# Poly Studio X32 User Guide

SUMMARY

This guide provides task-based user information for the named product.

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# 1 About this guide

This guide describes how to use the Poly Studio X32 system.

## 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 the Poly Studio X32 system.

## Icons used in Poly documentation

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

**WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

**CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

**IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

**NOTE:** Contains additional information to emphasize or supplement important points of the main text.

**TIP:** Provides helpful hints for completing a task.

# 2 Getting Started

This user guide provides information on hardware installation, set up, and connecting peripherals to the Poly Studio X32 system.

The Poly Studio X32 system enables you to set up a small video conferencing room with flexibility and options depending on the type of facility.

For more information on configuring specific system settings, review the Poly Video Mode Administrator Guide.

## Poly Studio X32 features and capabilities

Poly Studio X32 video bars support the following features.

- All-in-one collaboration system for small conference rooms
- Video conferencing apps built in—no need for a separate PC, laptop, or video conferencing system
- 4K, 20 megapixels, 120°, 5× zoom camera
- Poly DirectorAI smart camera framing technology
- Beamforming microphone array and dual speakers
- Poly NoiseBlockAI removes distracting noises and reverberation
- 2× HDMI output for dual display support
- Content sharing using HDMI

  Wireless content sharing using AirPlay or Miracast (Poly Video mode)
- Display clamp included (other mounting options are available, including wall mount and table mount)

  You can mount a Poly Studio X32 video bar above or below a display and power the system with PoE++ (65W). For information on mounting your Poly Studio X32, refer to the Poly Studio X32 Quick Start Guide.

# Poly Studio X32 hardware

The following figure displays the hardware features on the Poly Studio X32 system. The table lists each feature numbered in the figure.

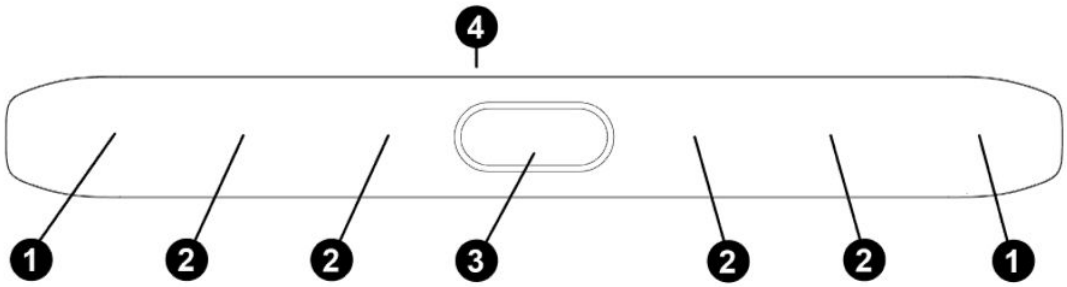



**Table 2-1 Poly Studio X32 feature descriptions**

| Ref. Number | Feature | Feature Description |
|---|---|---|
| 1 | Speakers | Dual speaker audio output |
| 2 | Microphones | Microphone array that captures audio |
| 3 | Camera | Camera with a privacy cover that you can place over the camera lens to protect your privacy |
| 4 | LED | Indicates the system status |

# Poly Studio X32 system ports

The following illustration and table explain the ports on your Poly Studio X32 system.

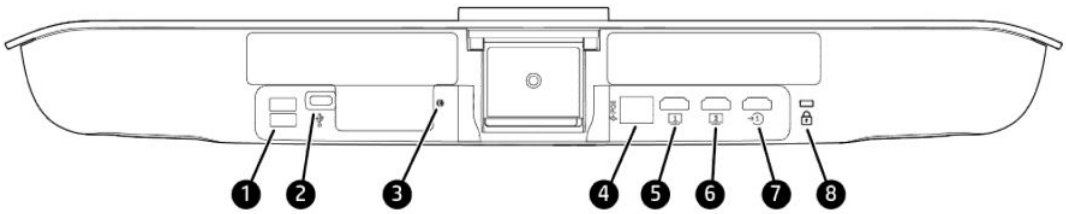



**Table 2-2 Poly Studio X32 system port descriptions**

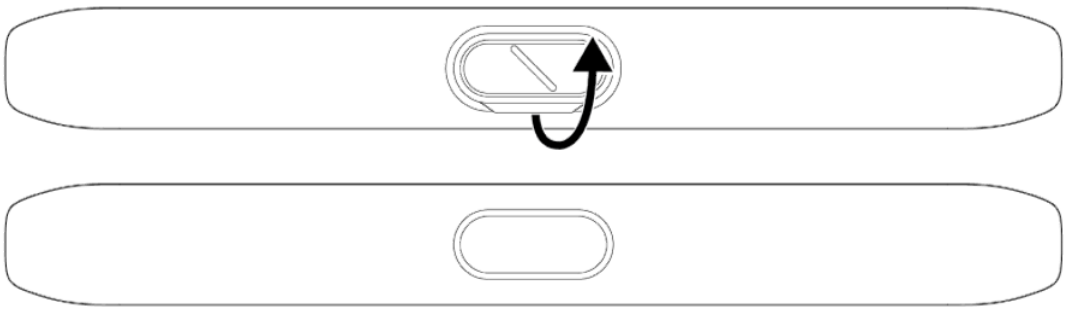
| Ref. number | Port description |
|---|---|
| 1 | 2× USB Type-A ports for accessories |
| 2 | USB Type-C port for Poly Device Mode |
| 3 | Pinhole reset |
| 4 | LAN connection and system power using PoE++ (65W) |
| 5 | HDMI output for the primary display |
| 6 | HDMI output for the secondary display |
| 7 | HDMI input for Poly Device Mode and content sharing |

Table 2-2 Poly Studio X32 system port descriptions (continued)

| Ref. number | Port description |
|---|---|
| 8 | Security lock |

# Poly Studio X32 privacy cover

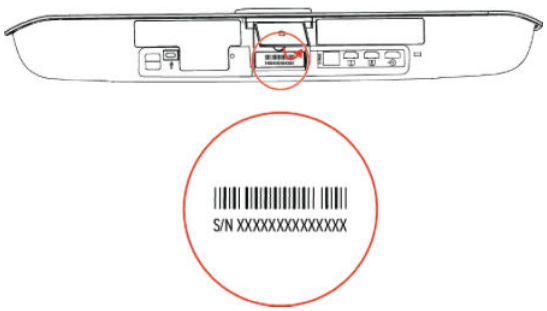
Poly Studio X32 includes a physical cover that you can place over the camera lens to protect your privacy.



# Locate the serial number label on your Poly Studio X32 system

Find your system serial number located on the system label.

1. Find the serial number tag as shown in the following illustration:




2. Write down the entire serial number. The serial number is the longer number (typically 14 characters) on the label.

# Accessibility features

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

## Users Who Are Deaf or Hard of Hearing

Your system includes accessibility features so that users who are deaf or hard of hearing can use the system.

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

**Table 2-3 Accessibility Features for Users Who Are Deaf or Hard of Hearing**

| Accessibility Feature | Description |
|---|---|
| Visual notifications | Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled. |
| Status indicator lights | The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted. |
| Adjustable call volume | While in a call, you can raise or lower the volume of the device. |
| Auto-answering | You can enable the system to auto-answer calls. |

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

Your system includes accessibility features so that users who are blind, have low vision, or have limited vision can use the system.

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

**Table 2-4 Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision**

| Accessibility Feature | Description |
|---|---|
| Auto-answering | You can enable the system to auto-answer calls. |
| Ringtones | An audible tone plays for incoming calls. |
| Visual notifications | Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled. |
| Join and leave tones | The system plays a tone when someone joins or leaves a conference call. |
| Embossed buttons | The remote control (sold separately) has embossed push buttons for performing common tasks with the system, such as dialing a number. |

## Users with Limited Mobility

Your system includes accessibility features so that users with limited mobility can use various system features.

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

Table 2-5 Accessibility Features for Users with Limited Mobility

| Accessibility Feature | Description |
| --- | --- |
| Remote control<br><br>(sold separately) | The Bluetooth remote control enables you to control the system and to perform tasks such as placing calls, starting a sharing session, and configuring some settings. |
| Poly TC10 or Poly TC8<br><br>(sold separately) | The Poly TC10 or Poly TC8 enables you to control the system and to perform tasks such as placing calls. |
| Auto-answering | You can enable the system to auto-answer calls. |
| Calling from a personal device | With administrator credentials, you can wirelessly access the system web interface from your own device to make calls and manage contacts and favorites. |
| Touch-capable monitor support | If you have a touch-capable monitor connected to the system, you can select, swipe, and press the screen to perform functions and activate features. |

# 3 Hardware installation

Mount your Poly Studio X32 system and connect required peripherals and any optional peripherals.

## What's included

The Poly Studio X32 system ships with installation cables and mounting hardware.

**NOTE:** The Poly Studio X32 system powers using PoE++ (65W). The system doesn't ship with a power adapter. To power the system, use a PoE++ power injector or Ethernet switch rated for 65W.

- Quick Start Guide
- Display clamp
- HDMI cable (2m / 6.6 ft)
- STP Cat 6a Ethernet cable (3.66 m / 12 ft)

## Required components

Your system requires the following components to function properly.

- PoE++ adapter (B5NH6AA) or PoE++ Ethernet switch capable of supplying 65W
- An active network connection
- A monitor connected to HDMI port 1
- A system controller such as Poly TC10, Poly TC8, remote control, or touch monitor

## Mounting your Poly Studio X32 system

Mount the Poly Studio X32 system using the included display clamp. Additional mounting options include a wall mount, VESA mount kit, and a table stand (sold separately).

For more information on mounting your Poly Studio X32 system, review the Poly Studio X32 quick start guides at HP Support.

## Connect monitors to the Poly Studio X32 system

Connect one or two monitors to the system to display people and content.

Poly Studio X32 supports connecting two 4K monitors. However, support for 4K output depends on the supported output resolution of the provider you choose.

**NOTE:** While video output can go to both monitors, audio output only routes to the monitor connected to HDMI 1 when you select **TV Speakers** as the output.

1. Connect one end of the HDMI cable to HDMI port 1 on the primary monitor.
2. Connect the other end of the HDMI cable to the HDMI 1 port on the system.
3. To connect a second monitor, connect an HDMI cable from the HDMI 2 port on the system to the HDMI 1 port on the secondary monitor.

# Connect the system to your network

To pair the system with a Poly TC10 or Poly TC8 device, connect the system to your network. To connect to Poly Lens, access the system web interface, or receive updates from the Poly update server, your system must have access to the internet.

**NOTE:** The Poly Studio X32 system powers using PoE++ (65W). The system doesn't ship with a power adapter. To power the system, use a PoE++ power adapter or Ethernet switch rated for 65W.

After initial setup, you can configure you system to use Wi-Fi as a secondary or primary network. Using Wi-Fi as the primary network isn't supported in all provider modes. For more information, see the Poly Video Mode Administrator Guide or the Poly Partner Mode Administrator Guide.

- Choose one of the following:
  - Connect the Poly Studio X32 PoE++ (65W) power adapter to your network.
  - Connect the Poly Studio X32 PoE++ LAN port to a PoE++ (65W) port on your Ethernet switch.

  The system supports Cat5e and above cables up to 100 m (328 ft).

# Connecting a system controller

Connect a system controller to navigate the conferencing application user interface.

**NOTE:** Poly recommends using the out-of-box setup process on a Poly TC10 or Poly TC8 device to set up your system.

To connect a Poly TC10 or Poly TC8 touch controller to the system, use the out-of-box setup instructions on the touch controller. Alternatively, you can pair a touch controller to the system using the system web interface.

For instructions on connecting a Poly Bluetooth remote or touch monitor, see the Poly Video Mode Administrator Guide or the Poly Partner Mode Administrator Guide.

## Connecting Poly TC10 or Poly TC8 as a system controller

Connect one or more Poly TC10 or Poly TC8 controllers to your system, depending on the provider you choose.

**NOTE:** Poly recommends using the out-of-box setup process on a Poly TC10 or Poly TC8 device to set up your system.

When you first power on your Poly TC10 or Poly TC8 touch controller and your Poly Studio X system, you can use the touch controller to set up both devices. If necessary, reset your Poly TC10 or Poly TC8 device to revert it to the out-of-box state.

To pair a Poly TC10 or Poly TC8 controller to the system without using the out-of-box process, refer to the Poly TC10 Administrator Guide.

## Connecting a Poly Bluetooth remote control to the system

Use a Poly Bluetooth remote control to navigate the Poly VideoOS or Poly Device Mode user interface.

In provider modes other than Poly Video mode or Device Mode, the remote control offers limited functionality and isn't supported.

For information on connecting a remote to your system, review the Poly Video Mode Administrator Guide.

# Powering the system on and off

The system powers on when you plug it in to a power source.

**NOTE:** The Poly Studio X32 system powers using PoE++ (65W). To power the system, use a PoE++ power injector or Ethernet switch rated for 65W.

Poly recommends the following when powering off or restarting your system:

- Don’t restart or power off the system during maintenance activities (for example, while a software update is in progress).

# 4 System setup

After connecting the peripherals and configuring power, set up your system.

Set up the system using one of the following methods:

- Use the out-of-box setup on a Poly TC10 or Poly TC8 touch controller.

  The Poly TC10 or Poly TC8 device must run TCOS 6.0 or later and be connected to the same subnet as the Poly Studio X32 system.

- Access the system web interface.
- Onboard the system to Poly Lens Cloud.

## Set up your system using a Poly touch controller

Power on the system and complete the out-of-box setup on a connected Poly TC10 or Poly TC8 touch controller.

Make sure that both the touch controller and your system are in an out-of-box state. If necessary, factory reset your Poly TC10 or Poly TC8 device to return it to an out-of-box state.

The following instructions use a Poly TC10 device to set up the system. You can use either a Poly TC10 or Poly TC8 device to set up your system.

**IMPORTANT:** Poly strongly recommends that you update your system to the latest supported Poly VideoOS version for your system. Updating your system ensures that you have access to the latest system features and functionality.

1. Connect the Poly TC10 device to a PoE-enabled Ethernet port on the same subnet as the system.

   The Poly TC10 device powers on and displays the out-of-box screen.

2. Power on the system using a PoE++ (65W) power adapter
3. Connect the Poly Studio X32 PoE++ (65W) power adapter to the same subnet as the Poly TC10 device.
4. On the Poly TC10 device, select **Get Started**.
5. Review the network and regional details, and then select the right arrow.

6. Select **Room Controller** and select the right arrow.

   The Poly TC10 device searches for the system in the out-of-box state and displays the results.

7. Do one of the following:

   - Use the system IP address to select your system from the results, and then select the right arrow.
   - Select **Manually Connect to a Room** and enter the system IP address.

8. If the room requires further authentication, the system display shows a collection of shapes. Select the sequence of shapes on the Poly TC10 device that matches the sequence of shapes on the system display and select **Confirm**.

9. Depending on the system configuration, the Poly TC10 device displays some of the following screens:

   - Poly Lens registration
   - Provider selection
   - Option to update software if a software update is available

   The Poly TC10 device and the system both restart into the chosen partner application.

# Complete setup with the system web interface

To finish setting up your system, manually configure the system's local administrator password, country, and timezone.

After completing setup in the system web interface, you can pair a Poly TC10 or Poly TC8 touch controller.

1. Power on the system and follow the onscreen instructions.
2. Log in to the system web interface.
3. Go to **Security** > **Local Accounts** to change the local administrator password from the default value (the last six characters of your system's serial number).
4. Go to **General Settings** > **My Information** > **Location** to specify the country where your system is located.

   Your system typically defaults to the correct power-line frequency based on the video standard used in the country where it's located. To avoid power frequency issues with your system, choose a location.

5. Go to **General Settings** > **Date and Time** to set the timezone for your system.
6. Connect your TC10 or TC8 device to a PoE powered Ethernet port connected to the same subnet as your system.
7. In the system web interface, go to **General Settings** > **Device Management**.
8. Under **Available Devices**, find the device by its MAC address (such as **00e0db4cf0be**) and select **Pair**.

   The device displays under **Connected Devices** with a **Connected** status.

Initial system setup is complete. You can start using the system.

# Configuring your system

After you complete setup, configure your Poly Studio X32 system's camera, audio, network, and security settings using multiple options.

To configure the system, use one of the following methods:

- System web interface
- Poly Lens Cloud

For advanced configuration information, including network setup and security settings, review the Poly Video Mode Administrator Guide and the Poly Partner Mode Administrator Guide.

## Access the system web interface

Access the system web interface to perform administrative tasks.

**IMPORTANT:** If not prompted to do so during setup, Poly recommends changing the administrator password in the system web interface.

The system web interface enables you to do the following actions:

- Finish setting up your system.
- Remotely configure and manage your system. Unlike the local interface, you can configure every setting through the system web interface. Local interface is intended only for the initial setup.
- Control certain user functions of the system, such as placing calls and ending content sessions.
- Manage contacts.

1. Open a web browser and enter the system's IP address.

   When setting up your system, the onscreen instructions display the IP address to use.

2. Enter the user name (the default is `admin`).
3. Enter the password (the default is the last six characters of your system's serial number).

**NOTE:** The user name and password are case sensitive.

## Registering the system with Poly Lens

Poly Lens provides cloud-based management and insights for your system.

Register your system with Poly Lens during system setup or on the Poly Lens registration page. For more information on onboarding your system to Poly Lens, visit Poly Lens Help.

# 5 Using the system

After connecting peripherals and powering on your system, begin using your Poly Studio X32 system with the conferencing provider you selected.

For instructions on using Poly Video mode, refer to the Poly Video Mode User Guide.

For instructions on using partner applications such as Microsoft Teams Rooms or Zoom Rooms visit the partner application website.

## LED status indicators for Poly Studio X32 systems

Use the LED on the front of the system to help you understand the system's behaviors.

**Table 5-1 Poly Studio X32 indicators and status**

| Indicator | Status |
|---|---|
| Solid white | Device is idle and standing by |
| Pulsing white | Start initiation in progress |
| Pulsing amber | Firmware update or factory restore in progress |
| Blinking blue and white | Bluetooth pairing |
| Solid blue | Bluetooth paired |
| Solid green | Active call in progress |
| Solid red | Audio muted |

## Navigating the Poly Studio X32 system interface

After setting up your system, navigate the system using different controller options. The conferencing provider that you choose determines the options for navigating the system.

In Poly Video mode and Poly Device Mode:

- Poly TC10 or Poly TC8 touch controller
- Poly Bluetooth remote control
- Touch monitor

In partner provider modes:

- Poly TC10 or Poly TC8 touch controller
- Touch monitor (not supported in all provider modes)

# Using Device Mode

Connect your computer to the Poly Studio X32 system's USB Type-C and HDMI input ports to use the system camera, speakers, microphone, and displays from your computer.

For more information on using Device Mode, refer to the Poly Video Mode Administrator Guide and the Poly Partner Mode Administrator Guide.

# 6 System Maintenance

You can perform several functions to keep your Poly Studio X32 system running properly.

## Locate the system IP address using the system monitor and a USB mouse

If you don't have a touch monitor, remote control, Poly TC8 or Poly TC10 touch controller paired to your system, you can use a USB mouse to identify the system IP address.

1. Connect a USB mouse to an available USB-A port on the back of the system.

   A cursor appears.

2. Move the mouse to the right side of the screen.
3. Press the left mouse button and swipe left to reveal the Poly menu.

   The IP address displays at the top of the menu.

## Locate the system IP address using a paired Poly touch controller

You can view the system IP address on a paired Poly TC10 or Poly TC8 touch controller.

1. On the Poly TC10 or Poly TC8 user interface, swipe left from the right side of the screen.
2. Select **Settings**.

   System information, including the system IP address, displays.

## Factory restore the system

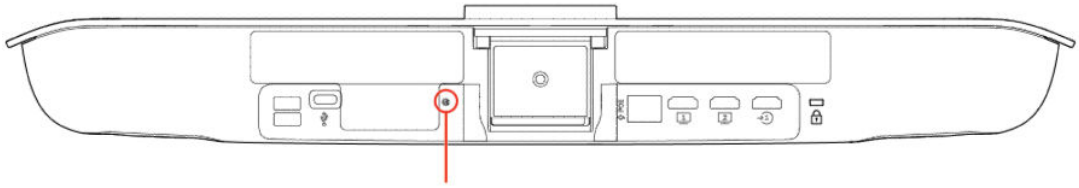
Factory restore your system to completely erases the system’s flash memory and restore it to the software version stored on the factory restore partition..

The system doesn’t save the following data with a factory restore:

- Current software version
- Logs
- User-installed PKI certificates

- Local directory entries
- Call detail record (CDR)

1. Disconnect the power supply to turn off the system.
2. On the bottom of the Poly Studio X32 system, insert a straightened paper clip through the factory restore pinhole.



3. While continuing to hold the restore button, reconnect the power supply to turn the system on.
4. When the system LED indicator light turns amber, stop pressing the restore button.

NOTE: You can only view the restore progress on a display connected to the secondary monitor HDMI output port.

# Reset System Settings

You can reset your Poly Studio X32 system to its default configuration settings.

You may need to perform a system reset for a variety of reasons, for example, when moving a device to a new location.

Resetting your system deletes all but the following data:

- Current software version
- User-installed PKI certificates
- Local directory entries
- Logs
- Call detail record (CDR)

You also can choose not to retain some of this data after the system resets.

NOTE: A system reset restores your system to its original mode of operation. For example, Poly Video Mode or Poly Partner Mode.

1. In the system web interface, go to **Diagnostics > System Reset**.
2. Select **Reset All System Configurations**.
3. **Optional:** Clear any of the following check boxes for data you want to delete as part of the reset:
   - **Keep installed certificates.**
   - **Keep the directory entries.**

- **Keep the system logs.**
- **Keep the system call detail reports.**

4. Select **Reset**.

## Restart the System

If you encounter issues, try restarting your system.

1. In the system web interface, go to **Diagnostics** > **System Reset**.
2. Select **Restart**.

# Updating the system software

You have multiple options for updating the system software.

**NOTE:** Software updates through the Poly update server are only available to supported systems.

For information on hardware that supports each Poly VideoOS version and the included peripheral software versions, review the *Poly VideoOS Release Notes* on the Poly Documentation Library.

## Automatically Update Software

Automatically update the software for your system and some of its paired devices.

**NOTE:** If your system is onboarded through Poly Lens Room, the system will automatically update overnight when new software is available. On Microsoft Teams Rooms on Windows and Zoom Rooms on Windows systems, it's recommended to allow the system to update automatically as part of overall conferencing PC scheduled updates.

If your system is onboarded to Poly Lens Cloud, you can configure updates in Poly Lens.

1. In the system web interface, go to **General Settings** > **Device Management**.
2. Select **Enable Automatic Updates**.

   Unless you specify a maintenance window, your system tries to update 1 minute after you enable this setting. If an update isn't available at the time, the system tries again every 4 hours.
3. **Optional:** Select **Only Check for Updates During Maintenance Hours** to specify a range of time to automatically update the software.
4. **Optional:** Choose times for **Maintenance Hours Begin** and **Maintenance Hours End**.

   The system calculates a random time within the defined maintenance window to check for updates.

**NOTE:** If these settings are provisioned, the provisioning profile defines the polling interval. The default interval is 1 hour.

## Manually Update Software

Manually update the software for your system and some of its paired devices.

1. In the system web interface, go to **General Settings** > **Device Management**.
2. Select **Check for Updates**.
3. If the system finds updates, select **Update All**.

## Update your system using a USB flash drive

Update the software for your system and some of its paired devices using a USB flash drive.

1. Log in to http://lens.poly.com and go to **Manage** > **Software Versions**.

   If you don't have a Lens Cloud account, you can sign up for an account.
2. In the **Search Device Model / Lens App** drop down, type in the name of the device or search.

3. Select your device from the list.

   The latest software version displays.

4. Select the software version you want to download and then select **Download**.

5. Extract the files to a folder on your computer and move the content to the root directory of a FAT32 formatted USB flash drive.

   The root directory of your USB flash drive should contain the file titled "softwareupdate.cfg" along with the individual folders for each product. The extracted files provide the required structure for the system to recognize the update package.

6. Connect the USB flash drive to a USB port on the back of the system.

   When the system detects the USB flash drive, a prompt displays on the monitor to confirm that you want to update the software. If there's no input to the system, it automatically starts the update after a short delay.

# 7 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.

## HP Inc. addresses

Contact HP at the following office locations.

**HP US**
HP Inc.
1501 Page Mill Road
Palo Alto, CA 94304
United States
Phone:+ 1 650-857-1501

**HP Germany**
HP Deutschland GmbH
HP HQ-TRE
71025 Boeblingen, Germany

**HP Spain**
HP Printing and Computing Solutions, S.L.U.
Cami de Can Graells 1-21 (Bldg BCN01)
Sant Cugat del Valles
Spain, 08174
902 02 70 20

**HP UK**
HP Inc UK Ltd
Regulatory Enquiries, Earley West
300 Thames Valley Park Drive
Reading, RG6 1PT
United Kingdom

# Document information

Review the following document information.

**Model ID**: Poly Studio X32 (Model: PATX-STX-32R / PATX-STX-32N)

**Document part number**: P43443-001A

**Last update**: February 2025

Email us at documentation.feedback@hp.com with queries or suggestions related to this document.