Poly Studio V72 Hardware User Guide

SUMMARY

This guide provides administrators with information about configuring, maintaining, and troubleshooting the featured product.

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Table of contents

1 About this guide 1
Audience, purpose, and required skills 1
2 Getting started 2
Poly Studio V72 hardware 2
Poly Studio V72 system hardware ports 2
Poly Studio V72 privacy shutter behavior 4
Locating the system serial number 5
Locate the serial number label on your Poly Studio V72 system 5
Accessibility features 6
Users who are blind, have low vision, or have limited vision 6
Users who are deaf or hard of hearing 6
Users with limited mobility 6
3 Hardware installation 7
Mounting the Poly Studio V72 7
Connect the system to your computer 7
Connect the system to your network 7
Powering the system on and off 8
4 Supported peripherals 9
Connect a Poly Expansion microphone to the system 9
Pair a Poly Bluetooth remote control with your system 9
5 Setting up the system 11
Set up your system 11
Access the System Web Interface 11
Change Administrator Credentials 12
Registering the system with Poly Lens Cloud 12
6 Using the USB video bar 13
Using the USB video bar with a conferencing PC 13
Poly Studio V72 LED status indicators 13
Using the Remote Control 14

Poly Bluetooth remote control features 14
Saving shortcuts for your favorite camera angles 15
Save a Camera Preset 15
Load a Camera Preset 15
7 System maintenance 16
Locate the system IP address using a monitor 16
Updating the system software 17
Automatically Update Software 17
Manually Update Software 17
Update your system using a USB flash drive 17
Reset System Settings 18
Factory Restore the Poly Studio V72 system 19
8 Getting help 20
HP Inc. addresses 20
Document information 21

1 About this guide

This guide describes how to set up and use the Poly Studio V72 system.

Audience, purpose, and required skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with the Poly Studio V72 system.

2 Getting started

Poly Studio V72 is a premium USB video bar with advanced features for immersive hybrid meetings in huddle and small meeting rooms.

Poly Studio V72 hardware

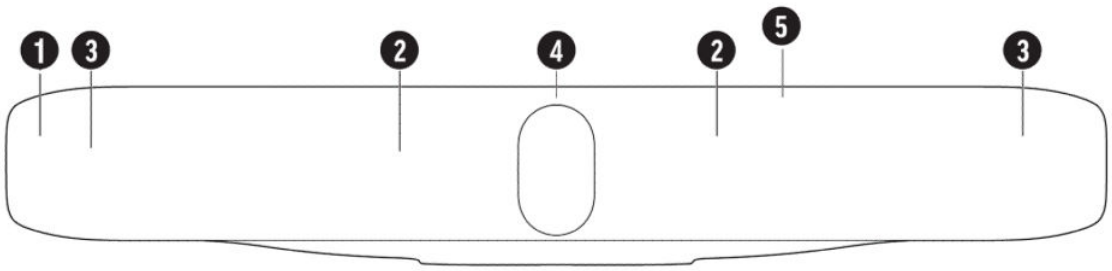
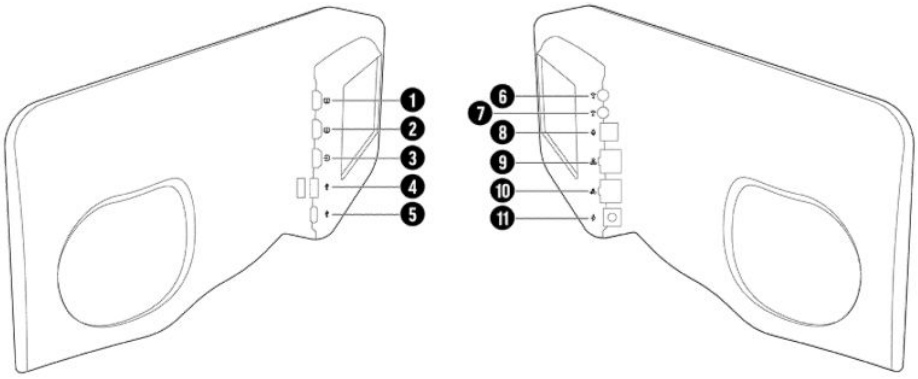


Table 2-1

Ref. Number	Feature	Description
1	Screen	Protective screen that covers the front of the system
2	Microphone array	Microphone array that captures audio
3	Speakers	Speakers for audio output
4	Dual cameras	Camera array with a privacy shutter that automatically opens or closes, depending on the camera state
5	LED indicators	Indicates the system status and information on the tracked speaker

Poly Studio V72 system hardware ports

The following illustration and table explain the hardware ports on your Poly Studio V72 system.



NOTE: The Poly Studio V72 USB Type-A ports are disabled by default. Use the system web interface to enable the USB Type-A ports before connecting supported or compatible devices to the system.

Table 2-2 Poly Studio V72 System Hardware Port Descriptions

Ref. number	Port description
1	N/A
2	HDMI output View the system IP address. Not for screen mirroring or content sharing.
3	N/A
4	USB Type-A ports Disabled by default. Use the system web interface to enable the USB Type-A ports.
5	USB Type-C port Connect the USB video bar to a computer **NOTE:** The USB Type-C port is used for service,installation, and Poly Device mode only
6	3.5 mm audio line in (disabled)
7	3.5 mm audio line out (disabled)
8	Expansion microphone connection
9	LAN port for connecting the system to a network
10	LLN port **NOTE:** The Poly Studio V72 LLN port doesn't provide power. You can connect one Poly IP LLN camera using a PoE injector or two Poly IP LLN cameras using a supported Netgear AV Line Ethernet switch. The switch must be configured per the instructions in the Poly Video Mode and Poly Partner Mode Administrator Guides. Connecting both IP LLN and USB cameras is not supported.
11	Power cord port

Poly Studio V72 privacy shutter behavior

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

Table 2-3 Poly Studio V72 privacy shutter behavior

System event	Shutter behavior
The system powers on	Shutters open
The system powers off	Shutters close **NOTE:** If you disconnect the system from power with the shutters open, the shutters don't close.
You wake the system	Shutters open
The system is sending video	Shutters are open
The system is in an active call and the video is muted	Shutters are open

Locating the system serial number

Use the system serial number to sign in to your system for the first time or if you need to call support.

To set up your system, locate the system serial number in one of the following locations:

- On the back of the system
- On the system packaging

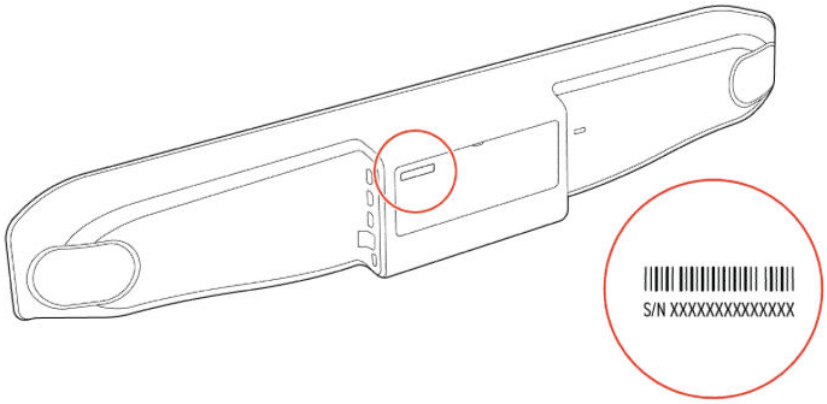
After your setup the system, locate the serial number in one of the following locations:

- In Poly Lens Cloud after you onboard the system to Poly Lens Cloud.

Locate the serial number label on your Poly Studio V72 system

Find your system serial number located on the system label.

1. Find the serial number tag as shown in the following illustration:



2. Write down the entire serial number. The serial number is the longer number (typically 14 characters) on the label.

Accessibility features

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

Users who are blind, have low vision, or have limited vision

Your system includes accessibility features so that users who are blind, have low vision, or have limited vision can use the system.

Table 2-4 Accessibility features for users who are blind, have low vision, or have limited vision

Accessibility feature	Description
Ringtones	When the device is configured as the default audio output for your computer, an audible tone plays for incoming calls.
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.

Users who are deaf or hard of hearing

Your system includes accessibility features so that users who are deaf or hard of hearing can use the system.

Table 2-5 Accessibility features for users who are deaf or hard of hearing

Accessibility feature	Description
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.

Users with limited mobility

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

Table 2-6 Accessibility features for users with limited mobility

Accessibility feature	Description
Remote control	The Bluetooth remote control enables you to control the system and to perform tasks such as placing calls, starting a sharing session, and configuring some settings.

3 Hardware installation

Mount your Poly Studio V72 system and connect supported peripherals.

Mounting the Poly Studio V72

You can mount the Poly Studio V72 system using the included wall mount. Additional mounting options include a VESA mount and a table stand sold separately.

For information on mounting your Poly Studio V72 system, see the Poly Studio V72 quick start guides on the HP Support site.

For recommended mounting heights including above or below the display configurations, see the Poly Video Room Preparation Guide.

Connect the system to your computer

To use your system with a Windows conferencing PC or another supported computer, use the USB cable that ships with the system.

Once you connect the system to your computer, the computer recognizes the system. You can select the camera, microphone, and speakers from your system settings.

- Connect the USB cable from the USB Type-C port on the system to a USB Type-C port on your computer.

Connect the system to your network

To access the system web interface, connect your system to your network.

- Connect an Ethernet cable from the system LAN port to your network.

  The system supports Cat5e and above cables up to 100 meters (328 feet).

Powering the system on and off

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

NOTE: Poly video bars and codecs use a power adapter of PoE power depending on the system:

- Poly G7500, Poly Studio X70, Poly Studio X72, Poly Studio X50, Poly Studio X52, and Poly Studio X30 power using the power adapter provided with the system.

Poly recommends the following when powering off or restarting your system:

- Don’t restart or power off the system during maintenance activities (for example, while a software update is in progress).

4 Supported peripherals

Connect supported and compatible peripherals to your Poly Studio V72 system before powering on the system.

Your Poly Studio V72 system supports connecting the following peripherals:

- Poly Expansion Table microphone connected to the expansion microphone port
- Poly Bluetooth remote control (BW7640UN))

Connect a Poly Expansion microphone to the system

Expand the microphone reach of your system by connecting an optional Poly Expansion microphone.

NOTE: The system supports connecting one Poly Expansion microphone. The Poly Expansion microphone can't be combined with other external microphones.

- Connect the Poly Expansion microphone cable from the Poly Expansion microphone to the system Poly Expansion microphone port on the system.

Pair a Poly Bluetooth remote control with your system

Use the system web interface to pair the Poly Bluetooth remote control (BW7640UN) to your USB video bar.

The system is connected to your network and you have access to the system web interface.

1. In the system web interface, go to **General Settings** > **Remote Control** and select **Start Discovery Mode**.

   The USB video bar LED blinks blue.

2. On your remote control, press **Mute** until the remote control discovery stops and reports the remote control is paired.

   The blue LED indicator stops blinking blue and returns to white and the Remote Control page reports that the remote control is paired.

3. Depending on the pairing result, do one of the following:

   - **Successful pairing**: The remote control is ready to use. You can view the remote control name, battery level, and status of the device in the system web interface.
   - **Unsuccessful pairing**: Try the following solutions:

- Remove the batteries from the remote control and reinsert after 5 seconds.
- Move your remote control closer to the system than other remote controls and try to pair again.

5 Setting up the system

You can use your system as an external video device on your computer or connect it to a conferencing system that supports USB cameras.

NOTE: Connect all cables before powering on the system.

Set up your system

Connect the system to your computer or conferencing PC.

On Microsoft Teams Rooms on Windows and Zoom Rooms on Windows PCs, install HP Poly Studio Room App to onboard the system to Poly Lens Cloud for system management and updates. For more information, see the HP Poly Studio Room App User Guide.

To manage your system on other computers such as macOS and ChromeOS PCs connect the system to your network and access the system web interface using the system IP address.

NOTE: Once you connect the system to your computer using the supplied USB cable, it will appear as a camera, speaker, and microphone option on your computer.

1. Connect the supplied USB Type-C cable from the USB-C port on the system to your computer.
2. Optional: To configure system settings and onboard the system to Poly Lens Cloud, connect the system Ethernet port to your network using the supplied Ethernet cable.

   On Microsoft Teams Rooms or Zoom Rooms on Windows conferencing PCs, install HP Poly Studio Lens Room App.
3. Connect the system to power.

   The system powers on. If you have a monitor connected to the system and you connect the system to your network, the system IP address displays on the monitor.
4. Use the system web interface to configure system settings.

Access the System Web Interface

Access the system web interface to perform administrative tasks.

NOTE: If you onboard your system to Poly Lens Cloud, you can manage, monitor, and configure your system in Poly Lens Cloud.

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

- Finish setting up your system.
- Remotely configure and manage your system.

1. Open a web browser and enter the system IP address.
2. Enter the username (the default is `admin`).
3. Enter the password (the default is the last six characters of your system's serial number).

   The password is case-sensitive.

Change Administrator Credentials

You can change the administrator username and password to access the system web interface and administrator sections of the local interface.

NOTE: Depending on your system and software version, you may be prompted to change the admin password the first time you sign in to the system.

The default username is `admin` and the default password is the last six characters of the system's serial number.

1. In the system web interface, go to **Security > Local Accounts**.
2. Enter the new administrator username in the **Admin ID** field.
3. Select **Change Password**.
4. Enter the current password and then the new password.

   Entering an incorrect current password too many times causes the system to automatically log out and close the session.
5. Select **Save**.

Registering the system with Poly Lens Cloud

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

Register your system with Poly Lens Cloud during system setup or on the Poly Lens Cloud registration page. For more information on onboarding your system to Poly Lens, visit Poly Lens Cloud Help.

6 Using the USB video bar

After connecting and powering on your USB video bar, you can begin using your USB video bar with your chosen conferencing provider.

Use your USB video bar in the following ways:

- As a conferencing peripheral on a Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PC.
- As an external camera, microphone, and speaker on a supported Windows, macOS, or ChromeOS computer.

Using the USB video bar with a conferencing PC

Connect your USB video bar to a Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PC to use the camera, microphone, and speakers with your conferencing PC.

When you connect the USB video bar to a conferencing PC, you control the USB video bar using the conferencing application. For example, in Zoom Rooms on Windows or Microsoft Teams Rooms on Windows use the conferencing application to mute the audio or video or change the USB video bar volume.

Poly Studio V72 LED status indicators

Use the LED on the right side of the system to help you understand the system's behaviors.

Table 6-1 Poly Studio V72 LED Indicators and Status

Indicator	Status
Solid white	Device is idle and standing by
Pulsing white	Boot initiation in progress
Pulsing amber	Firmware update or factory restore in progress
Blinking blue and white	Bluetooth remote control pairing
Solid blue	Bluetooth remote control paired
Solid green	Microphone or video is active
Solid red	Audio mute

Using the Remote Control

With the optional Poly Bluetooth remote control, adjust the Poly Studio V72 camera and manage other features.

Poly Bluetooth remote control features

By default, the system 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.

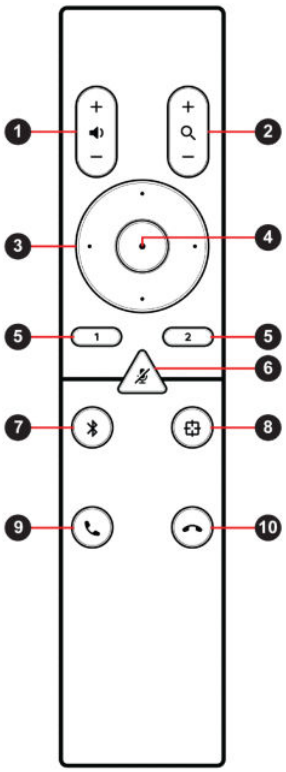


Table 6-2

Button icon	Button name	Description
1	Volume Up/Down	Adjusts speaker volume.
2	Zoom In/Out	Adjusts camera zoom in/out when the tracking mode is off.
3	Camera Directions	Adjusts 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.

Table 6-2 (continued)

Button icon	Button name	Description
7	Bluetooth	NA
8	Tracking Mode	Enables or disables the tracking mode when a tracking mode is set.
9	Answer	Answers an incoming call or holds/resumes a Microsoft Teams call.
10	Hang Up	Hangs up a call.

Saving shortcuts for your favorite camera angles

Save multiple settings for pan, tilt, and zoom for the Poly Studio V72 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.

1. Adjust the camera to the desired position.
2. Press the **1** or **2** button on the remote control for multiple seconds to store the preset. The LED flashes white when the preset is successfully saved.

IMPORTANT: If the button already has a saved setting, your new setting overwrites it.

To verify that the preset is set, move the camera manually and then press the preset number.

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.

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

7 System maintenance

Maintain certain functions to keep your Poly Studio V72 system running properly.

Locate the system IP address using a monitor

View your system IP address by connecting the system to a monitor.

NOTE: The HDMI output port is only for viewing the system IP address as part of system setup.

- Use an HDMI cable to connect the **HDMI 1** out port of your system to a monitor.

  The system IP address displays on the monitor. If configured, the Wi-Fi IP address also displays.

Updating the system software

You have multiple options for updating the system software.

NOTE: Software updates through the Poly update server are only available to supported systems.

For information on hardware that supports each Poly VideoOS version and the included peripheral software versions, review the *Poly VideoOS Release Notes* on the Poly Documentation Library.

Automatically Update Software

Automatically update the software for your system and some of its paired devices.

NOTE: If your system is onboarded to Poly Lens Cloud, you can configure updates in Poly Lens Cloud.

1. In the system web interface, go to **General Settings** > **Device Management**.
2. Select **Enable Automatic Updates**.

   Unless you specify a maintenance window, your system tries to update 1 minute after you enable this setting. If an update isn't available at the time, the system tries again every 4 hours.
3. **Optional:** Select **Only Check for Updates During Maintenance Hours** to specify a range of time to automatically update the software.
4. **Optional:** Choose times for **Maintenance Hours Begin** and **Maintenance Hours End**.

   The system calculates a random time within the defined maintenance window to check for updates.

NOTE: If these settings are provisioned, the provisioning profile defines the polling interval. The default interval is 1 hour.

Manually Update Software

Manually update the software for your system and some of its paired devices.

1. In the system web interface, go to **General Settings** > **Device Management**.
2. Select **Check for Updates**.
3. If the system finds updates, select **Update All**.

Update your system using a USB flash drive

Update the software for your system and some of its paired devices using a USB flash drive.

1. Log in to http://lens.poly.com and go to **Manage** > **Software Versions**.

   If you don't have a Poly Lens Cloud account, you can sign up for an account.
2. In the **Search Device Model / Lens App** drop down, type in the name of the device or search.
3. Select your device from the list.

   The latest software version displays.

4. Select the software version you want to download and then select **Download**.
5. Extract the files to a folder on your computer and move the content to the root directory of a FAT32 formatted USB flash drive.

   The root directory of your USB flash drive should contain the file titled "softwareupdate.cfg" along with the individual folders for each product. The extracted files provide the required structure for the system to recognize the update package.
6. Connect the USB flash drive to a USB port on the back of the system.

   When the system detects the USB flash drive, a prompt displays on the monitor to confirm that you want to update the software. If there's no input to the system, it automatically starts the update after a short delay.

Reset System Settings

You can reset your Poly Studio V72 system to its default configuration settings.

You may need to perform a system reset for a variety of reasons, for example, when moving a device to a new location.

Resetting your system deletes all but the following data:

- Current software version
- User-installed PKI certificates
- Local directory entries
- Logs
- Call detail record (CDR)

You also can choose not to retain some of this data after the system resets.

NOTE: A system reset restores your system to its original mode of operation. For example, Poly Video Mode or Poly Partner Mode.

1. In the system web interface, go to **Diagnostics > System Reset**.
2. Select **Reset All System Configurations**.
3. **Optional:** Clear any of the following check boxes for data you want to delete as part of the reset:
   - **Keep installed certificates.**
   - **Keep the directory entries.**
   - **Keep the system logs.**
   - **Keep the system call detail reports.**
4. Select **Reset**.

Factory Restore the Poly Studio V72 system

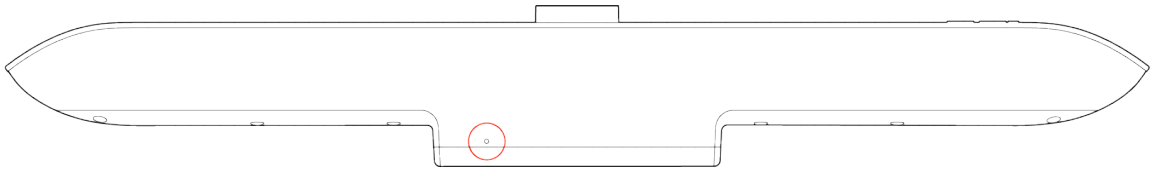
Factory restore the system to resolve potential issues or if your system is unresponsive.

⚠ **WARNING!** A factory restore completely erases the system's flash memory and restores your system to the factory software version.

The system doesn't save the following data with a factory restore:

- Current software version
- Logs
- User-installed PKI certificates

1. Disconnect the power supply to turn off the system.
2. Insert a straightened paper clip through the factory restore pinhole on the bottom of the system to press the restore button.



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

   You can only view the restore progress on a display connected to the secondary monitor HDMI output port.

8 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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