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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Contents

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 with 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:

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

Complete Initial Setup on macOS

When you power on your device for the first time, you may need to 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 in a single monitor configuration, 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.

f the driver firmware in your Studio P21 device doesn't match what is on your computer, you may see a black screen with an hourglass while your device updates to the latest driver firmware. If you update your macOS, you must restart the DisplayLink Manager app.

Procedure

1. In a web browser, go to the DisplayLink Downloads page.
2. Select **macOS**.
3. Go to the DisplayLink Manager 1.3 release, and then select **Download**.

   Your Studio P21 supports macOS version 10.14.6 or later.
4. Review the Terms and Conditions, and then select **Accept**.
5. Select the downloaded file to start the installation process.
6. Go into **Applications**, and then start **DisplayLink Manager**.
7. Select **DisplayLink Manager** from your menu bar.
8. Allow **Screen Recording**.
9. Select the **Automatic startup** check box.

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

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

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

Related Links

Device Displaying a Black Screen after DisplayLink Firmware Update on page 16

Screen Stays Blank After Connecting USB Cord on page 16

Complete Initial System Setup on Windows

When you power on your device for the first time, you may need to 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 in a single monitor configuration, 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.

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

Procedure

1. In a web browser, go to the DisplayLink Downloads page.
2. Select **Windows**.
3. Select **Legacy Drivers**.
4. Go to the 10.1 release, and then select **Download**.
5. Review the Terms and Conditions, and then select **Accept**.
6. Select the downloaded file to start the installation process.
7. Follow the installation instructions.

Related Links

Device Displaying a Black Screen after DisplayLink Firmware Update on page 16

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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
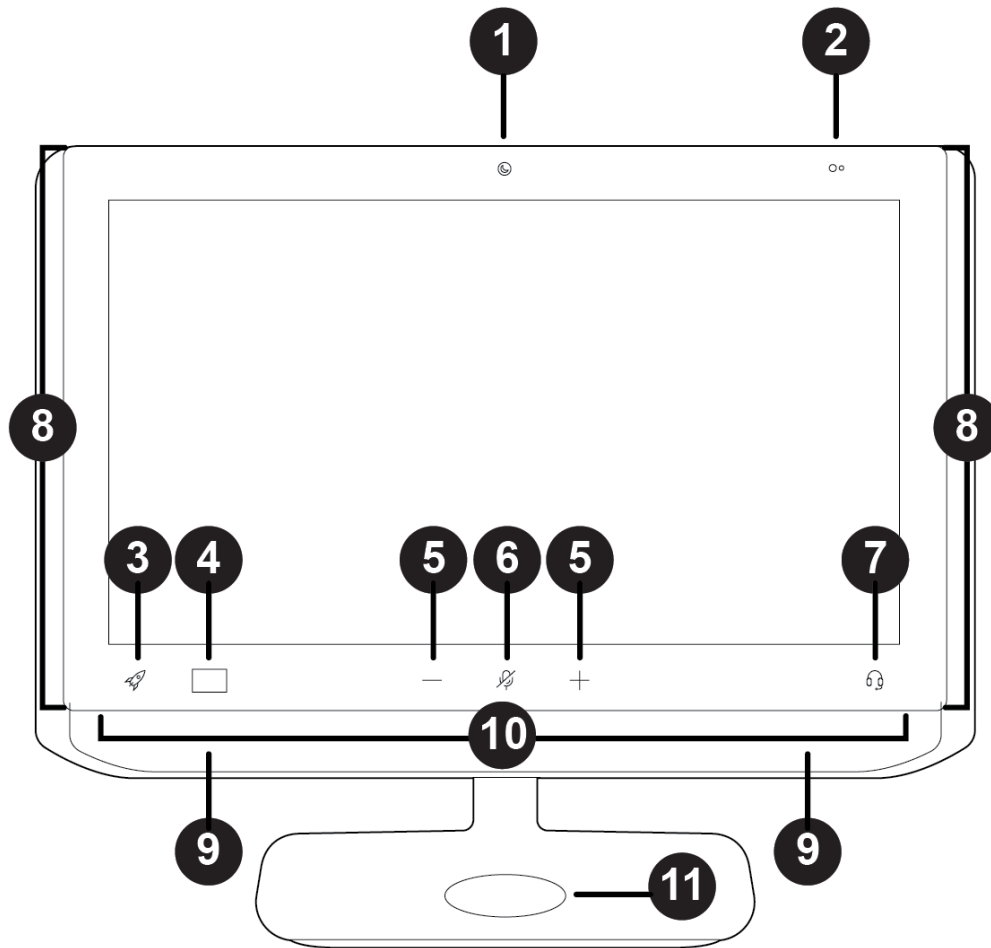
Poly Studio P21 Feature Descriptions

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	Play or pause media.
4	Partner button	Shows the default partner conferencing application. If there's no default application, the button is blank.
5	Volume buttons	Adjusts the volume of the built-in speakers or attached headset

Ref. Number	Feature	Feature Description
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 display 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
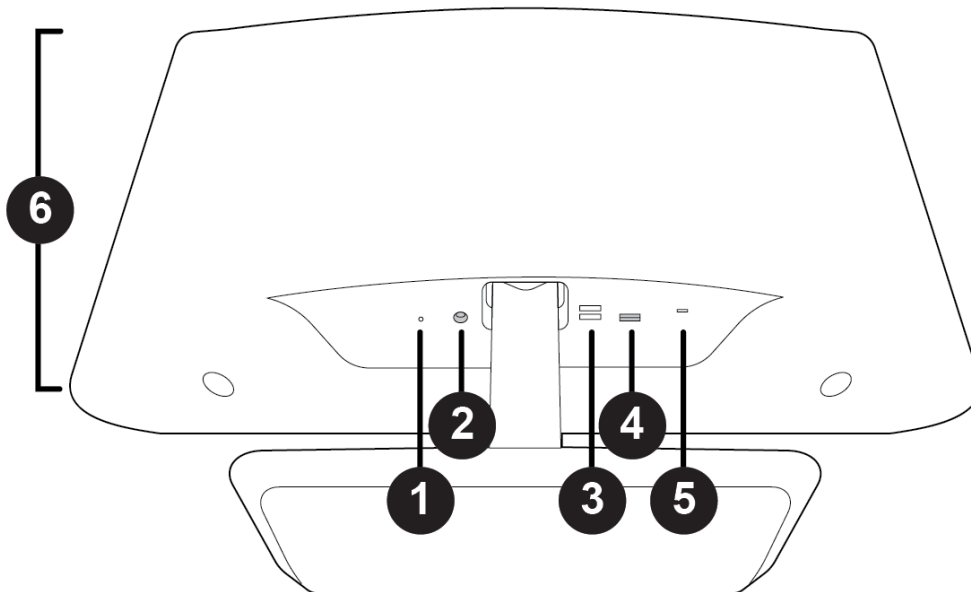
Poly Studio P21 Port Descriptions

Ref. Number	Description
1	3.5 mm headset port
2	Power cord port

Ref. Number	Description
3	USB-A ports
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

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.
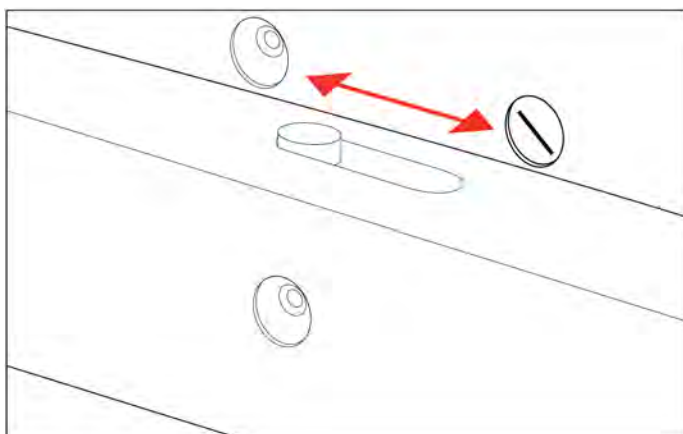
Computer and Cable Requirements

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:

- Windows 10 version 1803 or later
- macOS version 10.14.6 or later

Note the following limitations with USB connections:

- The cable that came with your device is directional. The side with the USB-C to USB-A adapter must connect to your computer.
- Using a third-party USB-C to USB-C cable could affect device performance or may not work at all.
- Using a third-party USB-C to USB-A adapter may affect video quality.
- Connecting your webcam to a USB 2.1 or 2.0 port may prevent you from receiving full 1080p video from your device.

LED Status Indicators

The device provides an LED below the monitor to help you understand the device's behaviors. The following table lists each LED and its associated status.

Basic Poly Studio P21 LED Indicators Status

Indicator	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.

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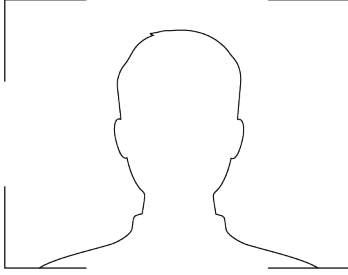
- Avoid wearing bright colors, all-light or all-dark clothing, or very busy patterns like small checks or narrow stripes. Light pastels and muted colors look the best on the screen.
- Preview your video stream before you join a meeting to make sure that you don't have shadows on your face and that your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

Advanced Tips for Great Video Conferences

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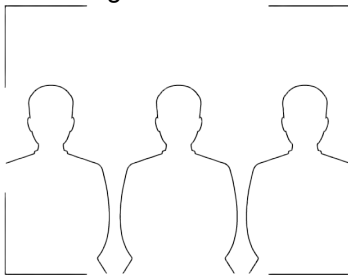
- Keep the view focused on people and not the background or room furnishings.
- In an office, position the camera to an appropriate angle and consider disabling the tracking feature to avoid capturing potential distractions in your video (for example, other people, pets, or TVs).

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.

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 Studio P21 Features](#)
- [Download and Install the Poly Lens Desktop App](#)
- [Set Poly Studio P21 Personal Meeting Display as the Default Audio and Video Device](#)
- [Adjust Speaker 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](#)

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 Studio P21 Features

Several features are enabled by default on your device. You can change or disable some of these features using 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 that come on when you enter a call
- Wireless charging

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.

Set Poly Studio P21 Personal Meeting Display as the Default Audio and Video Device

When you use the 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.

Adjust Speaker Volume

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

Using the built-in buttons changes the volume for the current audio output device (built-in speakers or 3.5 mm headset).

Procedure

» On your personal meeting display, press **+** or **-** to raise and lower the volume.

Mute or Unmute Microphone

To prevent distractions for the speaker and meeting participants, you can mute your microphones, and unmute when you're ready to speak.

Procedure

» Press **Mute** 🎤 to mute and unmute your microphone.

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

Change Your Audio Device with the Headset Button

Use your personal meeting display's 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 display 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 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

You can charge devices wirelessly, using the stand of your personal meeting display.

You must have a wireless charging capable device. You must have your computer connected for the wireless charger to work.

Note the following when using your wireless charger:

▪ Having paper or other items between the base and your phone can reduce your device's ability to charge your device.

▪ Cases made of metal and attachments such as magnets, cards, and grips can interfere with charging.

Procedure

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

Your Studio P21 LEDs light blue for a short time when your device starts charging.

Turn LED Status Indicators On or Off

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

Procedure

» Press and hold **+** and **-** simultaneously for one second.

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 powers off and 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.

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*.

Troubleshooting

Topics:

- [Device Displaying a Black Screen after DisplayLink Firmware Update](#)
- [Microphone Mute Isn't Synced with Microsoft Teams](#)
- [Screen Stays Blank After Connecting USB Cord](#)

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 Setup on macOS](#) on page 3
[Complete Initial System Setup on Windows](#) on page 4

Microphone Mute Isn't Synced with Microsoft Teams

When using a Mac and running multiple conferencing applications, muting the microphone using Microsoft Teams or the device's microphone mute button, the mute status becomes desynced between the device and the Teams app.

When running multiple conferencing applications on your computer (like Zoom and Skype for Business), they can interfere with the Teams microphone mute behavior on your device.

Procedure

- » Close all other conferencing applications on your computer before placing your Teams call.

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 Setup on macOS on page 3
Complete Initial System Setup on Windows on page 4
Poly Studio P21 Hardware Overview on page 4