



# Poly Studio V12 User Guide

## **SUMMARY**

This guide provides end-users with task-based user information for the featured product.

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# 1 About this guide

This guide describes how to use the Poly Studio V12 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 V12 system.

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## 2 Getting started

Poly Studio V12 is a premium USB video bar with advanced features for immersive hybrid meetings in huddle and small meeting rooms.

### Poly Studio V12 features and capabilities

Poly Studio V12 video bars support the following features.

- 4K, 20 megapixels, 120° camera (Disclaimer: Higher resolution levels may not be supported by all operating systems or computers. To ensure optimal performance and minimize video latency, users are advised to set the video resolution to 1080p or lower.)
- Poly DirectorAI smart camera framing technology  
Camera tracking options include people framing, speaker tracking, and group framing
- Built-in microphones that pick up sound within 4.57 m (15 ft)
- Poly NoiseBlockAI, which eliminates background and extraneous sound in common working environments
- Dual speakers during video calls. Stereo speakers when used as a PC accessory speaker.
- Simple to set up, manage, and use with Poly Lens

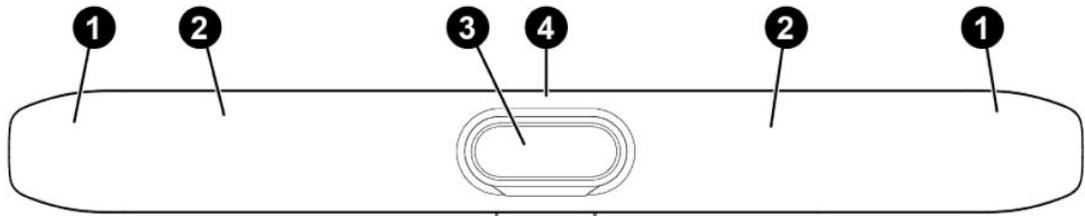
#### Poly Studio V12 mounting orientation

You can mount a Poly Studio V12 video bar above or below a display. Poly Studio V12 supports inverted video for below monitor mounting using the VESA or wall mount accessory (sold separately).

For information on mounting Poly Studio V12, refer to the Poly Studio V12 Quick Start Guide.

### Poly Studio V12 hardware

The following figure displays the hardware features on the Poly Studio V12 system. The table lists each feature numbered in the figure.

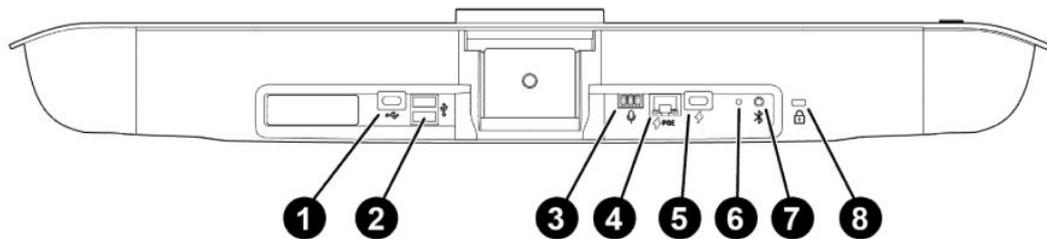


**Table 2-1** Poly Studio V12 feature descriptions

Ref. number	Feature	Feature description
1	Speakers	Stereo audio output
2	Microphone array	Microphone array that captures audio
3	Camera	Camera with a removable privacy cover.
4	LED indicators	Indicates the system status

## Poly Studio V12 system ports

The following illustration and table explain the ports on your Poly Studio V12 system.

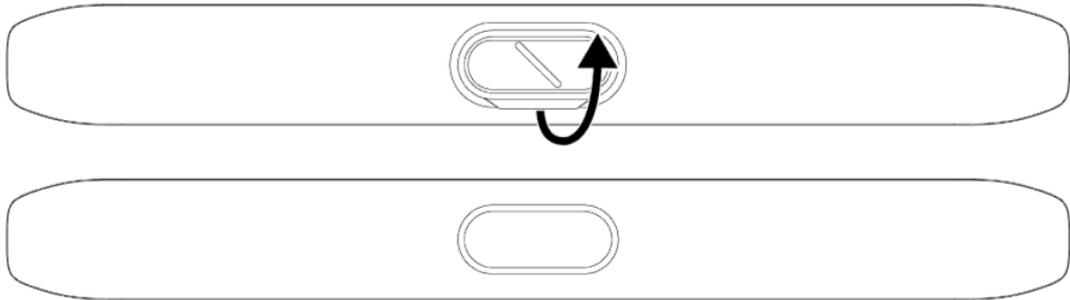


**Table 2-2** Poly Studio V12 system port descriptions

Ref. number	Port description
1	USB Type-C port for connecting the device to a computer
2	USB Type-A ports for connecting peripherals (disabled by default; use Poly Lens to enable the USB Type-A ports)
3	Mini Phoenix audio connector (for future use; not currently supported)
4	PoE Ethernet port for power and network connectivity Use an HP PoE++ power kit (B5NH6AA) or 802.3bt class 6 PoE injector (65 W)
5	USB Type-C power connector Use the Poly USB-C power adapter (B92SVAA)
6	Pinhole reset
7	Remote control pairing button <b>NOTE:</b> The Poly Studio V12 non-radio version doesn't support the Bluetooth feature.
8	Security lock

## Poly Studio V12 privacy cover

Poly Studio V12 includes a physical cover that you can place over the camera lens to protect your privacy.



## Locating the system serial number

Use the system serial number to sign in to your system for the first time or if you need to call support.

To set up your system, locate the system serial number in one of the following locations:

- On the back of the system
- On the system packaging

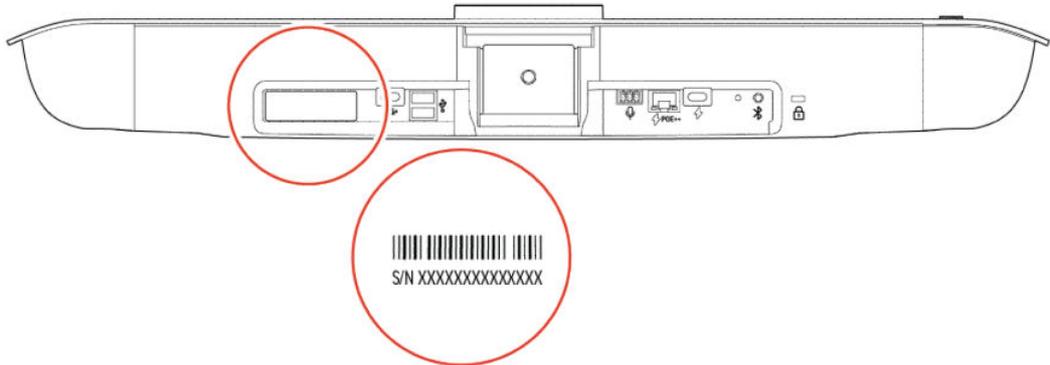
After your setup the system, locate the serial number in one of the following locations:

- In Poly Lens Desktop under **Support > Device Info & Logs**.
- In Poly Lens after you onboard the system to Lens.

## Locate the serial number label on your Poly Studio V12 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 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.

**Table 2-3** Accessibility features for users who are blind, have low vision, or have limited vision

Accessibility feature	Description
Status indicator lights	The system LEDs to indicate some statuses, including if your microphones are muted.

## 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.

**Table 2-4** Accessibility features for users who are deaf or hard of hearing

Accessibility feature	Description
Status indicator lights	The system 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.

## Users with limited mobility

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

**Table 2-5** Accessibility features for users with limited mobility

Accessibility feature	Description
Remote control	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.

---

## 3 Setting up Poly Studio V12

Use your Poly Studio V12 system as an external USB video bar on your computer or connect it to a conferencing PC that supports USB cameras.

Set up your system using Poly Lens software. Use the Poly Lens Desktop App or the Poly Lens Room App, depending on your deployment.

- **Poly Lens Room App:** Use this option if you're connecting Poly Studio V12 to a Windows-based Microsoft Teams Rooms or Zoom Rooms conferencing PC. For more information, review the [Poly Lens Room User Guide](#).
- **Poly Lens Desktop App:** Use this option if you're connecting Poly Studio V12 directly to your Windows computer.

### In the box

The Poly Studio V12 video bar box includes the necessary hardware to mount and cable your system.

The Poly Studio V12 video bar packaging includes the following:

- LAN cable 2 m (6.6 ft)
- USB Type-C cable 1.83 m (6 ft)
- Display clamp
- Lens privacy cover

### Mounting the Poly Studio V12 system

Poly Studio V12 ships with a top of monitor mount. Use the supplied display clamp or one of the available accessory kits to mount the system.

Optional mounting options include:

- VESA mount - Above or below the display
- Wall mount - Above or below the display
- Table stand

For more information on mounting your system, review the Poly Studio V12 Quick Start Guides on the [HP Support site](#).

# Powering your Poly Studio V12 device on and off

The Poly Studio V12 system doesn't have a power button. When you connect the device to power, the device turns on.

You can power your Poly Studio V12 in two ways:

- Use the optional Poly PoE++ 65 W 2.5G adapter (B5NH6AA) or a PoE++ Ethernet switch capable of providing 65 W.
- Use the optional Poly USB Type-C power adapter (B92SVAA).

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 restart is necessary, restart the device using Poly Lens.
- If possible, avoid removing and replacing power to restart the system.

# Set up Poly Studio V12 using Poly Lens

Connect your Poly Studio V12 system to a Windows computer with Poly Lens desktop application installed and complete the out of box setup procedure.

1. Connect the supplied USB cable from the USB Type-C port on the Poly Studio V12 system to your computer.
2. Power your Poly Studio V12 system, using one of the following options:
  - Use the optional Poly PoE++ 65 W 2.5G adapter (B5NH6AA) or a PoE++ Ethernet switch capable of providing 65 W.

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 **NOTE:** Poly Studio V12 requires 65 W to function properly. If you connect the camera to an underpowered PoE injector or Ethernet switch, the system LED blinks red.

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- Use the optional Poly USB Type-C power adapter (B92SVAA).

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 **NOTE:** If you connect the video bar to a Windows PC without Poly Lens or Poly Lens Room installed and an update is available through Windows Update, the Poly Studio V12 system updates automatically when powered on. During the system update, the LED pulses amber. Don't remove the USB cable between the camera and the computer during this process. Once the software updates, you can continue with system setup.

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3. **Optional:** To onboard your device to Lens using Ethernet, connect the Poly Studio V12 system to your network using an Ethernet cable.

Connecting the system to your network is optional and only required if you plan to onboard your system to Poly Lens Cloud.

# Initialize your device using the setup wizard

Use the setup wizard to set up your device for the first time or after a factory reset.

 **NOTE:** The setup wizard leads you through the minimum configuration steps for your device. You can configure additional settings after the initial setup.

---

1. Launch Poly Lens.
2. Connect your device to your computer.
3. After Poly Lens detects your device, select the device from the list in the left sidebar.
4. Enter the default password (the default password is the last 6 digits of the device serial number).
5. Do one of the following:
  - Select **Import Configuration** to import an existing configuration file to set up your device.
    - a. Enter the device name.
    - b. Select and import an existing configuration file.
  - Select **Begin Setup**.
    - a. On the *Get Started* page, specify the following information:
      - **Country**
      - **Device Name**
      - **Create New Device Password:** Enter a password that adheres to the onscreen requirements, or select **Use Weak Password** to enter a simple password.
    - b. Select **Next**.
    - c. On the *Network* page, do one of the following:
      - Select the **Wi-Fi** toggle and configure the Wi-Fi network. Select **Next**.
      - Next to Wired Network select **Configure**.
      - Select **Skip** to bypass network setup.

If you bypass network setup and have an active Ethernet connection, the system defaults to DHCP to obtain an IP address.
    - d. On the *Provisioning* page, do one of the following:
      - Enter the provisioning server information and select **Next**.
      - Select **Skip** to ignore the settings.

 **NOTE:** If you bypass the network setup page the setup wizard bypasses the provisioning screen. You can add provisioning information after setup.

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6. Select **Finish**.

After you choose **Next** or **Skip** for the provisioning settings, the *Complete* page displays with only a **Back** or **Finish** option. You must select **Finish** to apply the configuration.

# Set Poly Studio V12 as the default audio and video device for your application

If you use the Poly Studio V12 device with a supported application for video calls, set it as the default audio and video device for your application.

For a better experience, Poly recommends that you use your Poly device as both the audio and video device for your meetings. Mixed video and audio sources may impact the performance of certain features. Possible scenarios include:

- If you don't use the device's speaker, Audio Echo Cancellation (AEC) may not work and the camera may have issues tracking the speaker in the room.
- If you don't use the device's microphone, the LED indicator can't show the audio mute status of your meeting.

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

1. Go to your conferencing application's **Settings**.
2. Find **Audio Device** and **Video Device**.
3. Choose Poly Studio V12 as the device for each category, then select **Save**.

---

# 4 Using Poly Studio V12

Configure the audio and video settings of your Poly Studio V12 device, learn to use your Poly Bluetooth remote control, configure the admin settings, and connect to a Wi-Fi from Poly Lens.

## LED Status Indicators

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

**Table 4-1 Poly Studio V12 LED status indicators**

Color and pattern	Description
Solid white	One of the following: <ul style="list-style-type: none"><li>• Powered on and ready</li><li>• Out of a call and idle</li></ul>
Pulsing white	Initialization in progress
Pulsing amber	Firmware update in progress
Alternating blue and white	Bluetooth in discovery
Solid blue	Bluetooth paired
Solid green	One of the following: <ul style="list-style-type: none"><li>• Microphone in use during a call</li><li>• Camera is active</li></ul>
Solid red	Muted microphone
Pulsing red	Not enough power provided by PoE connection

# Using the Remote Control

With the optional Poly Bluetooth remote control, adjust the Poly Studio V12 camera and manage other features.

## Poly Bluetooth remote control features

By default, the system enables the tracking function, which provides a hands-free experience except for basic buttons like volume, mute, answer, and hang-up.

The remote control sleeps if it's inactive for 30 seconds. Press any key or move it to wake it up.

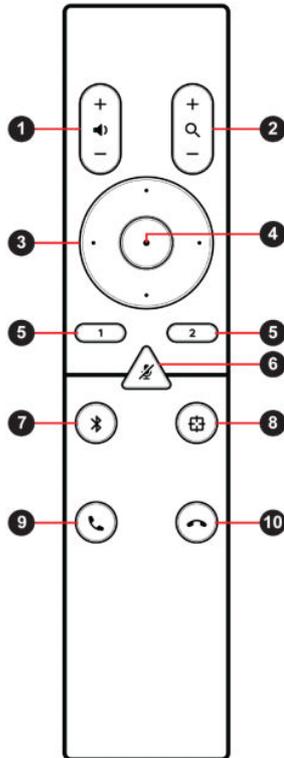


Table 4-2

Button icon	Button name	Description
1	Volume Up/Down	Adjusts speaker volume.
2	Zoom In/Out	Adjusts camera zoom in/out when the tracking mode is off.
3	Camera Directions	Adjusts the direction of camera when the tracking mode is off.
4	Home	Resets the camera to its original status when the tracking mode is off.
5	Preset 1/2	<ul style="list-style-type: none"><li>• Long press to store a camera setting.</li><li>• Short press to load a camera setting.</li></ul> The buttons only work when the tracking mode is off.
6	Mute/Unmute	Mutes or unmutes the microphone. Long press the button to set the remote control ready for pairing.

**Table 4-2 (continued)**

Button icon	Button name	Description
7	Bluetooth	NA
8	Tracking Mode	Enables or disables the tracking mode when a tracking mode is set.
9	Answer	Answers an incoming call or holds/resumes a Microsoft Teams call.
10	Hang Up	Hangs up a call.

## Pair your video bar with the Bluetooth remote control

Pair the Bluetooth remote control manually for first-time pairing, after you re-enable **Remote Control Connection**, or after you restore defaults on the Poly Studio V device.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings**.
3. Select **Admin**.
4. On the Poly Studio V device *Overview* page, select **Pair Bluetooth Remote** .

The LED blinks alternate blue and white during the pairing process.

5. Long press **Mute**  on the remote control until you see the LED show blue for three seconds.

## Saving shortcuts for your favorite camera angles

Save multiple settings for pan, tilt, and zoom for the Poly Studio V12 camera.

The optional Poly remote control can save two presets to adjust the camera to your saved angle directly when the tracking mode is off.

### Save a Camera Preset

The two numbered buttons on the Poly remote control serve as preset shortcuts.

Turn off tracking mode before you use camera presets.

1. Adjust the camera to the desired position.
2. Press the **1** or **2** button on the remote control.

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 **IMPORTANT:** If the button already has a saved setting, your new setting overwrites it.

---

To verify that the preset is set, move the camera manually and then press the preset number.

### Load a Camera Preset

If your camera doesn't track the speaker, use the preset buttons on the remote control to adjust the camera angle.

Turn off the tracking mode before you use camera presets.

- Press the **1** or **2** button on the remote control to load the camera preset for the corresponding button.

# Configuring your USB video bar

Use Poly Lens Cloud or Poly Lens Desktop to view device information, download logs, update software, and configure the video and audio settings for your Poly Studio V12 video bar.

## Configuring Poly Studio V12 USB video bar using Poly Lens Room

Onboard your system with Poly Lens Room and configure settings in Poly Lens Cloud.

When you connect your Poly Studio V12 USB video bar to a Microsoft Teams Rooms on Windows or Zoom Rooms on Windows conferencing PC with Poly Lens Room installed, your Poly Studio V12 USB video bar is automatically onboarded to Poly Lens Cloud. In Poly Lens Cloud, you can configure, update, and restart your Poly Studio V12 USB video bar.

For more information, review the [Poly Lens Room User Guide](#).

## Configuring Poly Studio V12 using Poly Lens Desktop

Configure your Poly Studio V12 video bar using the Poly Lens Desktop application.

If you deploy your Poly Studio V12 system as part of a bring-your-own-device conference room, Poly recommends that users install Poly Lens Desktop on their computers for an optimal experience. Poly Lens Desktop enables users to configure and adjust camera settings for their meetings.

Perform the following actions in Poly Lens Desktop:

- Configure audio and video settings
- Configure camera controls
- Configure Wi-Fi and Bluetooth connectivity (admin only)
- Provision your device (admin only)
- Download logs

## Configuring video settings

You can configure video settings for your Poly Studio V12 system.

### Configure Poly Studio V12 image and display settings

If necessary, adjust your Poly Studio V12 video settings by configuring the image and display settings.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Controls**.
3. Configure the following settings (your changes save automatically):

**Table 4-3** Image and display settings

Controls	Description
Brightness	Adjusts image brightness.
Contrast	Adjusts image contrast.

**Table 4-3 Image and display settings (continued)**

Controls	Description
Saturation	Adjusts color saturation.
Sharpness	Adjusts video sharpness.
White Balance	Specifies how the camera compensates for variations in room light sources. Select <b>Auto</b> or adjust it manually using the slider.

## Choose a camera tracking mode

Poly Studio V12 supports multiple Poly DirectorAI camera tracking modes.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Controls**.
3. Select a camera tracking mode. Camera tracking options include the following.

**Table 4-4 Poly DirectorAI camera framing options available on Poly Studio V12**

Camera tracking mode	Description
Group Framing	The camera automatically frames all participants in the conference room. If the group adjusts in size, the camera reframes the participants.
Speaker Framing	The camera identifies and tracks the active speaker. When the camera doesn't identify a speaker, the camera uses group framing.
People Framing	The camera identifies participants, up to six, and sends individual frames of each participant to the far side. If participants are sitting close together, the camera frames both participants.

## Configure Poly Studio V12 anti-flicker and video orientation settings

Configure anti-flicker and video orientation settings for Poly Studio V12.

1. In Poly Lens, select **Settings**.
2. Select **General**.
3. Configure the following settings (your changes save automatically):
  - **Invert Video**: Flips and mirrors the camera's video output.

## Configure audio settings

Adjust audio for your device settings in Poly Lens Desktop.

 **NOTE:** Adjusting audio settings doesn't require admin access to the system.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings**.
3. Select **Audio**.

4. Adjust the following audio settings:

**Table 4-5 Poly Studio V12 audio settings**

<b>Setting</b>	<b>Description</b>
Audio Acoustic Fence	Enables or disables Audio Acoustic Fence Enabled by default
Audio Acoustic Fence Sensitivity	Narrows or widens the Acoustic Fence beam Each step is 12 degrees such that 0 is muted and 10 is 120 degrees.
Poly NoiseBlockAI for Outgoing Audio	Configures or disables NoiseBlockAI Default is NoiseBlockAI v2
Bass	Increases or decreases the amount of bass output from the speaker
Treble	Increases or decreases the amount of treble output from the speaker

## Configure administrator settings

Use the administrator menu to configure provisioning, NTP server, and network settings.

### Log in to administrator settings

Enter the device password to log in to the admin settings.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings**.
3. Select **Admin**.
4. Enter the admin password.

The admin password is set during the out of box process.

If you forgot the admin password, you must factory reset the device to go back through the setup process and create a new password.

5. Select **Login**.

### Enable the USB Type-A ports on your device

The USB-A ports on your device are disabled by default. Use Poly Lens Desktop to enable the USB Type-A ports on your device.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings > Admin**.
3. Toggle the **Disable USB A Ports** setting to off.

### Configure wired network settings

Configure your wired network settings in the **Admin** menu.

The device uses DHCP by default.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Edit**.
3. Select **DHCP** or **Static**.
4. If you choose **Static**, enter the network information and select **Apply**.

### Joining a Wi-Fi network

Connect your device to a Wi-Fi network and configure the Wi-Fi settings from Poly Lens.

#### Join a Wi-Fi network

Connect your device to Wi-Fi from Poly Lens.

1. In Poly Lens Desktop, select your device from the left-side menu.

2. Select **Settings**.
3. Select **Admin**.
4. Select the **Wi-Fi** toggle to enable the device Wi-Fi function.
5. Do one of the following:
  - Select a network from **Wi-Fi Name**.
  - Select **Join Other Network** and specify the network name manually in the **SSID** field.
 Select **Autoconnect** to connect to the specified Wi-Fi network automatically when it's available.

## Delete known Wi-Fi networks

Delete the known Wi-Fi networks from Poly Lens.

1. Connect your device to your computer, and select the device from the list in the left sidebar.
2. Select **Settings**.
3. Select **Admin**.
4. Select the **Wi-Fi** toggle.
5. Select **Manage Known Networks**.
6. Select **X** to delete the network.

## Configure NTP settings

Configure the NTP settings for your device.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings**.
3. Select **Admin**.
4. Configure the following settings:

**Table 4-6** NTP parameters

Parameter	Description
NTP Mode	<p><b>Auto</b> - Automatically selects an NTP server.</p> <p><b>Manual</b> - Allows you to specify an NTP server manually.</p> <p><b>Off</b> - The device doesn't sync with an NTP server.</p>
NTP Server	Specifies the NTP server IP address. Only available when you select <b>Manual</b> in <b>NTP Mode</b> .

5. Select **Apply**.

## Certificate signing requests

Generate certificate signing requests (CSRs) that are then sent to a certificate authority (CA) for official issuance from Poly Lens.

The CA is the trusted entity that issues, or signs, digital certificates for others. If you use a certificate chain for authentication, the EAP-TLS connection with wireless networks fails for your camera.

For additional information on using certificates, refer to the [Poly Lens Desktop Online Help](#).

## Configure a provisioning server

Configure a provisioning server for your device from Poly Lens Desktop.

Make sure that the device connects to the network before connecting it to a provisioning server.



**NOTE:** If you select **Auto** provisioning mode, make sure that you already have the provisioning server address, username, and password in your DHCP option 66 or 150. For example, `https://username:password@company.com`.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings > Admin**.
3. Select **Settings**.
4. Go to **Provisioning Server > Provisioning Mode** and choose one of the following options:
  - **Off:** Disables the provisioning mode.
  - **Auto:** Gets the provisioning server URL from your DHCP option 66 or 150.
  - **Manual:** Configure the following parameters:

**Table 4-7 Provisioning parameters**

Parameter	Description
Server Type	Specifies the type of server. <b>NOTE:</b> If you associate your Poly Lens account with the Poly Lens portal, Poly Lens populates the provisioning credentials automatically.
Server Address	Specifies the server address.
Username and Password	Specifies the username and password to log in to the provisioning server.

5. Select **Apply**.

---

## 5 System maintenance

Maintain certain functions to keep your Poly Studio V12 system running properly.

### Change the system administrator password

Change the password for your Poly Studio V12 USB video bar.

As part of the out of box process, you're required to change the password. If you don't remember the current administrator password, factory reset the USB video bar to return to the out of box state.

1. In Poly Lens Desktop, select your device from the left-side menu.
2. Select **Settings**.
3. Select **Admin**.
4. If you're not logged in as admin, enter the admin password.
5. Go to **Password > Change Password**.
6. Enter the current password.
7. Enter a new password.

Your password must meet the onscreen requirements. You can select **Use Weak Password** to enter a simple password.

8. Select **Update**.

### Locate the device IP address using Poly Lens

View your system IP using the Poly Lens desktop app.

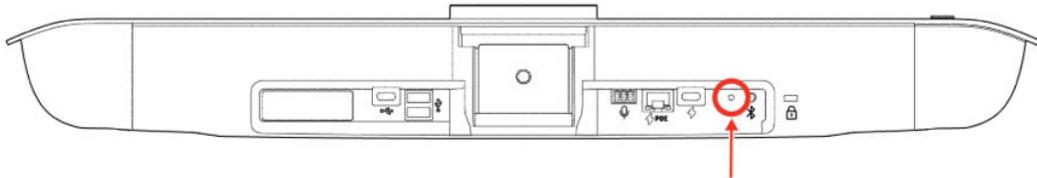
- Use one of the following methods:
  - Open Poly Lens Desktop and select the device from the left panel.  
The IP address displays on the **Overview** page.
  - Open Poly Lens Cloud.
  - The IP address displays on the inventory page.

## Factory restore Poly Studio V12

Factory restore the Poly Studio V12 system to resolve potential issues or if your system is unresponsive.

**⚠ WARNING!** A factory restore completely erases the system's flash memory and restores your system to the factory software version.

1. Disconnect power to turn off the system.
2. Insert a straightened paper clip through the factory restore pinhole on the bottom of the system to press the restore button.



3. Hold the restore button with the paperclip and reconnect the power supply to turn the system on. Continue to hold the restore button until the LED turns amber.

The system LED pulses amber during the factory restore, then transitions to breathing white while the device restarts. When the restore is complete, the LED returns to solid white.

## Restart your device using Poly Lens Desktop

If you encounter issues with your device, restarting it may resolve the issue.

Poly recommends restarting the system using Poly Lens. If a hard restart is necessary, you can disconnect and reconnect power to restart the device.

- In Poly Lens Desktop, select **Settings > Admin > Restart Device**.

You may need to reselect the device as the default audio and USB video bar for your video conferencing application.

# Updating firmware

Manually or automatically update the firmware on your device. If your system is connected to the internet and provisioned to Poly Lens Cloud, you can update your device using Poly Lens Cloud.

On a Microsoft Windows computer, Windows Update automatically updates the firmware on your device unless Poly Lens Desktop or Poly Lens Room is installed on the computer.

MacOS doesn't provide firmware updates to the device using the built-in update service. On a MacOS computer, use Poly Lens Cloud to update the firmware.

For more information on updating your device, review the [Poly Lens Desktop App User Guide](#).

## Connect the device to a PC to update the firmware

If a firmware update is available for your device, connect it to a Windows computer and use Windows Update to update the firmware.

Before you connect to a PC to update the firmware, close any applications that may try to use the device such as a Microsoft Teams or Zoom. Make sure that the camera or audio isn't in use.

1. Connect the device to your PC.
2. Check for Windows Updates for an update labeled **Poly, Inc. - USB Device**. Wait for the file to upload to the device and start the firmware update process.

The LED pulses amber while the update is in progress. Don't disconnect the device from the PC. The task `V12WindowsUpdateService.exe` shows in the Windows Event Viewer confirming that an update is taking place.

The LED returns to solid white once the update is complete. If it doesn't, wait approximately 5 minutes.

3. Launch the Poly Lens Desktop app to check the device software version.

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## 6 Troubleshooting

Use the following topics to help you diagnose and fix problems while using your Poly Studio V12 system.

### Microphone picking up noise

If participants on the far side report hearing audible noise from your microphone, open your conferencing application settings and verify that Poly Studio V12 is selected as the microphone.

Connecting your Poly Studio V12 system to your computer may not set it as the default microphone for your system.

After verifying that the Poly Studio V12 is selected as your microphone, open Poly Lens Desktop and set **NoiseBlock AI** to **NoiseBlockAI v2**.

### Can't use device's camera or audio

Your conferencing application isn't using the video system's camera or audio in Device Mode. There could be a few reasons for these types of problems. For instance, your conferencing application by default may choose the connected monitor speakers instead of your Poly device speakers.

You may notice the following when connecting the device to your computer:

- In your laptop's conferencing application, you can't select the video system as a camera or audio source.
- The video system's camera and audio seem unavailable.
- The video system's camera doesn't display live video.

Follow these steps until you fix your problem:

1. In your conferencing application, select the video system as your speaker, microphone, and camera device.
2. In your laptop settings, select the video system as your speaker, microphone, and camera device.
3. Replug the USB cable.
4. Connect the cable to a different USB port on your laptop.
5. Try using a different USB cable.

6. Restart your laptop.
7. Restart the device.

## No video displays in conference application

If you experience a black video window in your conferencing application indicating no video is being sent to the far end, verify that the video preview isn't enabled in Poly Lens Desktop.

## Troubleshoot the remote control

When the remote control power is lower than 7%, its performance becomes unstable.

You may experience issues like slow or no response from the remote control, or a random button keeps functioning.

- If the battery runs out of power, change the battery.

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## 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.

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