



HP Camera Control App Admin Guide

SUMMARY

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

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1 About this guide

This HP Camera Control App Admin Guide contains information for configuring and maintaining the HP Camera Control App feature.

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 HP Camera Control App feature.

Icons used in Poly documentation

This section describes the icons used in Poly documentation and what they mean.

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-  **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.
 -  **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.
 -  **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
 -  **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
 -  **TIP:** Provides helpful hints for completing a task.
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2 Getting started

The HP Camera Control app provides native camera controls for Windows-based Microsoft Teams Rooms.

Available camera controls depend on the capabilities of the camera connected to the system.

HP Camera Control supported products

The following table lists supported HP cameras and camera control features.

Supported products

Table 2-1 Supported HP cameras and camera control features

Camera	Group framing	People framing	Speaker framing	Presenter framing	PTZ controls	PTZ presets
Poly Studio R30	Yes	Yes	Yes	No	Yes	No
Poly Studio USB	Yes	Yes	Yes	No	Yes	Yes
Poly Studio V12	Yes	Yes	Yes	No	Yes	Yes
Poly Studio V52	Yes	Yes	Yes	No	Yes	Yes
Poly Studio V72	Yes	Yes	Yes	No	Yes	Yes
Poly Studio E60	Yes	No	No	Yes*	Yes	Yes
Poly Studio E70	Yes	Yes	Yes	No	Yes	Yes
Poly EagleEye IV USB	No	No	No	No	Yes	Yes

* Presenter framing requires additional setup via the system web interface of the Poly Studio E60 camera.

Supported third-party cameras using standard UVC commands

The HP Camera Control app currently supports third-party cameras using standard UVC commands including basic in-room PTZ control of any USB camera connected to supported Poly touch controllers and Poly Room kits for conferencing PCs mentioned above.

Supported Poly touch controllers

The HP Camera Control app currently supports only the Poly TC10 touch controller when connected to a Poly Studio G9+ Kit.

Supported Poly Room Kits conferencing PCs

The HP Camera Control app supports the Poly Studio G9+ conferencing PC.

Supported camera tracking modes

The HP Camera Control app provides access to camera tracking modes based on the camera capabilities.

Tracking modes include:

- **Group tracking** - The camera automatically locates and frames all the people in the room.
- **People framing** - The camera automatically tracks and frames meeting participants up to a maximum of six participants.
- **Presenter tracking** - Presenter tracking frames the main speaker in your meeting room and follows the presenter when they move.
- **Speaker tracking** - The camera automatically locates and frames the active speaker. When someone else starts speaking, the camera switches to that person. If multiple participants are speaking, the camera frames them together.
- **Camera tracking disabled** - The camera pan, tilt, and zoom is controlled manually inside or outside a conference.

Installing the HP Camera Control app

The HP Camera Control app is included in the Poly Lens Room software. It's installed as part of the existing image or as part of the initial system update during the out-of-box sequence.

Microsoft allows only one application to use the room controls component. If you're planning to use a third-party room control application from Extron or others, disable the HP Camera Control feature. For more information, see [Deploy, enable, or disable HP Camera Control app in Poly Lens Room on page 5](#).

3 Configure the HP Camera Control app

You can configure aspects of your HP Camera Control app such as a default camera and camera presets.

Set the Microsoft Teams Rooms default camera

Setting the HP Camera Control app default camera doesn't change the default camera set in Microsoft Teams Rooms. You must set the Microsoft Teams Rooms default camera manually.

 **IMPORTANT:** Make sure that the Microsoft Teams Rooms default camera is the same camera you set in the Camera Control app.

1. In Microsoft Teams Rooms, go to **More > Settings**.
2. Enter the administrator password.
3. Select the **Peripherals** menu.
4. Change the **Default Video Camera** to the same camera set as default in the HP Camera Control app.

Set a camera preset

On the manual settings screen, save the current view using presets.

1. Toggle tracking to the off position to access the manual settings of a camera.
2. Adjust the camera view.
3. Select **New preset** .

A preset button displays with a default name and number (Preset 1, 2, or 3) assigned to it.

4. Select the ellipses **Menu button** .
5. Select **Rename** and provide a name for the preset.
6. Select **Overwrite** to overwrite the preset with the current camera's pan/tilt/zoom configuration.

 **NOTE:** You can also use this menu to delete a camera preset. Once you save a preset, you can rename the preset or adjust the preset to a new view.

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

IT admin can deploy, enable, or disable HP Camera Control app in Poly Lens Room.



NOTE: The HP camera control is delivered as part of the Poly Lens Room installer. Connection to Poly Lens cloud is recommended but not required.

A disable/enable toggle is available locally in Poly Lens Room 1.10.191 and on Poly Lens cloud. 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:

- Poly Camera Control app is no longer available for downloading on Poly Lens cloud. Customers will need to use HP Camera Control App instead of Poly Camera Control App.
- If Poly Lens Room 1.10.191 is installed on a PC that has Poly Camera Control App, Poly Lens Room will force an upgrade from Poly Camera Control App to HP Camera Control App.

HP Camera Control app FAQs

These FAQs provide information on installing and integrating the HP Camera Control app.

Does the application support hot-plugging cameras?

No, the Camera Control app doesn't support hot-plugging cameras. Reboot the Microsoft Teams Rooms conferencing PC after any changes are made to the system configuration.

Does the application interfere with Microsoft Teams Rooms?

No, the Camera Control app integrates with Microsoft Teams Rooms using an available Microsoft Teams Rooms feature called Room Control. The Camera Control app adds an icon on the Microsoft Teams Rooms controls panel, enabling quick access to the camera controls.

Does the application conflict with Poly Lens Desktop?

Yes. If you have Poly Lens Desktop installed, uninstall this application. Poly Lens Room can be the only Poly Lens application installed on the device.

Does the application require a third-party controller?

No, the HP Camera Control app uses the existing USB connection and standards-based UVC commands. You can access the Camera Control app from the Microsoft Teams Rooms control panel on the Poly TC10 touch controller.

Can I install more than one application for room control on the system?

Don't enable this application if your Microsoft Teams Rooms deployment uses an Extron or similar room control application. Microsoft Teams Rooms supports the use of only one room control application. If you enable this application on a system that already has room controls, the existing room control application might not work. Consult your room control application programmer about the possibility of using this application.

Don't install the Poly Camera Control application that is currently used on the HP Poly Studio G9 Teams Room Windows systems.

Why do the pan, tilt, and zoom controls on Poly Studio R30, Poly Studio USB, and Poly Studio E70 cameras seem choppy?

These cameras use digital zoom rather than mechanical zoom, so the result makes the movement in the digital spaces look choppy or jumpy. When you recall a preset, you don't experience this issue.

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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