



Poly Studio Room Bundles for Zoom Rooms

Solution Guide

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Before You Begin

This Poly Studio Room Bundles for Zoom Rooms Solution Guide contains information for installing and maintaining your Poly Studio Room Bundles for Zoom Rooms.

This guide contains information for the following Poly products and accessories:

- Poly Studio Small Room Bundle for Zoom Rooms
- Poly Studio Medium Room Bundle Zoom Rooms
- Poly Studio Large Room Bundle for Zoom Rooms

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 Room Bundles for Zoom Rooms.

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.

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.

Getting Started

Before installing your Poly Studio Room Bundles for Zoom Rooms, ensure you have the required licenses and components.

Required Zoom Rooms License

Before setting up your Poly Studio Room Bundles for Zoom Rooms solution, you need to have a Zoom Rooms license.

For more information, see [Zoom Rooms plans and licenses](#).

Poly Studio Small Room Bundle for Zoom Rooms

Setup instructions for your Poly Studio Small Room Bundle.

Required License for Zoom Rooms

Note: Before installing your Poly Studio Room Bundle for Zoom Rooms, make sure you have the required licenses. For more information, see [Zoom Rooms plans and licenses](#).

Package Contents

- Poly Studio R30 Camera
 - Display clamp
 - USB-C to USB-A cable
 - Power cable
- Poly TC10 touch controller
 - Ethernet cable
 - Table stand
- HP PC
 - Power cable
 - 2 DisplayPort to HDMI adapters
 - Cable management
 - VESA back of monitor mount

Additional Required Components

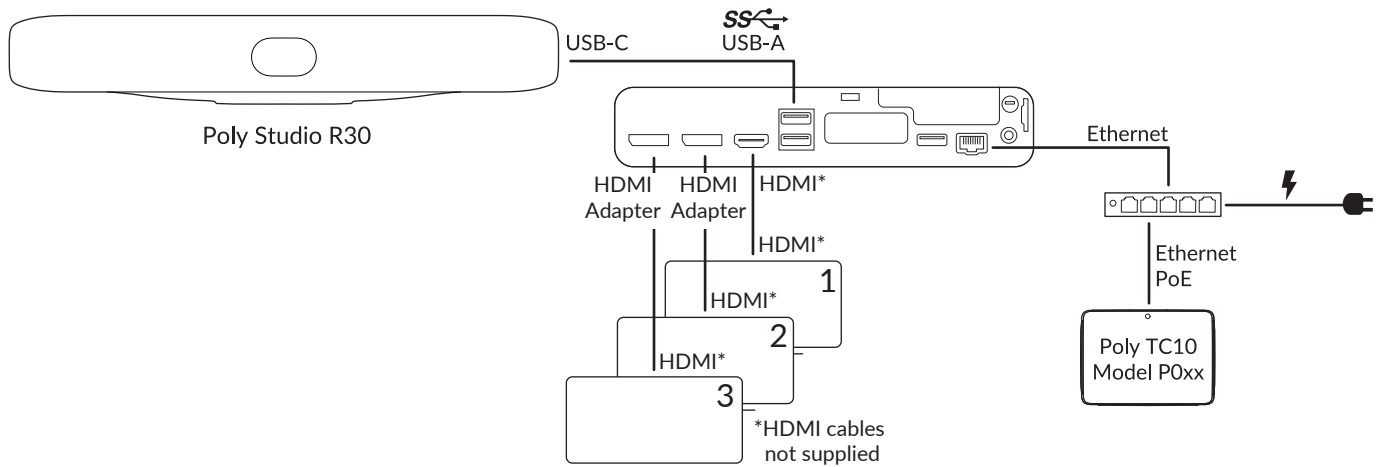
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse

End User Documentation for Zoom Rooms

To download or reference end user documentation for your Zoom Rooms solution, see the [Zoom Rooms User Guide](#).

Poly Studio Small Room Bundle Cabling Diagram

The following diagram shows the cabling required for the Poly Studio Small Room Bundle.



Connect the Poly Studio R30 to the Conferencing PC

Connect the camera to the conferencing PC to add a video camera, microphones, and speakers for video conferencing.

Note: Don't power on the components until all Poly Studio Room Bundle cabling is complete.

Task

- 1 Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
- 2 Connect the USB-A connector to the conferencing PC.
- 3 Connect the power cable to the Studio R30.

Connect Monitors to the Conferencing PC

Connect up to three monitors to the conferencing PC.

Note: Don't power on the components until all Poly Studio Room Bundle cabling is complete.

Zoom Rooms supports connecting three monitors to the conferencing PC. The HP PC includes three ports for connecting monitors:

- 2 display ports
- 1 HDMI port

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 Connect the other end of the HDMI cable to the conferencing PC.
- 3 Optional: Connect two additional monitors using the supplied DVI to HDMI adapters.

Note: Zoom Rooms supports connecting up to three monitors to the conferencing PC.

Connect the Conferencing PC to the Network

Connect the conferencing PC to your network using an Ethernet cable.

Task

- 1 Using an Ethernet cable, connect the conferencing PC to an Ethernet port.
- 2 See [Power On and Set Up Your Poly Studio Room Bundles for Zoom Rooms](#) on page 11

Poly Studio Medium Room Bundle for Zoom Rooms

Setup instructions for your Poly Studio Medium Room Bundle.

Required License for Zoom Rooms

Note: Before installing your Poly Studio Room Bundle for Zoom Rooms, make sure you have the required licenses. For more information, see [Zoom Rooms plans and licenses](#).

Package Contents

- Poly Studio USB camera
 - Wall mount
 - USB-C to USB-A cable
 - Power cable
- Poly TC10 touch controller
 - Ethernet cable
 - Table stand
- HP PC
 - Power cable
 - 2 DisplayPort to HDMI adapters
 - Cable management
 - VESA back of monitor mount

Additional Required Components

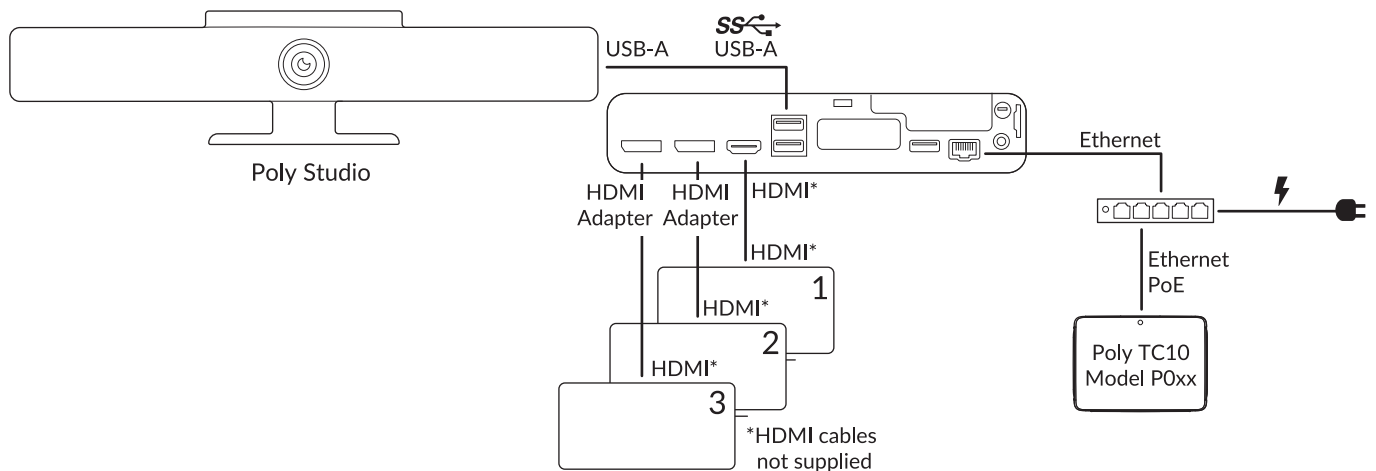
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse

End User Documentation for Zoom Rooms

To download or reference end user documentation for your Zoom Rooms solution, see the [Zoom Rooms User Guide](#).

Poly Studio Medium Room Bundle Cabling Diagram

The following diagram shows the cabling required for the Poly Studio Medium Room Bundle.



Connect the Poly Studio USB Video Bar to the Conferencing PC

Connect the camera to the conferencing PC to add a video camera, microphones, and speakers for video conferencing.

Note: Don't power on the components until all Poly Studio Room Bundle cabling is complete.

Important: To avoid changes to the video configuration, do not use the Poly Studio remote control.

Task

- 1 Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
- 2 Connect the USB-A connector to the conferencing PC.
- 3 Connect the power cable to the Studio USB.

Connect Monitors to the Conferencing PC

Connect up to three monitors to the conferencing PC.

Note: Don't power on the components until all Poly Studio Room Bundle cabling is complete.

Zoom Rooms supports connecting three monitors to the conferencing PC. The HP PC includes three ports for connecting monitors:

- 2 display ports
- 1 HDMI port

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 Connect the other end of the HDMI cable to the conferencing PC.
- 3 Optional: Connect two additional monitors using the supplied DVI to HDMI adapters.

Note: Zoom Rooms supports connecting up to three monitors to the conferencing PC.

Connect the Conferencing PC to the Network

Connect the conferencing PC to your network using an Ethernet cable.

Task

- 1 Using an Ethernet cable, connect the conferencing PC to an Ethernet port.
- 2 See [Power On and Set Up Your Poly Studio Room Bundles for Zoom Rooms](#) on page 11

Poly Studio Large Room Bundle for Zoom Rooms

Setup instructions for your Poly Studio Large Room Bundle.

Required License for Zoom Rooms

Note: Before installing your Poly Studio Room Bundle for Zoom Rooms, make sure you have the required licenses. For more information, see [Zoom Rooms plans and licenses](#).

Package Contents

- Poly Studio E70 camera
 - Monitor mount
 - USB-C to USB-A cable
 - PoE injector
 - Ethernet cable
- Poly TC10 touch controller
 - Ethernet cable
 - Table stand
- HP PC
 - Power cable
 - 2 DisplayPort to HDMI adapters
 - Cable management
 - VESA back of monitor mount

Additional Required Components

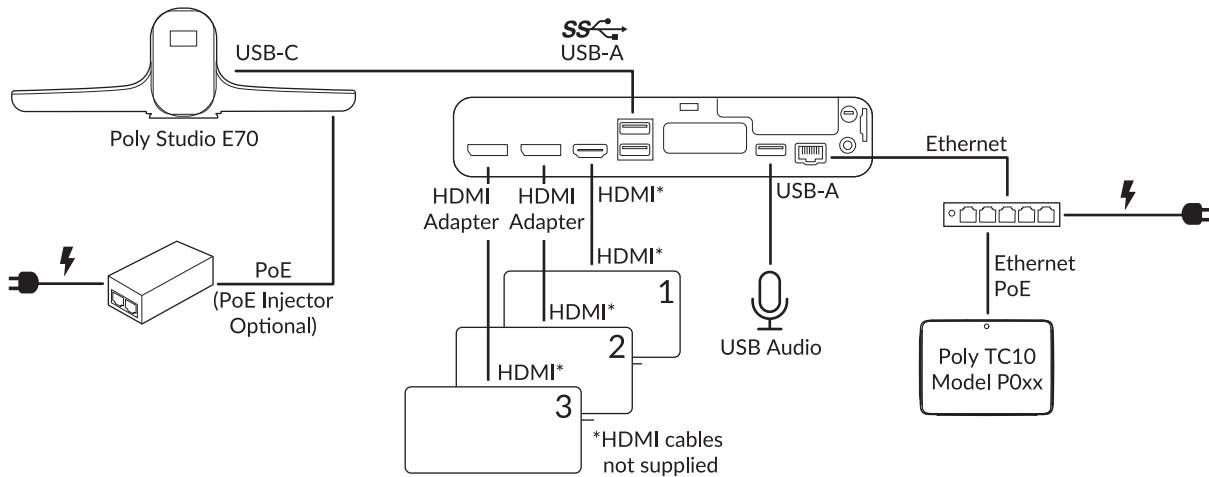
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse

End User Documentation for Zoom Rooms

To download or reference end user documentation for your Zoom Rooms solution, see the [Zoom Rooms User Guide](#).

Poly Studio Large Room Bundle Cabling Diagram

The following diagram shows the cabling required for the Poly Studio Large Room Bundle.



Connect the Poly Studio E70 to the Conferencing PC

Connect the Poly Studio E70 camera to the conferencing PC. You'll need an external audio solution to add microphones and speakers to your solution.

Note: Don't power on the components until all Poly Studio Room Bundle cabling is complete.

Task

- 1 Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
- 2 Connect the USB-A connector to the conferencing PC.
- 3 Connect the Ethernet cable to the Studio E70.

Connect Monitors to the Conferencing PC

Connect up to three monitors to the conferencing PC.

Note: Don't power on the components until all Poly Studio Room Bundle cabling is complete.

Zoom Rooms supports connecting three monitors to the conferencing PC. The HP PC includes three ports for connecting monitors:

- 2 display ports
- 1 HDMI port

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 Connect the other end of the HDMI cable to the conferencing PC.
- 3 Optional: Connect two additional monitors using the supplied DVI to HDMI adapters.

Note: Zoom Rooms supports connecting up to three monitors to the conferencing PC.

Connect the Conferencing PC to the Network

Connect the conferencing PC to your network using an Ethernet cable.

Task

- 1 Using an Ethernet cable, connect the conferencing PC to an Ethernet port.
- 2 See [Power On and Set Up Your Poly Studio Room Bundles for Zoom Rooms](#) on page 11

Power On and Set Up Your Poly Studio Room Bundles for Zoom Rooms

After cabling the system, power on all the components and complete the out-of-box setup.

Power on the Components and Complete Windows Setup

After cabling your Poly Studio Room Bundles for Zoom Rooms, power on the devices and configure Zoom Rooms.

Task

- 1 Connect a USB keyboard and mouse to the conferencing PC.
- 2 Connect the camera and conferencing PC to power and press the power button on the conferencing PC.
The conferencing PC may reboot more than once as it downloads and installs updates.
Caution: Don't shut down the conferencing PC during this process.
- 3 Complete the initial Windows setup.
 - A Choose your region.
 - B Choose your keyboard layout.
 - C When prompted to add a second keyboard layout, select **Skip**.
The conferencing PC may reboot more than once as it downloads and installs updates.
Caution: Don't shut down the conferencing PC during this process.
 - D When prompted, change the default administrator password.
Enter a new password and confirm the password by entering it again. You don't need to enter a password into the Current password field.

The Conferencing PC launches Zoom Rooms and displays the room pairing code.

Set up the Poly TC10 for the First Time as a Standalone Device

As a standalone device, you can use the TC10 as a Zoom Rooms controller or a Zoom Rooms scheduler.

Task

- 1 Connect the TC10 to PoE-enabled Ethernet switch on the same network as the conferencing PC.
The TC10 powers on and boots to out-of-box screen.
- 2 If a Poly TC10 software update is available, select **Update**.
The Poly TC10 updates and restarts.
- 3 Select a language and select **Continue**.
- 4 The device detects the LAN network. Select **Continue**.
- 5 Select **Use as a standalone device**, then **Continue**.
- 6 Select the system time format and time zone. Select **Continue**.
- 7 Select **Zoom Rooms**, then **Continue**.
The Zoom Room app installs and launches.
- 8 Select **Sign in**.
- 9 Sign in to the Poly TC10 with a Zoom account login or an activation code for your Zoom Room. A user with administrator access can generate this code in [Zoom Rooms Management](#).
Note: You can also pair your Poly TC10 to a Zoom Room account by signing in to your Zoom Room account in a web browser. Enter the pairing code displayed on the devices here: <https://zoom.us/pair>.
- 10 Select the Zoom Room that you want to control.
Note: The activation code is unique to each Zoom Room so this step isn't required if you sign in with an activation code.

11 Select **Room Controller** and select **Next**.

The Poly TC10 is paired and ready to control the Zoom Room app.

Optional: Use a Poly Trio C60 as a USB Audio Device for a Poly Studio Large Room Bundle

You can use a Poly Trio speakerphone as the speaker and microphones for your Poly Studio Large Room Bundle.

Task

- 1 Connect a USB-micro to USB-A cable from the Poly Trio to the Conferencing PC.
- 2 Log in to the Conferencing PC **ZoomRoomsAdmin** account.
- 3 In the Windows sound settings, select the Poly Trio as the speaker and microphone.
- 4 Restart the PC.
- 5 In Zoom Rooms, select **Poly Trio** as the speaker and microphone.

System Maintenance and Troubleshooting

Perform system maintenance tasks and troubleshoot issues with your Poly Studio Room Bundles for Zoom Rooms.

Updating Poly Room Kit Cameras

Windows Update automatically updates the Poly camera on your system.

Windows Update is set to run after midnight and downloads and installs Poly camera updates as they're available.

Shut Down the Conferencing PC

You can shut down the Conferencing PC from the Zoom Rooms interface using a touchscreen or connected mouse.

Task

- 1 Connect a mouse to the conferencing PC.
- 2 Move the mouse to reveal the menu buttons.
- 3 Select **Shut Down**.
- 4 Enter the Room PIN and select **Continue**.
- 5 Select **Shut Down**.

The Conferencing PC shuts down.

Access Windows on the Conferencing PC

You can sign in to the ZoomRoomsAdmin account to manage the conferencing PC.

Connect a keyboard and mouse to the conferencing PC.

Task

- 1 On the keyboard, press **Ctrl + Alt + Delete**.
- 2 Select **Switch user**.
- 3 Select **ZoomRoomsAdmin** and enter the ZoomRoomsAdmin password.

Note: The first time you access the ZoomRoomsAdmin account, enter a new ZoomRoomsAdmin account password. Leave the previous password field, labeled **Password**, blank and fill in the **New Password** and **Confirm new password** fields.

- 4 To return to Zoom Rooms, restart the conferencing PC.

Factory Reset the Conferencing PC

You can factory reset the conferencing PC and retain the Zoom Rooms installation.

Task

- 1 Log in to the **ZoomRoomAdmin** account.
- 2 Go to **Reset this PC**.
- 3 Under **Reset this PC**, select **Get started**.
- 4 Select **Remove everything**.
- 5 Select **Local reinstall**.
- 6 Select **Next**.
- 7 Select **Reset**.

The PC resets and starts in the out-of-box screen.

Restart the TC10

If you have issues, you can try restarting the Poly TC10.

Task

- » Disconnect the LAN cable from the Poly TC10 and reconnect it.

Factory Reset the Poly TC10

You can reset the TC10 to its default settings. This process refreshes the device by deleting its configurations except the current version of software.

Task

- 1 Disconnect the LAN cable from the Poly TC10 to power it off.
- 2 On the back of the Poly TC10, insert a pin or straightened paper clip through the factory reset button pinhole.
- 3 Press and hold the reset button, and reconnect the LAN cable to power the Poly TC10 on.
Don't power off the Poly TC10 until it finishes the factory reset process.

Support

NEED MORE HELP?

poly.com/support

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