



Poly Lens Desktop for Windows and Mac Online Help

SUMMARY

Poly Lens Desktop for Windows and Mac Online Help

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1 Getting started

Poly Lens Desktop is an application that enables you to configure and manage your Poly audio and video devices. You can also use Poly Lens Desktop to enhance your work environment and set wellbeing reminders.

You may get this application by an email invitation with a unique URL where you can download Poly Lens Desktop. After you log in to Poly Lens Desktop, your user information is sent to Poly Lens, and your account is associated with the administrator on Poly Lens.

You may have this application installed by your IT department. In this situation, when you start Poly Lens Desktop, you're logged in automatically, and your account is associated with the administrator on Poly Lens. This is only supported on Windows.

Download and install the Poly Lens Desktop application

Download the Poly Lens Desktop application to access configuration settings and features for your supported devices.



NOTE: The Poly Lens Desktop application is not supported on Chromebooks at this time.

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

Explore Poly Lens Desktop as a guest

If you don't create an account, you can still use Poly Lens Desktop to manage your devices.

1. Launch Poly Lens Desktop.
2. (First time only) Select **I agree to the Poly User License Agreement**.
3. Select **Proceed**.
4. Select **Continue as Guest**.

Create an account

Sign up for a Poly Lens account using single sign-on (SSO) or with your personal account.

Poly recommends that you create an account, so that Poly and your company can help provide the best device experience. Poly receives the following data after you sign in.

Category	Data Types
Account details	First and last name, email address, IP address of your system, profile picture, and nickname if using a Microsoft or Google account to sign in
Device metadata	USB device models, serial numbers, and software versions
Device usage	Usage time of your device (currently not accurate)



NOTE: Poly doesn't sell or use this data for any marketing or marketing related activities. You can stop sending new data by signing out at any time.

1. Launch Poly Lens Desktop.
2. Select **Log In**.
3. Select **Sign Up**.
4. Read the terms of service and privacy policy.
5. Choose one of the following:
 - SSO: Use your existing Microsoft, Google, or Apple account or create a new one.
 - Email and password: Create a local account by entering your email address, password, and first and last name. Then select **Sign Up**.

Log in

Log in to your account to access Poly Lens Desktop.

1. Launch Poly Lens Desktop.
2. Select **Settings**  to open the *Poly Lens Settings* page.
3. Select **Account**.
4. Select **Log In**.
5. Choose one of the following:
 - Select the SSO option (Microsoft, Google, or Apple) that you used to create your account and follow the onscreen instructions.
 - Enter your local account email address and password, then select **Log In**.

Log out

Log out of Poly Lens Desktop from **Account** settings.

1. Select **Settings**  to open the *Poly Lens Settings* page.

2. Select **Account**.
3. Select **Log Out**.

View notifications

You can view notifications in Poly Lens Desktop 2.0 or later in the Notification Center.

1. Launch Poly Lens Desktop.
2. Select the bell icon to open the Notification Center and view your notifications.

View the Poly Lens Desktop software version

In Poly Lens Desktop 2.0 or later, you can view the software version of Poly Lens Desktop that you've currently installed.

1. Launch Poly Lens Desktop.
2. Do one of the following:
 - Select **Settings**  to open the *Poly Lens Settings* page, and then select **About**.
 - Select **Poly Support**.

Access Poly Lens Desktop from the system tray

Access Poly Lens Desktop from your computer's system tray.

By default, Poly Lens Desktop automatically starts up with your computer and is minimized to the system tray. If you close the program from the main window, it still runs in the background.

1. Select the Poly logo in the system tray.
2. Select **Open**.

Exit Poly Lens Desktop from the System Tray

Exit Poly Lens Desktop from your computer's system tray.

Closing the main window of the program doesn't exit Poly Lens Desktop.

1. Select the Poly logo in the system tray.
2. Select **Quit Poly Lens**.

Supported devices

Poly Lens Desktop supports cameras, headsets, and speakerphones.



NOTE: You can use Poly Lens Desktop to configure some Poly devices that aren't fully supported. Poly Lens Desktop indicates the devices that aren't fully supported with the **Support Device Coming Soon**  icon. You may also see a **Warning**  icon beside the device name after you select the device to open its configuration page.

Supported cameras

- Poly Studio E70
- Poly Studio P5
- Poly Studio P15
- Poly Studio P21 (support for Poly Studio P21 is deprecated in Poly Lens Desktop 2.0 and later)
- Poly Studio R30
- Poly Studio USB
- Poly Studio V12
- Poly Studio V52
- Poly Studio V72

Supported HP cameras

- HP 965 4K Streaming Webcam, HP 960 4K Streaming Webcam
- HP 625 FHD Webcam, HP 620 FHD Webcam
- HP 435 FHD Webcam, HP 430 FHD Webcam

Supported headsets

- Poly Blackwire 3200 Series
- Poly Blackwire 3300 Series
- Poly Blackwire 5200 Series
- Poly Blackwire 7225 Series
- Poly Blackwire 8225 Series, Poly Blackwire 8225-M Series
- Poly DA70, Poly DA80, Poly DA90
- Poly DA75, Poly DA85
- Poly EncorePro 515 USB, Poly EncorePro 525 USB, Poly EncorePro 545 USB, Poly EncorePro 310 USB, Poly EncorePro 320 USB, Poly EncorePro 715 USB

- Poly MDA400, Poly MDA524 QD, Poly MDA526 QD
- Poly Savi 7300 Office Series
- Poly Savi 7400 Office Series
- Poly Savi 8200 UC Series, Poly Savi 8200 Office Series
- Poly Savi 8400 UC Series, Poly Savi 8400 Office Series
- Poly Voyager 4320 UC, Poly Voyager 4320 Office
- Poly Voyager 4310 UC, Poly Voyager 4310 Office
- Poly Voyager 4200 UC Series, Poly Voyager 5200 UC Series
- Poly Voyager 6200 UC, Poly Voyager 8200 UC
- Poly Voyager Focus UC
- Poly Voyager Focus 2 UC Series
- Poly Voyager Free 20
- Poly Voyager Free 20 charge case
- Poly Voyager Free 60 Series
- Poly Voyager Legend 30
- Poly Voyager Legend 50
- Poly Voyager Office Base
- Poly Voyager Surround 80
- Poly Voyager Surround 85

Supported USB/Bluetooth smart speakerphones

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

Supported Bluetooth USB adapters

- Poly BT600
- Poly BT700

Supported docking stations (public beta)

- HP Thunderbolt 4 100W G6 Dock
- HP Thunderbolt 4 Ultra 180W G6 Dock
- HP Thunderbolt 4 Ultra 280W G6 Dock

Supported UC softphone clients

Poly Lens Desktop supports a range of UC softphones depending on your operating system, the Poly Lens Desktop version installed, and the device connectivity.

 **IMPORTANT:** To use Cisco Jabber or Avaya softphones with Poly Lens Desktop, uninstall any version of Plantronics Hub that's installed on your computer.

Table 1-1 Supported UC softphone clients on Poly Lens Desktop for Windows (2.1 and later)

UC softphone client	UC softphone client version	USB	Bluetooth direct
Microsoft Teams	Latest version	Yes	No
Zoom	Latest version	Yes	Yes
Cisco Webex	Latest version	Yes	No
Cisco Jabber	12.9 and 14.3 only	Yes	No
Avaya Workplace	3.36 only	Yes	No
Avaya one-X Agent	2.5.16 only	Yes	No

Table 1-2 Supported UC softphone clients on Poly Lens Desktop for macOS (2.0 and later)

UC softphone client	UC softphone client version	USB	Bluetooth direct
Microsoft Teams	Latest version	Yes	No
Zoom	Latest version	Yes	No
Cisco Webex	Latest version	No	No
Cisco Jabber	12.9 and 14.3 only	No	No
Avaya Workplace	3.36 only	Yes	No
Avaya one-X Agent	2.5.16 only	No	No

 **IMPORTANT:** HP PCs running Windows 10 or Windows 11 with Realtek Bluetooth drivers installed support the full range of Bluetooth direct features. Other system configurations may support this feature, but they don't have full mute sync support in Zoom.

Update the AMD or Intel audio driver in your PC to the latest version to obtain full call control support for Zoom. For more information about the Bluetooth audio drivers to install or update, refer to [HP Software and Drivers](#).

For more information on Bluetooth direct, refer to [Bluetooth direct on page 28](#).

For a full list of supported devices for UC softphone call control integration, see [UC softphone call control integration support on page 7](#).

For a full list of supported devices for connection management using Bluetooth, a USB cable, a USB adapter, or a dock, see [Connection management support on page 12](#).

UC softphone call control integration support

Poly Lens Desktop supports the following devices for UC softphone call control integration support.

Supported and compatible definitions

- **Fully supported** - devices that are fully tested and fully supported.
- **Compatible** - devices that are deemed to be compatible and fully supported, but haven't been fully tested.
- **Compatible with limited support** - devices that are deemed to be compatible and for which limited support is provided, but haven't been fully tested.
- **Not compatible** - devices that aren't compatible and aren't supported.
- **Not applicable (N/A)** - device compatibility isn't applicable.



IMPORTANT: To use Cisco Jabber or Avaya softphones with Poly Lens Desktop, uninstall any version of Plantronics Hub that's installed on your computer.

Poly Lens Desktop doesn't provide the call control integration support for cameras.

Table 1-3 Headsets

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly Blackwire 3200 Series	Compatible	Compatible	Fully supported	Fully supported	Compatible	Compatible
Poly Blackwire 3300 Series	Compatible	Compatible	Fully supported	Fully supported	Compatible	Compatible
Poly Blackwire 5200 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Blackwire 7225 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Blackwire 8225 Series	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Blackwire 8225-M Series	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly DA70	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported

Table 1-3 Headsets (continued)

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly DA75	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly DA80	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly DA85	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly DA90	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly EncorePro 300-QD Series (Poly DA)	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly EncorePro 500-QD Series (Poly DA)	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly EncorePro 700-QD Series (Poly DA)	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly EncorePro 300 USB Series	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly EncorePro 515 USB (HW515/EP515)	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly EncorePro 525 USB (HW525/EP525)	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly EncorePro 535 USB	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly EncorePro 545 USB (HW545/EP545)	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly EncorePro 715 USB (HW715)	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible

Table 1-3 Headsets (continued)

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly EncorePro 725 USB	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly MDA400	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly MDA524 QD	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly MDA526 QD	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Savi 700 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Savi 700-M Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Savi 7200 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Savi 7300 Office Series	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Savi 7300 UC Series	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Savi 7400 Office Series	Compatible	Compatible	Fully supported	Fully supported	Fully supported	Fully supported
Poly Savi 7400 UC Series	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly Savi 8200 Office Series	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly Savi 8200 UC Series	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly Savi 8400 Office Series	Compatible	Compatible	Fully supported	Fully supported	Compatible	Compatible
Poly Savi 8400 UC Series	Compatible	Compatible	Compatible	Compatible	Fully supported	Fully supported
Poly Sync 10 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support

Table 1-3 Headsets (continued)

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly Sync 20 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Sync 40 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Sync 60 Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager 4200 Office Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager 4200 UC Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager 4300 Office Series	Compatible	Compatible	Fully supported	Fully supported	Fully supported	Fully supported
Poly Voyager 4300 UC Series	Compatible	Compatible	Fully supported	Fully supported	Fully supported	Fully supported
Poly Voyager 5200 UC Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager 6200 UC Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager 8200 UC Series	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager Focus UC	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager Focus 2 UC Series	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Voyager Free 20	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager Free 60	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible

Table 1-3 Headsets (continued)

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly Voyager Legend 30	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Voyager Legend 50	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Voyager Surround 80 UC	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Poly Voyager Surround 85 UC	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
Dell Premier Wireless ANC Headset	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Dell Pro Stereo Headset WH3022	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Dell Pro Wireless Headset WL5022	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support

Table 1-4 Headset accessories

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly BT600 Bluetooth USB adapter	N/A	N/A	N/A	N/A	N/A	N/A
Poly BT700 Bluetooth USB adapter	N/A	N/A	N/A	N/A	N/A	N/A
Poly Savi D200 USB adapter	N/A	N/A	N/A	N/A	N/A	N/A
Poly Savi D400 USB adapter	N/A	N/A	N/A	N/A	N/A	N/A
Poly Savi Office Base CD	N/A	N/A	N/A	N/A	N/A	N/A

Table 1-4 Headset accessories (continued)

	Microsoft Teams	Zoom	Cisco Webex	Cisco Jabber	Avaya Workplace	Avaya one-X Agent
Poly Savi Office Base CDM	N/A	N/A	N/A	N/A	N/A	N/A
Poly Voyager Office Base	N/A	N/A	N/A	N/A	N/A	N/A
Poly Voyager Free 20 Charge Case	N/A	N/A	N/A	N/A	N/A	N/A
Poly Voyager Free 60+ Charge Case	Compatible	Compatible	Compatible with limited support	Compatible with limited support	Compatible with limited support	Compatible with limited support
Poly Voyager Free 60 Basic Charge Case	N/A	N/A	N/A	N/A	N/A	N/A
Poly Voyager Legend 50 Charge Case	N/A	N/A	N/A	N/A	N/A	N/A
Poly Voyager Surround Wireless Charge Stand	N/A	N/A	N/A	N/A	N/A	N/A

Connection management support

Poly Lens Desktop supports the following devices for connection management using Bluetooth, a USB cable, a USB adapter, or a dock.



IMPORTANT: Poly Lens Desktop supports connection management for cameras using a USB cable connection only. Poly Lens Desktop doesn't support connection management for cameras using Bluetooth, USB adapters, or docks. For a full list of supported cameras, see [Supported devices on page 4](#).

Poly Lens Desktop 2.2 or later for macOS only allows you to customize device settings and update your device software when you connect your supported device using Bluetooth direct. Poly Lens Desktop for macOS doesn't support call control when you connect your supported device using Bluetooth direct.

Supported and compatible definitions

- **Fully supported** - devices that are fully tested and fully supported.
- **Compatible with full support** - devices that are deemed to be compatible and fully supported, but haven't been fully tested.
- **Compatible with limited support** - devices that are deemed to be compatible and for which limited support is provided, but haven't been fully tested.
- **Not compatible** - devices that aren't compatible and aren't supported.
- **Not applicable (N/A)** - device compatibility isn't applicable.

Table 1-5 Headsets

	Bluetooth	USB	USB adapter	Dock
Poly Blackwire 3200 Series	N/A	Fully supported	N/A	N/A
Poly Blackwire 3300 Series	N/A	Fully supported	N/A	N/A
Poly Blackwire 5200 Series	N/A	Fully supported	N/A	N/A
Poly Blackwire 7225 Series	N/A	Fully supported	N/A	N/A
Poly Blackwire 8225 Series	N/A	Fully supported	N/A	N/A
Poly Blackwire 8225-M Series	N/A	Fully supported	N/A	N/A
Poly DA70	N/A	Fully supported	N/A	N/A
Poly DA75	N/A	Fully supported	N/A	N/A
Poly DA80	N/A	Fully supported	N/A	N/A
Poly DA85	N/A	Fully supported	N/A	N/A
Poly DA90	N/A	Fully supported	N/A	N/A
Poly EncorePro 300-QD Series (Poly DA)	N/A	N/A	Fully supported	N/A
Poly EncorePro 500-QD Series (Poly DA)	N/A	N/A	Fully supported	N/A
Poly EncorePro 700-QD Series (Poly DA)	N/A	N/A	Fully supported	N/A
Poly EncorePro 300 USB Series	N/A	Fully supported	N/A	N/A
Poly EncorePro 515 USB (HW515/EP515)	N/A	Fully supported	N/A	N/A
Poly EncorePro 525 USB (HW525/EP525)	N/A	Fully supported	N/A	N/A

Table 1-5 Headsets (continued)

	Bluetooth	USB	USB adapter	Dock
Poly EncorePro 535 USB	N/A	Fully supported	N/A	N/A
Poly EncorePro 545 USB (HW545/EP545)	N/A	Fully supported	N/A	N/A
Poly EncorePro 715 USB (HW715)	N/A	Fully supported	N/A	N/A
Poly EncorePro 725 USB	N/A	Fully supported	N/A	N/A
Poly MDA400	N/A	Fully supported	N/A	N/A
Poly MDA524 QD	N/A	Fully supported	N/A	N/A
Poly MDA526 QD	N/A	Fully supported	N/A	N/A
Poly Savi 700 Series	N/A	N/A	Compatible with limited support	Compatible with limited support
Poly Savi 700-M Series	N/A	N/A	Compatible with limited support	Compatible with limited support
Poly Savi 7200 Series	N/A	N/A	Compatible with limited support	N/A
Poly Savi 7300 Office Series	N/A	N/A	N/A	Fully supported
Poly Savi 7300 UC Series	N/A	N/A	Fully supported	N/A
Poly Savi 7400 Office Series	N/A	N/A	N/A	Fully supported
Poly Savi 7400 UC Series	N/A	N/A	Fully supported	N/A
Poly Savi 8200 Office Series	N/A	N/A	N/A	Fully supported
Poly Savi 8200 UC Series	N/A	N/A	Fully supported	N/A
Poly Savi 8400 Office Series	N/A	N/A	N/A	Fully supported
Poly Savi 8400 UC Series	N/A	N/A	Fully supported	N/A
Poly Sync 10 Series	Not compatible	Fully supported	Fully supported	N/A
Poly Sync 20 Series	Not compatible	Fully supported	Fully supported	N/A
Poly Sync 40 Series	Not compatible	Fully supported	Fully supported	N/A
Poly Sync 60 Series	Not compatible	Fully supported	Fully supported	N/A

Table 1-5 Headsets (continued)

	Bluetooth	USB	USB adapter	Dock
Poly Voyager 4200 Office Series	Not compatible	N/A	Compatible with limited support	Compatible with limited support
Poly Voyager 4200 UC Series	Not compatible	N/A	Compatible with limited support	Compatible with limited support
Poly Voyager 4300 Office Series	Not compatible	Fully supported	Fully supported	Fully supported
Poly Voyager 4300 UC Series	Fully supported	Fully supported	Fully supported	Fully supported
Poly Voyager 5200 UC Series	Not compatible	N/A	Fully supported	Fully supported
Poly Voyager 6200 UC Series	Not compatible	N/A	Compatible with limited support	N/A
Poly Voyager 8200 UC Series	Not compatible	N/A	Compatible with limited support	N/A
Poly Voyager Focus UC	Not compatible	N/A	Compatible with limited support	Compatible with limited support
Poly Voyager Focus 2 UC Series	Fully supported	Fully supported	Fully supported	Fully supported
Poly Voyager Free 20	Fully supported	N/A	Compatible with limited support	N/A
Poly Voyager Free 60	Fully supported	N/A	Fully supported	N/A
Poly Voyager Legend 30	Fully supported	N/A	Fully supported	N/A
Poly Voyager Legend 50	Fully supported	N/A	Fully supported	N/A
Poly Voyager Surround 80 UC	Fully supported	Fully supported	Fully supported	N/A
Poly Voyager Surround 85 UC	Fully supported	Fully supported	Fully supported	N/A
Dell Premier Wireless ANC Headset	Not compatible	N/A	Fully supported	N/A
Dell Pro Stereo Headset WH3022	Not compatible	N/A	Fully supported	N/A
Dell Pro Wireless Headset WL5022	Not compatible	N/A	Fully supported	N/A

Table 1-6 Headset accessories

	Bluetooth	USB	USB adapter	Dock
Poly BT600 Bluetooth USB adapter	N/A	Fully supported	N/A	N/A
Poly BT700 Bluetooth USB adapter	N/A	Fully supported	N/A	N/A
Poly Savi D200 USB adapter	N/A	Fully supported	N/A	N/A
Poly Savi D400 USB adapter	N/A	Fully supported	N/A	N/A
Poly Savi Office Base CD	N/A	Fully supported	N/A	N/A
Poly Savi Office Base CDM	N/A	Fully supported	N/A	N/A
Poly Voyager Office Base	N/A	Fully supported	N/A	N/A
Poly Voyager Free 20 Charge Case	N/A	Fully supported	N/A	N/A
Poly Voyager Free 60+ Charge Case	N/A	Fully supported	N/A	N/A
Poly Voyager Free 60 Basic Charge Case	N/A	Fully supported	N/A	N/A
Poly Voyager Legend 50 Charge Case	N/A	Fully supported	N/A	N/A
Poly Voyager Surround Wireless Charge Stand	N/A	Fully supported	N/A	N/A

System requirements

Your computer system must meet the following requirements before you install this release.



IMPORTANT: You must have administrative privileges to upgrade to or install Poly Lens Desktop 1.5 or later for Windows or Poly Lens Desktop 2.0 or later for Mac. If you don't have administrator privileges on your system, contact your system administrator.

Table 1-7 Computer requirements for Microsoft Windows

Component	Requirement
Operating system	Windows 10 (32 bit or 64 bit)
Operating system	Windows 11

Table 1-8 Computer requirements for Mac

Component	Requirement
Operating system	macOS Monterey, macOS Ventura, macOS Sonoma, and macOS Sequoia

Accessibility features

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

Table 1-9 Poly Lens App accessibility features

Accessibility feature	Description
(Windows only) Screen reader capable	Users who have disabilities that require audio output can access the software using a screen reader with keyboard or touch mode navigation. Poly Lens Desktop supports Windows Narrator for English only.
Soundscape technology	Add actual background sounds to reduce stress and improve focus. This can be beneficial for users with sensory issues.
Wellbeing settings	Users get reminders to hydrate and take vision breaks.
Software status indicators	Graphic and text information provide status and functionality in the software interface.
Device configuration	Users can use the software to configure accessibility features for their devices.
Language settings	Users can change the software user interface to a natively integrated, supported language.

Migrating from HP Accessory Center to Poly Lens Desktop

HP Accessory Center no longer supports HP webcams. Download and install Poly Lens Desktop for Windows to manage your HP webcams.

If you use HP Accessory Center manage your HP webcams, you must remove the webcams from HP Accessory Center before you start to use Poly Lens Desktop.

Remove One HP Webcam

Uninstall the HP Accessory Center webcam virtual driver before you start to use Poly Lens Desktop for Windows to manage your HP webcams.

Download and install [Poly Lens Desktop for Windows](#)

1. Exit all the applications that use your HP webcams, such as Microsoft Teams, Zoom, or any other conferencing applications.
2. Go to HP Accessory Center.
3. Select the **Webcam** tab.

4. From the HP Accessory Center UI, select the link in step 3 to open the folder where the `Uninstall_HPAC_Webcam_Driver.bat` file is stored.
5. Right-click `Uninstall_HPAC_Webcam_Driver.bat` and select **Run as Administrator**.
6. Restart your computer after the driver is removed.

Your webcam is removed from the HP Accessory Center menu.

Go to Poly Lens Desktop to manage and configure your HP webcams.

Remove Multiple HP Webcams

Uninstall the HP Accessory Center webcam virtual driver before you start to use Poly Lens Desktop for Windows to manage your HP webcams.

Download and install [Poly Lens Desktop for Windows](#)

1. Exit all the applications that use your HP webcams, such as Microsoft Teams, Zoom, or any other conferencing applications.
2. Go to HP Accessory Center.
3. Select the **Webcam** tab.
4. From the HP Accessory Center UI, select the link in step 3 to open the folder where the `Uninstall_HPAC_Webcam_Driver.bat` file is stored.
5. Right-click `Uninstall_HPAC_Webcam_Driver.bat` and select **Run as Administrator**.
6. Restart your computer after the driver is removed.
7. After your computer restarts, go to HP Accessory Center and select the **Webcam** tab.
8. Select **I have completed 1, 2, 3**.
9. Select **Remove this page**.

Your webcams are removed from the HP Accessory Center menu.

Go to Poly Lens Desktop to manage and configure your HP webcams.

Installing Poly Lens Mobile

Download and install Poly Lens Mobile using a QR code from Poly Lens Desktop to manage your Bluetooth devices from your mobile phone.

When you open Poly Lens Desktop, a notice displays to open the QR code and download Poly Lens Mobile.

You can also find the link to the QR code on the *Poly Lens Settings* page.

Scanning the QR code with your mobile phone opens the app store where you can install Poly Lens Mobile.

Download and install Poly Lens Mobile from the download notice

Download and install Poly Lens Mobile from the download notice.



NOTE: If you close the notice using the **X** button, the notice displays the next time you launch Poly Lens. If you don't want to view the notice again, select **Don't Show Again**.

1. Launch Poly Lens Desktop.
2. Select **Learn More** to open the QR code.
3. Use your mobile phone to scan the QR code to download and install Poly Lens Mobile.

Download and install Poly Lens Mobile from the Poly Lens Settings page

Download and install Poly Lens Mobile from the *Poly Lens Settings* page.

1. Launch Poly Lens Desktop.
2. Select **Settings**  to open the *Poly Lens Settings* page.
3. Select **Download Poly Lens for mobile** to open the QR code.
4. Use your mobile phone to scan the QR code to download and install Poly Lens Mobile.

2 Using Poly Lens Desktop

Use Poly Lens Desktop to monitor your devices, set wellbeing reminders, learn best practices to improve your experience, and contact Poly support.

Poly Lens Desktop starts up automatically with the system. If you close Poly Lens Desktop, it still runs in the background.

Poly Lens Desktop automatically adds your devices when you connect them via USB, the Poly BT600 Bluetooth USB adapter, or the Poly BT700 Bluetooth USB adapter. Poly Lens Desktop always displays your device list in the left sidebar. This list provides the following information and options:

- If your computer doesn't connect to a Poly device, the device list in the left sidebar is empty. Get some tips by opening the **Having trouble connecting your device?** link.
- If your computer connects to one or more Poly devices, you see the list of currently connected devices in the left sidebar.



IMPORTANT: Installing, uninstalling, and updating Poly Lens Desktop 2.0 or later may disable Bluetooth, causing devices to disconnect temporarily. Reconnect your device if it doesn't automatically connect to the system after the installation or update is complete.

Configure wellbeing settings

Enable soundscapes and set wellbeing reminders to improve your working experience.



NOTE: You can also configure these settings in **Poly Lens Settings > Notifications & Device Alerts**. When you set a parameter in one location, the other location updates to match.

1. Select *Home* , then select **Wellbeing**.
2. Configure the following settings (your changes save automatically):
 - In the *Soundscaping* tab, select **Enable Soundscapes**. Choose the sound you want to play and set the volume.



NOTE:

- This feature isn't supported with Bluetooth headsets connected via the Poly BT700 or BT600 Bluetooth USB adapter.
-
- In the *Hydration* tab, select **Hydration Reminders**. Select the time and frequency of the reminder.
 - In the *Vision* tab, select **Vision Break Reminders**. Select the time and frequency of the reminder.

Monitor network insights

Check your workstation connectivity from Poly Lens Desktop.



NOTE: Network diagnostic testing is a commercial preview feature.

1. Launch Poly Lens Desktop.
2. Select **Insights**.
3. Select **Run Test**.
4. **Optional:** Run the test again if you fix any network issues immediately.

View device call usage (Beta feature)

View the total device call usage for the current week.

The device call usage chart shows the total time that you used all your devices in calls, for example, in Microsoft Teams or Zoom calls. The vertical Y-axis indicates the total time of call usage in minutes.

1. Launch Poly Lens Desktop.
2. Select **Insights**.
3. View the device usage chart.

View device information

View device battery, status, software version, serial number, product ID, and software component information in Poly Lens Desktop.



NOTE: The device information only displays if it's applicable for your device.

1. Launch Poly Lens Desktop.
2. Select the device from the left sidebar.
3. View the device information on the following pages:
 - **Overview**
 - **Device Name** (supported devices only): The name that you specify for your device.
 - **Battery** (Bluetooth devices only): Battery level and charging state if the device is charging.
 - **Status:** **Connected** or **Not Connected**.
 - **Software:** Current software version. Select the software version number to view the release notes.
 - **Available:** The software version that's available to upgrade. Select the software version number to view the release notes.

- **Wi-Fi** (supported cameras only): The Wi-Fi network that your device connects to.
- **Provision** (supported cameras only)
 - Provisioning connection type
 - **Generic** when the **Provision Mode** is **Auto** for your device.
 - Provisioning server address when the **Provision Mode** is **Manual**.
 - **Off** when the **Provision Mode** is **Off**.
 - Provisioning server connection status

Wi-Fi and **Provision** are only visible for users logged in with the Admin role or Device Manager role on Poly Lens.

- **Support > Device Info & Logs:**
 - **Country**
 - **Lens Account:** The Poly Lens account and the tenant ID that the device is provisioned to. Hover over **Lens Account** to see the tenant ID.
 - **Hardware Version**
 - **Serial Number**
 - **Mac Address**
 - **IP Address**
 - **Device Diagnostics Code**
 - **PID:** Product ID
 - **Software Version**
 - **Software Components**

Rename your camera or remote control

Name or rename your camera or remote control to identify it more easily.

You require the Admin role or Device Manager role on Poly Lens to rename devices.

The following devices support this feature:

- Poly Bluetooth Remote
- Poly Studio USB
- Poly Studio V12 (only applicable during the first-time connection configuration workflow when connected over USB)

1. Launch Poly Lens Desktop and log in as the Admin role or Device Manager role.
2. Connect your device to your computer, and select the device from the list in the left sidebar.
3. Do one of the following:
 - Cameras: Go to the *Overview* page.
 - Remote controls: Go to the *Device* page.
4. Select **Rename**  .
5. Enter a name for your device.

The device name must contain at least one character, and it can't contain only spaces.
6. Select **Save**.

Poly Lens Desktop shows the new device name and sends the name to Poly Lens. The name is added to the Poly Lens portal inventory.

Rename your headset

Name or rename your headset to identify it more easily.

After you rename your headset, the device name is only visible to you in your Poly Lens Desktop account. The device name is not sent to Poly Lens or added to the Poly Lens portal inventory.

The following devices support this feature:

- Poly Voyager Free 20
- Poly Voyager Free 60 Series
- Poly Voyager Legend 30
- Poly Voyager Legend 50
- Poly Voyager Surround 80
- Poly Voyager Surround 85

You must meet the following requirements when you name or rename your device:

- The device name must be between one and thirty characters in length.
- The following special characters are allowed: ! \" ' # \$ % & ' () * + , - . / : ; < = > ? @ \ \ [] ^ _ ' ` { | } ~ .
% & ' () * + , - . / : ; < = > ? @ \ \ [] ^ _ ' ` { | } ~ .

1. Launch Poly Lens Desktop and log in to your account.
2. Connect your device to your computer, and select the device from the list in the left sidebar.

3. Do one of the following:
 - On the device **Overview** page, hover over the name of your device, select **Rename your device** , and enter a new name for your device.
 - Select **Settings > General**, and in the **Rename your device** field, enter a new name for your device.
4. Select **Save** .



NOTE: If you select **Cancel**  during the renaming procedure, your changes are not saved and the current device name remains in your Poly Lens Desktop account.

Choose your primary device

Your primary device is the headset or speakerphone you designate for call control.

After you set a headset or speakerphone as your primary device, it moves to the top of the list in the left sidebar. Poly Lens Desktop indicates your primary device with the **Primary Device**  icon.

When you connect multiple devices to Poly Lens Desktop, you can select only one as your primary device.

When you set your device as primary, you can do the following directly from the headset or speakerphone:

- Answer or end a call
 - Hold or resume a call
1. Hover over a device name in the left sidebar.

If you can set the device as your primary device, the **Set Primary Device**  icon displays.

2. Select the **Set Primary Device** icon.

Control your camera from the toolbar

Use your camera and control it directly from the camera control toolbar.

The camera control toolbar displays when you open the **Control** tab.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Do one of the following:
 - (Windows only) Select **Show/Hide**  to show or hide the video image.

- Select **Expand**  to maximize the video image.
- Select **Screenshot**  to take a screenshot.
- Select **Grid**  to show or hide grids.
- Move the **Zoom**  slider to zoom in or out.
- Select **Camera Direction**  to pan (move right or left) or tilt (move up or down) the camera.

 **NOTE:** Pan and tilt don't work if you fully zoom out.

 **NOTE:** You can zoom and adjust the camera direction only when **Tracking Mode** is off. This note doesn't apply to Poly Studio P5.

Download diagnostic logs

Download the diagnostic logs and save them to a single archive. You can share the logs with Poly Support for troubleshooting.

1. Launch Poly Lens Desktop.
2. Select **Poly Support**.
3. Select **Download Logs**.

Clear trusted devices

Clear the devices connected to your headset. This option removes all connected devices, including computers, mobile phones, or USB adapters from your headset or speakerphone's memory.

The **Clear Trusted Devices** only displays if it's applicable for your device. Headsets with old software may not support this feature.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Settings**  > **Reset Device**.
4. Select **Clear Devices**.

Remove a device

Remove the unused devices from Poly Lens Web App when you no longer need them.

 **NOTE:** You can only remove a device when the device is disconnected and the device status is "Not Connected".

1. Launch Poly Lens Desktop.
2. Select the device from the list in the left sidebar.
3. Go to the right bottom corner of the device *Overview* page and select **More**  **> Delete Device.**

Send feedback to HP Support

Send feedback on Poly Lens Desktop to HP Support. Report a bug, comment on features, or send suggestions about the product.

1. Launch Poly Lens Desktop.
2. Select **Feedback** to open the Poly Lens feedback landing page.
3. Select a feedback type and enter your feedback.
4. **Optional:** Enter your contact information.
5. Select **Send**.

3 Configuring your devices

You can customize your user experience by configuring the settings for your connected devices from Poly Lens Desktop.

Configure headset and speakerphone settings

Configure your Poly headsets and speakerphone behavior in Poly Lens Desktop. Poly headsets and speakerphones share the same setting categories.

Many, but not all, Poly headsets contain smart sensors. Smart sensors detect whether or not you're wearing the headset and enable the following options:

- Answer a call by putting on your headset.
- Mute your headset microphone when you remove your headset during a call.
- Transfer call audio between your mobile phone and headset.

If you aren't wearing your headset and you answer a call on your mobile phone, the audio routes to the phone. Put on the headset to transfer the active call audio to your headset.

If you're wearing your headset and answer an incoming call or initiate an outgoing call, the audio routes to your headset. Take off the headset to transfer audio to your mobile phone.

- Pause streaming media by removing the headset, and resume the media by putting your headset back on.
1. Connect your device to your computer, and select the device from the list in the left sidebar.
 2. Select **Settings**.
 3. Configure the following settings:



NOTE: A settings category only displays if it's applicable for your device.

- **Language**
- **General**
- **Ringtones & Volume**
- **Custom Swipe Sensor**
- **Softphones & Media Players**
- **Sensors & Presence**
- **Wireless**
- **Advanced**

- ANC
- Voice Prompts & Tones
- Reset Device

Bluetooth direct

Bluetooth direct enables you to pair your supported Poly devices to your PC without the need for a USB adapter.

Poly Lens Desktop 2.0 or later for Windows allows you to customize device settings, update your device software, and perform call control actions on Zoom calls when you connect your supported device using Bluetooth direct.

Poly Lens Desktop 2.2 or later for macOS only allows you to customize device settings and update your device software when you connect your supported device using Bluetooth direct. Poly Lens Desktop for macOS doesn't support call control when you connect your supported device using Bluetooth direct.

Poly Lens Desktop supports the use of Bluetooth direct with the following devices:

- Poly Voyager 4300 UC Series
- Poly Voyager Focus 2 UC Series
- Poly Voyager Free 20
- Poly Voyager Free 60 Series
- Poly Voyager Legend 30
- Poly Voyager Legend 50
- Poly Voyager Surround 80
- Poly Voyager Surround 85



IMPORTANT: HP PCs running Windows 10 or Windows 11 with Realtek Bluetooth drivers installed support the full range of Bluetooth direct features. Other system configurations may support this feature, but they don't have full mute sync support in Zoom.

Update the AMD or Intel audio driver in your PC to the latest version to obtain full call control support for Zoom. For more information about the Bluetooth audio drivers to install or update, refer to [HP Software and Drivers](#).

- If you have an HP PC running Windows 10 or Windows 11, refer to [Pair a device with HP Differentiated Pairing on page 28](#).
- For all other PCs, use your PC's Bluetooth pairing option to pair your supported Poly device.

Pair a device with HP Differentiated Pairing

Pair your supported Poly device with HP Differentiated Pairing using Poly Lens Desktop 2.0 or later on HP PCs running Windows 10 or Windows 11.

Remove any Poly BT600 or Poly BT700 Bluetooth USB adapter from your PC and ensure that Bluetooth is turned on.

1. Enable pairing mode for the supported Poly Bluetooth device that you want to pair.

After a few seconds, the HP Pair user interface displays on your HP PC showing an image of the headset that you're pairing.



NOTE: If the initial automatic pairing of your device is unsuccessful, the system tries to pair your device automatically one more time. If the pairing isn't successful, see [HP Differentiated Pairing troubleshooting on page 29](#).

2. Select **Connect**.

When you hear the *PC connected* or *Pairing is successful* notice from your device, the device is connected.

After successful pairing, the **Explore** button displays on the HP Pair user interface. After you select **Explore**, the HP Pair user interface closes automatically, and Poly Lens Desktop opens, showing the connected device.



NOTE: The HP Pair user interface closes automatically after one minute of inactivity.

HP Differentiated Pairing troubleshooting

Troubleshoot pairing your device if automatic pairing using HP Differentiated Pairing is unsuccessful.

Verify that Poly Lens Desktop 2.0 or later is installed on your computer. Do one of the following:

- Go to **Control Panel > Programs > Programs and Features**, and ensure that Poly Lens Desktop and Poly Lens Control Service display in the program list.
- In the Windows search bar, enter `Programs`, and ensure that Poly Lens Desktop and Poly Lens Control Service display in the **Apps & features** list.

Verify that the HP Pair filter driver is installed on your computer. Do one of the following:

- Go to **Device Manager > Bluetooth > Intel(R) Wireless Bluetooth(R) > Driver > Driver Details**, and ensure that the `HpPair.sys` file is listed under **Driver files**.
- Go to **This PC > Windows (C:) > Program Files > Poly > Poly Lens Desktop**, and ensure that the **HP Pair** and **HPPairFilterDriver** folders are listed.
- Do one of the following:
 - On the HP Pair user interface, select **Try Again**.
 - On the HP Pair user interface, select **Bluetooth Settings**, and manually pair your device.

Pairing devices with the Poly BT700 Bluetooth USB adapter

You must use Poly Lens Desktop to pair your devices with Poly BT700 Bluetooth USB adapters.

A Poly BT700 Bluetooth USB adapter can memorize up to two paired devices. Pairing a third device overwrites one of the existing paired devices.



NOTE: You can only connect one device to your computer using a Poly BT700 Bluetooth USB adapter at the same time. Connecting another device using the same adapter makes the connected device disconnected with your computer.

Pair a device with Poly BT700

Pair your device with a Poly BT700 Bluetooth USB adapter using Poly Lens Desktop.

1. Launch Poly Lens Desktop.
2. Connect the Poly BT700 Bluetooth USB adapter to your computer.
3. From Poly Lens Desktop select **BT700** from the Poly Lens Desktop left sidebar to open the Poly BT700 **Overview** page.
4. Select **Pair Bluetooth Audio**.
5. Turn on your device.

When you hear the *PC connected* notice from your device, your device is connected. The device is listed in the Poly Lens Desktop left sidebar. The Poly BT700 **Overview** page is moved to the next of the device **Overview** page.

To pair another device with this adapter, go to the Poly BT700 **Overview** page and select **More**  **> Pair Bluetooth Audio**

After the new device is paired, the old device disconnects with your PC automatically.

Configuring cameras

Improve video and audio quality by configuring your personal cameras.

Your camera's *Controls* page covers video adjustments, while the *Settings* page contains audio settings and other nonvideo settings. The controls and settings may vary based on the model of the camera.

Configuring Poly Studio P5

Use Poly Lens Desktop to configure the Anti-Flicker and camera display settings for Poly Studio P5.

Configure Poly Studio P5 anti-flicker settings

Configure the Anti-Flicker setting for Poly Studio P5.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Select the proper setting to prevent flicker in your video.

Configure Poly Studio P5 image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

Controls	Description
Color Temperature	Adjusts the color temperature of the video output. • Cool • Warm NOTE: Poly Studio P5 1.96 or later supports this feature.
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Hue	Adjusts the image color.
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
Gamma	Sets the camera gamma.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.
Gain	Adjusts the signal amplification from the camera.
Focus	Selects Auto or adjust exposure manually using the slider.
Exposure	Selects Auto or adjust exposure manually using the slider.

Configuring Poly Studio P15

Use Poly Lens Desktop to configure Anti-Flicker settings, audio settings, and camera display settings for Poly Studio P15.

Configure Poly Studio P15 anti-flicker and display settings

Configure Anti-Flicker and display settings for Poly Studio P15.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Configure the following settings (your changes save automatically):
 - **Participant Count:** Report participant count in a meeting.
 - **Anti-Flicker (50Hz / 60Hz) Solution**

Configure Poly Studio P15 audio settings

Configure audio settings for Poly Studio P15.

Poly Studio P15 includes Poly Acoustic Fence technology and NoiseBlockAI technology.

- Poly Acoustic Fence creates a virtual audio fence. It mutes the microphone when no one is speaking within the audio fence. The camera defines the audio fence zone in a beam shape with three width options. When someone is speaking, the system picks up both the sounds within and outside the beam region and sends those sounds to the far end.
 - Poly NoiseBlockAI suppresses non-speech background noise, such keyboard tapping, hand claps, paper rustling, and finger snaps during calls to enhance audio quality for call participants.
1. Connect your device to your computer, and select the device from the list in the left sidebar.
 2. Select **Settings**.
 3. Select **Audio**.
 4. Configure the following settings (your changes save automatically):
 - **Poly Acoustic Fence**
 - **Off:** Disable Acoustic Fence
 - **Wide:** Set a 120-degree beam region
 - **Medium:** Set a 90-degree beam region
 - **Narrow:** Set a 60-degree beam region
 - **Poly NoiseBlockAI for Outgoing Audio:** When enabled, the camera automatically senses the ambient noise in the room and prevents the noise from transmitting to the far end during video conferences.
 - **Poly NoiseBlockAI for Incoming Audio:** When enabled, the camera prevents noise from the far end during video conferences.

- **Bass:** Enable bass to amplify low frequencies in the audio output.
- **Treble:** Enable treble to amplify high frequencies in the audio output.

Configure Poly Studio P15 image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

Controls	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.
Image Mirror/Flip	Flips and mirrors the camera's video output.

Configure camera tracking, zoom, and movement

Enable Camera tracking to detect the people in the room and provide framing during a conference.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. From the **Tracking Mode** drop-down menu, select one of the following options:
 - **Off:** Disables camera tracking.
 - **Group Framing:** The camera automatically frames the participants in the room.



NOTE: To adjust the camera pan, tilt, and zoom options manually from the camera control toolbar, you must set **Tracking Mode** to **Off**.

4. From the **Maximum Zoom** drop-down menu, select one of the zoom ratios.



NOTE: You can configure the maximum camera zoom in ratios of 2x, 3x, or 4x only when you set the **Tracking Mode** to **Group Framing**.

5. From the **Camera Movement** drop-down menu, select one of the following options:
- **Cut:** The camera reframes to include all participants in the room as they enter, leave, or adjust position.
 - **Auto Pan:** The camera pans smoothly across the group.



NOTE: You can adjust the camera movement only when you set the **Tracking Mode** to **Group**.



NOTE: If a person is in the room alone and they go out of the frame, the camera reframes using a **Cut** action even when **Auto Pan** is selected.

6. From the **Tracking Speed** drop-down menu, select one of the following options:
- **Normal** (default) : Detects meeting participants at a normal speed rate (8 to 10 seconds).
 - **Slow:** Detects meeting participants at a slow speed rate (10 to 15 seconds).
 - **Fast:** Detects meeting participants at a fast speed rate (3 to 5 seconds).
7. From the **Frame Size** drop-down menu, select one of the following options:
- **Tight:** Establishes a close-up view of meeting participants.
 - **Medium** (default): Establishes a medium view of meeting participants.
 - **Wide:** Establishes a wide view of meeting participants.

Configuring Poly Studio P21

Use Poly Lens Desktop to configure Anti-Flicker settings, audio settings, camera display settings, and vanity lighting for Poly Studio P21.



IMPORTANT: Support for Poly Studio P21 is deprecated in Poly Lens Desktop 2.0 and later.

Installing display software

Download and install display software to use the Poly Studio P21 device as a display.

When you first connect Poly Studio P21 to Poly Lens Desktop, a notification advises you to download and install the display software. You must install the software to use the Poly Studio P21 device as a display, but you can use the camera, speakers, microphone, and vanity lights on the Poly Studio P21 device without the software.

See the [P21 support page](#) for instructions on how to set up your Poly Studio P21.

For more information, see the [Poly Studio P21 User Guid](#).

Install display software for Windows

Download and install the display software to use Poly Lens Desktop with your Poly Studio P21 device.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Overview**.
3. From the notification window, do one of the following:
 - Select **Download Here** to download the software to your system.
 - Select **Close** to close the window.

Closing the notification window permanently dismisses it until the next time you connect a Studio P21 device.

4. Launch the installation file.
5. Follow the onscreen instructions to install the software.

Install display software for macOS

Download and install the display software to use Poly Lens Desktop with your Poly Studio P21 device.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Overview**.
3. From the notification window, do one of the following:
 - Select **Download Here** to download the software to your system.
 - Select **Close** to close the window.
4. Launch the installation file.
5. Go to **Applications** and start **DisplayLink Manager**.
6. Select **DisplayLink Manager** from the menu bar.
7. If requested, allow **Screen Recording**.
8. Select the **Automatic startup** check box.

If you don't select the **Automatic startup** check box, you must restart the DisplayLink Manager app every time you restart or turn on your computer.

9. From inside the DisplayLink Manager app, download and install the **Login screen extension status** tool.



IMPORTANT: If you don't install the **Login screen extension status** tool, your Studio P21 device may not work properly after you restart your computer.

Configure Poly Studio P21 rocket button, app button, anti-flicker, and audio settings

Configure rocket button, app button, Anti-Flicker, and audio settings for Poly Studio P21.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Configure the following settings (your changes save automatically):
 - **Rocket Button:** Customize the behaviour when you tap the button.
 - **Hold/Resume:** (Out of a call) Play or pause media. (In a call) Hold or resume the .
 - **Vanity Lights:** Tap the rocket button to turn on or turn off the vanity lights.
 - **Status Lights:** Tap the rocket button to turn on or turn off the status lights.
 - **Answer/End Call:** Tap the rocket button to answer or end calls.
 - **App Button:** Select the softphone that you want to access from Poly Studio P21.
 - **Anti-Flicker (50Hz / 60Hz) Solution**
 - **Mute Alert Types**
5. Select **Ringtones & Volume**.
6. Configure the following settings (your changes save automatically):
 - **Volume Level Indicators:** Select the indicator for the current volume level when adjusting the volume.
 - **Independent Volume Control:** Poly recommends you to enable this feature when you set Poly Studio P21 as the default audio player. When enabled, you can set the volume for music and conferencing separately.

Configure the Poly Studio P21 status LED

Configure status LED brightness and enable or disable the LED indicator for Poly Studio P21.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Lights**.
4. Use the slider to adjust the **Status LED Brightness**. The status LED is below the Poly Studio P21 screen.

5. Configure the LED indicator by toggling the following conditions on or off to determine when you want the status LED to glow.
 - **Idle State**
 - **Incoming Call**
 - **Active Call**
 - **Held Call**
 - **Wireless Charging**

Configure Poly Studio P21 vanity lighting

Configure the vanity lighting settings for Poly Studio P21.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Do one of the following:
 - Select **Auto**.

The word **Auto** turns blue, and the vanity lights automatically adjust based on surrounding light conditions.
 - Hover on the *Preview* window to display the sliders to the left and right of the window. Use the sliders to adjust the vanity lighting manually.

Toggle the **Linked**  or **Unlinked**  icon based on how you want to adjust the lights:

 - If you link the lights, the vanity lights on both sides change simultaneously when you adjust either slider.
 - If you unlink the lights, you must adjust the vanity lights on each side separately.

Configure Poly Studio P21 image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.

3. Configure the following settings (your changes save automatically):

Controls	Description
Color Temperature	Adjusts the color temperature of the video output. • Cool • Warm NOTE: Poly Studio P21 1.1165.71.2094 or later supports this feature.
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast. NOTE: Poly Lens Desktop for macOS doesn't support this feature.
Hue	Adjusts the image color.
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
Gamma	Sets the camera gamma.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.
Gain	Adjusts the signal amplification from the camera.
Exposure	Selects Auto or adjust exposure manually using the slider.

Configure Poly Studio P21 display controls

Configure the **Display Brightness** and **Display Contrast** for Poly Studio P21.



NOTE: Poly Lens Desktop for macOS doesn't support **Display Contrast** adjustments. Poly Lens Desktop for macOS only supports adjustments to **Display Brightness**.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Adjust the **Display Brightness** and **Display Contrast** as required.

Configuring Poly Studio E70

Use Poly Lens Desktop to configure the control settings, the Anti-Flicker setting, tracking mode, update software, and download device logs for Poly Studio E70.

Configure Poly Studio E70 anti-flicker

Configure the Anti-Flicker for Poly Studio E70.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Configure the following settings (your changes save automatically):
 - **Anti-Flicker (50Hz / 60Hz) Solution**

Configure camera tracking

Enable Camera tracking to detect the people in the room and provide framing during a conference.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. From the **Tracking Mode** drop-down menu, select one of the following options:
 - **Off**: Disables camera tracking.
 - **Group Framing**: The camera automatically frames the participants in the room.
 - **Speaker Framing**: The camera zooms in on an active speaker without use of a remote control or camera preset.
 - **People Framing**: When enabled, the **People Framing** mode identifies multiple participants in a single camera feed and displays them in individual frames.

Configuring Poly Studio USB

Use Poly Lens Desktop to view device information, download logs, update software, and configure the admin settings for Poly Studio USB.

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.

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 is Polycom12#\$).

5. Do one of the following:
 - Select **Import Configuration** to import an existing configuration file to set up your device.
 - a. Enter the device name.
 - b. Select and import an existing configuration file.
 - Select **Begin Setup**.
 - a. On the *Get Started* page, specify the following information:
 - **Country**
 - **Device Name**
 - **Create New Device Password:** Enter a password that adheres to the onscreen requirements, or select **Use Weak Password** to enter a simple password.
 - b. Select **Next**.
 - c. On the *Network* page, do one of the following:
 - Select the **Wi-Fi** toggle and configure the Wi-Fi network. Select **Next**.
 - Next to Wired Network select **Configure**.
 - Select **Skip** to bypass network setup.

If you bypass network setup and have an active Ethernet connection, the system defaults to DHCP to obtain an IP address.
 - d. On the *Provisioning* page, do one of the following:
 - Enter the provisioning server information and select **Next**.
 - Select **Skip** to ignore the settings.



NOTE: If you bypass the network setup page the setup wizard bypasses the provisioning screen. You can add provisioning information after setup.

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.

Configure Poly Studio USB anti-flicker and display settings

Configure the Anti-Flicker and display settings for Poly Studio USB.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.

3. Select **General**.
4. Configure the following settings (your changes save automatically):
 - **Participant Count:** Report participant count in a meeting.
 - **Anti-Flicker (50Hz / 60Hz) Solution**

Configure Poly Studio USB audio settings

Configure audio settings for Poly Studio USB.

Poly Studio USB includes Poly Acoustic Fence and the NoiseBlockAI technology.

- Poly Acoustic Fence creates a virtual audio fence. It mutes the microphone when no one is speaking within the audio fence. The camera defines the audio fence zone in a beam shape with three width options. When someone is speaking, the system picks up both the sounds within and outside the beam region and sends those sounds to the far end.
 - Poly NoiseBlockAI suppresses non-speech background noise, such keyboard tapping, hand claps, paper rustling, and finger snaps during calls to enhance audio quality for call participants.
1. Connect your device to your computer, and select the device from the list in the left sidebar.
 2. Select **Settings**.
 3. Select **Audio**.
 4. Configure the following settings (your changes save automatically):
 - **Poly Acoustic Fence**
 - **Off:** Disable Acoustic Fence
 - **Wide:** Set a 120-degree beam region
 - **Medium:** Set a 90-degree beam region
 - **Narrow:** Set a 60-degree beam region
 - **Poly NoiseBlockAI for Outgoing Audio:** When enabled, the camera automatically senses the ambient noise in the room and prevents the noise from transmitting to the far end during video conferences.
 - **Poly NoiseBlockAI for Incoming Audio:** When enabled, the camera prevents noise from the far end during video conferences.
 - **Bass Boost:** Enable bass to amplify low frequencies in the audio output.
 - **Stereo Audio:** When enabled, the camera uses two audio channels to provide stereo sound in a conference.

Configure Poly Studio USB image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

Controls	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.
Exposure	Selects Auto or adjust exposure manually using the slider.

Configure camera tracking

Enable Camera tracking to detect the people in the room and provide framing during a conference.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. From the **Tracking Mode** drop-down menu, select one of the following options:
 - **Off**: Disables camera tracking.
 - **Group Framing**: The camera automatically frames the participants in the room.
 - **Speaker Framing**: The camera zooms in on an active speaker without use of a remote control or camera preset.
 - **Presenter** : When enabled, the camera captures the active speaker.
 - **Conversation**(Preview): When enabled, the camera captures two speakers in a discussion who are far apart. The camera performs a split screen showing the two speakers together. The maximum zoom-in ratio is fixed to 4x at the same time.
 - **People Framing** (Preview): When enabled, the **People Framing** mode identifies multiple participants in a single camera feed and displays them in individual frames. It's a preview feature.



NOTE: To adjust the camera pan, tilt, and zoom options manually from the camera control toolbar, you must set **Tracking Mode** to **Off**.

4. From the **Maximum Zoom** drop-down menu, select one of the zoom ratios.



NOTE: You can configure the maximum camera zoom in ratios of 2x, 3x, or 4x only when you enable **Tracking Mode**.

5. From the **Camera Movement** drop-down menu, select one of the following options:

- **Cut:** The video cuts between the speakers or groups.
- **Auto Pan:** The camera pans smoothly between the speakers or groups.



NOTE: You can adjust the camera movement only when you set the **Tracking Mode** to **Group**.

6. From the **Tracking Speed** drop-down menu, select one of the following options:

- **Normal (default)** : Detects meeting participants at a normal speed rate (8 to 10 seconds).
- **Slow:** Detects meeting participants at a slow speed rate (10 to 15 seconds).
- **Fast:** Detects meeting participants at a fast speed rate (3 to 5 seconds).

7. From the **Frame Size** drop-down menu, select one of the following options:

- **Tight:** Establishes a close-up view of meeting participants.
- **Medium (default):** Establishes a medium view of meeting participants.
- **Wide:** Establishes a wide view of meeting participants.

Logging in to admin settings

Admin settings are visible without password for Poly Lens users logged in as the Admin role or Device Manager role.

Other users must enter the device password to configure the admin settings.



NOTE: You may have changed the device default password when you initialized your device. If you forget the password, you need to reset the device to factory settings. See [Factory reset your Poly Studio device using Poly Lens Desktop](#) or [Factory reset your Poly Studio device manually](#) for details.

Log in to admin settings

Enter the device password to log in to the Admin settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select **Login with Device Password**.

5. Enter the password (the default password is Polycom12#\$).
6. Select **Login**.

Change your password

Change password on Poly Lens Desktop.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **Password**, select **Change Password**.
5. Enter your current password.
6. Enter a new password in **New Password**.
 - Enter a password that adheres to the onscreen requirements.
 - Select **Use Weak Password** to enter a simple password.
7. Select **Update**.

Configure NTP settings

Configure the NTP settings for your device and vivid mode for your device.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. From **General**, Configure the following settings:

Parameter	Description
NTP Mode	Selects the NTP mode. If you select Manual , specify the NTP Server manually.
NTP Server	Specifies the NTP server IP address. Only available when you select Manual in NTP Mode .
Camera Vivid Mode	Specifies whether to let the camera accentuate red, green, or blue colors to make the video more vivid.

5. Select **Apply**.
6. Restart your device to apply the vivid mode setting.

Joining a Wi-Fi network

Connect your device to a Wi-Fi network and configure the Wi-Fi settings from Poly Lens Desktop.

Join a Wi-Fi network

Connect your device to Wi-Fi from Poly Lens Desktop.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select the **Wi-Fi** toggle to enable the device Wi-Fi function.

After you connect to a Wi-Fi network, connection status icon changes from

Disabled  to Enabled .

5. Do one of the following:
 - Select a network from **Wi-Fi Name**. The app lists networks in order of signal strength.
 - Select **Autoconnect** to connect to the specified Wi-Fi network automatically when it's available.
 - Select **Join Other Network** and specify the network name manually in the **SSID** field.

Selecting a new SSID erases the previous SSID and relevant Wi-Fi settings from the system.

Wi-Fi settings

Available Wi-Fi settings vary with your selections.

Setting	Description
Security	Specifies the encryption protocol: • None • WEP • WPA/WPA2/FT PSK • 802.1x EAP
EAP Method	Specifies the extensible authentication protocol (EAP) for WPA-Enterprise (802.1x EAP): • PEAP • TLS • PWD

Setting	Description
Phase 2 Authentication	Specifies the phase 2 authentication method. Available options vary with the selected EAP method. • None • MSCHAP • MSCHAPV2 • GTC • PAP
CA Certificate	Specifies the CA certificate: • <InstalledCAName>— Selects from installed CA list. • Do not validate
User Certificate	Selects from the Installed User CA Name list.
Identity	Specifies your identity.
Anonymous Identify	Specifies an anonymous identity to protect your real identity.
Password	Specifies the login password.
IP Setting	Specifies one method to set your network IP address: • Static: specifies the IP settings manually. • DHCP: obtains the IP settings automatically.
IP Address	Specifies the IP address of the network.
Gateway	Specifies the gateway of the network.
Subnet Mask	Specifies the network mask address for the network.
DNS Address 1	Specifies the DNS server address of the network.
DNS Address 2	Specifies the alternate DNS server address of the network.

Delete known Wi-Fi networks

Delete the known Wi-Fi networks from Poly Lens Desktop.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select the **Wi-Fi** toggle.
5. Select **Manage Known Networks**.

6. Select **X** to delete the network.

Configure a provisioning server

Configure a provisioning server for your device from Poly Lens Desktop.

Make sure that the device connects to a Wi-Fi network before connecting it to a provisioning server.

Ask your network administrator for the provisioning server used in your deployment before you choose the **Server Type**.



NOTE: If you select **Auto** provisioning mode, make sure that you already have the provisioning server address, username, and password in your DHCP option 66 or 150. For example, `https://username:password@company.com`.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. From **Provisioning Server > Provisioning Mode**, choose one of the following options:
 - **Off:** Disables the provisioning mode.
 - **Auto:** Gets the provisioning server URL from your DHCP option 66 or 150.
 - **Manual:** Configure the following parameters:

Parameter	Description
Server Type	Select one server type from the drop-down menu. • Poly Provisioning Server • Use HTTPS Server and FTPS Server for your own provisioning server. NOTE: If you associate your Poly Lens Desktop account with the Poly Lens portal, Poly Lens Desktop populates the provisioning credentials automatically.
Server Address	Specify the server address.
Username and Password	Specify the username and password to log in to the provisioning server.

4. Select **Apply**.

Configuring Bluetooth settings

You can turn on Bluetooth for your device and pair your device to another Bluetooth device or the Bluetooth remote control.

Configure Bluetooth settings

Configure the Bluetooth function from Poly Lens Desktop for your Poly Studio USB device.

1. Launch Poly Lens Desktop.
2. Connect Poly Studio USB to your computer, and select Poly Studio USB from the list in the left sidebar.
3. Select **Settings**.
4. Select **Admin**.
5. Select the **Bluetooth** toggle to turn on Bluetooth on Poly Studio USB.
6. Select the **Autoconnect** toggle to connect your device via Bluetooth automatically.
7. Select the **Remote Control Connection** toggle to enable the connection between the Poly Studio USB device and the Bluetooth remote control.

Pair the studio USB device to a Bluetooth device

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

You can pair the Poly Studio USB device with a mobile phone, a computer or laptop, or a tablet.



NOTE: The Poly Studio USB device doesn't support mixed types of audio and video input. If you connect it to a computer over USB and Bluetooth at the same time, make sure that your application uses both audio and video input from Studio USB device over USB.

1. Launch Poly Lens Desktop.
2. Connect Poly Studio USB to your computer, and select Poly Studio USB from the list in the left sidebar.
3. On the Poly Studio USB **Overview** page, select **Pair Bluetooth Audio** .
4. On your device, enable Bluetooth and select Poly Studio USB 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.

Pair Poly Studio USB with the Bluetooth remote control

Pair the Bluetooth remote control manually for first-time pairing or after you re-enable **Remote Control Connection**. You must also manually pair the remote after you restore defaults on Poly Studio USB.



NOTE: Poly Studio USB software version 2.0 or later supports this feature.

1. Launch Poly Lens Desktop.
2. Connect Poly Studio USB to your computer, and select Poly Studio USB from the list in the left sidebar.
3. Select **Settings**.

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



NOTE: If you disable the **Remote Control Connection**, the Bluetooth remote control disconnects from the Poly Studio USB device. You must pair the device manually after you reenables the **Remote Control Connection**.

6. On the Poly Studio USB *Overview* page, select **Pair Bluetooth Remote**  .
7. Pair the Bluetooth remote control with Poly Studio USB.

See the [Poly Studio USB Video Bar User Guide](#) for more information on how to pair the remote control.

Factory reset your device

Factory reset removes all configurations and stored settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select **Restore Defaults**.
5. Select **OK**.

The device restarts automatically.

Configuring Poly Studio R30

Use Poly Lens Desktop to view device information, download logs, update software, and configure the video and audio settings for Poly Studio R30.

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.

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 is Poly12#\$).
5. Do one of the following:
 - Select **Import Configuration** to import an existing configuration file to set up your device.

- a. Enter the device name.
- b. Select and import an existing configuration file.
- Select **Begin Setup**.
 - a. On the *Get Started* page, specify the following information:
 - **Country**
 - **Device Name**
 - **Create New Device Password:** Enter a password that adheres to the onscreen requirements, or select **Use Weak Password** to enter a simple password.
 - b. Select **Next**.
 - c. On the *Network* page, do one of the following:
 - Select the **Wi-Fi** toggle and configure the Wi-Fi network. Select **Next**.
 - Next to Wired Network select **Configure**.
 - Select **Skip** to bypass network setup.

If you bypass network setup and have an active Ethernet connection, the system defaults to DHCP to obtain an IP address.
 - d. On the *Provisioning* page, do one of the following:
 - Enter the provisioning server information and select **Next**.
 - Select **Skip** to ignore the settings.



NOTE: If you bypass the network setup page the setup wizard bypasses the provisioning screen. You can add provisioning information after setup.

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.

Configure Poly Studio R30 anti-flicker and display settings

Configure Anti-Flicker and display settings for Poly Studio R30.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.

4. Configure the following settings (your changes save automatically):
 - **Anti-Flicker (50Hz / 60Hz) Solution**
 - **Invert Video:**
Flips and mirrors the camera's video output.



NOTE: This feature doesn't work on macOS.

Configure Poly Studio R30 audio settings

Configure audio settings for Poly Studio R30.

Poly Studio R30 includes Poly Acoustic Fence and the NoiseBlockAI technology.

- Poly Acoustic Fence creates a virtual audio fence. It mutes the microphone when no one is speaking within the audio fence. The camera defines the audio fence zone in a beam shape with three width options. When someone is speaking, the system picks up both the sounds within and outside the beam region and sends those sounds to the far end.
 - Poly NoiseBlockAI suppresses non-speech background noise, such keyboard tapping, hand claps, paper rustling, and finger snaps during calls to enhance audio quality for call participants.
1. Connect your device to your computer, and select the device from the list in the left sidebar.
 2. Select **Settings**.
 3. Select **Audio**.
 4. Configure the following settings (your changes save automatically):
 - **Poly Acoustic Fence**
 - **Off:** Disable Acoustic Fence
 - **Wide:** Set a 120-degree beam region
 - **Medium:** Set a 90-degree beam region
 - **Narrow:** Set a 60-degree beam region
 - **Camera View:** The camera dynamically adjusts the acoustic fence range based on the current active camera view. If the speaker's sound is outside the camera view range (horizontal only), then the camera blocks the sound.
 - **Poly NoiseBlockAI for Outgoing Audio:** When enabled, the camera automatically senses the ambient noise in the room and prevents the noise from transmitting to the far end during video conferences.
 - **Poly NoiseBlockAI for Incoming Audio:** When enabled, the camera prevents noise from the far end during video conferences.
 - **Bass:** Enable bass to amplify low frequencies in the audio output.
 - **Treble:** Enable treble to amplify high frequencies in the audio output.

Configure Poly Studio R30 image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

Controls	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.

Configure camera tracking

Enable Camera tracking to detect the people in the room and provide framing during a conference.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. From the **Tracking Mode** drop-down menu, select one of the following options:
 - **Off**: Disables camera tracking.
 - **Group Framing**: The camera automatically frames the participants in the room.
 - **Speaker Framing**: The camera zooms in on an active speaker without use of a remote control or camera preset.
 - **Presenter**: When enabled, the camera captures the active speaker.
 - **Conversation (Preview)**: When enabled, the camera captures two speakers in a discussion who are far apart. The camera performs a split screen showing the two speakers together. The maximum zoom-in ratio is fixed to 4x at the same time.
4. From the **Maximum Zoom** drop-down menu, select one of the zoom ratios.



NOTE: You can configure the maximum camera zoom in ratios of 2x, 3x, or 4x only when you enable **Tracking Mode**.

5. From the **Camera Movement** drop-down menu, select one of the following options:
 - **Cut:** The video cuts between the speakers or groups.
 - **Auto Pan:** The camera pans smoothly between the speakers or groups.



NOTE: You can adjust the camera movement only when you set the **Tracking Mode** to **Group**.

6. From the **Tracking Speed** drop-down menu, select one of the following options:
 - **Normal** (default) : Detects meeting participants at a normal speed rate (8 to 10 seconds).
 - **Slow:** Detects meeting participants at a slow speed rate (10 to 15 seconds).
 - **Fast:** Detects meeting participants at a fast speed rate (3 to 5 seconds).
7. From the **Frame Size** drop-down menu, select one of the following options:
 - **Tight:** Establishes a close-up view of meeting participants.
 - **Medium** (default): Establishes a medium view of meeting participants.
 - **Wide:** Establishes a wide view of meeting participants.

Logging in to admin settings

Admin settings are visible without password for Poly Lens users logged in as the Admin role or Device Manager role.

Other users must enter the device password to configure the admin settings.



NOTE: You may have changed the device default password when you initialized your device. If you forget the password, you need to reset the device to factory settings. See [Factory restore Poly Studio R30](#) for details.

Log in to the admin settings

Enter the device password to log in to the Admin settings

Admin settings are visible without password for users logged in as the Admin role or Device Manager role.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select **Login with Device Password**.
5. Enter the device password.
6. Select **Login**.

Change your password

Change password on Poly Lens Desktop.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **Password**, select **Change Password**.
5. Enter your current password.
6. Enter a new password in **New Password**.
 - Enter a password that adheres to the onscreen requirements.
 - Select **Use Weak Password** to enter a simple password.
7. Select **Update**.

Configure NTP settings

Configure the NTP settings for your device.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **General**, configure the following settings:

Parameter	Description
NTP Mode	Auto - Automatically selects an NTP server. Manual - Allows you to specify an NTP server manually. Off - The device doesn't sync with an NTP server.
NTP Server	Specifies the NTP server IP address. Only available when you select Manual in NTP Mode .

Configuring Bluetooth settings

You can turn on Bluetooth for your device and pair your device to another Bluetooth device or the Bluetooth remote control.

Configure Bluetooth settings

Configure the Bluetooth function from Poly Lens Desktop for your Poly Studio R30 device.

1. Launch Poly Lens Desktop.

2. Connect your device to your computer, and select the device from the list in the left sidebar.
3. Select **Settings**.
4. Select **Admin**.
5. Select the **Bluetooth** toggle to turn on Bluetooth on Poly Studio R30.
6. Select the **Autoconnect** toggle to connect your device via Bluetooth automatically.
7. Select the **Remote Control Connection** toggle to enable the connection between the Poly Studio R30 device and the Bluetooth remote control.

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 the Poly Studio R30 device.

1. Launch Poly Lens Desktop.
2. Connect the Poly Studio R30 device to your computer, and select it from 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 R30 speakerphone for audio.

Pair Your USB video bar 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 the Poly Lens Desktop.

1. Launch Poly Lens Desktop.
2. Connect Poly Lens Desktop to your computer, and select Poly Lens Desktop from the list in the left sidebar.
3. Select **Settings**.
4. Select **Admin**.
5. On the Poly Lens Desktop *Overview* page, select **Pair Bluetooth Remote** .

The LED blinks alternate blue and white during the pairing process.

6. Long press **Mute**  on the remote control until you see the LED show blue for three seconds.

Configuring Poly Studio V USB video bars

Use Poly Lens Desktop to view device information, download logs, update software, and configure the video and audio settings for your Poly Studio V device.



IMPORTANT: You can only configure the setting if it's applicable to your Poly Studio V device.

Initialize your device using the setup wizard

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



NOTE: There is no setup wizard for the Poly Studio V52 or the Poly Studio V72.



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

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 default password (the default password is the last six digits of the device serial number).
5. Do one of the following:
 - Select **Import Configuration** to import an existing configuration file to set up your device.
 - a. Enter the device name.
 - b. Select and import an existing configuration file.
 - Select **Begin Setup**.
 - a. On the *Get Started* page, specify the following information:
 - **Country**
 - **Device Name**
 - **Create New Device Password:** Enter a password that adheres to the onscreen requirements, or select **Use Weak Password** to enter a simple password.
 - b. Select **Next**.
 - c. On the *Network* page, do one of the following:
 - Select the **Wi-Fi** toggle and configure the Wi-Fi network. Select **Next**.
 - Next to Wired Network select **Configure**.
 - Select **Skip** to bypass network setup.

If you bypass network setup and have an active Ethernet connection, the system defaults to DHCP to obtain an IP address.

- d. On the *Provisioning* page, do one of the following:
 - Enter the provisioning server information and select **Next**.
 - Select **Skip** to ignore the settings.



NOTE: If you bypass the network setup page the setup wizard bypasses the provisioning screen. You can add provisioning information after setup.

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.

Configure Poly Studio V anti-flicker and display settings

Configure anti-flicker and display settings for Poly Studio V devices.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Configure the following settings (your changes save automatically):
 - **Anti-Flicker (50Hz / 60Hz) Solution**
 - **Invert Video:**
Flips and mirrors the camera's video output.



NOTE: This feature doesn't work on macOS.

Configure Poly Studio V audio settings

Adjust audio for your device settings in Poly Lens Desktop.

Adjusting audio settings doesn't require admin access to the system.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Audio**.
4. Adjust the following audio settings:

Table 3-1 Poly Studio V audio settings

Setting	Description
Audio Acoustic Fence	Enables or disables Audio Acoustic Fence

Table 3-1 Poly Studio V audio settings (continued)

Setting	Description
Audio Acoustic Fence Sensitivity	Narrows or widens the Acoustic Fence beam.
Poly NoiseBlockAI for Outgoing Audio	Configures or disables NoiseBlockAI.
Bass	Increases or decreases the amount of bass output from the speaker.
Treble	Increases or decreases the amount of treble output from the speaker.

Configure Poly Studio V image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.



NOTE: The following settings aren't available on Poly Studio V72 USB video bars.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

Controls	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.

Choosing a camera tracking mode

Poly Lens Desktop supports multiple Poly DirectorAI camera tracking modes.

Table 3-2 Poly DirectorAI camera framing options available on Poly Lens Desktop

Camera tracking mode	Description
Group Framing	The camera automatically frames all participants in the conference room. If the group adjusts in size, the camera reframes the participants.
Speaker Framing	The camera identifies and tracks the active speaker. When the camera doesn't identify a speaker, the camera uses group framing.

Table 3-2 Poly DirectorAI camera framing options available on Poly Lens Desktop (continued)

Camera tracking mode	Description
People Framing	The camera identifies participants, up to six, and sends individual frames of each participant to the far side. If participants are sitting close together, the camera frames both participants.

Log in to admin settings

Enter the device password to log in to the Admin settings.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select **Login with Device Password**.
5. Enter the password.

The default password is the last six digits of the device serial number.
6. Select **Login**.

Configuring Bluetooth settings

You can turn on Bluetooth for your Poly Studio V device and pair it to the Bluetooth remote control.

Configure Bluetooth settings

Configure the Bluetooth function from Poly Lens Desktop for your Poly Studio V device.

1. Launch Poly Lens Desktop.
2. Connect your device to your computer, and select the device from the list in the left sidebar.
3. Select **Settings**.
4. Select **Admin**.
5. Select the **Bluetooth** toggle to turn on Bluetooth on the Poly Studio V device.
6. Select the **Autoconnect** toggle to connect your device via Bluetooth automatically.
7. Select the **Remote Control Connection** toggle to enable the connection between the Poly Studio V device and the Bluetooth remote control.

Pair your video bar 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 the Poly Studio V device.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings**.
3. Select **Admin**.
4. On the Poly Studio V device *Overview* page, select **Pair Bluetooth Remote** .

The LED blinks alternate blue and white during the pairing process.

5. Long press **Mute**  on the remote control until you see the LED show blue for three seconds.

Certificate signing requests

Generate certificate signing requests (CSRs) that are then sent to a certificate authority (CA) for official issuance from Poly Lens Desktop.

Poly Studio USB device and Poly Studio R30 support this feature.

The CA is the trusted entity that issues, or signs, digital certificates for others. If you use a certificate chain for authentication, the EAP-TLS connection with wireless networks fails for your camera.

Enable peer certificate validation

Enable the peer certificate option to validate your provisioning server automatically

Before you enable this setting, you must first install the CA certificates needed to validate your provisioning server certificates.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **Certificates**, set **Always Validate Peer Certificates From Server** to **On**.

Create a certificate signing request

Create a Certificate Signing Request (CSR) and send it to a CA to get a certificate to authenticate your camera.

To create a **Provisioning User Certificate**, you must use Poly Lens Desktop to generate the CSR.

1. Connect your device to your computer, and select the device from the list in the left sidebar.

2. Select **Settings**.
3. Select **Admin**.
4. Go to **Certificates > Create Signing Request** and select **Create**.
5. Configure the following settings:

Field	Description
Country	Specifies the country where your organization is located.
State or Province	Specifies the state or province where your organization is located. Default is blank. Maximum characters: 128
City or Locality	Specifies the city where your organization is located. Default is blank. Maximum characters: 128.
Organization	Specifies your organization name.
Organizational Unit	Specifies the unit of business defined by your organization. Default is blank. Maximum characters: 64.
Common Name	Specifies the name that the system assigns to the CSR. Use the following guidelines when configuring the Common Name. • For systems registered in DNS, use the FQDN of the system. • For systems not registered in DNS, use the IP address of the system. Default is blank. Maximum characters: 64; truncated if necessary.

6. Select **Create**.

The system displays a message indicating that you created the CSR.

7. Select **Save** to download the CSR.

You must send the CSR to your CA for signature. Normally, you log into the website of your CA and paste your CSR content into a form to submit it.

Install a certificate

After a CA signs your certificate, install it on your camera.

You can install one certificate for each certificate type. If the system has an existing certificate for your certificate type, installing a new one overwrites it.



NOTE: A factory reset or factory restore deletes all installed certificates.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.

4. From **Certificates > Install Certificates**, select **Install** and choose one of the following options:
 - **Wi-Fi CA Certificate:** Certificate to authenticate the Certificate authority (CA) of the Wi-Fi network
 - **Wi-Fi User Certificate:** Certificate to authenticate users who are connecting to this Wi-Fi network
 - **Provisioning CA Certificate:** Certificate to authenticate the Certificate authority (CA) of the provisioning server
 - **Provisioning User Certificate:** Certificate to authenticate users who are connecting to the provisioning server
5. Select a signed certificate from your local disk. For **Wi-Fi User Certificate**, enter the **Private Key Password** and select **Next**.

The system displays a message indicating the installation result.

Supported certificate formats

Supported certificate formats vary with your certificate type.

The following table lists the supported certificate formats by type.

Table 3-3 Supported certificate formats

Certificate type	Format
Wi-Fi CA Certificate	.pem, .crt
Wi-Fi User Certificate	.p12
Provisioning CA Certificate	.pem, .crt
Provisioning User Certificate	.pem, .crt

View installed certificate details

View the content of an installed certificate.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **Certificates**, select the certificate you want to view in the **Installed Certificates** table.

The *Certificate Details* window opens.

Delete an installed certificate

Remove an expired certificate to install a newer version.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **Certificates**, select the certificate you want to delete in the **Installed Certificates** table.
5. In the bottom of the *Certificate Details* window, select *Delete*.

Camera configuration file

Import or export a configuration file (XML file) of your camera from Poly Lens Desktop.

Poly Studio USB device and Poly Studio R30 support this feature.

Export a configuration file to your local system

Export the camera configuration file from Poly Lens Desktop to your local system.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Under **Configuration**, select **Import**.
5. Select **Save**.

Import a configuration file

Import a configuration file from the local system to your camera.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. From **Configuration**, select **Import**.
5. Select the local configuration file you want to import.
6. Select **OK**.
7. Restart the camera for the changes to take effect.

Camera troubleshooting

Use Poly Lens Desktop to diagnosis issues with your cameras.

If you experience issues with your cameras, try the following solutions to resolve certain issues. Not all the cameras support the **On-Screen Display** and **Audio Test**

features. You can find the features under the **Diagnostics** setting category only for supported cameras.

Display camera information on-screen

Display the camera information on your video output.

Depending on the application using the camera, the resolution displayed on the video output doesn't necessarily reflect the maximum resolution supported by the camera.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Diagnostics**.
4. From **On-Screen Display**, select **on**.

The camera parameters display on the video output.

Test your camera audio input

Test the audio issues with your camera from Poly Lens Desktop.

You can test the audio input for your camera. Send the audio test file to Poly Support for troubleshooting if needed.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Diagnostics**.
4. From **Audio Test**, select **Start Test**.
5. Speak to your device.

The test recording window lasts at most 3 minutes, or you can click **Stop** to stop the recording.

6. Save the recording file to your local system and play it back to listen for any audio issues.

Download device logs

Device logs help you troubleshoot your device issues.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Support > Device Info & Logs**.
3. Select **Download** to download the logs.

Restart your device

Restart your device from Poly Lens Desktop.

Poly Studio USB and Poly Studio R30 support this feature.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select **Restart**.

Configuring HP cameras

Use Poly Lens Desktop to view device information, adjust video from the control toolbar, configure settings and upgrade software for certain HP cameras.

Poly Lens Desktop supports the following HP cameras:

- HP 965 4K Streaming Webcam
- HP 960 4K Streaming Webcam
- HP 625 FHD Webcam
- HP 620 FHD Webcam
- HP 435 FHD Webcam
- HP 430 FHD Webcam



NOTE: Poly Lens Desktop uses the following names on the GUI:

- 960/965 Webcam for HP 960 4K Streaming Webcam and HP 965 4K Streaming Webcam
- 620/625 Webcam for HP 620 FHD Webcam and HP 625 FHD Webcam
- 430/435 Webcam for HP 430 FHD Webcam and HP 435 FHD Webcam

Configure image and display settings

Improve your camera's video quality by adjusting the image settings and configuring meeting display settings.

The settings may vary based on the model of the camera.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

Controls	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.
Saturation	Adjusts color saturation.

Controls	Description
Sharpness	Adjusts video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select Auto or adjust it manually using the slider.
Back Light Compensation	Enables or disables backlight compensation.
Focus	Selects Auto or adjust exposure manually using the slider.
Exposure	Selects Auto or adjust exposure manually using the slider.
HDR	Enable or disable HDR. NOTE: Turn on the Preview from the toolbar to apply the HDR change, and then turn off the Preview .

Configure the Anti-Flicker setting

Use Poly Lens Desktop to configure the Anti-Flicker setting.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **General**.
4. Select the proper setting to prevent flicker in your video.

Configure camera frame size

Use Poly Lens Desktop to configure your device framing view.

The settings may vary based on the model of the camera.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Select the **Auto-Frame** toggle to enable or disable this option.



NOTE: To adjust the camera pan, tilt, and zoom options manually from the camera control tool bar, you must set **Auto-Frame** to **Off**.

4. From the **Frame Size** drop-down menu, select one of the following options:
 - **Tight:** Establishes a close-up view of meeting participants.
 - **Medium** (default): Establishes a medium view of meeting participants.
 - **Wide:** Establishes a wide view of meeting participants.

Managing favorite camera control settings

After you customize camera control settings, save them as your favorite settings and manage your favorites.

Poly Lens Desktop provides four preserved options in the **Favorites** drop-down menu. Note that you can't delete **Sandbox** or change its name.

If you associate your Poly Lens Desktop account with the Poly Lens service, any call control settings made to your camera from Poly Lens apply to the **IT-Managed** option automatically. You can't change the settings under **IT-Managed**.

Save camera control settings as a favorite

Save your current camera control settings or **Sandbox** settings as a new favorite. You can also update the settings in a preserved favorite.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Do one of the following:
 - Select **More**  > **Save as New Favorite** to save your settings as a new favorite.
 - Test your new configurations using **Sandbox**, then save the settings as a new favorite.
 - Select a preserved favorite and specify the new control settings. The updated settings save to that favorite automatically.

Rename a camera control setting favorite

Rename an existing favorite and save your updated camera control settings to it.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Controls**.
3. Select a favorite from the **Favorites** drop-down menu.
4. Select **More**  > **Edit Name** to rename the favorite.
5. Update the camera control settings.
The settings automatically save to the selected favorite.
6. Do one of the following:
 - Select **Confirm**  or press **Enter** to save the updated favorite name.
 - Select **Cancel**  to cancel the name change.

Delete a camera control setting favorite

Delete unused favorites.

1. Connect your device to your computer, and select the device from the list in the left sidebar.

2. Select **Controls**.
3. Select a favorite from the **Favorites** drop-down menu.
4. Select **More**  > **Delete**.
5. Select **OK**.

Updating device software

You can update the software for your connected devices using Poly Lens Desktop.

Poly Lens Desktop sends notifications when new software is available if you enable the **Device Software Update** alert option. You also can update your device software from your local computer.

Poly Lens Desktop 2.0 or later supports device software updates for the following devices using Bluetooth direct without the need for a USB adapter:

- Poly Voyager 4300 UC Series
- Poly Voyager Focus 2 UC Series
- Poly Voyager Free 20
- Poly Voyager Free 60 Series (firmware version 5039 or later only)



NOTE: If your Poly Voyager Free 60 Series device uses an earlier device software version than 5039, you must use the Poly BT700 Bluetooth USB adapter to update to the latest device software version using Poly Lens Desktop. Alternatively, you can use Poly Lens Mobile to update your Poly Voyager Free 60 Series device.

- Poly Voyager Legend 30
- Poly Voyager Legend 50
- Poly Voyager Surround 80
- Poly Voyager Surround 85

Update Poly and HP device software

Use Poly Lens Desktop to update the software for your connected devices. You can update the software immediately or choose to delay the update notifications to a later time.

The application checks for a new software version from the server automatically for connected devices. If the application detects a new version, an **Update** button displays on the device *Overview* page. You also see a notification saying an update is available.



IMPORTANT: You must keep the device connected and don't use it during the software update.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Do one of the following:
 - On the software update notice, select **Update Now** to update the software immediately.
 - On the software update notice, select **Ask Me Later** to delay the update notifications to a later time.
 - On the device **Overview** page, select **Update** to update the software immediately.
3. Select **OK**.
4. Select **Done** to close the *Software Update* dialog.

Install Poly and HP device software manually

If you have issues with automatic updates, you can install a software update for your connected device from your local computer with a .zip file downloaded from Poly Lens.

Download the .zip file for your connected device from [Poly Lens](#).

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Support > Device Info & Logs**.
3. Select **Upload** and choose the software update file.
4. Select **OK**.

Recover Poly cameras from an upgrade failure

Restore your device to the previous software version if the software upgrade is interrupted due to network disconnection, device disconnection, or device power outage.

If the upgrade process is interrupted, the status of the device turns to **Recovery Mode**, and the **Recover** button displays on the device *Overview* page.



NOTE: Poly cameras support this feature.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Overview**.
3. Select **Recover**.
4. Follow the onscreen instructions to recover your device.

Restore Poly device settings to default

If you want to reset all the settings for your selected device, restore the factory default settings.

Factory restoring your device doesn't change your preserved favorite settings. It only resets the **Sandbox** setting to the defaults.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**  > **Reset Device**.
3. Select **Restore Defaults**.
4. Select **OK**.
5. **Optional:** (USB headsets and speakerphones only) If the device is connected via USB, unplug and power off the device for the new settings to take effect.

4 Configuring Poly Lens Desktop

Configure Poly Lens Desktop software settings and update options to improve your user experience.

Search for specific Poly Lens Desktop settings using a keyword in the **Search Settings** field.

View Poly EULA

If your account is associated with the Poly Lens portal, your administrator can accept the EULA from Poly Lens.

1. Launch Poly Lens Desktop.
2. Select **Settings**  to open the *Poly Lens Settings* page.
3. Select **General**.
4. Select **EULA** to view the End User Licence Agreement for Poly.

Configure startup settings

Configure the startup settings for Poly Lens Desktop.



NOTE: Your administrator can distribute Poly Lens Desktop with pre-configured startup settings. In this situation, the startup settings are disabled, and you can't configure them from Poly Lens Desktop.

1. Launch Poly Lens Desktop.
2. Select **Settings**  to open the *Poly Lens Settings* page.
3. Select **General**.
4. Configure the following settings (your changes save automatically):
 - **Launch Poly Lens on Startup:** This setting is enabled by default. When it's on, Poly Lens Desktop automatically starts up with your computer.
 - **Launch Application Minimized:** This setting is enabled by default. When it's on, Poly Lens Desktop is minimized to the system tray automatically when it starts up with the computer.

Configure softphone settings

Configure softphone settings in Poly Lens Desktop.

1. Select **Settings**  to open the *Poly Lens Settings* page.
2. Select **Softphone**.
3. Configure the following settings (your changes save automatically):
 - **Target Softphone:** Select a softphone to use for outgoing calls and to generate a dial tone.
 - **Softphones & Media Players | Poly Enabled:** Enable or disable supported softphones and media players.

Configure notifications and device alerts

After you turn on notifications or device alerts, Poly Lens Desktop sends pop-up messages under certain conditions.

1. Select **Settings**  to open the *Poly Lens Settings* page.
2. Select **Notifications & Device Alerts** and select the **Allow Desktop Notifications and Device Alerts** toggle.
3. Select the **Wellbeing** toggle and configure the following settings:
 - **Hydration Reminders:** Select the check box Select the time and frequency of the reminder.
 - **Vision Break Reminders:** Select the check box Select the time and frequency of the reminder.

You can also set **Wellbeing** reminders from the *Home* page. When you set a parameter in one location, the other location updates to match.

4. Select the **Device Alerts** toggle and configure the following settings:
 - **Device Charging:** Your devices are charging.
 - **Device Disconnected:** Your devices are disconnected from your computer.
 - **Mute Alert:** You mute your microphone during a meeting or call.
 - **Device Unpaired:** A paired device is unpaired.
 - **Low Battery:** Your device has a low battery status.
 - **Device Software Update:** Software updates are available for connected devices.
5. Select the **Software Update** toggle to turn on the Poly Lens Desktop software update notification.

Change the app language

Select the language to use for the Poly Lens Desktop user interface.

When Poly Lens Desktop starts up, it detects the operating system language and changes the app language to the system language.

After you restore factory settings for Poly Lens Desktop, it uses the system language after restart.

If the system language isn't supported, Poly Lens Desktop uses its default language (English). You can change the language from the **Language** drop-down menu.

The Poly Lens Desktop user interface is available in the following languages:

- Chinese (Simplified)
 - Chinese (Traditional)
 - Danish
 - Dutch
 - English
 - English (UK)
 - Finnish
 - French
 - French (Canada)
 - German
 - Italian
 - Japanese
 - Polish
 - Portuguese
 - Portuguese (Brazil)
 - Russian
 - Spanish
 - Spanish (Latin America)
1. Launch Poly Lens Desktop.
 2. Select **Settings**  to open the *Poly Lens Settings* page.
 3. Select a language from the **Language** drop-down menu.

Update Poly Lens Desktop software

Poly Lens Desktop 2.0 or later automatically checks for an update when it starts up, then it periodically checks for new updates. Update Poly Lens Desktop when a software update is available.

A red indicator dot appears in the following location when there's a software update available:

- The **Settings**  menu
- **Settings > Poly Lens Settings > About**
- 1. Select **Settings**  to open the *Poly Lens Settings* page.
- 2. Select **About**.
- 3. Select **Update**.

Select the version number hyperlink to open the release notes.

Poly Lens Desktop downloads the software update package.

- 4. Select **Continue**.

The software installs and relaunches automatically.

Restore Poly Lens Desktop settings to defaults

If you want to reset all software settings, you can restore the default settings to Poly Lens Desktop.

- 1. Select **Settings**  to open the *Poly Lens Settings* page.
- 2. Select **Restore Defaults**.
- 3. Select **OK**.

All disconnected devices are removed. Connected devices stay connected.

After Poly Lens Desktop restores the default settings, the software opens to the first-time user page. Log in again using your preferred account option (SSO or local account).

5 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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