



Poly Room Kits for Microsoft Teams Rooms on Windows

Solution Guide

3.0 | April 2023 | 3725-87777-004B

Contents

Before You Begin	4
Audience, Purpose, and Required Skills	4
Related Poly and Partner Resources	4
Privacy Policy	4
Getting Started	5
Required License for Microsoft Teams Rooms	5
Microsoft Teams Rooms Account	5
Preparing Your Environment for Microsoft Teams Rooms	5
Poly Focus Room Kit with Poly Studio P15	6
Focus Room Cabling for the HP Conferencing PC	6
Focus Room Cabling for the Dell or Lenovo Conferencing PC	7
Connect the Poly GC8 to the Conferencing PC	7
Connect the Poly Studio P15 to the Conferencing PC	9
Connect Monitors to the Conferencing PC	10
Connect the Conferencing PC to the Network	10
Poly Small Room Kit with Poly Studio R30	11
Small Room Cabling for the HP Conferencing PC	11
Small Room Cabling for the Dell or Lenovo Conferencing PC	12
Connect the Poly GC8 to the Conferencing PC	12
Connect the Poly Studio R30 to the Conferencing PC	14
Connect Monitors to the Conferencing PC	15
Connect the Optional USB Extension Solution	15
Connect the Conferencing PC to the Network	16
Poly Small-Medium Room Kit with Poly Studio USB	17
Small-Medium Room Cabling for the HP Conferencing PC	17
Small-Medium Room Cabling for Dell or Lenovo Conferencing PC	18
Connect the Poly GC8 to the Conferencing PC	18
Connect the Poly Studio USB Video Bar to the Conferencing PC	20
Connect Monitors to the Conferencing PC	21
Connect the Conferencing PC to the Network	21
Poly Large Room Kit with Poly Studio E70	22
Large Room Cabling for the HP Conferencing PC	22
Large Room Cabling for the Dell or Lenovo Conferencing PC	23
Connect the Poly GC8 to the Conferencing PC	23
Connect the Poly Studio E70 to the Conferencing PC	25
Connect a Poly Sync 40 or Poly Sync 60 to the Poly GC8	26
Connect Monitors to the Conferencing PC	26
Connect the Conferencing PC to the Network	26
Power On and Set Up Your Poly Studio Room Kit	28
Power on the Components and Complete Windows Setup	28
Complete the Microsoft Teams Rooms Out-of-Box Setup	28
Access Additional Settings	29
Enable Dual Monitor Mode	29
Camera Control App for Microsoft Teams Rooms on Windows	31
Supported Cameras for Poly Camera Control App	31
Install the Poly Camera Control App	31
Poly Audio Service for Microsoft Teams Rooms on Windows PCs	32
Set the Microsoft Teams Rooms Default Audio Output Device	32
Set the Windows Default Audio Output Device	32
Download and Install PolyAudioService	32
Verify PolyAudioService Is Running	33
Verify PolyAudioService Detected the Correct Audio Output Device	33
Verify Poly Studio E70 Receives Far-End Talk Flag	33
Poly Room Kits Bring Your Own Device Solution	35

Poly Room Kits Bring Your Own Device Cabling Diagram	35
Cable the Poly Room Kits Bring Your Own Device Solution	35
System Maintenance and Troubleshooting	37
Automatic Microsoft Teams Rooms Application Updates	37
Access Windows on the Conferencing PC	37
Factory Restore the Poly GC8	37
Factory Reset the Poly GC8	37
Troubleshooting Specific Types of Issues	38
The Front of the Room Monitor Doesn't Wake from Sleep as Expected	38

Before You Begin

This Poly Studio Room Kits Solution Guide contains information for installing and maintaining your Poly Studio Room Kit.

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

- Poly Focus Room Kit with Poly Studio P15
- Poly Small Room Kit with Poly Studio R30
- Poly Small/Medium Room Kit with Poly Studio USB
- Poly Large Room Kit with Poly Studio E70
- Poly Room Kits Bring Your Own Device Solution

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users who want to learn how to use the features available with Poly Studio Room Kit.

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com

Getting Started

Before installing your Poly Studio Room Kit, ensure you have the required licenses and components.

Note:

Before installing the Poly Studio Room Kit, you'll need the following:

- [Required License for Microsoft Teams Rooms](#)
- [Microsoft Teams Rooms Account](#)

Required License for Microsoft Teams Rooms

You'll need a Microsoft Teams Rooms license from Microsoft to set up your Poly Studio Room Kit.

For information on required licenses and dependencies, see the Microsoft Teams documentation.

[Teams Meeting Room Licensing](#)

Microsoft Teams Rooms Account

To set up your Poly Solution for Microsoft Teams Rooms, you'll need a Microsoft Teams Rooms account.

For information on setting up your Microsoft Teams Rooms account, see the Microsoft Teams documentation.

[Configure accounts for Microsoft Teams Rooms](#)

Preparing Your Environment for Microsoft Teams Rooms

Before installing your Poly Studio Room Kit, verify that your network is ready.

For information on verifying that your network is ready for Microsoft Teams, see the Microsoft Teams Rooms documentation.

[Prepare your organization's network for Microsoft Teams.](#)

Poly Focus Room Kit with Poly Studio P15

Setup instructions for the Poly Focus Room Kit.

Poly Focus Room Kit with Poly Studio P15 Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required Licenses for Microsoft Teams Rooms](#)
- [Microsoft Teams Rooms Account](#)
- Poly Studio P15 personal video bar and included cables
- Poly GC8 touch controller and included cables
- Conferencing PC and included cables

Required Tools

- Phillips #1 screwdriver
- Flathead screwdriver

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms.
Poly offers an HP, Dell, or Lenovo PC, sold separately.
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse (for installation only)

For instructions on installing the PC wall mount kit, see the instructions included in the box.

Cable Management

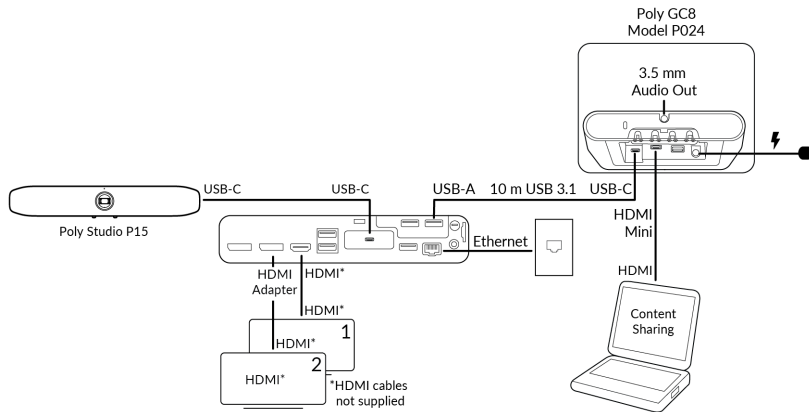
- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).

Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

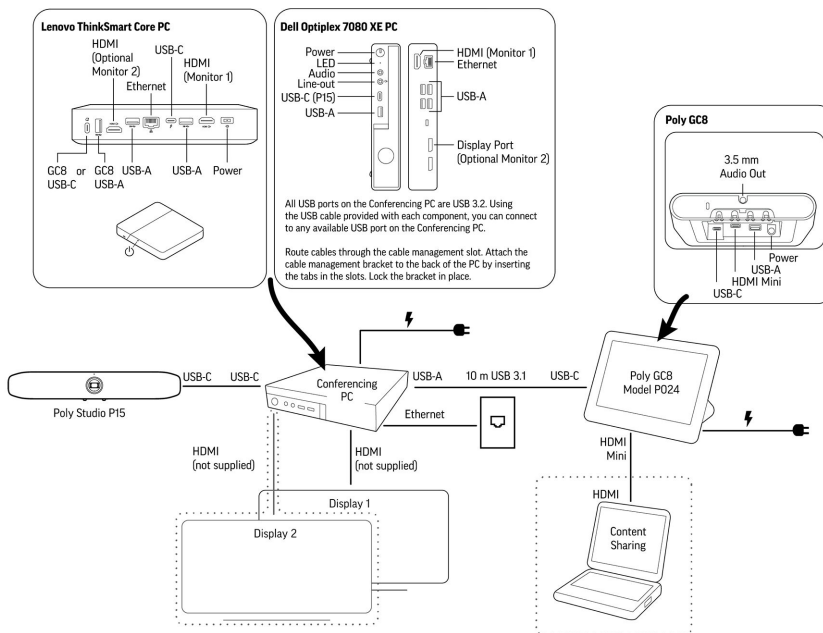
Focus Room Cabling for the HP Conferencing PC

This diagram includes the complete cabling for the Poly Focus Room Kit with the HP conferencing PC.



Focus Room Cabling for the Dell or Lenovo Conferencing PC

This diagram includes the complete cabling for the Poly Focus Room Kit with Poly Studio P15 with a Dell or Lenovo conferencing PC.



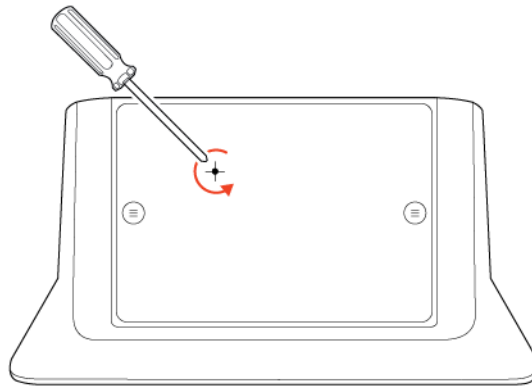
Connect the Poly GC8 to the Conferencing PC

Connect the cables to the Poly GC8 and connect the GC8 to the Conferencing PC.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

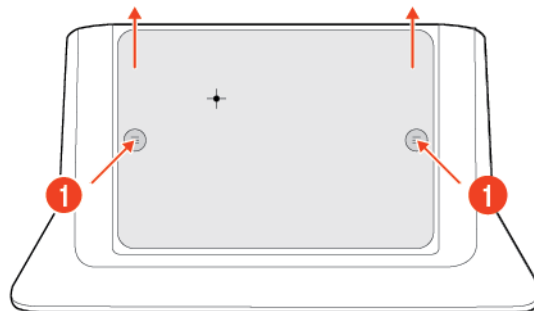
Task

- 1 Remove the bottom panel of the Poly GC8.
 - A Loosen the bottom panel screw using a #1 Phillips-head screwdriver.

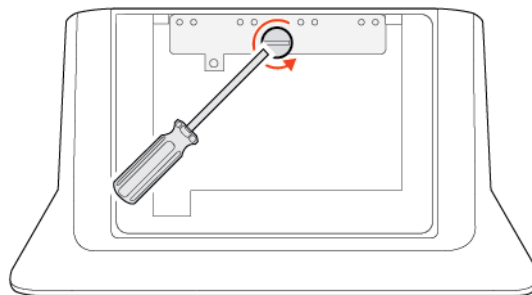


B Press the rubber circles located on the left and right side of the bottom panel, and slide the panel up to remove it. If the retaining screw causes the cover to seem stuck, try one of the following:

- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.

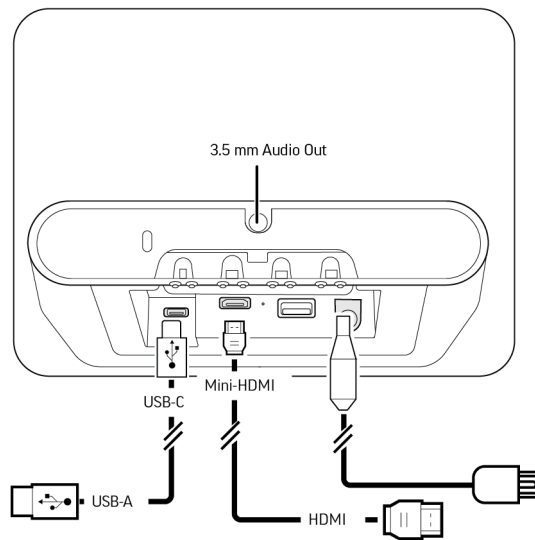


C Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

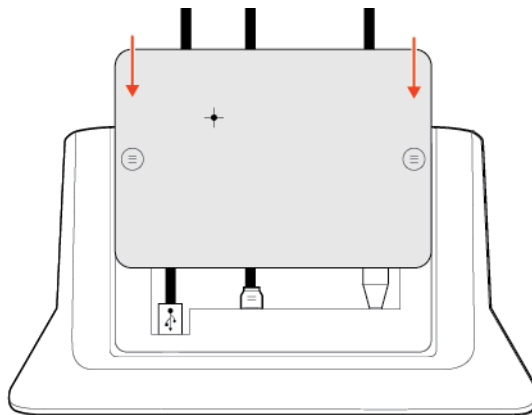


2 Connect the cables to the Poly GC8.

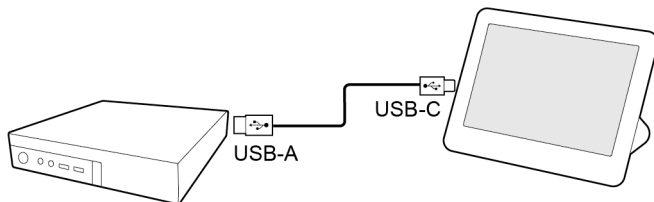
- A** Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- B** Connect the power cable to the Poly GC8.
- C Optional:** If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- D Optional:** Connect the GC8 3.5 mm audio out connection to an audio output device.



- 3 Reattach the cable guard and the bottom panel.



- 4 Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



Connect the Poly Studio P15 to the Conferencing PC

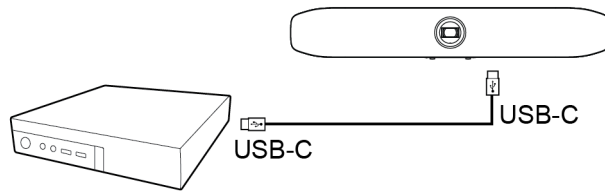
Connect the Poly Studio P15 camera to the Conferencing PC to add a video camera and microphones.

Note: The Poly Studio P15 personal video bar ships with a USB-C to USB-C cable. If a USB-C connection is not available on the conferencing PC you can use a USB-C to USB-A adapter compatible with USB 3.1.

Task

- 1 Connect the USB-C to USB-C cable from the Poly Studio P15 to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



- 2 Connect the power cable to the Poly Studio P15.

Connect Monitors to the Conferencing PC

Connect one or two monitors to the system to display far-side video and content.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue, Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.
- 3 Do one of the following:
 - Connect the other end of the HDMI cable to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.

For Dell PCs, route the cable through the included Dell cable management bracket.

- If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.

- 4 To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Conferencing PC to the Network

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

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Task

- » Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

[Power on and set up your Poly Studio Room Kit.](#)

Poly Small Room Kit with Poly Studio R30

Setup instructions for your Poly Small Room Kit.

Poly Small Room Kit Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required Licenses for Microsoft Teams Rooms](#)
- [Microsoft Teams Rooms Account](#)
- Poly Studio R30 video bar and included cables
- Poly GC8 touch controller and included cables
- Conferencing PC and included cables

Required Tools

- Phillips #1 screwdriver
- Flathead screwdriver

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms.
Poly offers an HP, Dell, or Lenovo PC, sold separately.
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse (for installation only)

For instruction on installing the PC wall mount kit, see the instructions included in the box.

Cable Management

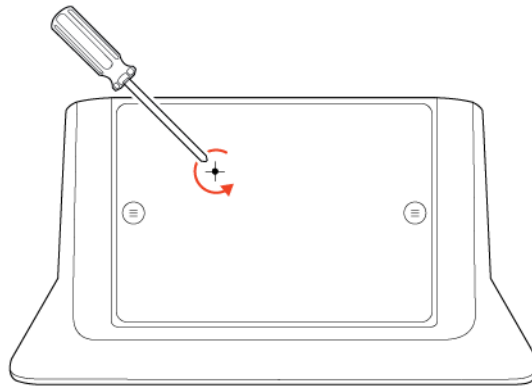
- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).
- For HP PC cable management,

Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

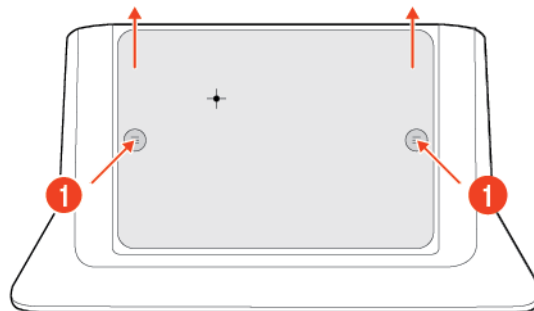
Small Room Cabling for the HP Conferencing PC

The following diagram shows the cabling required for the Poly Studio Small Room Bundle with the HP conferencing PC.

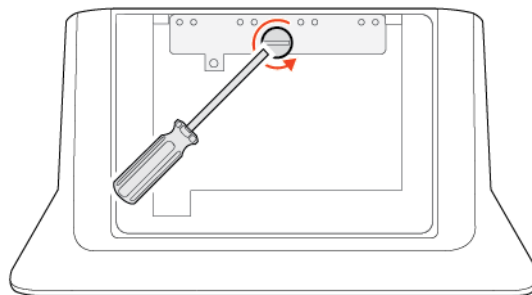


B Press the rubber circles located on the left and right side of the bottom panel, and slide the panel up to remove it. If the retaining screw causes the cover to seem stuck, try one of the following:

- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.

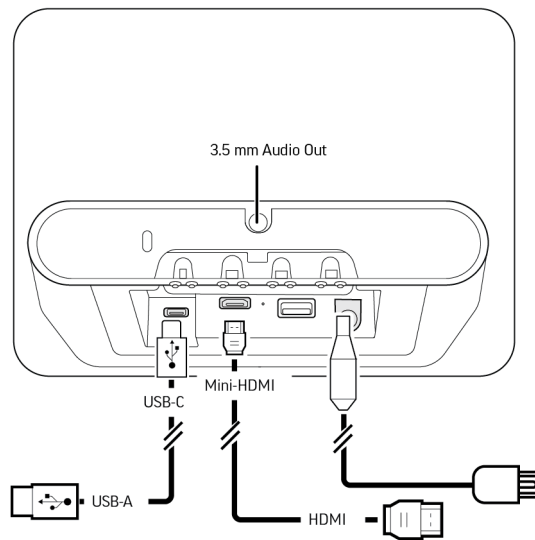


C Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

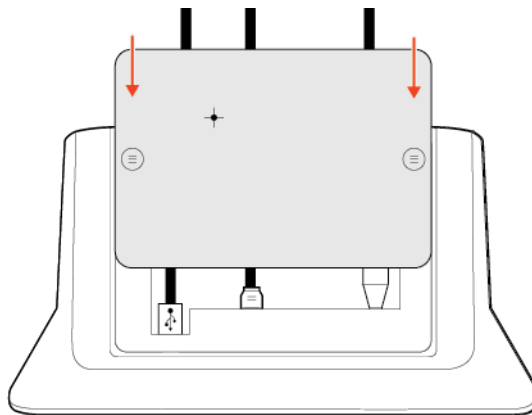


2 Connect the cables to the Poly GC8.

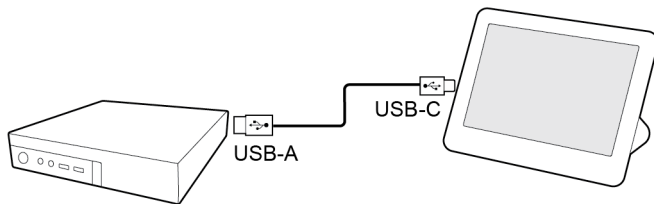
- A** Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- B** Connect the power cable to the Poly GC8.
- C Optional:** If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- D Optional:** Connect the GC8 3.5 mm audio out connection to an audio output device.



3 Reattach the cable guard and the bottom panel.



4 Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



Connect the Poly Studio R30 to the Conferencing PC

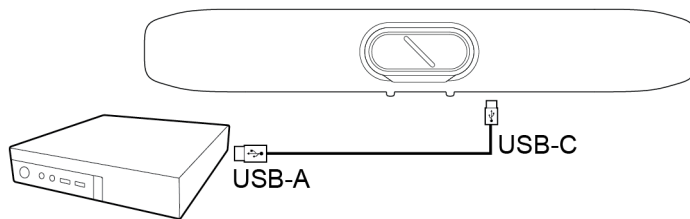
Connect the camera to the Conferencing PC to add a video camera, microphones, and speakers for video conferencing.

Important: Don't plug in or power on any components until you've connected all cables to the GC8 or Lenovo device.

Task

- 1 Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
- 2 Connect the USB-A connector to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



3 Connect the power cable.

Connect Monitors to the Conferencing PC

Connect one or two monitors to the system to display far-side video and content.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue, Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.
- 3 Do one of the following:
 - Connect the other end of the HDMI cable to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.

- If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.

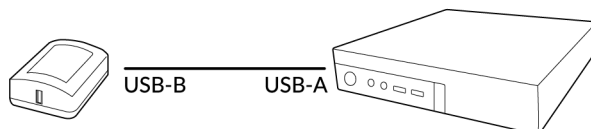
4 To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Optional USB Extension Solution

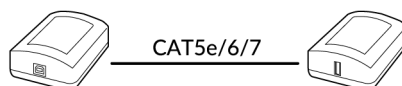
Connect the optional USB Extension Solution to extend USB devices over a single CAT cable.

Task

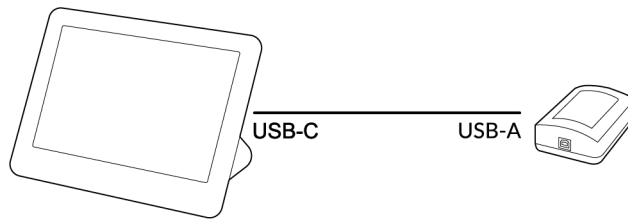
- 1 Connect the USB-B end of the USB cable to the Local Extender (LEX) and connect the USB-A end to the Conferencing PC.



- 2 Power on the Local Extender (LEX).
- 3 Connect one end of the Ethernet CAT5e/6/7 cable to the Local Extender (LEX) and connect the other end to the Remote Extender (REX).



- 4 Power on the Remote Extender (REX).
- 5 Connect the USB-A end of the USB cable to the Remote Extender (REX) and connect the USB-C end to the Poly GC8.



Connect the Conferencing PC to the Network

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

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Task

- » Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

[Power on and set up your Poly Studio Room Kit.](#)

Poly Small-Medium Room Kit with Poly Studio USB

Setup instructions for your Poly Studio Small/Medium Room Kit.

Poly Small-Medium Room Kit Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required Licenses for Microsoft Teams Rooms](#)
- [Microsoft Teams Rooms Account](#)
- Poly Studio USB video bar and included cables
- Poly GC8 touch controller and included cables
- Conferencing PC and included cables

Required Tools

- Phillips #1 screwdriver
- Flathead screwdriver

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms.
Poly offers an HP, Dell, or Lenovo PC, sold separately.
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse (for installation only)

For instruction on installing the PC wall mount kit, see the instructions included in the box.

Cable Management

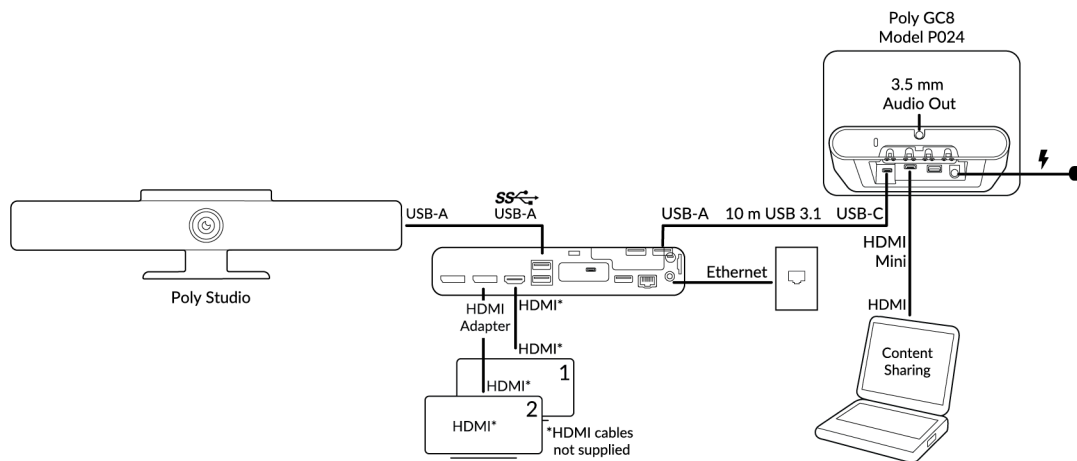
- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).
- For HP PC cable management,

Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

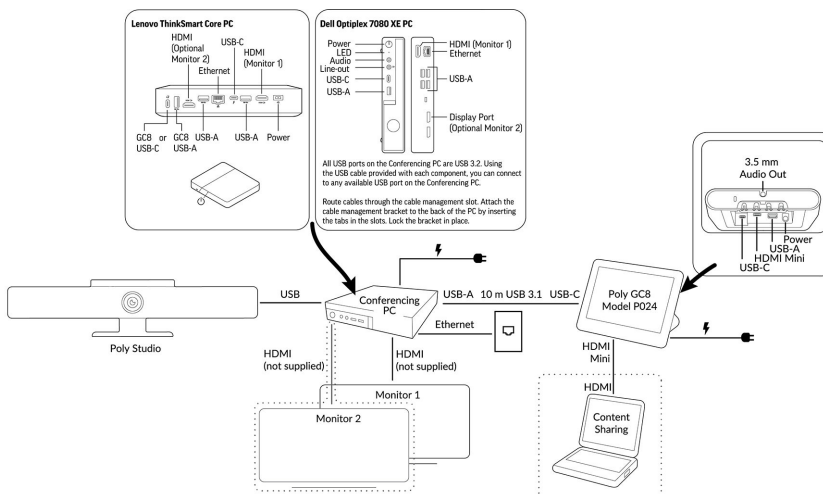
Small-Medium Room Cabling for the HP Conferencing PC

The following diagram shows the cabling required for the Poly Studio Small-Medium Room Bundle with the HP conferencing PC.



Small-Medium Room Cabling for Dell or Lenovo Conferencing PC

This diagram includes the complete cabling for the Poly Small-Medium Room Kit with Poly Studio USB with a Dell or Lenovo conferencing PC.



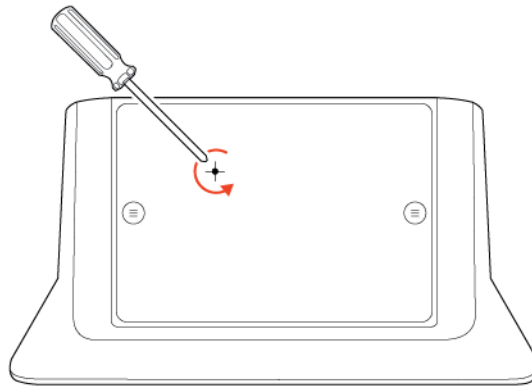
Connect the Poly GC8 to the Conferencing PC

Connect the cables to the Poly GC8 and connect the GC8 to the Conferencing PC.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

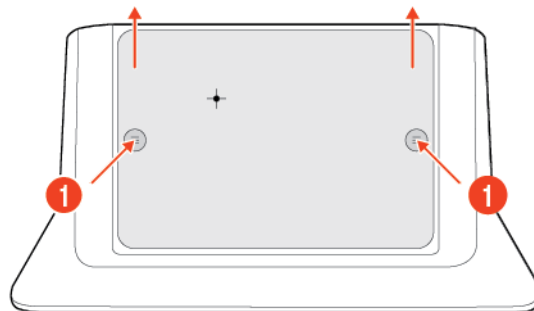
Task

- 1 Remove the bottom panel of the Poly GC8.
 - A Loosen the bottom panel screw using a #1 Phillips-head screwdriver.

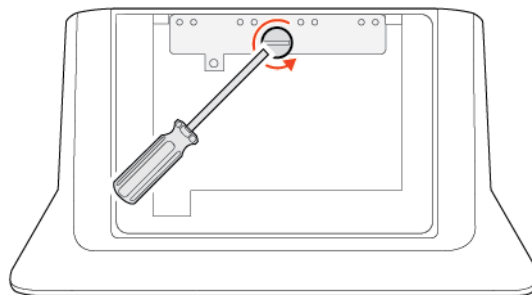


B Press the rubber circles located on the left and right side of the bottom panel, and slide the panel up to remove it. If the retaining screw causes the cover to seem stuck, try one of the following:

- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.

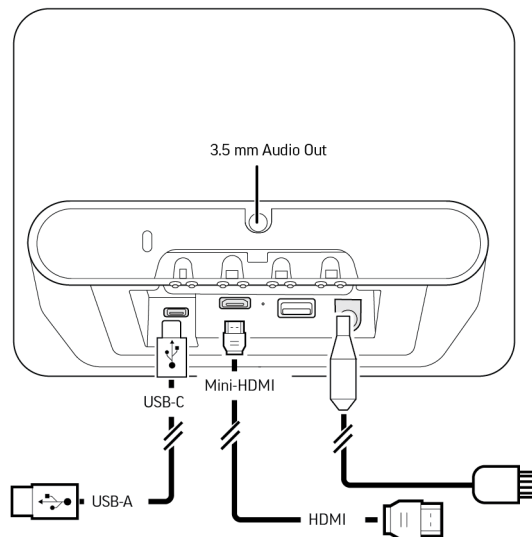


C Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

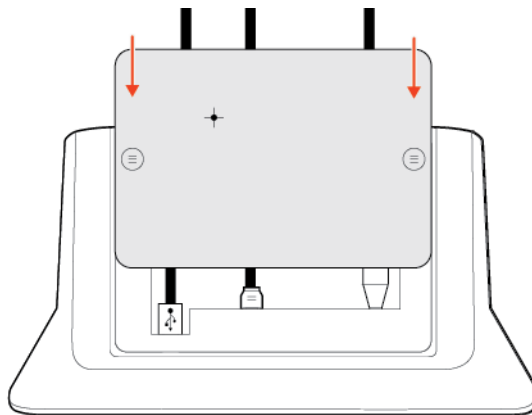


2 Connect the cables to the Poly GC8.

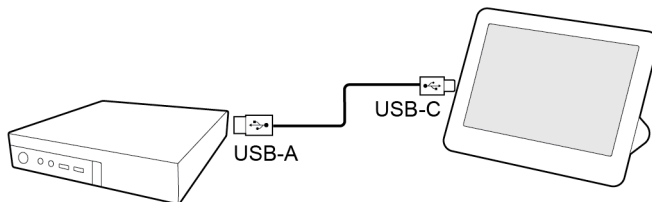
- A** Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- B** Connect the power cable to the Poly GC8.
- C Optional:** If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- D Optional:** Connect the GC8 3.5 mm audio out connection to an audio output device.



3 Reattach the cable guard and the bottom panel.



4 Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



Connect the Poly Studio USB Video Bar to the Conferencing PC

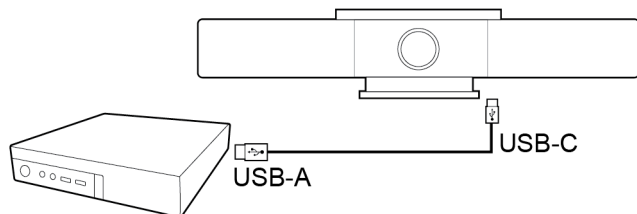
Connect the camera to the Conferencing PC to add a video camera, microphones, and speakers for video conferencing.

Important: Don't plug in or power on any components until you've connected all cables to the GC8 or Lenovo device.

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

Task

- 1 Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
- 2 Connect the USB-A connector to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



- 3 Connect the power cable.

Connect Monitors to the Conferencing PC

Connect one or two monitors to the system to display far-side video and content.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue, Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.
- 3 Do one of the following:
 - Connect the other end of the HDMI cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.
 - If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.
- 4 To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Conferencing PC to the Network

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

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Task

- » Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

[Power on and set up your Poly Studio Room Kit.](#)

Poly Large Room Kit with Poly Studio E70

Setup instructions for your Poly Studio Large Room Kit.

Poly Large Room Kit with Poly E70 Components



Note: Before installing the Poly Studio Room Kit, you'll need the following:

- [Required Licenses for Microsoft Teams Rooms](#)
- [Microsoft Teams Rooms Account](#)
- Poly Studio E70 camera and included cables
- Poly GC8 touch controller and included cables
- Conferencing PC and included cables

Required Tools

- Phillips #1 screwdriver
- Flathead screwdriver

Additional Required Components

- Windows-based Conferencing PC running Microsoft Teams Rooms.
Poly offers an HP, Dell, or Lenovo PC, sold separately.
- HDMI cable(s)
- Ethernet cable
- USB keyboard and mouse (for installation only)

For instructions on installing the PC wall mount kit, see the instructions included in the box.

Cable Management

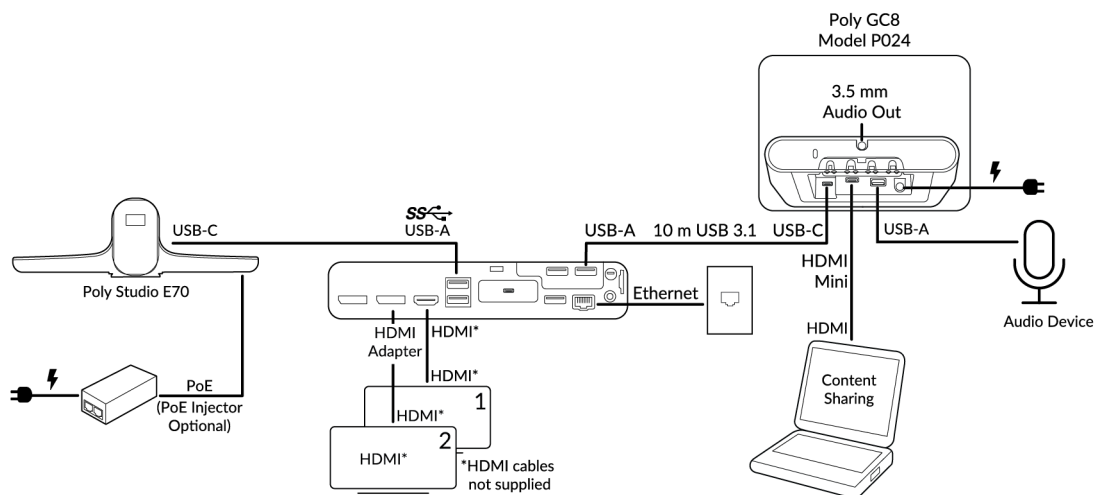
- For Lenovo PC cable management, see the setup instructions included with the Lenovo conferencing PC.
- For Dell PC cable management, see the [Dell OptiPlex Micro Cable Cover user Guide](#).
- For HP PC cable management,

Microsoft Teams Rooms User Information

For information on using Microsoft Teams Rooms, see [Microsoft Teams Rooms help](#) on the Microsoft support website.

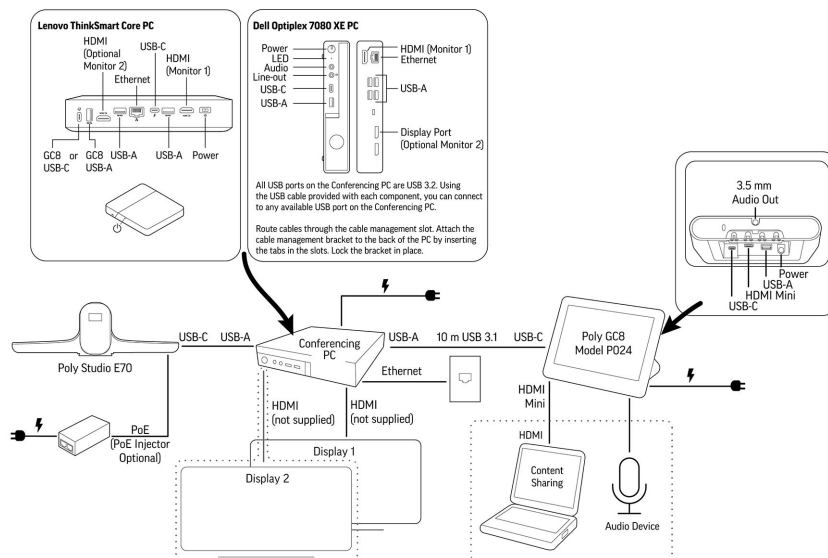
Large Room Cabling for the HP Conferencing PC

The following diagram shows the cabling required for the Poly Studio Large Room Bundle with the HP conferencing PC.



Large Room Cabling for the Dell or Lenovo Conferencing PC

This diagram includes the complete cabling for the Poly Large Room Kit with Poly Studio E70 with a Dell or Lenovo conferencing PC.



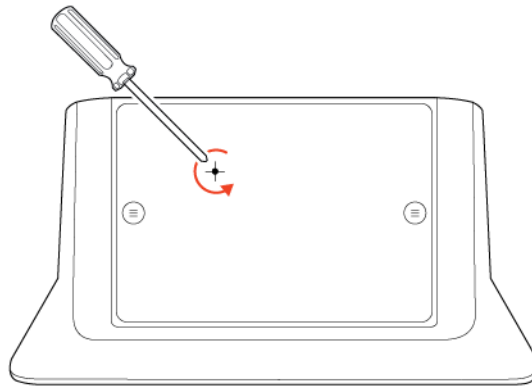
Connect the Poly GC8 to the Conferencing PC

Connect the cables to the Poly GC8 and connect the GC8 to the Conferencing PC.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

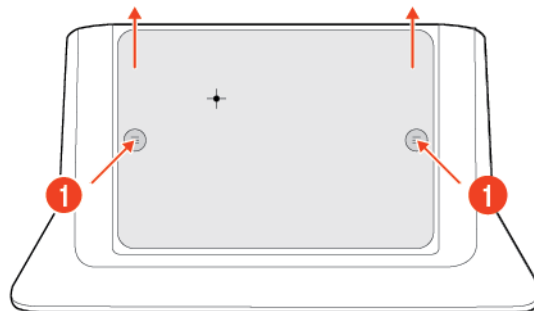
Task

- 1 Remove the bottom panel of the Poly GC8.
 - A Loosen the bottom panel screw using a #1 Phillips-head screwdriver.

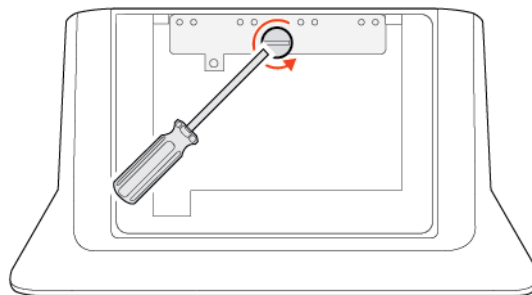


B Press the rubber circles located on the left and right side of the bottom panel, and slide the panel up to remove it. If the retaining screw causes the cover to seem stuck, try one of the following:

- Turn the Poly GC8 so the bottom panel is facing down as you slide off the bottom panel.

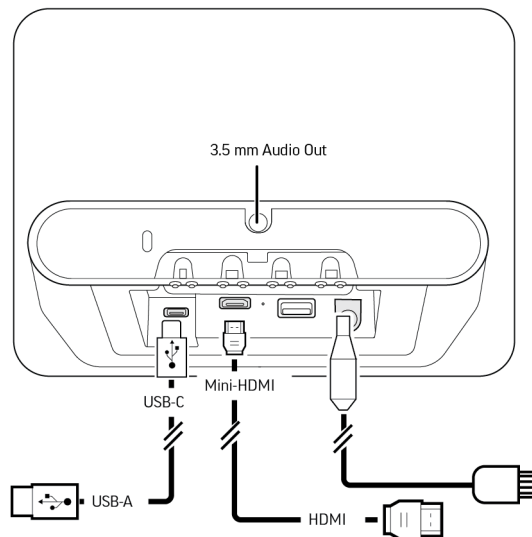


C Using a flathead screwdriver, loosen the cable guard screw and remove the cable guard.

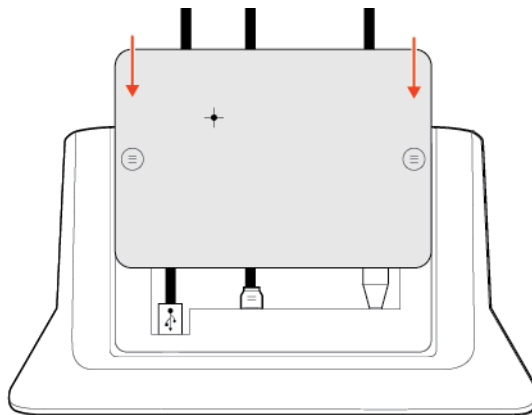


2 Connect the cables to the Poly GC8.

- A** Connect the USB-C connector of the supplied USB-A to USB-C fiber optic cable to the Poly GC8.
- B** Connect the power cable to the Poly GC8.
- C Optional:** If you want to allow users to share content in a conference, connect the mini-HDMI connector of the mini-HDMI to HDMI cable to the Poly GC8.
- D Optional:** Connect the GC8 3.5 mm audio out connection to an audio output device.

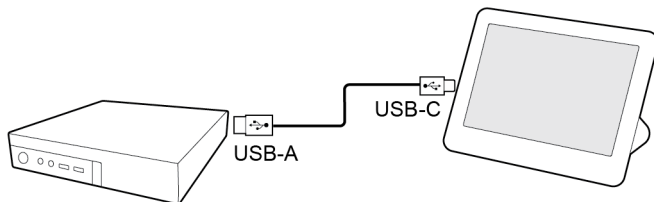


3 Reattach the cable guard and the bottom panel.



4 Connect the USB-A connector of the USB-A to USB-C cable to the Conferencing PC.

For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.



Connect the Poly Studio E70 to the Conferencing PC

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

Note: After setting up the Conferencing PC, install [Poly Audio Service for Microsoft Teams Rooms on Windows PCs](#) on page 32.

Note: In a Microsoft Teams Rooms on Windows environment, the Studio E70 shutters remain open to support the Microsoft Teams Rooms people detection feature.

Task

- 1 Connect the USB-C connector of the supplied USB-A to USB-C cable to the camera.
- 2 Connect the USB-A connector to the conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.
- 3 Connect the Ethernet cable to the Studio E70.

Note:

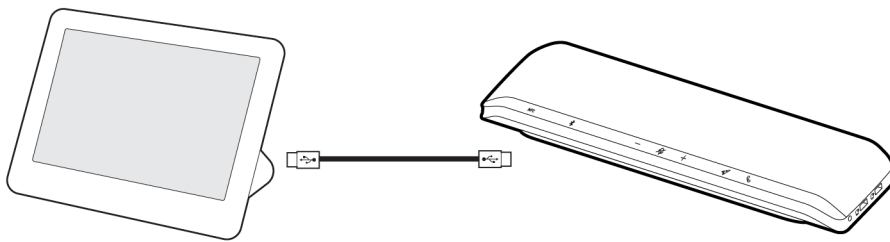
When using a PoE-enabled Ethernet port to power the Studio E70, the port powering the Studio E70 must be capable of supplying 30W PoE+ Type 2/Class 4 power.

Connect a Poly Sync 40 or Poly Sync 60 to the Poly GC8

Use a Poly Sync 40 or Poly Sync 60 as a microphone and speaker for your Poly Solutions for Microsoft Teams Rooms.

Task

- » Connect the USB-A cable from the Poly Sync 40 or Poly Sync 60 to the Poly GC8.



Connect Monitors to the Conferencing PC

Connect one or two monitors to the system to display far-side video and content.

Important: Don't plug in or power on any components until you've connected all cables to the Poly GC8 and Conferencing PC.

When using 4K monitors, the meeting room controls screen may appear on the monitor and not on the Poly GC8 controller. When this happens, the Poly GC8 displays a blank screen. To resolve this issue, Poly recommends using a 1080p limited EDID emulator with your 4K monitor. For additional installation and configuration information, see the EDID manufacturer's instructions.

Task

- 1 Connect the one end of the HDMI cable to the monitor.
- 2 For 4K monitors, install a 1080p limited EDID emulator to an available HDMI port on the Conferencing PC.
- 3 Do one of the following:
 - Connect the other end of the HDMI cable to the Conferencing PC.
For Lenovo PCs, secure the cable in the corresponding cable management slot. Do not force the cable into a slot.
For Dell PCs, route the cable through the included Dell cable management bracket.
 - If you installed an EDID emulator to the Conferencing PC, connect the other end of the HDMI cable to the EDID emulator.
- 4 To show far-side participants on one monitor and content on another, connect a second monitor.

Connect the Conferencing PC to the Network

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

Note: Microsoft Teams Room doesn't support wireless video conferencing.

Task

» Using an Ethernet cable, connect the Conferencing PC to an Ethernet port.

[Power on and set up your Poly Studio Room Kit.](#)

Power On and Set Up Your Poly Studio Room Kit

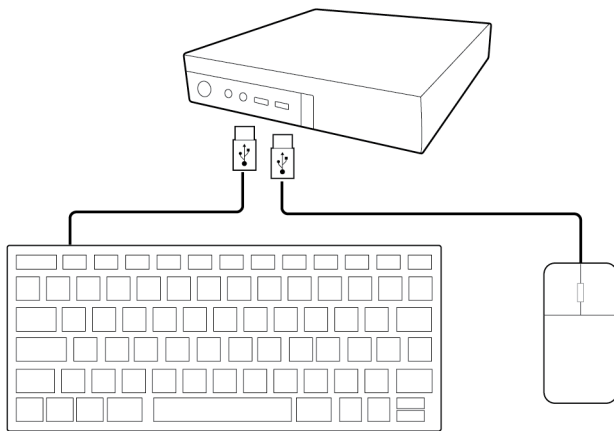
After cabling the system, power on all the components and complete the out-of-box setup.

Power on the Components and Complete Windows Setup

After cabling your Poly Studio Room Kit, power on the devices and configure Microsoft Teams Rooms.

Task

- 1 Connect a USB keyboard and mouse to the Conferencing PC.



- 2 Plug in and power on the Poly GC8 and then plug in and power on the other components.

The Conferencing PC may reboot more than once as it downloads and installs updates.

Caution: Don't shut down the Conferencing PC during system updates. If the system doesn't update, don't force system updates.

- 3 Complete the initial Windows setup.

- A Choose your region.
- B Choose your keyboard layout.
- C When prompted to add a second keyboard layout, select **Skip**.

The Conferencing PC may reboot more than once as it downloads and installs updates.

Caution: Don't shut down the Conferencing PC during this process.

- D When prompted, change the default administrator password.

If you're not prompted to change the administrator password, the default password is `sfb`. Poly recommends changing the administrator password.

See [Initial set up of the console](#) on the Microsoft website.

Complete the Microsoft Teams Rooms Out-of-Box Setup

When you first start the system, the Microsoft Teams Rooms out-of-box screen appears.

Complete your configuration. For detailed instructions, see [Initial Setup for Microsoft Teams Rooms](#) on the Microsoft website.

Task

- 1 Accept the Microsoft Software License Terms.

- 2 Enter your Microsoft Teams Rooms account information.
See [Configure accounts for Microsoft Teams Rooms](#).
- 3 Select the appropriate **Supported Meeting Mode** based on your preferred default application. By default, the system selects **Microsoft Teams only**.
 - **Microsoft Teams only**
 - **Skype for Business (default) and Microsoft Teams**
 - **Skype for Business and Microsoft Teams (default)**
 - **Skype for Business only**
- 4 Enable **Modern Authentication** and select **Next**.
- 5 If prompted, choose to enable or disable Cortana voice activation and select **Next**.
- 6 If your mailbox has an alternate SMTP, complete Exchange sign-in.
- 7 Select **Next**.
- 8 Select **Finish**.
The system reboots.
The Conferencing PC may reboot more than once as it downloads and installs updates. Don't shut down the Conferencing PC during this process. When the updates complete, the Microsoft Teams Rooms Setup screen appears.
- 9 Choose from the following:
 - To configure additional settings, see "[Access Additional Settings](#) on page 29".
 - To configure a dual monitor setup, see "[Enable Dual Monitor Mode](#) on page 29".

See [Camera Control App for Microsoft Teams Rooms on Windows](#) on page 31, for information on installing the Poly Camera Control app.

Access Additional Settings

Access the **Settings** menu to configure additional settings.

Task

- 1 On the Poly GC8, select **More > Settings**.
- 2 Enter the admin password.
The default password is `sfb`.
- 3 Correct or change the email password if necessary.
- 4 Change the audio device.
Speaker for Conferencing and **Default Speaker** are the same.
- 5 Connect a content camera and configure the "magic whiteboard" functionality.
When using the "magic whiteboard" functionality, you can configure content cameras.

Note: The content camera isn't the People camera. Microsoft Teams Rooms application automatically sets the people camera.

For more information, see [Content camera for Microsoft Teams Rooms](#).

Enable Dual Monitor Mode

If you connected a second monitor, enable **Dual monitor mode** in the Microsoft Teams Rooms settings.

Task

- 1 From the Microsoft Teams Rooms interface on the Poly GC8, select **More > Settings**.
- 2 Enter the admin password.
The default password is `sfb`.
- 3 Select **Device**.
- 4 Enable **Dual monitor mode**.

The Conferencing PC reboots.

Camera Control App for Microsoft Teams Rooms on Windows

The Poly Camera Control app adds camera controls to Poly Microsoft Teams Rooms on Windows interface.

Supported Cameras for Poly Camera Control App

The Poly Camera Control app supports select Poly USB cameras with your Poly Room Kits for Microsoft Teams on Windows solution.

Supported cameras include the following models:

- Poly Studio E70
- Poly Studio P15
- Poly Studio R30
- Poly Studio USB
- Poly EagleEye IV USB

Install the Poly Camera Control App

Install the Poly Camera Control app to add camera controls to the Microsoft Teams Rooms on Windows local interface.

The Camera Control app integrates with Microsoft Teams Rooms using the room control feature. If you have another room control application installed on the Conferencing PC, uninstall it before installing the Camera Control app.

Important: If Poly Lens Desktop is installed on the conferencing PC, disable **Launch Poly Lens on Startup** in Poly Lens Desktop under **Settings > General**.

Task

- 1 Log in to the Administrator account on the conferencing PC.
- 2 Download the Camera Control app installation file and save it to the conferencing PC desktop.
The Camera Control app installation file is located on the [Poly Room Kits for Microsoft Teams Rooms on Windows support page](#).
Note: The Poly Camera Control app installation file is located on the **Software Releases** tab on your Poly Room Kits support page.
- 3 Launch the installation file and follow the command prompts.
- 4 After installation is complete, sign out of the Administrator account to access the Microsoft Teams Rooms account.
- 5 In Microsoft Teams Rooms, launch the Camera Control app and verify that it recognizes your camera.
- 6 Reboot the conferencing PC.

Poly Audio Service for Microsoft Teams Rooms on Windows PCs

PolyAudioService enables Windows to pass far-end talk flags to the Poly Studio E70 camera for speaker tracking.

Note: Before installing PolyAudioService, verify that both Microsoft Teams Rooms output devices and the Windows audio output device are the same.

Windows doesn't natively pass far-end talk flags to the Poly Studio E70 camera. The Poly Studio E70 uses far-end talk flags to differentiate between people speaking in the room and sounds coming from the system speakers.

Set the Microsoft Teams Rooms Default Audio Output Device

Set the Microsoft Teams Rooms **Default Speaker** and **Speaker for Conferencing** to the same audio output device.

Task

- 1 In the Microsoft Teams Rooms application, go to **More > Settings**.
- 2 Enter the Administrator password.
The default password is `sfb`.
- 3 Select **Peripherals** and set **Default Speaker** and **Speaker for Conferencing** to the same audio output device.
- 4 Select **Save and exit**.

Set the Windows Default Audio Output Device

In Windows, select the same audio output device used by the Microsoft Teams Rooms app.

Task

- 1 In the Microsoft Teams Rooms application, go to **More > Settings**.
- 2 Enter the Administrator password.
The default password is `sfb`.
- 3 Select **Windows Settings**.
- 4 In Windows, go to **Start > Settings > Systems > Sound**.
- 5 In the **Choose your output device** drop-down menu, select the same audio output device selected in Microsoft Teams Rooms.
- 6 Sign out of Windows.
- 7 Select **Skype**, then select **Sign in**.

Download and Install PolyAudioService

To support Poly Studio E70 camera speaker tracking on the conferencing PC, install PolyAudioService.

Before you install PolyAudioService, do the following:

- Make sure that Poly Studio E70 is running version `poly-studioe70-1.0.1-232101` or later.
- Verify that the following audio options are set to the same audio output device:
 - Windows default audio output device
 - Microsoft Teams Room **Speaker for Conferencing**
 - Microsoft Teams Rooms **Default Speaker**

Note: The Microsoft Visual C++ 2019 Redistributable Package (x64) is included in the Poly Audio Service installation file.

Task

- 1 Go to the Poly Online Support Center [Poly Studio E70 page](#) and download the installation file **Poly Audio Service Software for Teams Rooms 1.0.0001** to a USB flash drive.

- 2 Connect the USB flash drive to the conferencing PC.
- 3 In the Microsoft Teams Rooms application, go to **More > Settings**.
- 4 Enter the Administrator password.
The default password is `sfb`.
- 5 Select **Windows Settings**.
- 6 Select **Administrator**, and enter the Administrator password.
- 7 On the USB flash drive, double-click `PolyAudioServiceSetup-Release-x64.msi`.
- 8 Optional: If the **Windows protected your PC** message displays, select **Run anyway**.
- 9 After the installation completes, reboot the conferencing PC.

Verify PolyAudioService Is Running

Verify that the Windows Services app reports that PolyAudioService is running.

Task

- 1 In the Microsoft Teams Rooms application, go to **More > Settings > Windows Settings**.
- 2 In the Microsoft Teams Rooms application, go to **More > Settings**.
- 3 Enter the Administrator password.
The default password is `sfb`.
- 4 Select **Windows Settings**.
- 5 Select **Administrator**, and enter the Administrator password.
- 6 In the Windows search field, search for `service`.
- 7 Right-click on the **Services** app, then select **Run as Administrator**.
- 8 In the **Services (Local)** window, verify that the PolyAudioService status is **Running**.

Verify PolyAudioService Detected the Correct Audio Output Device

View the PolyAudioService logs to ensure PolyAudioService detected the correct audio device.

PolyAudioService doesn't start until 2 minutes after the system reboots. If you don't see the `detected_audio_output_devices.txt` file, wait 2 minutes and refresh the folder.

Task

- 1 In the Microsoft Teams Rooms application, go to **More > Settings**.
- 2 Enter the Administrator password.
The default password is `sfb`.
- 3 Select **Windows Settings**.
- 4 Select **Administrator**, and enter the Administrator password.
- 5 Go to `C:\ProgramData\Poly\Audio`.
- 6 Open the `detected_audio_output_devices.txt` file and verify that **Teams Speaker for Conferencing** matches the information with a **D** next to it.

```
| 0, {45FD0EAC-A838-4EFF-97D4-0BE7099129F6}, Speakers (Realtek(R) Audio)
D | 1, {BC443F3C-A617-4974-9640-29DD3B953016}, SAMSUNG (Intel(R) Display Audio)
```

Verify Poly Studio E70 Receives Far-End Talk Flag

View the PolyAudioService log file to verify that Windows captures far-end talk flags.

Task

- 1 In the Microsoft Teams Rooms application, go to **More > Settings**.
- 2 Enter the Administrator password.

The default password is `sfb`.

- 3 Select **Windows Settings**.
- 4 Select **Administrator**, and enter the Administrator password.
- 5 Go to `C:\ProgramData\Poly\Audio`.
- 6 Copy the `PolyMTRLog.txt` file.
- 7 Open the file and verify that it receives the far end talk flag.

You should see the messages `"far_end_talk": "true"`.

```
Wed Dec 15 09:26:42 2021 | ...back\SpkLoopback.cpp | 1089 | 7 |  
=====CSpkLoopback::ConfigDevice() done successfully=====  
Wed Dec 15 09:26:43 2021 | ...back\SpkLoopback.cpp | 90 | 7 | -----  
CSpkLoopback::Start()-----  
Wed Dec 15 09:27:34 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 100  
m_nSignalDetected = 10  
Wed Dec 15 09:27:35 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 200  
m_nSignalDetected = 10  
.....  
Wed Dec 15 09:28:11 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 3800  
m_nSignalDetected = 8  
Wed Dec 15 09:28:12 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 3900  
m_nSignalDetected = 10  
Wed Dec 15 09:28:13 2021 | ...windows\RestOHid.cpp | 72 | 7 | Request Head:  
{ "msg_id": "20", "type": "PUT", "url": "audio" } Request Body: { "far_end_talk": "true" }  
Wed Dec 15 09:28:13 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 4000  
m_nSignalDetected = 10  
Wed Dec 15 09:28:14 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 4100  
m_nSignalDetected = 10  
Wed Dec 15 09:28:15 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc: 4200  
m_nSignalDetected = 10
```

Poly Room Kits Bring Your Own Device Solution

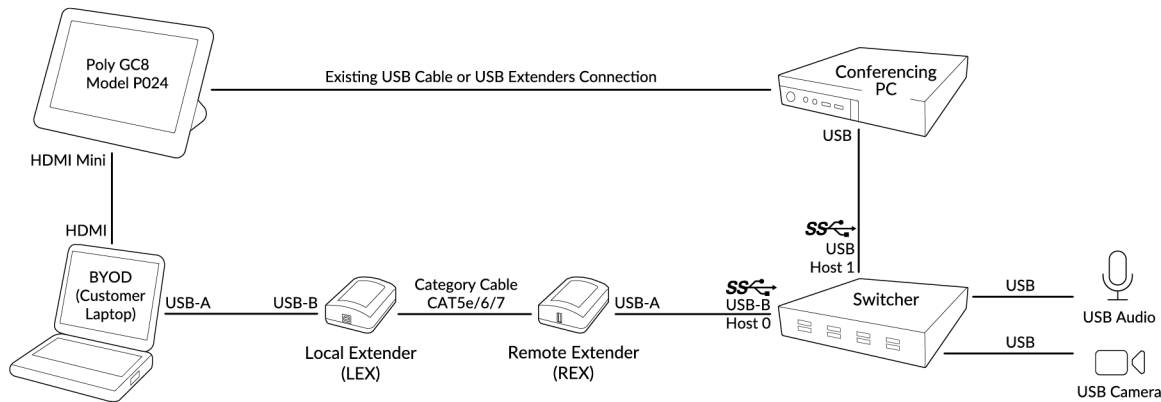
Connect the optional BYOD Solution to use Poly Room Kit conferencing peripherals from your PC.

Once connected, the BYOD solution automatically routes the Poly Room Kits camera and audio resources for use by the connected computer.

Poly Room Kits Bring Your Own Device Cabling Diagram

Cable the bring your own device solution to allow end users to use the system with their computer.

The bring your own device solution includes USB extenders and a USB switcher. When a computer is connected to the system the switcher automatically routes the room's camera and audio resources for use by the connected computer.



Cable the Poly Room Kits Bring Your Own Device Solution

Cable the Poly Room Kits bring your own device solution to use the Poly Room Kit peripherals from your computer.

The end-user completes the bring-your-own-device cabling by connecting the switcher and GC8 to their computer.

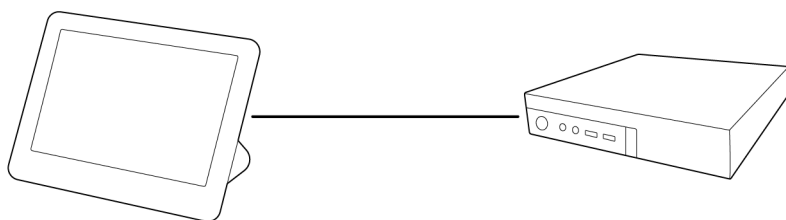
For bring-your-own-device cabling, the switcher automatically detects when an end-user plugs the USB-A cable into their computer. Once the USB-A is connected, the switcher directs the Poly Room Kits conferencing peripherals for use by the end user's computer. When the end-user connects their computer to the GC8, the end user can display their screen on the room's conferencing monitor.

Task

- 1 Using an HDMI Mini to HDMI cable, connect the HDMI Mini side of the cable to the GC8. The end user will connect the HDMI side to their computer to share content with the conference room's monitor.



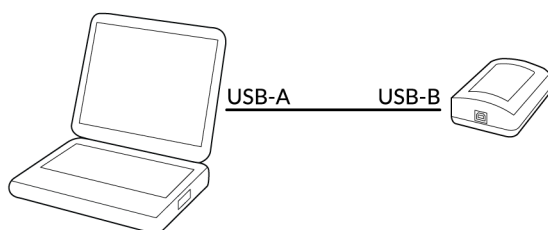
- 2 Using the supplied USB-A to USB-C fiber optic cable or a USB extender connection, connect the GC8 to the conferencing PC.



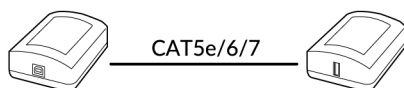
3 Using the GC8 power adapter, connect the Poly GC8 to power.
The GC8 powers on.

4 Using a USB-A to USB-B cable, connect the USB-B side of the cable to the Local Extender (LEX).

The end user will connect the USB-A side to their laptop allowing them to use the conference room's peripherals from their computer.

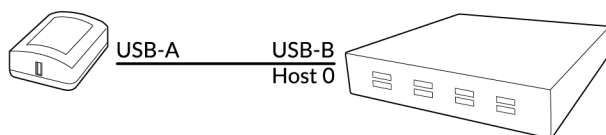


5 Using a CAT53, CAT6, or CAT7 cable, connect the Local Extender (LEX) to the Remote Extender (REX).

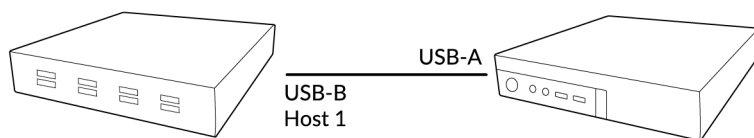


6 Using the provided power adapters, connect the LEX and REX to power.

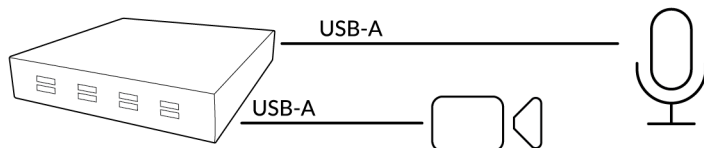
7 Using a USB-A to USB-B cable, connect the Remote Extender (REX) to the switcher.



8 Using a USB-B to USB-A cable, connect the switcher to the conferencing PC.



9 Connect a USB camera and USB audio device to the Switcher using the USB cables provided with the peripherals.



System Maintenance and Troubleshooting

Perform system maintenance tasks and troubleshoot issues with your Poly Studio Room Kit.

Automatic Microsoft Teams Rooms Application Updates

By default, the system automatically downloads and installs updates for Windows, Microsoft Teams Rooms, and attached peripherals.

Important: Don't force Windows updates. The system automatically installs required updates overnight. Forcing Windows updates may result in conflicts between Windows and the Microsoft Teams Rooms application.

Windows Update runs at a set time each night to download available updates. Leave the system on overnight to ensure that the system can receive and install updates.

For information on Microsoft Teams Rooms releases, see [Microsoft Teams Rooms Release Notes](#).

Access Windows on the Conferencing PC

You can access Windows on the Conferencing PC to configure Windows settings, manually update Windows, or manually update the Microsoft Teams Room app.

Task

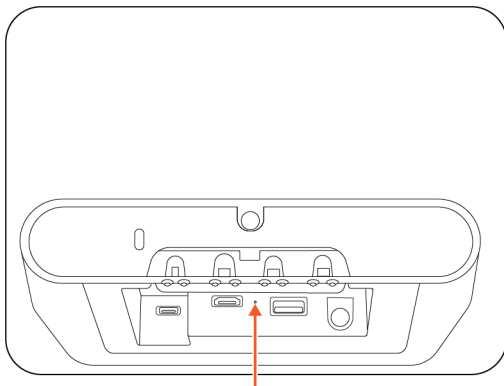
- 1 On the Conferencing PC, select **More > Settings**.
- 2 Enter the admin password.
- 3 Select **Windows Settings**.
- 4 Select **Administrator**.
- 5 Enter the admin password.
- 6 To return to the Microsoft Teams Rooms interface, sign out of the administrator account and select the **Skype** account and select **Sign in**.

Factory Restore the Poly GC8

Factory restore erases all Poly GC8 data and restores the device to the original factory build.

Task

- 1 With the Poly GC8 powered off, use a paperclip to press and hold the reset button.



- 2 While holding the reset button, power on the Poly GC8.
- 3 Hold the reset button for three seconds as the Poly GC8 powers on.
The Poly GC8 erases all settings and returns to the original factory software build.

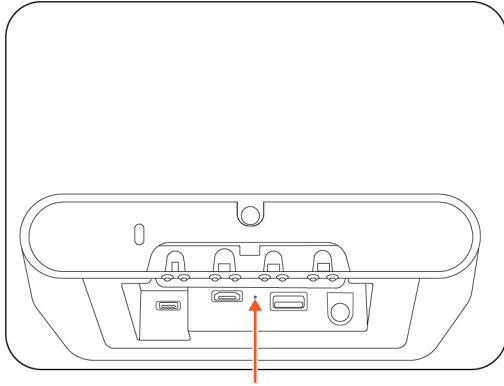
Factory Reset the Poly GC8

Factory reset wipes out all data on the device and restores the default settings.

Factor reset is performed while the Poly GC8 is powered on.

Task

- » With the Poly GC8 powered on, use a paperclip to press and hold the reset button.



The Poly GC8 reboots and all data is reset to default settings.

Troubleshooting Specific Types of Issues

This section describes information on troubleshooting specific types of issues on the Poly Studio Room Kit system.

The Front of the Room Monitor Doesn't Wake from Sleep as Expected

Symptom:

The Microsoft Teams Rooms controls appear on the front of room monitor and not on the Poly GC8 controller. The Poly GC8 displays a blank screen.

Problem:

Connecting a 4K monitor, causes the Conferencing PC to set the 4K monitor as the Microsoft Teams Rooms controller display.

Workaround:

Connect a 1080P limited EDID Emulator to the HDMI out port of the Conferencing PC. Connect the HDMI cable from the EDID emulator to the 4K monitor.

For additional installation and configuration guidance, refer to the EDID manufacturer's instructions.