Logs**.

4 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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