



Poly Studio P21 Personal Meeting Display

Contents

Introducing Poly Studio P21	1
Installation	2
Release History	3
Security Updates.....	3
Products Tested with This Release.....	3
Supported Operating Systems	4
Recommended DisplayLink Drivers.....	4
Resolved Issues.....	4
Known Issues.....	4
Device Limitations	6
Get Help	6
Privacy Policy.....	7
Copyright and Trademark Information	7

Introducing Poly Studio P21

Poly introduces the Poly Studio P21 personal meeting display, an all-in-one device that helps you look and sound your best on video calls. Poly Studio P21 includes the following:

- High performance, enterprise-grade display
- Exceptional camera optics with a 1080p image sensor
- Powerful microphone and two speakers that deliver clear, rich audio

Poly Lens provides robust IT tools to manage and track your Poly Studio P21 devices from anywhere, and the Poly Lens Desktop app provides customization of your device’s settings.

Poly Studio P21 personal meeting display



Installation

Before connecting 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](#). When connecting the supplied USB cable, the end of the USB cable with the USB-A to USB-C cable adapter must connect to your computer.

Warning: If you connect Studio P21 personal meeting display before downloading the required DisplayLink drivers, Studio P21 may display a blank screen.

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
1.1161.67.2044	June 2021	Initial release of the Poly Studio P21 personal meeting display

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 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, and has tested 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.

Video Conferencing Clients Tested with This Release

Client	Windows Version	macOS Version
8x8	0.3.8-1	0.3.8-1
BlueJeans	2.26.149.0	2.26.0
Microsoft Teams	1.0	1.00.333671
RingCentral	20.4.31.344	21.1.10.353
StarLeaf	4.3.29	4.4.14
Zoom	5.4.9(59931.0110)	5.4.9(59931.0110)

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, 11.0, 11.1, 11.2, and 11.3
Microsoft Windows	Windows 8.1 and 10

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	10.1 M1

Resolved Issues

This is the first release of the product. There are no resolved issues in this release.

Known Issues

This section identifies the known issues in this release.

IMPORTANT: These release notes do not provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Application	TPI-474	1.1161.6 7.2044	When entering a Zoom call with the microphone muted, the LED status indicators remain green instead of showing the red mute state.	Toggle the microphone mute button.
Application	TPI-475	1.1161.6 7.2044	When you press the App button while in an active Zoom call, the LED status indicators turn white.	None.
Audio	HSAINT-553	1.1161.6 7.2044	If you toggle between the 3.5 mm headset and the built-in speakers while there's audio streaming, the volume level isn't consistent.	Do one of the following: <ul style="list-style-type: none"> • Stop streaming music or end your call before switching between the 3.5 mm and the built-in speakers. • Unplug the 3.5 mm headset.
Audio	HSDSP-1969	1.1161.6 7.2044	If you're in an unmuted Teams call and are using your device's built-in speakerphone, the far end can hear audio from any other app.	Don't play audio from other apps during a Teams call.
Hardware	EN-204472	1.1161.6 7.2044	When your device is plugged into a USB 2.0 port and the computer wakes from sleep mode, the buttons and vanity lighting don't work.	Plug your device into a USB 3.0 port on your computer.
Hardware	EN-205539	1.1161.6 7.2044	The vanity lights flash multiple times at the start of a call or mid-call when the video resolution changes.	None.
Hardware	HSFWA-3354	1.1161.6 7.2044	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: <ul style="list-style-type: none"> • Plug in the 3.5 mm headset before starting a call. • Unplug the 3.5 mm headset and plug it back in.

Category	Issue ID	Found in Release	Description	Workaround
Hardware	HSFWA-3350	1.1161.6 7.2044	If you plug in a 3.5 mm headset during a call, the far side can no longer hear your audio.	Do one of the following: <ul style="list-style-type: none"> • Plug in the 3.5 mm headset before starting a call. • Toggle the microphone mute button.

Device Limitations

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

Using Studio P21 as Single Display with MacBooks

When using your 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 Studio P21).

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Online Support Center](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document 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 with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

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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