USER GUIDE

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Poly Studio P21

Getting Help
For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Poly and Partner Resources

This guide contains overview information, procedures, and references you can use to perform tasks with your Poly Studio P21 personal meeting display.

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with their Studio P21 personal meeting display.

You can use the features in this guide without having Lens Desktop installed on your connected computer.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The Poly Document 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.
- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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

Topics:

- Computer and Cable Requirements
- Poly Studio P21 Hardware Overview
- Download and Install the Poly Lens Desktop App
- Complete Initial System Setup on macOS
- Complete Initial System Setup on Windows
- Use the Poly Studio P21 Personal Meeting Display Privacy Shutter
- LED Status Indicators
- Basic Tips for Great Video Conferences
- Advanced Tips for Great Video Conferences
- Accessibility Features

Before you use your device, familiarize yourself with its features.

Computer and Cable Requirements

Make sure that your computer and USB connections meet the following requirements to use a Poly Studio P21 personal meeting display.

Your computer or laptop must have one of the following operating systems and the required DisplayLink drivers:

- Windows 8.1 and Windows 10 version 1803 or later
- macOS version 10.15.0 or later

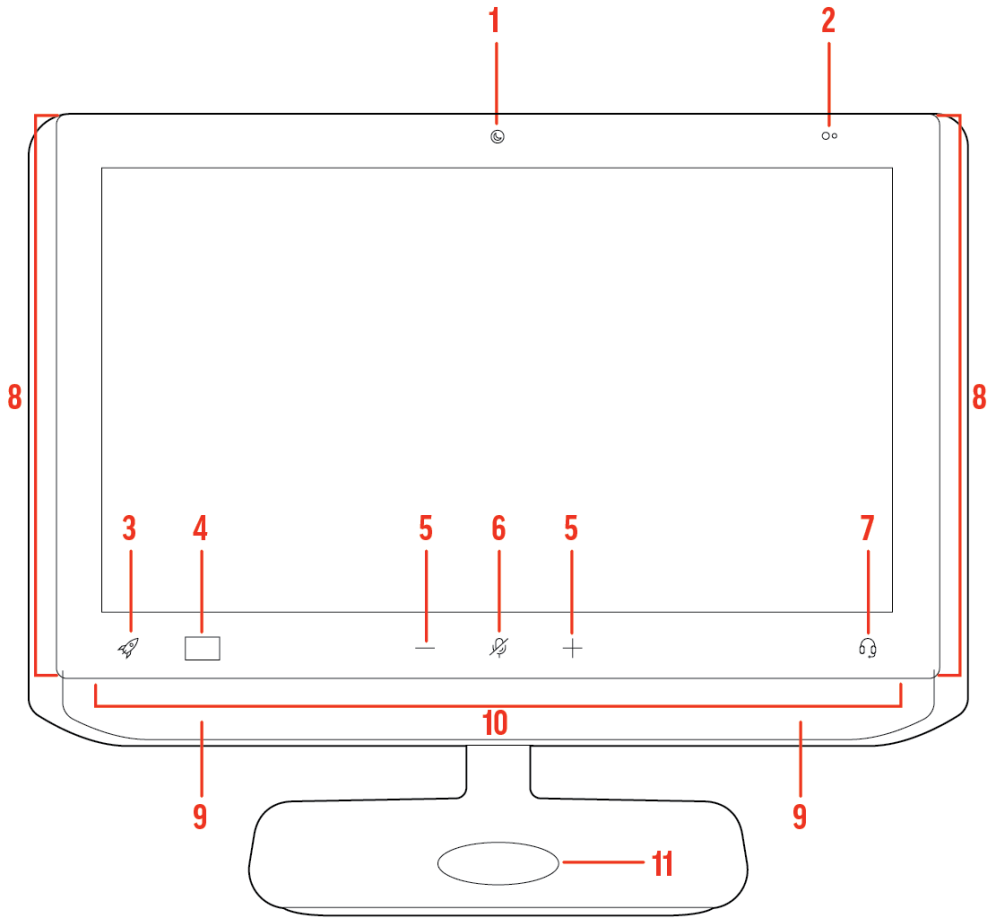
Note the following limitations with USB connections:

- The cable that came with your device is directional. The side with the USB-A to USB-C adapter must connect to a USB-A or USB-C port on your computer.
- Using a third-party USB-C to USB-C cable may affect device performance or may not work at all.
- Using a third-party USB-A to USB-C adapter may affect video quality.
- Connect your device to a USB 3.0 port. Connecting your personal meeting display to a USB 2.1 or 2.0 port may prevent you from receiving full 1080p video from your device.
- Poly recommends plugging the USB cable directly into your computer. Connecting through a docking station or hub may affect video quality.

Poly Studio P21 Hardware Overview

The following figures display the hardware features on the Poly Studio P21 personal meeting display. The table lists each feature numbered in the figures.

Front View

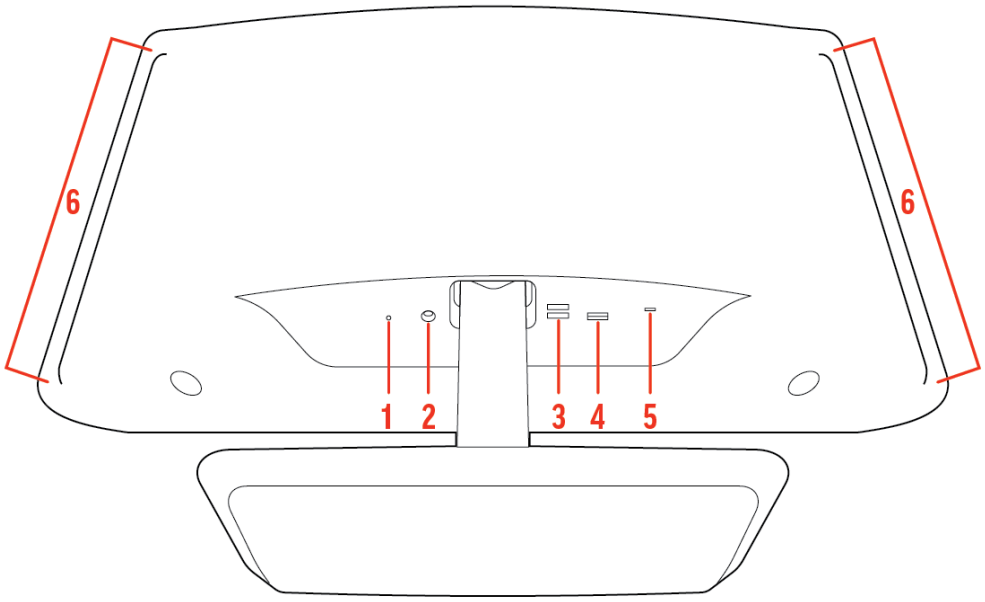


Poly Studio P21 Feature Descriptions

Ref. Number	Feature	Feature Description
1	Camera	Camera with a privacy shutter that you can manually open or close
2	Ambient light sensor	Detects the ambient light level and automatically adjusts vanity lighting brightness
3	Rocket button	The default action is to play or pause media. You can configure the button to initiate different actions using the Poly Lens Desktop app.
4	App button	Shows the default partner conferencing application. If there's no default application, the button doesn't display anything. Change the app button display using the Poly Lens Desktop app.

Ref. Number	Feature	Feature Description
5	Volume buttons	Adjusts the volume of the built-in speakers or attached headset
6	Mute button	Mute or unmute the microphone during an active call
7	Headset button	Toggle between the built-in speakers and microphone and an attached 3.5 mm headset. This button doesn't illuminate if you don't connect a 3.5 mm headset.
8	Vanity lighting	Adjustable vanity lights for improving lighting conditions during a meeting
9	Speakers	Audio output
10	LED indicators	Indicates the personal meeting display's status
11	Wireless charger	Charge compatible phones and headsets by placing them on the wireless charging area

System Ports and Vanity Lighting Control



Poly Studio P21 Port Descriptions

Ref. Number	Description
1	3.5 mm headset port

Ref. Number	Description
2	Power cord port
3	USB-A ports that support 5 watts or 1 amp per port. USB devices that require more power may not work properly when connected to your device. If the connected computer enters sleep mode, the USB-A ports don't provide power
4	USB-C port (you must use the USB-C end of the supplied cable to connect to your device)
5	Security lock
6	Vanity lighting control

Related Links

Screen Stays Blank After Connecting USB Cord on page 17

Download and Install the Poly Lens Desktop App

Download the Poly Lens Desktop App to access configuration settings and features for your Poly Studio P Series devices.

See the *Poly Lens Desktop App User Guide* for information on using your device with Poly Lens Desktop.

Procedure

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

Complete Initial System Setup on macOS

Your Studio P21 device doesn't display your computer's output until you download and install the DisplayLink driver. Complete initial system setup so that your device properly displays the attached computer's output.

Note: You must download and install the DisplayLink software for your device to work.

If you want to use your Studio P21 personal meeting display as your only monitor, you must complete the initial setup with a different monitor connected to your computer. After completing the initial setup, you can then use your Studio P21 device in a single-monitor setup.

If the driver firmware in your Studio P21 device doesn't match what's on your computer, you may see a blank screen with an hourglass while your device updates to the latest driver firmware.

Note: Your Studio P21 supports macOS version 10.15.0 or later. If you update your macOS, you must restart the DisplayLink Manager app.

Procedure

1. In a web browser, go to the Poly Studio P21 landing page and complete the setup steps.
2. Go to **Applications** and start **DisplayLink Manager**.
3. Select **DisplayLink Manager** from the menu bar.
4. If requested, allow **Screen Recording**.
5. 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.
6. 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.

Related Links

Device Displaying a Black Screen after DisplayLink Firmware Update on page 17
Screen Stays Blank After Connecting USB Cord on page 17

Complete Initial System Setup on Windows

Your Studio P21 device doesn't display your computer's output until you download and install the DisplayLink driver. Complete initial system setup so that your device properly displays the attached computer's output.

If you want to use your Studio P21 personal meeting display as your only monitor, you must complete the initial setup with a different monitor connected to your computer. After completing the initial setup, you can then use your Studio P21 device in a single-monitor setup.

If the driver firmware in your Studio P21 device doesn't match what's on your computer, you may see a blank screen with an hourglass while your device updates to the latest driver firmware.

Procedure

- » In a web browser, go to the Poly Studio P21 landing page and complete the setup steps.

Related Links

Device Displaying a Black Screen after DisplayLink Firmware Update on page 17
Screen Stays Blank After Connecting USB Cord on page 17

Use the Poly Studio P21 Personal Meeting Display Privacy Shutter

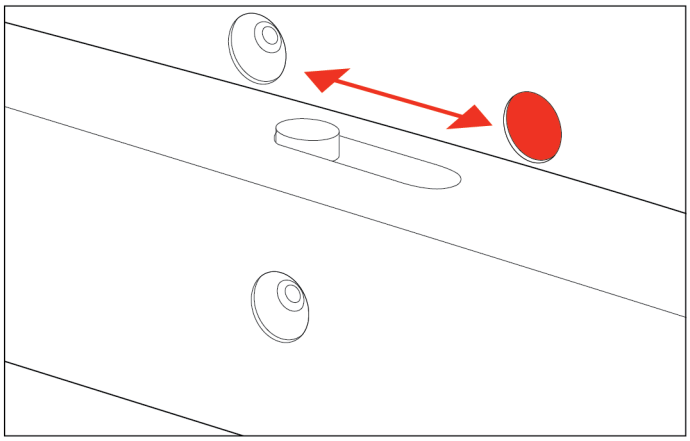
The Poly Studio P21 personal meeting display provides a built-in physical cover that blocks the camera lens to protect your privacy.

Closing the shutter mutes your video.

Procedure

- » Do one of the following on the top of your device:

- Move the slider to the right to close the shutter.
- Move the slider to the left to open the shutter.



LED Status Indicators

The device provides an LED light bar below the monitor to help you understand its behaviors. The following table lists each LED color and pattern with its associated status.

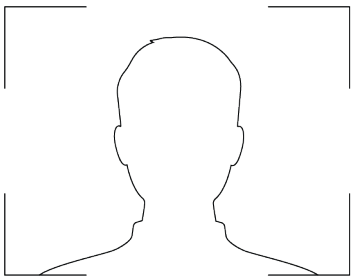
Basic Poly Studio P21 LED Bar Colors and Patterns

Colors and Patterns	Status
Solid white	USB is connected; device is powered on and idle
Blinking blue starting at and expanding from the middle	Wireless charger is charging device
Pulsing amber	Firmware update in progress
Fluttering or solid green	Incoming call
Solid green	Device is in a call
Pulsing red	A call is on hold
Solid red	Audio is muted
Solid sea foam	Light increases and decreases as you adjust the volume; blinks twice when you reach minimum or maximum volume

Basic Tips for Great Video Conferences

Use the following basic tips and guidelines to enhance or improve your experiences during video conferences.

- Position yourself so that your eyes are level with the top third of your screen and your face appears in the middle area of the video steam.



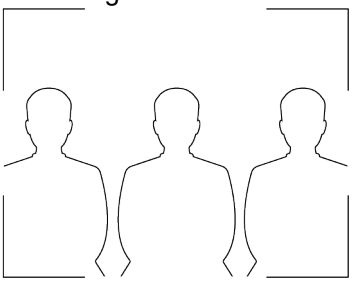
- Avoid wearing bright colors, all-light or all-dark clothing, or very busy patterns like small checks or narrow stripes. Light pastels and muted colors look the best on the screen.
- Preview your video stream before you join a meeting to make sure that you don't have shadows on your face and that your camera settings are configured correctly.
- Speak in your normal voice.

Advanced Tips for Great Video Conferences

Use the following basic tips and guidelines to enhance or improve your experiences during video conferences.

Camera and People Positioning

- Try not to fidget too much, especially if you're the only one on camera.
- Include all the people in the room (if possible), or introduce everyone in the room at the beginning of a meeting.



- Keep the view focused on people and not the background or room furnishings.
- In an office, position the monitor to an appropriate angle to avoid capturing potential distractions in your video (for example, other people, pets, or TVs).

Clothing, Furnishings, and Backgrounds

- To avoid disruptions, exclude the following from the camera view: light sources, tables, chairs, walls, busy decorations, and the floor.
- To avoid funny effects, wear clothes that contrast with the background instead of blending into it and make sure nothing in the background seems to stick out of anyone's head.
- Avoid glossy tabletops, strong colors, or bold wood grain in the room. The best table surface color is a flat satin finish in neutral gray.
- A wall that's painted light gray with a touch of blue works best as a background. Video conferencing systems use a gray or blue reference image to process the video, so a background in that color helps to enhance the video you send.

- Try to keep dry-erase whiteboards out of the camera field of view. Be aware that other people in the meeting might see what's written on the whiteboards.

Lighting

- Close any curtains, drapes, or blinds over your windows. Daylight is a variable light source and can conflict with interior room lighting.
- Bright lighting increases the range of in-focus objects, but inappropriate direct lighting might make you look harsh or somber. Poly recommends using indirect fluorescent lighting in a midrange, neutral color temperature (3600 K to 4500 K). You can find the color temperature of your lighting on the packaging.

Audio and Noise

- Mute your audio when you're silent or before you move your audio device.
- Keep your windows and doors closed to minimize unwanted noises.
- Close any drapes or blinds over your windows. The glass from windowpanes can cause issues with acoustics due to reflection.
- On the Poly Studio P15, Poly NoiseBlockAI helps the microphone eliminate unwanted noises while picking up your voice. If you're not using Poly NoiseBlock technology, consider these additional audio suggestions:
  - Don't obstruct your microphone with papers or other objects.
  - Avoid tapping on the table or rustling papers.
  - Avoid typing while unmuted.

Accessibility Features

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

Users Who Are Deaf or Hard of Hearing

Your personal meeting display includes accessibility features for users who are deaf or hard of hearing to use the device.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Status indicator lights	The personal meeting display uses LEDs to indicate some statuses, including if your microphone is muted.
Adjustable volume	You can increase or decrease the volume of the personal meeting display's speakers.

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your personal meeting display includes accessibility features for users who are blind, have low vision, or have limited vision to use the device.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Mute and unmute	An audible tone plays when you mute and unmute calls.
Volume level	A matching audible tone plays when you adjust the volume (volume increases or decreases as you adjust volume).

Users with Limited Mobility

Your personal meeting display includes accessibility features to enable users with limited mobility to use various device features.

The following table lists the accessibility features for users with limited mobility.

Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Built-in speaker and microphone	Your personal meeting display has an integrated speaker and microphone that enable you to hear audio and speak without having to use a headset.

Using Your Poly Studio P21 Personal Meeting Display

Topics:

- Default Poly Studio P21 Features
- Set Poly Studio P21 as the Default Audio and Video Device
- Adjust the Volume
- Mute or Unmute Microphone
- Change Your Audio Device with the Headset Button
- Adjust Vanity Lighting Brightness
- Charge a Device with the Built-In Wireless Charger
- Turn LED Status Indicators On or Off
- Restart Your Device
- Updating Firmware
- Zoom Rooms Button Behavior
- Microsoft Teams Button Behavior

Connect the Poly Studio P21 personal meeting display to your laptop or computer with the provided USB cable. Once you plug in the device, you can start using the Poly Studio P21 personal meeting display.

Default Poly Studio P21 Features

Several features are enabled by default on your device. You can change or disable some of these features using the Poly Lens Desktop App.

The following features are enabled by default:

- The volume of any playing media automatically lowers when you make or receive a call.
- Vanity lights come on when you enter a call.
- You can wirelessly charge your mobile phone.

Set Poly Studio P21 as the Default Audio and Video Device

When you use Poly Studio P21 with a supported application for video calls, you may need to set it as the default audio and video device of your conferencing application.

The following is a general procedure that you can refer to. Your conferencing application may use different terms or categories.

Procedure

1. Go to your conferencing application's **Settings**.
2. Find **Audio Device** and **Video Device**.
3. Choose your Poly Studio P21 personal meeting display as the device for each category.

Related Links

Restart Your Device on page 15

Adjust the Volume

Adjust the audio before or during a call to improve your meeting experience.

Your device supports setting the volume for when you're in a call independently from the system volume. It automatically adjusts the volumes to the levels you've set when you join and leave a call. See the Poly Lens Desktop App User Guide for information on enabling and using the Independent Volume Control feature.

Procedure

- Press **+** or **-** to raise and lower the volume.

Mute or Unmute Microphone

To prevent distractions during meetings, mute your microphones and unmute them when you're ready to speak.

Procedure

- Press **Mute** to mute and unmute your microphone.

  When you mute the microphone, the LED bar glows red.

Change Your Audio Device with the Headset Button

Use the headset button to toggle between the built-in microphone and speakers or a connected 3.5 mm headset for audio input and output.

You must plug in a 3.5 mm headset for the button to illuminate on your device.

Pressing the **Headset** button cycles through the available audio input and output options.

Procedure

- Press **Headset** .

Note: Your call may be put on hold for up to 5 seconds when using the headset button during a Microsoft Teams call.

Adjust Vanity Lighting Brightness

Adjust the vanity lighting brightness to improve lighting for video conference calls.

Procedure

» On the back side of your personal meeting display, slide your finger up or down the touch pad to increase or decrease brightness.

Charge a Device with the Built-In Wireless Charger

Use the wireless charger built into the base of the monitor stand to charge devices.

You must have a wireless charging capable device. You must have your computer connected for the wireless charger to work. If your computer enters a sleep state, the wireless charger doesn't charge devices.

Note the following when using your wireless charger:

- If you have paper or other items on the base between the charger and your phone, the wireless charger may have problems charging your device.
- Cases made of metal and attachments such as magnets, cards, and grips can interfere with charging.
- The center of the charging pad may not be the optimum position for your mobile device. Use the charging indicator on your mobile phone and the LED bar to locate the optimal location.

Procedure

» Place your device, screen up, on the center of the personal meeting display's monitor stand.

Your Studio P21 LED bar glows blue for a short time when your device starts charging.

Turn LED Status Indicators On or Off

If the LED status indicators at the bottom of the unit are distracting in calls, you can turn them off.

Procedure

» Press and hold **+** and **-** simultaneously for one second to turn the LED status indicators on or off.

Restart Your Device

If you encounter issues with your device, you can try restarting it.

Procedure

» Unplug the USB cable from your computer and plug the cable back into your computer.

The device restarts after you plug it back in. You may need to reselect the device as the default audio and video device for your conferencing software.

Related Links

Set Poly Studio P21 as the Default Audio and Video Device on page 13

Updating Firmware

You must use the Poly Lens Desktop app to update your device.

For more information on updating your device, see the *Poly Lens Desktop App User Guide*.

Zoom Rooms Button Behavior

The Zoom Rooms button displays in the app button window and enables you to answer incoming Zoom Rooms calls or end an active Zoom Rooms call.

Note: You must select the Studio P21 as the audio input and output device in the Zoom Rooms app and have Zoom Rooms running for the Zoom Rooms button to function properly.

Microsoft Teams Button Behavior

The Microsoft Teams button displays in the app button window and enables you to receive notifications and interact with Teams.

Note: To ensure that your Teams button functions properly do the following:

- Start the Teams app.
- Select the Studio P21 as the audio input and output device in the Teams app.
- Close all other conferencing applications on your computer.

Use the Teams button to complete the following actions:

- Out of a call, press the Teams button to bring Teams chat to the front.
- In a call, press the Teams button to end the call.
- When you have an incoming call the Teams button flashes, press the Teams button to answer the call.
- When you have a missed call the Teams button breathes, press the Teams button to display the missed call information.

Note: The Teams button blinks three times if you press it and the Teams app isn’t running on your computer.

Troubleshooting

Topics:

- Device Displaying a Black Screen after DisplayLink Firmware Update
- Screen Stays Blank After Connecting USB Cord
- Mouse or Keyboard Input Freezes for 10-30 Seconds
- Studio P21 Display Is Blank After Restarting Mac

Refer to the following topics to help you diagnose and fix problems while using your device.

Device Displaying a Black Screen after DisplayLink Firmware Update

After updating the DisplayLink firmware on your computer and connecting your Studio P21 device, the device's screen continues to display a black screen.

Procedure

» Do one of the following:
- Unplug the power cable from your device and plug the cable back into your device.
- Restart the attached computer.

The device displays a black screen with an hourglass and then starts displaying your desktop.

Related Links

Complete Initial System Setup on macOS on page 7
Complete Initial System Setup on Windows on page 8

Screen Stays Blank After Connecting USB Cord

After connecting the supplied USB cord to your computer and your Studio P21, the device's screen remains blank.

The supplied USB cable isn't bidirectional.

Procedure

1. Plug the USB-C only end of the cable into your Studio P21.
2. Plug the end of the cable with the USB-A to USB-C adapter into your computer.

Related Links

Complete Initial System Setup on macOS on page 7
Complete Initial System Setup on Windows on page 8
Poly Studio P21 Hardware Overview on page 4

Mouse or Keyboard Input Freezes for 10-30 Seconds

When using a mouse or keyboard connected to your computer, the input sometimes freezes for up to 30 seconds during normal operation.

Procedure

» Plug the USB dongle directly into the USB-A port on the Studio P21.

Studio P21 Display Is Blank After Restarting Mac

After restarting a Mac connected to your Studio P21 conferencing display, the Studio P21 screen fails to initiate and is blank.

Procedure

1. Go to **Applications** and open the **DisplayLink Manager**.
2. From inside the DisplayLink Manager app, download and install the **Login screen extension status** tool.
3. Restart your computer.