Poly Studio P15 Personal Video Bar

Contents

What's New

This release of Poly Studio P15 includes all the features of previous releases and important fixes.

Release History

This section lists the release history of the Poly Studio P15 personal video bar.

Release	Release Date	Features
2.1.0	September 2022	• Bug Fixes
1.3.0	November 2021	• Audio Mute Reminder • Camera View Acoustic Fence • Enhanced LED Status Indicators

Release	Release Date	Features
1.2.0	April 2021	- Enhanced LED Status Indicators - Support for Microsoft Surface Book 3 - Support for Backlight Compensation
1.1.0	January 2021	Introducing Poly Studio P15

Security Updates

Please see the 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 list the products that have been tested for compatibility with this release.

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

Note that the following lists are not a complete inventory of compatible equipment, but the products that have been tested with this release.

Supported Video Conferencing Clients

You can use the Poly Studio P15 personal video bar with a variety of video conferencing clients. Poly has tested and validated the following conferencing clients with Poly Studio P15.

Video Conferencing Clients Tested with This Release

Client	Windows	macOS
Microsoft Teams	1.5.00.21618	1.5.00.11157
Zoom	5.11.9 (8040)	5.11.9 (10046)

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

Supported Operating Systems

Connect the Poly Studio P15 personal video bar to computers with the following operating systems.

Operating Systems Tested with This Release

OS	Version
macOS	12 (Monterey)
	11 (Big Sur)
	10.15 (Catalina)
Microsoft Windows	Windows 10
	Windows 11

USB-C to USB-A Adapters

For optimal performance, connect the Poly Studio P15 to a USB-C port on your computer. Alternatively, you can use a USB-C to USB-A adapter connected to a USB 3.0 port on your computer.

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

Firmware Updates

When using the Poly Studio P15 personal video bar with a supported operating system on a Windows or Mac computer, you must update the device to the latest firmware using the Poly Lens Desktop App. Download the Poly Lens Desktop App at poly.com/lens.

Microsoft Windows users can also update the Poly Studio P15 firmware through Windows Update.

Resolved Issues

Category	Issue ID	Found in Release	Description
Video	EN-230689	1.3	Occasionally the Studio P15 audio cut out on Teams call after 30 minutes.
Video	EN-230272	1.3	When plugged into a docking station, the Studio P15 audio or microphone cut out intermittently.
Video	EN-231507	1.3	When using the Studio P15 with MacBook Pro, the microphone cut out after repeated Zoom meetings and becomes unresponsive.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Video	EN-231955	2.1	Poly has seen instances where Windows Update receives the driver and immediately pushes a firmware update to the P15. This could happen during normal business hours, and even during a call, if Windows Update settings are not set correctly.	Wait up to 8 minutes until the P15 LED stops flashing amber, which indicates that the Device Firmware Update (DFU) is complete.
			If power is removed before the update is complete, the device stays in DFU mode permanently.	If the P15 is stuck in DFU mode, factory restore or use Lens Desktop to restore the device.

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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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.

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