



INSTALLATION GUIDE

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# 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

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## 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](#)
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- [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.

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

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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

```