



INSTALLATION GUIDE

1 | January 2022 | 3725-87869-001A

Poly Audio Service Software for Microsoft Teams Rooms on Windows with Poly Studio E70

Getting Help

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

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Poly Audio Service for Microsoft Teams Rooms on Windows PCs

Topics:

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PolyAudioService enables Windows to pass far-end talk flags to the Poly Studio E70 camera for speaker tracking.

Note: Before installing PolyAudioService, verify that both Microsoft Teams Rooms output devices and the Windows audio output device are the same.

Windows doesn't natively pass far-end talk flags to the Poly Studio E70 camera. The Poly Studio E70 uses far-end talk flags to differentiate between people speaking in the room and sounds coming from the system speakers.

Set the Microsoft Teams Rooms Default Audio Output Device

Set the Microsoft Teams Rooms **Default Speaker** and **Speaker for Conferencing** to the same audio output device.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Peripherals** and set **Default Speaker** and **Speaker for Conferencing** to the same audio output device.
4. Select **Save and exit**.

Set the Windows Default Audio Output Device

In Windows, select the same audio output device used by the Microsoft Teams Rooms app.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. In Windows, go to **Start > Settings > Systems > Sound**.
5. In the **Choose your output device** drop-down menu, select the same audio output device selected in Microsoft Teams Rooms.
6. Sign out of Windows.
7. Select **Skype**, then select **Sign in**.

Download and Install PolyAudioService

To support Poly Studio E70 camera speaker tracking on the conferencing PC, install PolyAudioService.

Before you install PolyAudioService, do the following:

- Install Microsoft Visual C++ 2019 Redistributable Package (x64).
You can download the file from the [Microsoft website](#).
- Make sure that Poly Studio E70 is running version poly-studioe70-1.0.1-232101 or later.
- Verify that the following audio options are set to the same audio output device:
 - Windows default audio output device
 - Microsoft Teams Room **Speaker for Conferencing**
 - Microsoft Teams Rooms **Default Speaker**

Procedure

1. Go to the Poly Online Support Center [Poly Studio E70 page](#) and download the installation file **Poly Audio Service Software for Teams Rooms 1.0.0001** to a USB flash drive.
2. Connect the USB flash drive to the conferencing PC.
3. In the Microsoft Teams Rooms application, go to **More > Settings**.
4. Enter the Administrator password.
The default password is `sfb`.
5. Select **Windows Settings**.
6. Select **Administrator**, and enter the Administrator password.
7. On the USB flash drive, double-click `PolyAudioServiceSetup-Release-x64.msi`.
8. Optional: If the **Windows protected your PC** message displays, select **Run anyway**.
9. After the installation completes, reboot the conferencing PC.

Verify PolyAudioService Is Running

Verify that the Windows Services app reports that PolyAudioService is running.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings > Windows Settings**.

2. In the Microsoft Teams Rooms application, go to **More > Settings**.
3. Enter the Administrator password.
The default password is `sfb`.
4. Select **Windows Settings**.
5. Select **Administrator**, and enter the Administrator password.
6. In the Windows search field, search for `service`.
7. Right-click on the **Services** app, then select **Run as Administrator**.
8. In the **Services (Local)** window, verify that the PolyAudioService status is **Running**.

Verify PolyAudioService Detected the Correct Audio Output Device

View the PolyAudioService logs to ensure PolyAudioService detected the correct audio device.

PolyAudioService doesn't start until 2 minutes after the system reboots. If you don't see the `detected_audio_output_devices.txt` file, wait 2 minutes and refresh the folder.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. Select **Administrator**, and enter the Administrator password.
5. Go to `C:\ProgramData\Poly\Audio`.
6. Open the `detected_audio_output_devices.txt` file and verify that **Teams Speaker for Conferencing** matches the information with a **D** next to it.

```
| 0, {45FD0EAC-A838-4EFF-97D4-0BE7099129F6}, Speakers (Realtek(R)
Audio)
D | 1, {BC443F3C-A617-4974-9640-29DD3B953016}, SAMSUNG (Intel(R)
Display Audio)
```

Verify Poly Studio E70 Receives Far-End Talk Flag

View the PolyAudioService log file to verify that Windows captures far-end talk flags.

Procedure

1. In the Microsoft Teams Rooms application, go to **More > Settings**.
2. Enter the Administrator password.
The default password is `sfb`.
3. Select **Windows Settings**.
4. Select **Administrator**, and enter the Administrator password.
5. Go to `C:\ProgramData\Poly\Audio`.
6. Copy the `PolyMTRLog.txt` file.

7. Open the file and verify that it receives the far end talk flag.

You should see the messages "far_end_talk": "true".

```

Wed Dec 15 09:26:42 2021 | ...back\SpkLoopback.cpp | 1089 | 7 |
=====CSpkLoopback::ConfigDevice() done successfully=====
Wed Dec 15 09:26:43 2021 | ...back\SpkLoopback.cpp | 90 | 7 |
-----CSpkLoopback::Start()-----
Wed Dec 15 09:27:34 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
100 m_nSignalDetected = 10
Wed Dec 15 09:27:35 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
200 m_nSignalDetected = 10
.....
Wed Dec 15 09:28:11 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
3800 m_nSignalDetected = 8
Wed Dec 15 09:28:12 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
3900 m_nSignalDetected = 10
Wed Dec 15 09:28:13 2021 | ...windows\RestOHid.cpp | 72 | 7 | Request
Head: {"msg_id":"20","type":"PUT","url":"audio"} Request Body:
{"far_end_talk":"true"}
Wed Dec 15 09:28:13 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
4000 m_nSignalDetected = 10
Wed Dec 15 09:28:14 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
4100 m_nSignalDetected = 10
Wed Dec 15 09:28:15 2021 | ...back\SpkLoopback.cpp | 608 | 7 | fc:
4200 m_nSignalDetected = 10

```