



Poly Studio V72 User Guide

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Poly Studio V72 User Guide

This guide provides administrators with information about configuring, maintaining, and troubleshooting the featured product.

- [Legal information](#)

- [Getting Started](#)

The Poly Studio V72 systems provide a premium USB video bar with advanced features for the most immersive hybrid meetings in medium rooms.

- [Troubleshooting](#)

Use the following topics to troubleshoot your system.

- [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.

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Getting Started

The Poly Studio V72 systems provide a premium USB video bar with advanced features for the most immersive hybrid meetings in medium rooms.

- [Poly Studio V72 Features and Capabilities](#)
- [Poly Studio V52Hardware](#)
- [Setting up the Studio V72](#)

The Studio V72 includes a 1.83m (6ft) HDMI cable, a 4.57m (15ft) LAN cable, and a USB-C cable to connect your computer to the Studio V72.
- [Navigating the System](#)

You can navigate the system using the system web interface.
- [Change Administrator Credentials](#)

You can change the administrator username and password to access the system web interface and administrator sections of the local interface.
- [Locate the System Serial Number](#)

Use the system serial number to help technical support troubleshoot issues with your system.
- [Locate the Serial Number On Your Poly Studio V72](#)

Where to find the serial number on the Poly Studio V72 device.

Poly Studio V72 Features and Capabilities

- [Object Missing](#)

Poly Studio V72 Features and Capabilities

Studio V72 systems support the following features:

- All-in-one collaboration system for medium-to-large rooms
- No need for a separate PC, laptop, or codec to run video-conferencing software
- Placing and joining video calls
- Sharing wireless and wired content
- Dual built-in 4K cameras
- Camera tracking technology that automatically frames the group of people in the room
- Hi-fidelity, built-in stereo microphones that pick up sound within 7.62 m (25 ft) and use spatial audio for life-like presence and clarity
- Poly NoiseBlockAI, which eliminates background and extraneous sound during calls in common working environments

- HDMI: Single input and dual output
- Using a wired or wireless USB mouse as an input device

Poly Studio V72 Mounting Orientation

You can mount the Studio V72 above or below a display. The Studio V72 doesn't support inverted mounting. For information on mounting the Studio V72, see the Studio V72 setup sheet.

Poly Studio V72 Hardware

- [Poly Studio V72 System Hardware Ports](#)

The following illustration and table explain the hardware ports on your Poly Studio V72 system.

- [Poly Studio V72 Privacy Shutter Behavior](#)

The privacy shutter automatically opens and closes depending on the state of the connected video system.

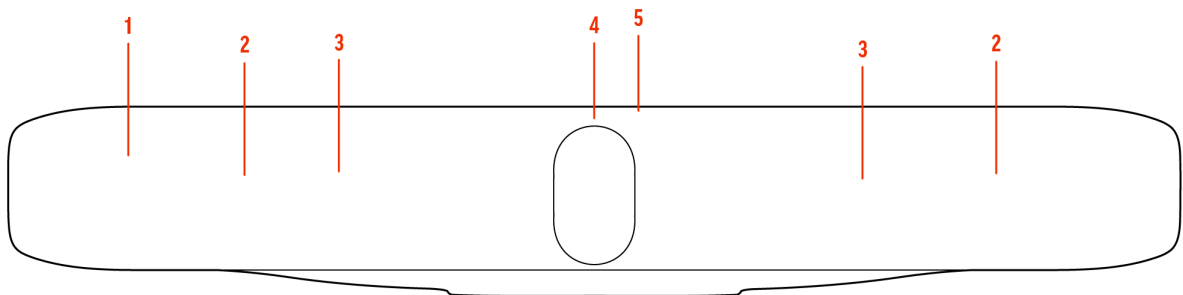


Table 1.

Ref. Number	Feature	Description
1	Screen	Protective screen that covers the front of the system
2	Microphone array	Microphone array that captures audio

Ref. Number	Feature	Description
3	Speakers	Stereo audio output
4	Dual cameras	Camera array with a privacy shutter that automatically opens or closes, depending on the camera state
5	LED indicators	Indicates the system status and information on the tracked speaker

Poly Studio V72 System Hardware Ports

The following illustration and table explain the hardware ports on your Poly Studio V72 system.

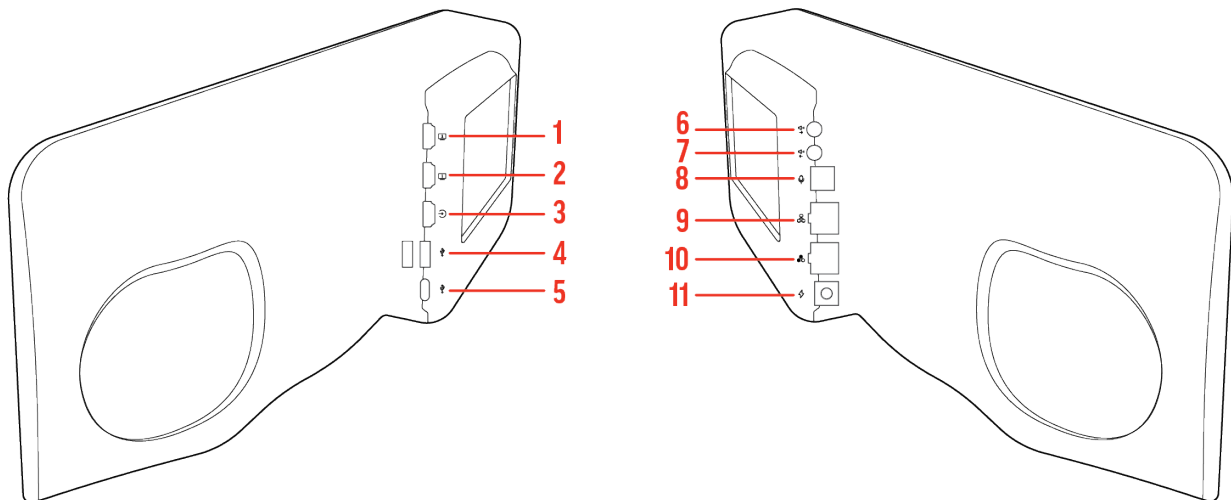


Table 1. Poly Studio V72 System Hardware Port Descriptions

Ref. Number	Port Description
1	HDMI output (For provisioning only. Does not support video output from a connected computer.)
2	HDMI output (For provisioning only. Does not support video output from a connected computer.)

Ref. Number	Port Description
3	Not supported.
4	USB-A ports
5	USB-C port
6	3.5 mm audio line in
7	3.5 mm audio line out
8	Expansion microphone connection
9	LAN connection for the system
10	Link-local network (LLN) connections for IP-based peripheral devices <hr/> Note This port is disabled and is reserved for future use. <hr/>
11	Power cord port

Poly Studio V72 Privacy Shutter Behavior

The privacy shutter automatically opens and closes depending on the state of the connected video system.

Poly Studio V72 Privacy Shutter Behavior

Note Shutter behavior may vary depending on the partner application.

System Event	Shutter Behavior
The system powers on	Shutters open
The system powers off	Shutters close <hr/> Note If you remove power immediately, the shutters don't close. <hr/>
The system enters sleep mode or digital signage starts and the Camera Sleep Setting is set to Save Energy	Shutters close
The system enters sleep mode or digital signage starts and Camera Sleep Setting is set to Fast Wake	Shutters remain open <hr/> Note When Fast Wake is set, the shutters never close. <hr/>
You wake the system	Shutters open
You wake the system and the Studio V72 built-in camera isn't the primary camera	Shutters remain closed
You select the Studio V72 built-in camera as the primary camera	Shutters open
The system receives an incoming call	If the shutters are closed, they remain closed until the call is answered
The system is sending video	Shutters are open
The system is in an active call and the video is muted	Shutters are open

Setting up the Studio V72

The Studio V72 includes a 1.83m (6ft) HDMI cable, a 4.57m (15ft) LAN cable, and a USB-C cable to connect your computer to the Studio V72.

Connect all cables before powering on the system.

You can use your Studio V72 as an external video device on your computer or connect it to a conferencing system that supports USB cameras.

- [Setting Up the System](#)

See the setup sheets applicable to your system and its peripheral devices, including cameras, monitors, microphones, and controllers.

- [Powering the System On and Off](#)

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

Setting Up the System

See the setup sheets applicable to your system and its peripheral devices, including cameras, monitors, microphones, and controllers.

- [Set Up Your Studio V72](#)

You can connect your Studio V72 to your computer only using the supplied USB cable. You can also connect Studio V72 to your network and to an external monitor.

Set Up Your Studio V72

You can connect your Studio V72 to your computer only using the supplied USB cable. You can also connect Studio V72 to your network and to an external monitor.

Note	Before powering on your system, connect the system to your network and connect an optional monitor.
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Procedure

- 1 Connect the supplied USB cable from the USB-C port on the Studio V72 to your computer.
- 2 Optional: To view your system IP address, connect a monitor to an HDMI output port of your Poly Studio V72 using the supplied HDMI cable.
- 3 Optional: Connect the system Ethernet port to your network using the supplied Ethernet cable.
- 4 Plug the system in to a power source using the supplied power supply cable.

The system powers on when you plug it in to a power source. If you have a monitor connected to the system, the system IP address displays on the monitor.

Powering the System On and Off

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

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).
- If a system restart is necessary, use the system web interface, RestAPI, Telnet, or SSH. If possible, avoid using the power cable to restart the system.

Navigating the System

You can navigate the system using the system web interface.

Access the System Web Interface

Access the system web interface to perform administrative tasks.

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.

Procedure

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

To view the system IP address, connect a monitor to an HDMI output port of your system. The system IP address displays on the monitor.

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

The password is case sensitive.

Locate the system IP address using a monitor

Connect your Poly Studio V72 to a monitor and the IP address for Ethernet displays by default.

Procedure

- Connect a monitor to an HDMI output port of your Poly Studio V72 using the supplied HDMI cable.
The Poly Studio V72 IP address for the Ethernet displays on the monitor.

Change Administrator Credentials

- [LED Status Indicators for the Studio V72 System](#)

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

You can change the administrator username and password to access the system web interface and administrator sections of the local interface.

The default username is `admin` and the default password is the last six characters of the system's serial number.

Procedure

- 1 In the system web interface, go to **Security > Local Accounts**.
- 2 Enter the new administrator username in the **Admin ID** field.
- 3 Select **Change Password**.
- 4 Enter the current password and then the new password.

Entering an incorrect current password too many times causes the system to automatically log out and close the session.

- 5 Select **Save**.

LED Status Indicators for the Studio V72 System

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

Table 1. Basic Studio V72 LED Indicators and Status

Indicator	Status
Off	System powered off
Solid white	System is idle and standing by
Pulsing white	Boot initiation in progress
Pulsing amber	Firmware update or factor restore in progress
Blinking blue and white	Bluetooth pairing with a remote control
Solid blue for 3 seconds	Bluetooth paired with a remote control

Indicator	Status
Solid green	Camera or microphone in use
Solid red	Audio is muted

Locate the System Serial Number

Use the system serial number to help technical support troubleshoot issues with your system.

The last 6-digits of the system serial number is the default system password.

Procedure

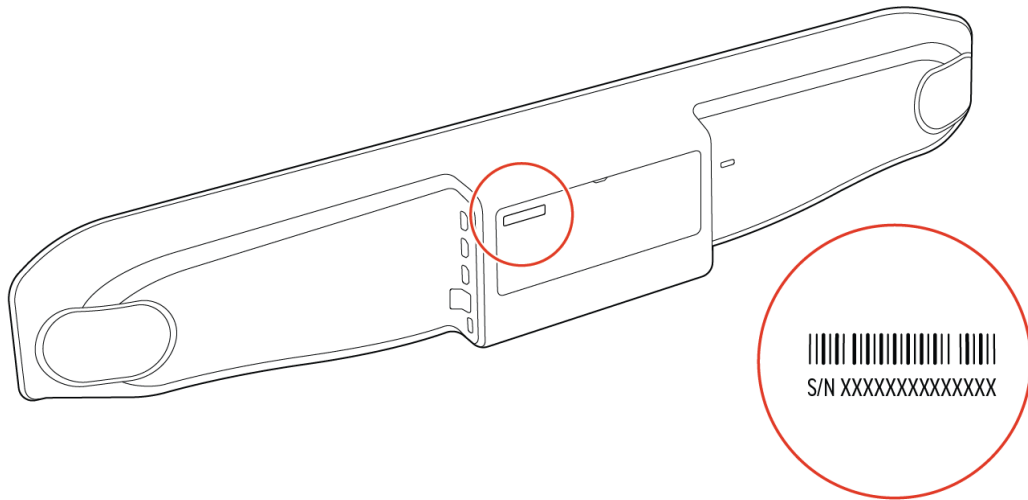
- On a Poly Studio X system, do one of the following:
 - In the system web interface, go to **Dashboard > System Detail**.
 - On a paired TC8 or TC10 device, go to **Menu > Settings > Connected Room System**.
 - Locate the printed serial number on the bottom or rear of your system.
 - In Poly Lens, go to **Details > Device Information**.

Locate the Serial Number On Your Poly Studio V72

Where to find the serial number on the Poly Studio V72 device.

Procedure

- 1 Find the serial number tag as shown in the illustration:



- 2 Write down the entire serial number (typically 14 characters), not the shorter number on the label.

Troubleshooting

Use the following topics to troubleshoot your system.

- [Poly Studio V72 Doesn't Receive an IP Address When Connected to a Netgear Smart Switch 1G Port](#)
In some cases, connecting a Poly Studio V72 to a Netgear Smart Switch 1G port may result in no IP address received by the system.

Poly Studio V72 Doesn't Receive an IP Address When Connected to a Netgear Smart Switch 1G Port

In some cases, connecting a Poly Studio V72 to a Netgear Smart Switch 1G port may result in no IP address received by the system.

If Power Back Off (PBO) is enabled on a Netgear 1G Smart Switch port, the Poly Studio V72 will fail to connect to the network. The PBO feature isn't supported on 1G ports and if enabled can cause this issue.

Connect the Poly Studio V72 to a 2.5G port on the switch.

Once the system receives an IP address, setup continue. You don't need to manually restart the system.

Getting help

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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](#)
- [Document information](#)

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