



## poly G9 Plus Studio Base Kit Instruction Manual

[Home](#) » [Poly](#) » poly G9 Plus Studio Base Kit Instruction Manual 

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## Contents

### 1 SUMMARY

- 1.1 Legal information
- 2 About this guide
- 3 Audience, purpose, and required skills
- 4 Getting Started
- 5 Required Microsoft Teams Rooms license
- 6 Required Microsoft Teams Rooms account
- 7 Preparing your environment for Microsoft Teams Rooms
- 8 Overview of system hardware
- 9 HP Mini IP Conferencing PC system ports
- 10 Poly TC10 Controller Hardware Overview
- 11 LED status indicators for Poly TC10 in Microsoft Teams Rooms on Windows mode
- 12 Cabling the Poly Studio Base Kit G9 Plus system
- 13 Connect Poly TC10 to the HP Mini IP Conferencing PC
- 14 Connect a Poly Studio video bar to the HP Mini IP Conferencing PC
- 15 Connect displays to the HP Mini IP Conferencing PC
- 16 Connect an interactive whiteboard display to the HP Mini IP Conferencing PC
- 17 Poly Studio Base Kit G9 Plus out-of-box setup
- 18 Complete the Windows out-of-box set up on Poly TC10
- 19 Update a Poly TC10 device
- 20 Configuring Microsoft Teams Rooms
- 21 Set up Microsoft Teams Rooms
- 22 Unpair a Poly TC10 device
- 23 Poly Lens Room
- 24 Onboard the conferencing PC with Poly Lens Room before or after setup
- 25 Poly Camera Control App for Microsoft Teams Rooms on Windows
- 26 Cameras supported with Poly Studio Base Kit G9 Plus
- 27 Audio devices supported with Poly Studio Base Kit G9 Plus
- 28 Provision multiple systems using Autopilot for Microsoft Teams Rooms on Windows
- 29 Submitting the customer inquiry
- 30 Required email format
- 31 System maintenance
- 32 Access Windows on the conferencing PC
- 33 Updating system software
- 34 Automatic Microsoft Teams Rooms application updates
- 35 Automatic updates from Poly Lens
- 36 Updating Poly cameras connected to the conferencing PC
- 37 Restarting and resetting the system
- 38 Restart Poly TC10 using the administrator menu
- 39 Reset Microsoft Teams Rooms on the conferencing PC
- 40 Troubleshooting the Poly Studio Base Kit G9 Plus
- 41 Access device and system information on the Poly TC10
- 42 Reset pairing between Poly TC10 and HP Mini IP Conferencing PC
- 43 Access the HP Mini IP Conferencing PC sys logs
- 44 Unable to update Poly TC10
- 45 Getting help
- 46 HP Inc. addresses
- 47 Document information
- 48 Documents / Resources
  - 48.1 References
- 49 Related Posts

## SUMMARY

This guide provides installers and integrators with instructions on how to install and configure multiple products to

implement a video conferencing solution.

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## **About this guide**

This Poly Studio Base Kit G9 Plus Solution Guide contains information for installing and maintaining your Poly Studio Base Kit G9 Plus.

## **Audience, purpose, and required skills**

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn how to use the features available with Poly Studio Base Kit G9 Plus.

## **Getting Started**

Before setting up your Poly Studio Base Kit G9 Plus, ensure you have the required licenses.

### **Required Microsoft Teams Rooms license**

You must have a Microsoft Teams Rooms license to set up your Poly Studio Base Kit G9 Plus. For information about Microsoft Teams Rooms license requirements, refer to the Microsoft Teams Rooms deployment resources published by Microsoft.

### **Required Microsoft Teams Rooms account**

You must have a Microsoft Teams Rooms account to set up your Poly Studio Base Kit G9 Plus. For information about Microsoft Teams Rooms account requirements, refer to the Microsoft Teams Rooms resources published by Microsoft.

## **Preparing your environment for Microsoft Teams Rooms**

For information about Microsoft Teams Rooms Setup and integrations, refer to the Microsoft Teams Rooms deployment resources published by Microsoft.

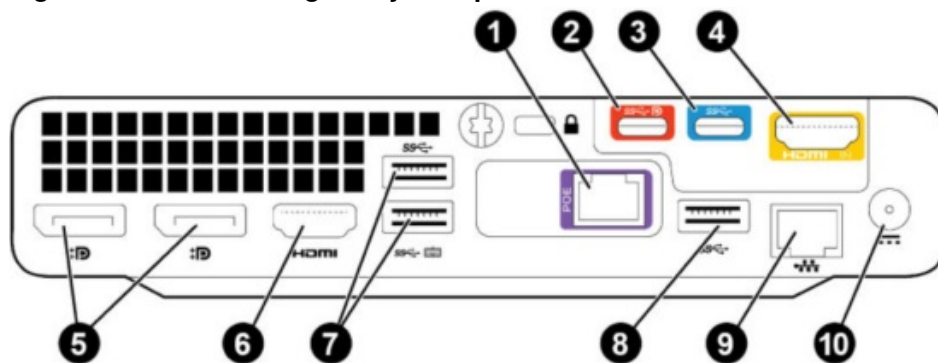
## Overview of system hardware

The figures and tables in the following topics provide information about hardware features available on your system.

### HP Mini IP Conferencing PC system ports

The following illustration and table explain the ports on the back panel of your HP Mini IP Conferencing PC.

**Figure 2-1 Conferencing PC system ports**



Reference number	Port type	Description
1	PoE Ethernet port	Directly connects Poly TC10 to HP Mini IP Conferencing PC and provides network connectivity (link local) and power to the Poly TC10 device
2	USB Type-C port (DP-Alt)	Connects a secondary camera or a digital whiteboard over USB Type-C to share ideas virtually (via DP-Alt mode)
3	USB Type-C	Connects a camera to the conferencing PC
4	HDMI ingest	Connects a laptop to the conferencing PC for content sharingHDMI 1.4 – Supports 4K content ingest (4K @ 30FPS)
5	DisplayPort ports	Connects displays to the conferencing PC using a DisplayPort-to-HDMI adapter
6	HDMI port	Connects a display to the conferencing PC
7	USB Type-A ports	Connects cameras or audio peripherals to the conferencing PC
8	USB Type-A ports	Connects a camera or audio peripheral to the conferencing PC
9	Ethernet port	Connects the conferencing PC to your network
10	Power port	Connects the conferencing PC to power using the provided power supply (150W must be used)

### Poly TC10 Controller Hardware Overview

The following illustration and table outline the hardware features of the Poly TC10 controller.

Figure 2-2 Poly TC10 hardware features

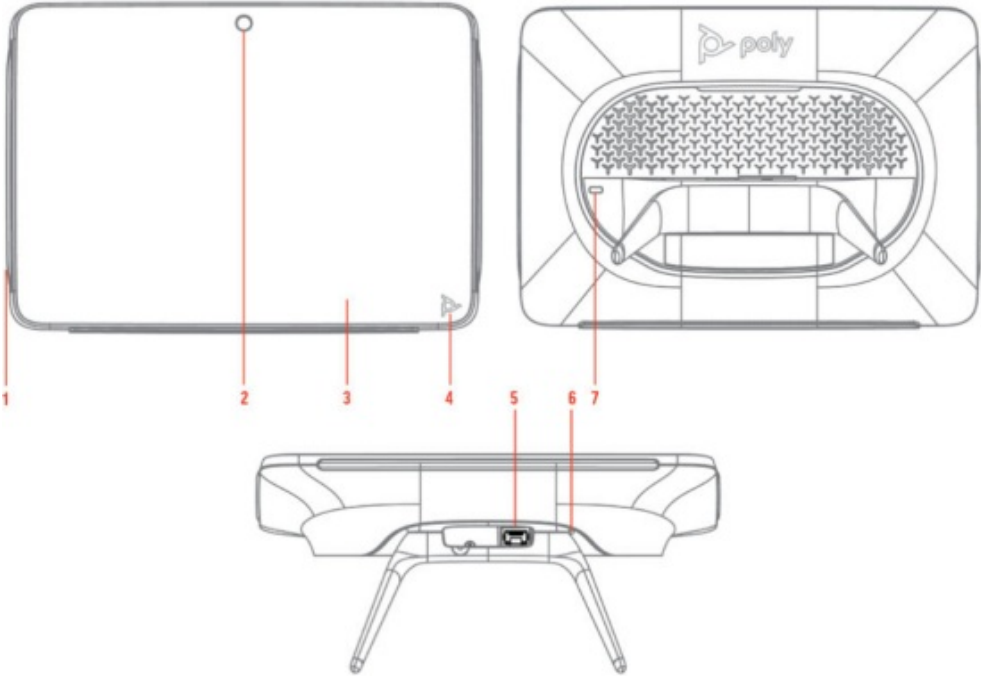


Table 2-2 Poly TC10 feature descriptions

Reference number	Description
1	LED bar
2	Motion sensor to wake up display
3	Touchscreen
4	Poly touch button to launch Poly control dock menu
5	POE port
6	Factory restore pinhole
7	Security lock

LED status indicators for Poly TC10 in Microsoft Teams Rooms on Windows mode

Poly TC10 provides LED indicators to help you understand the device’s behaviors in Microsoft Teams Rooms on Windows.

Table 2-3 Poly TC10 LED indicators and status for Microsoft Teams Rooms on Windows


Indicator	Status
Blinking white	Powering on
Solid white	Normal operation
Blinking amber	Update in progress
Solid amber	Sleeping
Blinking red	Poly TC10 is paired with the conferencing PC, but the connection is lost

## Cabling the Poly Studio Base Kit G9 Plus system

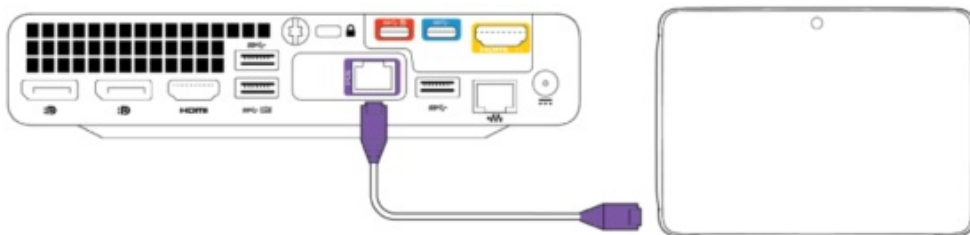
To help you in cabling the system components, Poly Studio Base Kit G9 Plus ships with color-coded ports and cables.

### Connect Poly TC10 to the HP Mini IP Conferencing PC

Connect your Poly TC10 device to the HP Mini IP Conferencing PC. The HP Mini IP Conferencing PC provides power and network connectivity to Poly TC10 to use it as a room controller.

 **NOTE:** Before powering on the HP Mini IP Conferencing PC, ensure all connections have been made from the HP Mini IP Conferencing PC to the Poly TC10 and other peripherals.


**Figure 3-1 Connecting the PoE cable from the HP Mini IP Conferencing PC to Poly TC10**



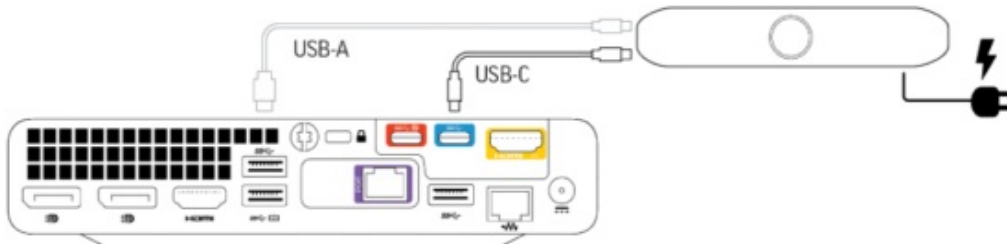
- Connect the Ethernet cable with purple boot covers (included with the conferencing PC) from the purple Ethernet port on the HP Mini IP Conferencing PC to the POE port on the Poly TC10 device.

### Connect a Poly Studio video bar to the HP Mini IP Conferencing PC

Connect a supported Poly Studio video bar or standalone camera to the HP Mini IP Conferencing PC.

 **IMPORTANT:** The Poly Studio video bar automatically updates if Poly Lens identifies a newer version of the device software. On Poly devices, the LED blinks amber indicating that a software update is in progress. Don't disconnect or turn off the device while it's updating.

**Figure 3-2 Connecting a Poly Studio video bar to the HP Mini IP Conferencing PC**

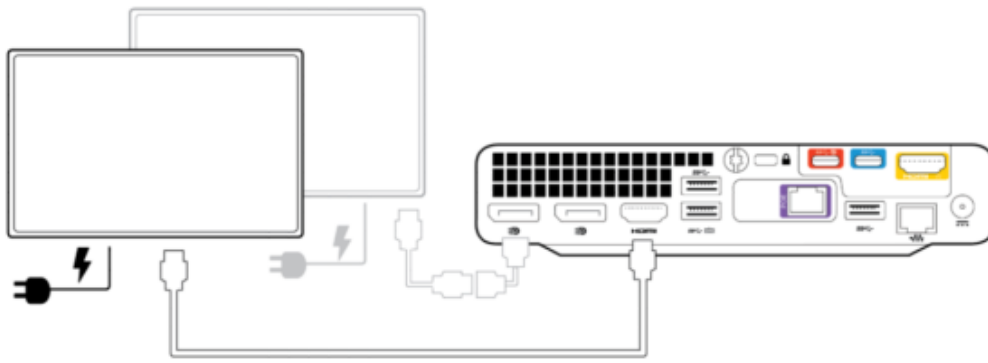


1. Connect the cable that ships with the Poly Studio video bar from the video bar to the USB port on the HP Mini IP Conferencing PC.
2. Connect the video bar to power.

### Connect displays to the HP Mini IP Conferencing PC

Use the HDMI and DisplayPort connectors to connect one or two displays to the HP Mini IP Conferencing PC.

**Figure 3-3 Connecting displays to the HP Mini IP Conferencing PC**



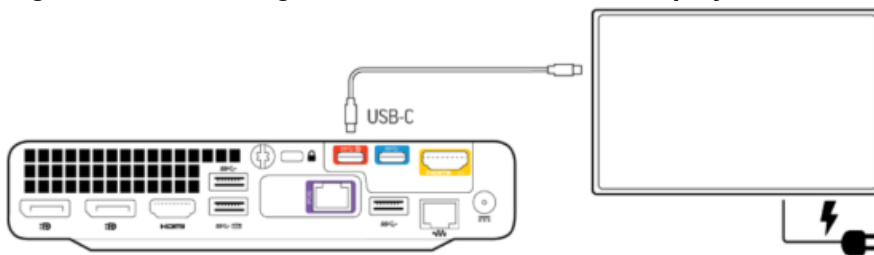
1. Connect an HDMI cable from the HDMI port on the HP Mini IP Conferencing PC to the HDMI 1 port on your display.
2. **Optional:** Using the provided DisplayPort to HDMI adapter, connect an HDMI cable from the DisplayPort adapter on the HP Mini IP Conferencing PC to the HDMI 1 port on the second display.
3. Connect the displays to power.

## Connect an interactive whiteboard display to the HP Mini IP Conferencing PC

Connect an interactive whiteboard display to the conferencing PC to use for whiteboarding sessions.

You must configure the interactive whiteboard as the system's second display so the system uses it when you start a whiteboarding session. For more information on setting up an interactive whiteboard, visit [Use Microsoft Teams Rooms as an Interactive Whiteboard Device](#).

**Figure 3-4 Connecting an interactive whiteboard display to the HP Mini IP Conferencing PC**



1. Connect a USB-C to USB-C cable from the interactive whiteboard display to the red USB-C port on the conferencing PC.
2. Connect the display to power.

## Poly Studio Base Kit G9 Plus out-of-box setup

Before powering on the HP Mini IP Conferencing PC and Poly TC10, ensure all connections have been made from the HP Mini IP Conferencing PC to the Poly TC10 and other peripherals.

Refer to **Cabling the Poly Studio Base Kit G9 Plus system on page 6** for more.

## Complete the Windows out-of-box set up on Poly TC10

Use the Poly TC10 device to set up your Poly Studio Base Kit G9 Plus and configure basic settings.



**IMPORTANT:** During the setup process, the conferencing PC and Poly TC10 may reboot several times. Do not turn off or restart the conferencing PC or Poly TC10 during this process.

1. Connect all peripherals to the HP Mini IP Conferencing PC, including Poly TC10.
2. Connect the conferencing PC to your network with an ethernet cable.
3. Connect the HP Mini IP Conferencing PC to power.

The conferencing PC and Poly TC10 device turn on. Poly TC10 automatically pairs with the MTRoW device and launches the Microsoft Teams setup sequence.



**NOTE:** The language of the Poly TC10 interface is inherited from the language set on the paired PC.

## Update a Poly TC10 device

If your Poly TC10 is running 5.x or lower, it won't pair with the HP Mini IP Conferencing PC running MTRoW. Upgrade to Poly TCOS version 6.x to pair it to the HP Mini IP Conferencing PC.

1. Plug your Poly TC10 into a public/corporate network with internet connectivity using PoE or a PoE injector.
2. During the out-of-box installation sequence, your Poly TC10 automatically checks for an update and prompts you to accept. Accept the update to allow your software to upgrade to the latest version.



**NOTE:** If you have a Poly TC10 that was previously set up, [perform a reset of the Poly TC10](#) to go through the out-of-box installation sequence mentioned above.

3. Once upgraded to version 6.0.x, move your Poly TC10 from the public/corporate network to the link local private network tied to the HP Mini IP Conferencing PC running MTRoW.
4. The Poly TC10 device running 6.0.x automatically pairs with the PC.
5. The Poly TC10 device automatically upgrades to the current approved and tested version during the nightly scheduled upgrade window.

## Configuring Microsoft Teams Rooms

After you complete the initial system setup, set up and configure Microsoft Teams Rooms.

### Set up Microsoft Teams Rooms

Set up and configure Microsoft Teams Rooms.

For detailed instructions on completing your configuration, visit Initial Setup for Microsoft Teams Rooms at the Microsoft website.



**NOTE:** To provision and deploy Teams Rooms at scale on Microsoft Teams Rooms on Windows, you can use Windows Autopilot and Autologin. For more information, see **Autopilot Registration for HP Poly Teams Rooms on Windows on page 16**

1. Accept the Microsoft Software License Terms.
2. Enter your Microsoft Teams Rooms account information.

For more information, review Configure accounts for Microsoft Teams Rooms.



### 3. Select **Next**.

Microsoft Teams Rooms opens and displays on the room monitor and the Poly TC10 controller

## Unpair a Poly TC10 device

To use the Poly TC10 in a different conference room, unpair it from the PC, take it to the new conference room and plug it into the new room system.

### To unpair a Poly TC10 from a PC:

1. Tap on the Poly button at the bottom of the Poly TC10 screen (or swipe in from the left of the screen).
2. Go to Settings > Admin Settings.
3. Enter the admin login credentials.
4. Select the device to unpair. Select Disconnect.

## Poly Lens Room

Poly recommends that you use Poly Lens to manage your Poly Studio Base Kit G9 Plus and connected peripherals. With Poly Lens, actively manage your devices, capture room analytics, and update software on your Poly TC10 device or Poly Studio cameras. Poly Lens Room allows you to onboard and manage your Poly Studio Base Kit G9 Plus components from your Poly Lens cloud account.

## Onboard the conferencing PC with Poly Lens Room before or after setup

During the Poly Studio Base Kit G9 Plus setup process, register your conferencing PC with Poly Lens Room using a PIN code.

Before onboarding your device using Poly Lens Room, review the [Ports and Protocols for Poly Lens Apps table](#) to ensure that Poly Lens Room can load and communicate to Poly Lens Cloud.

### 1. To locate your Poly Lens PIN code:

- **a.** On the paired Poly TC10, select Settings > Admin
- **b.** Enter the admin username and password.
- **c.** At the bottom of the page, find Poly Lens, and select Onboard Device with PIN.



**NOTE:** Alternatively, you can log into the admin account on the conferencing PC and open Poly Lens Room. In Poly Lens Room, select Onboard Device with PIN.

The application generates a PIN code. It may take up to 60 seconds to generate.

2. On the conferencing PC or a separate computer, access Poly Lens at <https://lens.poly.com>.
3. Sign up or log in to your account.
4. Go to **Manage > Register Device**.
5. Locate **PIN or QR Code Onboarding** and select **Register a single device**.
6. Select the **Device is a PC-Based Room System** check box.
7. Copy the PIN code from Poly Lens Room.
8. Enter or paste the PIN code into the **Device PIN** field.
9. Enter the **Device Name** and system location information.
10. Select **Register Device**.

Check that Poly Lens Room reports that the PC room has successfully onboarded and confirm that all of your devices are showing in your Poly Lens Cloud account and the room inventory. For more information, see [Poly Lens Help](#)

## Poly Camera Control App for Microsoft Teams Rooms on Windows

Use the Poly Camera Control App to provide camera controls on your Poly Room Kits for Microsoft Teams Rooms on Windows solution.

## Cameras supported with Poly Studio Base Kit G9 Plus

The following Poly video devices are supported on Poly Studio Base Kit G9 Plus.

### Supported cameras include the following models:

- Poly Studio V72
- Poly Studio V52
- Poly Studio E60
- Poly Studio E70
- Poly Studio R30
- Poly Studio USB

## Audio devices supported with Poly Studio Base Kit G9 Plus

The following audio devices are supported with Poly Studio Base Kit G9 Plus.

- Poly Trio C60
- Shure P300 DSP
- Shure Micro flex
- Audio integrated in the listed **supported cameras on page 14**



**NOTE:** Not all legacy audio devices are supported or compatible with Poly Studio Base Kit G9 Plus. Note the following:

- Poly Sync products are not supported with this product.
- Not all Microsoft Certified MTR audio peripherals are supported by the Poly Studio Base Kit G9 Plus. Devices not listed are considered compatible but support is provided by the manufacturer of the device.

## Provision multiple systems using Autopilot for Microsoft Teams Rooms on Windows

Windows Autopilot is a set of technologies that allow administrators to perform touchless provisioning of Microsoft Teams Room on Windows conferencing PCs.

This guide details how to initiate the process to request Autopilot registrations for HP Poly Teams Rooms on Windows.

For more information review [Autopilot and Autologin for Teams Rooms on Windows](#) on the Microsoft Teams Rooms website.

## Submitting the customer inquiry

Ask about Autopilot options on behalf of a customer.

1. Use an email client to prepare an email with the addressee `autopilot.request@hp.com`.
2. Depending on your setup, choose from the following email subject lines:
  - Request for Hardware Hash data
  - Request for Product Key ID (PKID)
  - Request to register to customer tenant
3. **Submit a pre-named file saved in CSV format with the following information:**
  - HH-Company  
Substitute the end-user customer name when requesting the 4K Hardware Hash for customer self-registration through Intune End-Point-Manager.
  - PKID-Company  
Substitute the end-user customer name when requesting the PKID file for reseller upload on the customer's behalf through Microsoft Partner Center.

## Required email format

Submit a pre-named file saved in CSV format. The CSV file includes 10-character serial numbers in column-A.

Each cell should only include the product serial numbers. Review the list in a text editor to verify there are no spaces or hidden characters.

**Table 7-1 Sample CSV File Entry**

5CH333111093		
5CH333111102		
5CH333114103		
5CH3331111045		
8CZ3331114MB		
8CZ3331114M3		

## System maintenance

Perform system maintenance tasks for your Poly Studio Base Kit G9 Plus.

## Access Windows on the conferencing PC

Sign in to the Windows administrator account to manage the conferencing PC.

1. Connect a keyboard and mouse to the conferencing PC.
2. On the Poly TC10 device, 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.

## Updating system software

Update application and peripheral software.

### Automatic Microsoft Teams Rooms application updates

By default, the system automatically downloads and installs updates for Windows, Microsoft Teams Rooms, and attached peripherals.



**IMPORTANT: Don't force Windows updates.**

The system automatically installs required updates overnight. Forcing Windows updates may result in conflicts between Windows and the Microsoft Teams Rooms application.

Windows Update runs at a set time each night to download available updates. Leave the system on overnight to ensure that the system can receive and install updates.



**NOTE:** During the Windows update process you may see the Poly TC10 unpair or update its firmware. Once updates are complete, your Poly TC10 will repair and work as designed.

For information on Microsoft Teams Rooms releases, review the [Microsoft Teams Rooms Release Notes](#).

### Automatic updates from Poly Lens

Poly Lens delivers automatic updates to the HP Poly control software on the HP Mini IP Conferencing PC.

Windows Update delivers the updates to the system, however, the Poly TC10 firmware will not be pushed out from Windows Update. Poly Lens is the primary mechanism used to update the Poly TC10 firmware. It requires that the system has connectivity to the Poly Lens Cloud, and access to poly lens software update URLs..



**IMPORTANT:** Ensure your HP Mini IP Conferencing PC has the ability to reach [swupdate.lens.poly.com](https://swupdate.lens.poly.com).

Your IT management will need to make sure firewall rules do not block this traffic. For more information, visit the Poly Lens firewall configuration [Poly Lens Ports and Protocol](#) page.

### Updating Poly cameras connected to the conferencing PC

Windows Update automatically updates the Poly camera connected to your conferencing PC.



**NOTE:** If you onboard your system for management with Poly Lens, you can manage camera software updates manually. If you don't onboard your system to Poly Lens, Windows Update automatically updates the camera when a new version of the camera software is available.

Windows Update is set to run after midnight and downloads and installs Poly camera updates as they're available.

### Restarting and resetting the system

You may need to restart or reset your system and peripherals to resolve issues.

## Restart Poly TC10 using the administrator menu

Restart the Poly TC10 device from the Poly TC10 administrator menu.

1. On the right side of the Poly TC10 screen, swipe left.
2. Select **Settings**.
3. Select **Admin Settings**.
4. Enter the administrator **password**.

The default password is the last six digits of the Poly TC10 serial number.

If you're signing in to the administrator menu for the first time, the Poly TC10 device prompts you to update the administrator **password**.

5. Select **Restart and Reset**.
6. Select **System Restart**.

## Reset Microsoft Teams Rooms on the conferencing PC

Reset the Microsoft Teams Rooms application on the conferencing PC without factory resetting the PC.

1. Select **More > Settings**.
2. Enter the Windows administrator password.
3. Select **Reset Device**.
4. Select **Reset**.

Microsoft Teams Rooms resets and then presents the out-of-box setup screen.

## Troubleshooting the Poly Studio Base Kit G9 Plus

Use the following information to troubleshoot issues with your Poly Studio Base Kit G9 Plus.

### Access device and system information on the Poly TC10

Device and system information can be useful for troubleshooting issues with your system, particularly when engaging with our support team.

You can access device settings useful without an admin login.

1. Tap the Poly button at the bottom of the Poly TC10 screen (or swipe in from the left of the screen).
2. Select **Settings**.
3. **In the Information panel, the following device information displays:**
  - Software versions
  - Hardware version
  - Windows version
  - Serial number

## Reset pairing between Poly TC10 and HP Mini IP Conferencing PC

If the Poly TC10 becomes unpaired or you have issues getting the pairing to work, reset pairing to clear the current pairing configuration between the Poly TC10 and the paired PC and reinitiate pairing.

If you unplug a Poly TC10 from a PC without disconnecting it in the admin settings, then try to pair it with another PC, the Poly TC10 may show that it's paired but not work correctly.

1. Tap the Poly button at the bottom of the Poly TC10 screen (or swipe in from the left of the screen).
2. Go to Settings > Admin Settings.
3. Enter the admin login credentials
4. Select Reset Pairing.

Pairing is reset and the Poly TC10 is ready to plug into the PC for automatic pairing.

## Access the HP Mini IP Conferencing PC sys logs

The HP Mini IP Conferencing PC sys logs are kept on the PC syslog server.  
The following log information is stored:

**Table 9-1 Type of information logged**

Control Service	Touch Interface	HDMI Ingest	Lens Room
Pairing Actions	Touch Actions	Connection Status	Service Information
System Info	PIR Actions w/ time		Connected Devices
Language & Time Settings	LED Activations		Lens Cloud Messages
IP and Serial# Info from all devices	HID Functions		FW update Process
Mac Addresses from All devices			Device Settings
Service functions & executions			MTR Communications

- **Access the HP Mini IP Conferencing PC sys logs at the following locations:**
- C:\windows\System32\config\systemprofile\appdata\roaming\hpqlog
  - System and applications logs (primary location)
- C:\users\skype\AppData\Roaming\hpqlog
  - HP Control Application logs
- C:\ProgramData\Poly\Logs\Lens Control Service
  - Lens Room service logs

## Unable to update Poly TC10

If you have issues with updating the Poly TC10, ensure that your firewall allows updates from ['swupdate.lens.poly.com'](https://swupdate.lens.poly.com).

Your company's IT team must also ensure that firewall rules don't block this traffic.

**For more information, see the Lens Firewall configuration here:**

<https://info.lens.poly.com/docs/begin/ports-and-protocols>

## Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The [Poly Documentation Library](#) is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly [Support to HP Support](#).

The [HP Community](#) provides additional tips and solutions from other HP product users

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**Document part number:** 3725-87764-003A

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Email us at [documentation.feedback@hp.com](mailto:documentation.feedback@hp.com) with queries or suggestions related to this document.



## Documents / Resources

[poly G9 Plus Studio Base Kit](#) [pdf] Instruction Manual  
G9 Plus Studio Base Kit, G9 Plus, Studio Base Kit, Base Kit

## References

- [User Manual](#)

### Manuals+, [Privacy Policy](#)

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