



poly Studio E70 Speaker Tracking on Windows PCs Installation Guide

[Home](#) » [Poly](#) » poly Studio E70 Speaker Tracking on Windows PCs Installation Guide 

Contents

- [1 poly Studio E70 Speaker Tracking on Windows PCs](#)
- [2 Product Information](#)
- [3 Product Usage Instructions](#)
- [4 Procedure](#)
- [5 Documents / Resources](#)
 - [5.1 References](#)



poly Studio E70 Speaker Tracking on Windows PCs



Product Information

The Poly Audio Service Software for Microsoft Teams Rooms on Windows with Poly Studio E70 is a software that enables Windows to pass far-end talk flags to the Poly Studio E70 camera for speaker tracking. It allows the camera to differentiate between people speaking in the room and sounds coming from the system speakers. Before installing PolyAudioService, it is important to verify that both the Microsoft Teams Rooms output devices and the Windows audio output device are the same.

Product Usage Instructions

1. Set the Microsoft Teams Rooms Default Audio Output Device

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

2. Set the Windows Default Audio Output Device

1. In the Microsoft Teams Rooms application, go to More > Settings.
2. Enter the Administrator password (default password: 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.

3. Download and Install PolyAudioService

To support Poly Studio E70 camera speaker tracking on the conferencing PC, follow these steps:

1. Install Microsoft Visual C++ 2019 Redistributable Package (x64) from the Microsoft website.
2. Ensure that Poly Studio E70 is running version poly-studioe70-1.0.1-232101 or later.
3. **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
4. **Verify PolyAudioService Is Running**
 1. In the Microsoft Teams Rooms application, go to More > Settings > Windows Settings.
 2. Check if the Windows Services app reports that PolyAudioService is running.

Topics:

- Set the Microsoft Teams Rooms Default Audio Output Device
- Set the Windows Default Audio Output Device
- Download and Install PolyAudioService
- Verify PolyAudioService Is Running

- Verify PolyAudioService Detected the Correct Audio Output Device
- Verify Poly Studio E70 Receives Far-End Talk Flag

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.
3. The default password is sfb.
4. Select Windows Settings.
5. In Windows, go to Start > Settings > Systems > Sound.
6. In the Choose your output device drop-down menu, select the same audio output device selected in Microsoft Teams Rooms.
7. Sign out of Windows.
8. 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.
4. The default password is sfb.
5. Select Windows Settings.
6. Select Administrator, and enter the Administrator password.
7. In the Windows search field, search for service.
8. Right-click on the Services app, then select Run as Administrator.
9. 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.

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

Getting Help


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

Poly

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Documents / Resources

	poly Studio E70 Speaker Tracking on Windows PCs [pdf] Installation Guide Studio E70 Speaker Tracking on Windows PCs, Studio E70, Speaker Tracking on Windows PCs
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References

-  [Latest supported Visual C++ Redistributable downloads | Microsoft Learn](#)

-  [Poly Studio E70 | Poly, formerly Plantronics & Polycom](#)

Manuals+.