



FREQUENTLY ASKED QUESTIONS

Polycom Studio FAQs

What is the right type of room size for Polycom Studio?	We recommend it for huddle rooms and smaller conference rooms. A good rule of thumb is rooms that can comfortably fit 6 or fewer participants.
Does Polycom Studio support USB 2.0 or USB 3.0?	It supports both USB 2.0 and USB 3.0. The USB cable that ships in the box supports only USB 2.0. This is because USB 2.0 supports longer cable lengths than USB 3.0, and the longer cable is required in many rooms. USB 2.0 supports up to 1080p (1920 x 1080) resolution, while USB 3.0 supports 4k (3840 x 2160) resolution. Therefore, if you expect to use Polycom Studio with a video service or application that supports 4k, the purchase of a separate USB 3.0 cable is required.
Most cloud video services don't support 4k resolution. What is the benefit of the 4k camera?	The 4k camera enables Polycom Studio to zoom farther in with better quality by minimizing the use of digital zoom. In the future it's likely that more cloud video services will start to support 4k, and Polycom Studio will be ready to support those services as they become available.
Can Polycom Studio be connected through a USB hub?	Polycom Studio has been tested against the USB-IF specification. Polycom Studio should work with USB hubs that are USB-IF certified.
What is the maximum USB cable length that is supported with Polycom Studio?	With USB 2.0 cable, the maximum length is 5 meters. This length can be extended by inserting hubs or USB extenders.
Does Polycom Studio connect to a display in the room? Does it support dual displays?	Polycom Studio must be connected to a PC or Mac to make a video call. The PC or Mac in the room connects to external displays, not Polycom Studio.
What is the 3.5mm input for?	It is to connect to an audio source such as a TV or amplifier to be used as a sound bar when not in video call.
How does Acoustic Fence work? Does it require a separate microphone?	Several Polycom products have the Acoustic Fence feature, and it works in different ways depending on the product. On Polycom Studio, it works by creating a beam from the front of the device at approximately an 80-degree angle. This beam captures voices from inside, but attenuates or blocks voices and sounds from outside the beam. It is ideal for rooms that are prone to outside noise bleeding in, or in open workspaces or rooms without ceilings.
Can you share content through Polycom Studio?	Polycom Studio must be connected to a PC or Mac to make a video call. All content is shared through the video calling application on that PC or Mac.
Can you use Polycom Studio for audio-only calls?	Yes, you can either connect Polycom Studio to a PC or Mac over USB and place a call through a VoIP application, or pair your mobile device via Bluetooth to use Polycom Studio as a high-performance speakerphone for your mobile phone.
What happens if you pair to your mobile phone and place an audio call while also connecting to a video call over USB?	Polycom Studio will bridge those calls together, so both the audio and video participants can hear each other.

Are there any required services on Polycom Studio?	No separate maintenance services are required. There are optional premium and extended service packages available. Contact your Polycom Partner for more details.
Is Polycom Studio compatible with Skype Rooms Systems (SRS) such as the HP Slice SRS?	Polycom Studio is designed to be compatible with Microsoft Teams and Skype for Business clients as a USB audio/video device to laptops or Skype Room System. Polycom and HP are working to add Polycom Studio to our existing SRS Bundles offers .
Is Polycom Studio Microsoft Certified?	We have initiated Microsoft Teams (and Skype for Business) USB certification and Skype Room System certification process for Polycom Studio and the status update will be provided accordingly.
How long is the warranty?	Polycom Studio includes a 1-year standard warranty.
Why does Polycom Studio include Wi-Fi connectivity?	The Wi-Fi connection is used for remote manageability through the optional Polycom Device Management Service (PDMS-E) or the optional RealPresence Resource Manager software. If you are not using the remote manageability feature, it is not necessary to connect to a Wi-Fi network.
Are there ways to manage Polycom Studio other than through the Polycom Device Management Service (PDMS-E) or the RealPresence Resource Manager software?	The Polycom Companion app is a free download from the Polycom support site that enables you to manage your Polycom Studio device through the PC or Mac it is connected to.
Can I use the Wi-Fi connection to make wireless video calls?	No. Polycom Studio must be connected to a PC or Mac to make a video call. That connection is over USB.
Does Polycom Studio have a web interface that can be remotely accessed?	No, all management of the device is through the Polycom Companion App, the optional Polycom Device Management Service (PDMS-E) or the optional RealPresence Resource Manager software.
Will Polycom Studio work with all video applications?	After connecting Polycom Studio over USB to a PC or Mac, you can make it the default audio and video device for that computer. However, there is a list of supported applications located on the Polycom support site. Applications that are not on that list have not been tested and may not work.
Are any accessories available?	The primary additional accessory to Polycom Studio is an expansion microphone which can be connected to the device and extended to the table. This offers expanded microphone pickup, though the mic pickup range in Polycom Studio itself is very strong. The primary reason many customers purchase the expansion microphone is to add a physical mute button to the table. A replacement or additional remote control can also be purchased separately.
Are mounting options included in the box?	There are four screws included in the box which can be used to mount Polycom Studio to the wall. There are plans for a VESA-compatible mounting kit for mounting on an existing VESA display mount as an accessory in the coming months.