Poly Studio P21 Personal Meeting Display

Contents

What's New

This release of Poly Studio P21 includes all the features of previous releases, important fixes, and the following new features:

- Poly Studio P21 Certification as a USB Accessory for Microsoft Teams

- Improved Audio on Zoom Calls

- Independent Volume Control Improvements

- Color Temperature Setting

Poly Studio P21 Certification as a USB Accessory for Microsoft Teams

The Studio P21 personal meeting display has been certified by Microsoft as a USB accessory when paired with Microsoft Teams.

Improved Audio on Zoom Calls

Acoustic Echo Canceling is now a built-in feature for Zoom. Enable **Original Sound** for the best audio experience.

Independent Volume Control Improvements

Independent Volume Control (IVC) enables you to configure audio settings for multiple use cases. Set persistent volume levels for different types of audio, like background music vs. conference audio or for different devices like headsets vs. built-in speakers. For more information, see the *Poly Studio P21 User Guide*.

Color Temperature Setting

Use this feature to set image color temperature values to warm or cool. You can configure the color temperature setting in the Poly Lens Desktop app.

Important:	The color temperature setting feature is built into this Poly Studio P21 release, however, its configuration is available on the Poly Lens Desktop app next release, version 1.1.16.

Installation

Before connecting the Poly Studio P21 to your computer, you must download and install the Poly Lens Desktop App and DisplayLink drivers from the Poly Studio P21 landing page.

USB-C to USB-A Adapters

For optimal performance, connect the Poly Studio P21 to a USB-A port on your computer. Alternatively, you can use the attached USB-A to USB-C adapter to connect to a USB-C port on your computer.

Note:	If you experience issues with a third-party USB adapter, contact the manufacturer.

Release History

This section lists the release history of the Poly Studio P21 personal meeting display.

Release History

Release	Release Date	Features
1.1165.71	May 2022	This release includes important field fixes and the following new features: • Poly Studio P21 Certification as a USB Accessory for Microsoft Teams • Added echo control for audio on softphone calls • Independent Volume Control Improvements
1.1162.68	July 2021	This release includes important field fixes and the following new feature: • Poly Studio P21 Pending Certification as a USB Accessory for Microsoft Teams
1.1161.67	June 2021	Initial release of the Poly Studio P21 personal meeting display

Security Updates

Please see the [Poly Security Center](#) for security advisories, bulletins, and related acknowledgments and recognition.

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The following sections provide the products that have been tested for compatibility with this release. Note that this isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Supported Headsets

Poly Studio P21 supports most 3.5 mm headsets. Poly has tested Poly Studio P21 with the following Poly headsets.

- Blackwire 3215
- Blackwire 3225
- Blackwire 3315
- Blackwire 3325
- Blackwire 5210
- Blackwire 5220

Supported Video Conferencing Clients

Poly has tested and validated the following video conferencing clients with Poly Studio P21.

Note:	Your system's actual performance may vary based on software or hardware configurations.

Tested Video Conferencing Clients

Client	Windows Version	macOS Version
8x8	0.3.8-1	0.3.8-1
BlueJeans	2.26.149.0	2.26.0
Microsoft Teams	1.5	1.5
RingCentral	20.4.31.344	21.1.10.353
StarLeaf	4.3.29	4.4.14
Zoom	5.9.6	5.9.6

Supported Operating Systems

You can connect the Poly Studio P21 personal meeting display to computers with the following operating systems.

Supported Operating Systems

Platform	Operating System
macOS	10.15, 11, and 12
Microsoft Windows	Windows 8.1, 10, and 11

Recommended DisplayLink Drivers

Poly recommends you use the following DisplayLink driver version with your Poly Studio P21.

Recommended DisplayLink Driver

Platform	DisplayLink Driver Version
macOS	1.4
Microsoft Windows	10.2 M1

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Found in Release	Description
Audio	HSDSP-1969	1.1161.67	If you're in an unmuted Teams call and you are using your device's built-in speakerphone, the far end can hear audio from any other app.
Audio	HSAAINT-553	1.1161.67	If you switch between the 3.5 mm headset and the built-in speakers while audio is streaming, the volume level isn't consistent.
Hardware	HSFWA-3350	1.1161.67	If you plug in a 3.5 mm headset during a call, the far side can no longer hear your audio.

Known Issues

This section identifies the known issues in this release.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Audio	HSDSP-2440	1.1165.71	When using the Poly Studio P21 with MacBook Pro, if you press the **Headset** button multiple times, Rx (received audio) is lost a few minutes into the call.	None.
Audio	HSDSP-2439	1.1165.71	The Poly Studio P21 audio is occasionally scratchy or distorted if you press the **Headset** button multiple times.	None.
Audio	HSDSP-2428	1.1165.71	Audio becomes distorted after restarting a Dell Windows 10 computer and reattaching the Poly Studio P21 USB.	Unplug the Poly Studio P21 USB cable from the computer and replug it.
Audio	HSDSP-2424	1.1165.71	With no 3.5mm headset connected, the Poly Studio P21 starts in Headset Mode after upgrading the software to 1.1165.71.	Unplug the Poly Studio P21 USB cord from the computer and replug it.

Category	Issue ID	Found in Release	Description	Workaround
Audio	HSDSP-2379	1.1165.71	On a Mac, on a Teams call in Speakerphone Mode, the volume may not sync when you lower the volume to minimum using the **Volume Down** button.	Use the Teams user interface to adjust the volume to minimum.
Audio	HSDSP-2376	-	If you configure the **Rocket** button in Lens Desktop to act as **Play/Pause** and touch it during a Teams call, it plays the Teams ring-back tone three times and sometimes it doesn't stop.	Do one of the following: • To stop a continuous ring-back tone, touch the **Rocket** button a second time. • Use Lens Desktop to change the **Rocket** button behavior to another action.
Audio	HSAAINT-833	1.1165.71	In Speakerphone Mode, Poly Studio P21 disconnects from the computer for a second, the audio device switches back and forth, then audio continues on Headset Mode on the Poly Studio P21.	Unplug the 3.5 mm headset.
Audio	HSAAINT-831	1.1165.71	If echo cancelation isn't enabled in Teams and you enable High-Fidelity MusicMode during a Teams call, the Tx (transmitted audio) send-level drops significantly.	Disable High-Fidelity MusicMode.
Audio	HSAAINT-828	1.1165.71	With IVC disabled, if you launch Poly Lens during a Teams call, the HD audio increases/decreases.	Open Poly Lens before launching the Teams call.
Audio	HSAAINT-809	1.1165.71	With a new Poly Studio P21 connected to a new Lenovo HUB500 computer on Windows 10, Tx (transmitted audio) doesn't work, and Rx (received audio) is distorted on a Teams call.	Do one of the following: • Disable Intel Smart Audio. • Unplug the Poly Studio P21 USB cord from the computer and replug it.
Audio	HSAAINT-748	1.1165.71	You can't hear audible indicators while making a call or during a call.	When you press the mute button, Poly Lens shows the mute pop-up and plays a tone.

Category	Issue ID	Found in Release	Description	Workaround
Hardware	HSFWA-3354	1.1161.67	If you plug in a 3.5 mm headset during a call, the speakerphone remains active and the headset swap button is inactive.	Do one of the following: • Plug in the 3.5 mm headset before starting a call. • Unplug the 3.5 mm headset and plug it back in.

Device Limitations

This section provides information on limitations when using Poly Studio P21 devices.

Using Poly Studio P21 as a Single Display with MacBooks

When using your Poly Studio P21 as the only monitor with a MacBook, you can't use your MacBook in Clamshell Mode (closing the MacBook display while displaying content on the Poly Studio P21).

Poly Studio P21 and Zoom Direct Share

The Poly Studio P21 is designed for personal use and doesn't support Zoom Direct Share.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Poly Support.

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The Poly Documentation 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 using the applications and devices you use every day.

- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.

- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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