



## Poly Camera Control app FAQ

Reference the Poly Camera Control app FAQ for information on application installation, integration, and functionality.

### How do I deploy the Camera Control app?

Currently, you must install the Camera Control app on one Microsoft Teams Rooms on Windows Conferencing PC at a time.

### Does the application support hot-plugging cameras?

No, the Camera Control app doesn't support hot-plugging cameras. Reboot the Teams Rooms Conferencing PC after you make any changes to the system configuration.

### Does this application interfere with Microsoft Teams Rooms?

No, the Camera Control app seamlessly integrates with Microsoft Teams Rooms using an available Microsoft Teams Rooms feature called Room Control. The Camera Control app adds an icon on the Microsoft Teams Rooms controls panel that enables quick access to the camera controls.

### Does this application conflict with Poly Lens Desktop?

If you have Poly Lens Desktop installed on the conferencing PC, disable **Launch Poly Lens on Startup** in Poly Lens Desktop under **Settings > General**. This ensures that Poly Lens Desktop camera controls don't interfere with the Camera Control app camera control functionality.

### Does the application require a third-party controller?

No, the Camera Control app uses the existing USB connection and standards-based UVC commands. Access the Camera Control app from the Microsoft Teams Rooms control panel on the Poly GC8 touch controller.

### Will this application work with my existing Poly Microsoft Teams Rooms on Windows system?

Yes, the Camera Control app works with all current and future Poly Room Kits with Microsoft Teams Rooms on Windows systems.

## Can I install multiple room control applications on the system?

Don't install this application if your Microsoft Teams Rooms deployment uses an Extron or a similar room controls application. Microsoft Teams Rooms supports installing only one type of room control application. If you install this application on a system that already has room controls, the existing room control application may break. If you have questions about using this application on a system that already has a room control application, consult with your system administrator.

## Why do the pan, tilt, and zoom controls on Poly Studio P15, Poly Studio R30, Poly Studio USB, and Poly Studio E70 seem choppy?

These cameras use digital zoom rather than mechanical zoom, so the result makes the movement in the digital spaces look choppy or jumpy. When you recall a preset, you don't experience this.

## 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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