Poly TC10 Admin Guide 6.3.0

SUMMARY

This guide provides administrators with information about configuring, maintaining, and troubleshooting the featured product.

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1 Before you begin

This guide helps you understand how to set up, manage, and use your Poly TC10 device.

Audience, purpose, and required skills

This guide is intended for technical users familiar with setting up and managing telecommunications systems and equipment.

Product terminology used in this guide

Use the terminology in this section to help you understand how this guide sometimes refers to Poly products.

Device
Refers to the Poly TC10 device.

Video system
Refers to the Poly G7500 and Poly Studio X Series video conferencing systems.

System
Another way of referring to the Poly G7500 and the Poly Studio X Series video conferencing systems.

Icons used in Poly documentation

This section describes the icons used in Poly documentation and what they mean.

WARNING! Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

CAUTION: Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

IMPORTANT: Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

NOTE: Contains additional information to emphasize or supplement important points of the main text.

TIP: Provides helpful hints for completing a task.

2 Getting Started

The Poly TC10 delivers room scheduling, room control with any Poly partner app, or lets you control supported Poly video conferencing systems.

Flexible deployment options provide a range of operating modes that meet different room requirements.

Poly TC10 Overview

You can pair the Poly TC10 with a Poly video system or use it as a standalone (unpaired) room scheduler.

In paired mode, Poly TC10 pairs with a Poly video system and operates as a controller for the provider selected in the Poly Video system. This provider can be Poly or a supported third party app such as Microsoft Teams Rooms or Zoom Rooms.

Poly TC10 can pair with the following devices:

- Poly G7500
- Poly Studio G62
- Poly Studio X30
- Poly Studio X50
- Poly Studio X52
- Poly Studio X70

In standalone mode, Poly TC10:

- Operates alone; you don't pair it with a Poly video system.
- Supports the following modes:
  - Zoom Rooms running either Zoom Room Controller or Zoom Rooms Scheduler
  - Microsoft Teams Rooms running Microsoft Teams Panel

Poly TC10 as a Poly Video Controller

With the Poly TC10, you can control and manage aspects of a Poly video system.

The Poly TC10 must be paired with a video system to operate in Poly Video Mode.

The following features and capabilities are available in Poly Video Mode:

- Placing and joining video calls
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories
- Managing shared content
  - Taking snapshots
  - Maximizing, minimizing, and stopping content
- Adjusting camera pan, tilt, zoom and tracking settings
- Creating camera presets
- Adjusting display brightness
- Using multiple Poly TC10 controllers to control a single system
- Pairing with video systems over the network (wired LAN) for flexible room setups

Poly TC10 Local Interface

The Poly TC10 controller's local interface displays controls and settings available to you depending on the mode you're using.

Home Screen in Poly Video Mode

The Home screen is the first screen you encounter in Poly Video Mode. From this screen, you have quick access to many of the system functions.

NOTE: Some elements of your screen may be different depending on the system configuration.

Home Screen

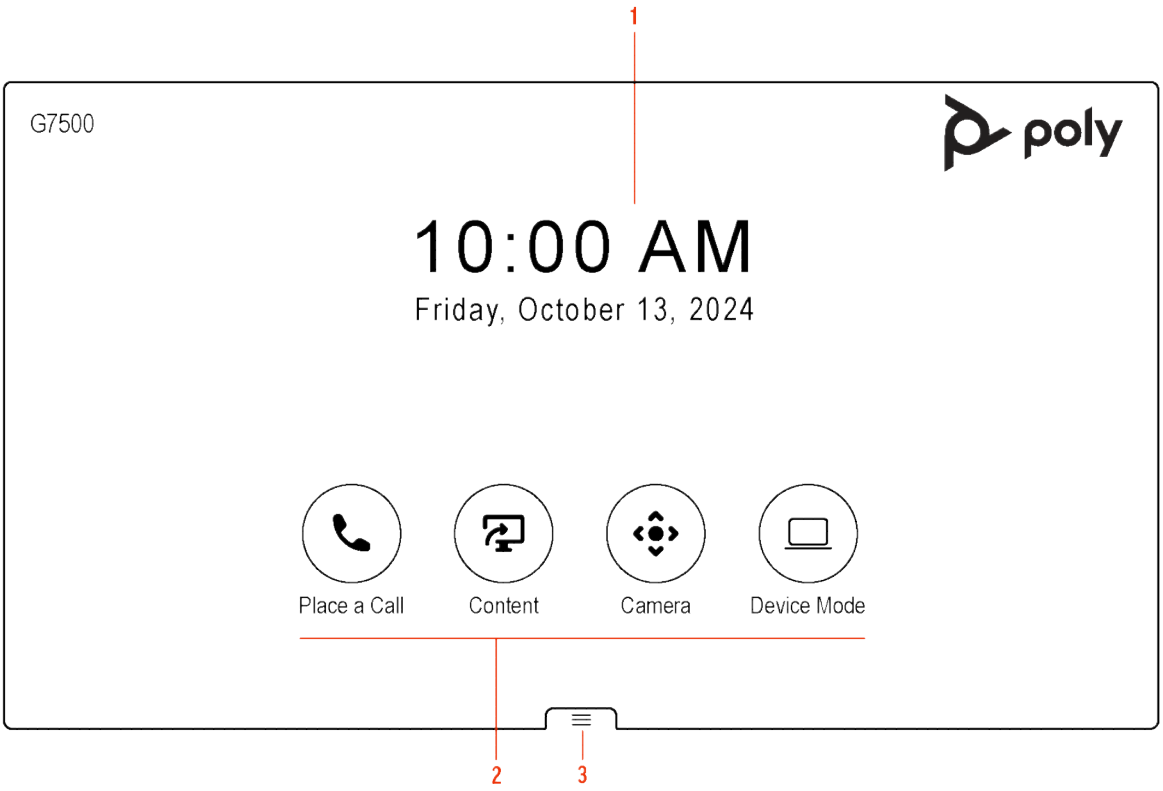


Table 2-1 Feature descriptions

Ref. Number	Description
1	Time and date information
2	Task buttons for placing calls, managing content, controlling cameras, or launching Poly Device Mode.
3	Menu for accessing other features.

Some of the following interactive and read-only elements might not display on your system depending on the system configuration.

Table 2-2 Element descriptions

Element	Description
Name	Descriptive name determined by the system administrator. Used when you want to connect to a system.
IP address	IP address, SIP, H.323, or secondary network configured for your system.
Current time	Local time zone.
Current date	Local time zone date.
Calendar or Favorites cards	View your calendar or favorites.
Place a Call	Opens a call screen where you can dial a call, or you can select a card to dial numbers, access favorites, or view your calendar.

Table 2-2 **Element descriptions (continued)**

Element	Description
Content	When content is available, the system displays a list of available content. Otherwise, this function opens a help screen that describes how to set up content sharing using HDMI, the Polycom Content App, or an AirPlay- or a Miracast-certified device.
Camera	Opens the camera control screen.
Poly Device Mode	Launches Poly Device Mode, which allows you to use the Poly Video system as an external camera, microphone, and speaker for your connected laptop.
Menu	Opens new menu selections for calling, sharing content, camera control, and additional functions.

Poly TC10 in Zoom Rooms Mode

In Zoom Rooms mode, the Poly TC10 can run either as a Zoom Rooms Controller or a Zoom Rooms Scheduler.

NOTE: To use Zoom Rooms Controller and Scheduler, you need a Zoom Rooms account. To use all of the functionality of the Zoom Rooms Scheduler, log in to the scheduler with a Zoom Rooms admin account.

Poly TC10 as a Zoom Rooms Controller

Run Zoom Rooms Controller on a Poly TC10 positioned inside a conference room to launch and manage Zoom meetings.

With Zoom Rooms Controller, a Poly TC10 in either paired or standalone mode controls the Zoom Room. Once logged into the Zoom Room, you can join a scheduled meeting, start an unscheduled meeting, invite participants to a meeting, view upcoming meetings, share content, dial a phone number, and manage all aspects of a Zoom meeting.

Poly TC10 as a Zoom Rooms Scheduler

Run Zoom Rooms Scheduler on a Poly TC10 mounted outside a meeting room to manage the room. The Poly TC10 displays the current status of the room and any scheduled meetings, and can be used for room reservation.

Administrators can sync the following calendars to a Zoom Room:

- Google Calendar
- Office 365
- Microsoft Exchange

Once synced, the calendar meetings for that day appear on the display.

Users can perform the following tasks on a Poly TC10 running Zoom Rooms Scheduler:

- See the current status of the Zoom Room and any upcoming meetings
- Reserve a time slot in the Zoom Room calendar
- Reserve a time slot in another Zoom Room in an integrated floor plan

- Cancel a meeting that a user scheduled through the Zoom Rooms Scheduler

Poly TC10 in Microsoft Teams Mode

In Microsoft Teams mode, Poly TC10 can run either as a Microsoft Teams Room Controller (paired mode) or a Microsoft Teams Room Panel (standalone mode).

NOTE: To use Microsoft Teams Room Controller and Panel, you need a Microsoft Teams Rooms account. For more see Microsoft Teams Rooms licenses.

Poly TC10 as a Microsoft Teams Rooms Controller

Positioned inside a conference room, paired to a codec, use the Poly TC10 as a touchscreen controller for Microsoft Teams.

The following features and capabilities are available in Microsoft Teams controller mode:

- Placing and joining video calls
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories
- Sharing content

Poly TC10 as a Microsoft Teams Rooms Panel

A standalone Poly TC10 mounted outside a meeting room can run Microsoft Teams Panel to manage a meeting space.

A Poly TC10 Microsoft Teams Panel provides the following:

- Current room status
- List of upcoming meetings
- Reservation capabilities
- Options to reserve, check-in to, or release the meeting space, if configured in the settings

Poly TC10 Controller Hardware Overview

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

Figure 2-1 Poly TC10 hardware features

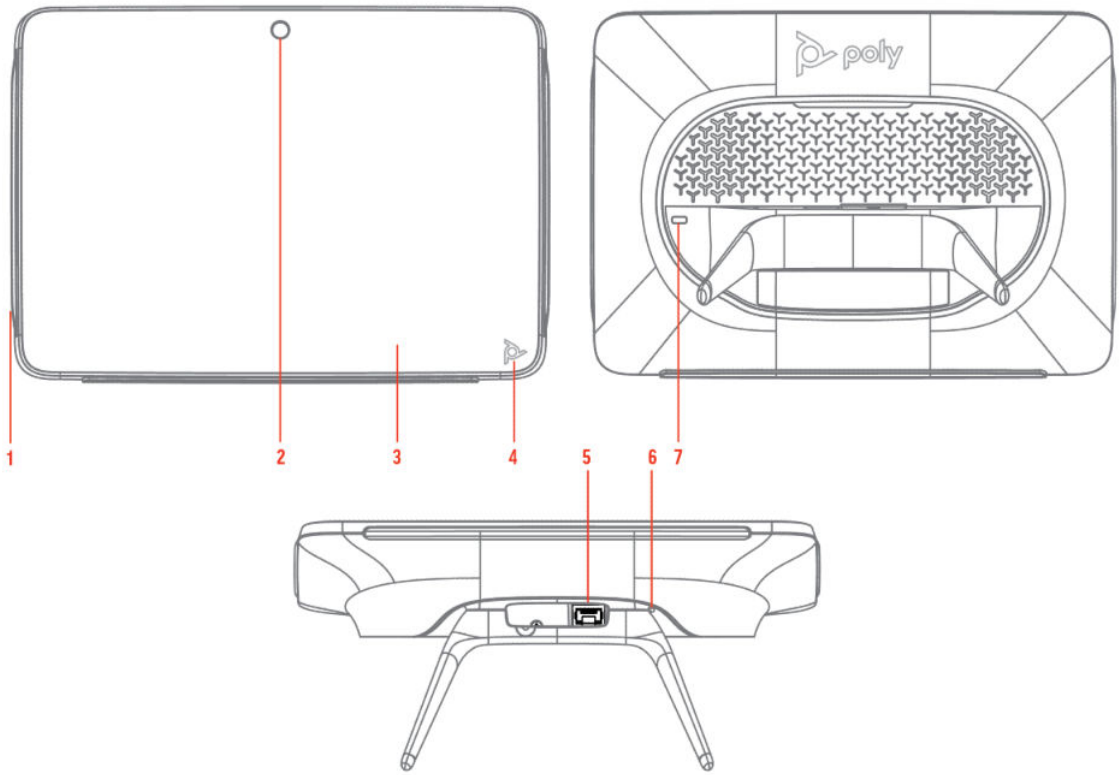


Table 2-3 Poly TC10 feature descriptions

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

Poly TC10 Status Bars

The Poly TC10 controller provides two LED bars on the right and left edges of the screen.

These LEDs help you understand the controller's behaviors. For more information, review the following topics:

- Poly TC10 LED Status Indicators as a Room Controller in Poly Video Mode on page 23
- Poly TC10 LED Status Indicators in Zoom Rooms Controller Mode on page 24
- Poly TC10 LED Status Indicators in Zoom Rooms Scheduler Mode on page 24

- Poly TC10 LED Status Indicators in Microsoft Teams Controller Mode on page 25
- Poly TC10 LED Status Indicators in Microsoft Teams Panel Mode on page 25

Access the Poly Control Center

If your system is using a conferencing application that isn't Poly, you can still access the Poly TC10 device and paired video system settings in the Poly Control Center.

- On the right side of the device touchscreen, swipe left, or touch the Poly touch button on the bottom right of your touch screen.

  The Poly Control Center opens.

Waking the Poly TC10

After a period of no activity, the system enters sleep mode (if configured by your administrator). When the motion sensor over the touchscreen detects movement, it wakes up the display.

Accessibility Features

Poly products include a number of features to accommodate users with disabilities.

Users Who Are Deaf or Hard of Hearing

Your system includes accessibility features so that users who are deaf or hard of hearing can use the system.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Table 2-4 Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Status indicator lights	The system uses LEDs to indicate some statuses, including if your microphones are muted.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Auto-answering	You can enable the system to auto-answer calls.

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your system includes accessibility features so that users who are blind, have low vision, or have limited vision can use the system.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Table 2-5 Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Auto-answering	You can enable the system to auto-answer calls.

Table 2-5 Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision (continued)

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.

Users with Limited Mobility

Your system includes accessibility features so that users with limited mobility can use various system features.

The following table lists the accessibility features for users with limited mobility.

Table 2-6 Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Alternative control interface	This product provides an alternative control interface for the connected video conferencing system for people with disabilities that cause limited manipulation issues.
Auto-answering	You can enable the system to auto-answer calls.
Calling from a personal device	With administrator credentials, you can wirelessly access the system web interface from your own device to make calls and manage contacts and favorites.
Flexible mounting/display configurations	Product isn't stationary and can be mounted or displayed in various configurations. Touch controls require minimal strength to operate.

3 Setting Up the Poly TC10

Pair the TC10 with a Poly video system over your primary network or set it up in standalone mode.

IMPORTANT: Ensure your Poly TC10 has the latest software to use all the features of the system. On initial powerup, if the system displays a **Critical Update Required** message, allow the device to go through the update process before configuring and deploying.

Power the Poly TC10 with PoE

Because the Poly TC10 gets power through the LAN, the connection must support Power over Ethernet (PoE).

- Connect the Poly TC10 to your network using the supplied LAN cable.

Power the Poly TC10 with a PoE Injector

If your space isn't equipped with Power over Ethernet (PoE), you can use a PoE injector to power the Poly TC10.

1. Plug the AC power cord of the PoE injector into an accessible earthed mains outlet.
2. Connect the PoE injector to the Poly TC10 using a LAN cable.
3. Connect the PoE injector to your network with a LAN cable.

Set up Poly TC10 for the first time as a standalone device

As a standalone device, you can use the Poly TC10 device as a Zoom Rooms Scheduler or Microsoft Teams Rooms Panel.

NOTE: The **Settings** menu is available throughout the setup process. Select the gear icon to access system information, user settings, admin settings, and additional help.

1. Power on the Poly TC10 device by connecting it to a PoE-enabled Ethernet switch on the same network as the conferencing PC.
2. If a Poly TC10 software update is available, select **Update**.

   The Poly TC10 device updates and restarts.
3. **Optional:** Select the default language to change it, or choose dark mode by toggling to the moon icon.

4. Select **Get Started**.

   The *System Overview* screen displays.

5. To configure the settings in the network details and regional info tiles, select the tile. To proceed, select the next arrow.

   The *Setup Mode* screen displays

6. Select **Scheduling Panel/Standalone Mode**, then select the next arrow.

7. To onboard your device to Poly Lens, follow the instructions onscreen. Otherwise select **Skip**.

   NOTE: You are prompted to onboard the device to Poly Lens using an onboarding pincode. This pincode is also available at any time in the Poly Lens section of the touch controller interface admin settings.

   The **Choose a Video Provider** screen displays.

8. Select your preferred provider, then select the next arrow.

   The provider app installs and launches.

NOTE: Once you set up the Poly TC10 device in standalone mode, access network and system settings, security settings, and diagnostics tools and logs in the Poly TC10 web interface. For more see Access the Poly TC10 web interface in standalone mode on page 16.

Set up Poly TC10 for the first time as a paired device

When paired with a Poly video system, you can use Poly TC10 to control the video system. In paired mode, Poly TC10 supports all Poly partner modes.

NOTE: To add additional touch controllers to an existing video conferencing system, add them from the video conferencing system web interface.

1. Power on the Poly TC10 device by connecting it to a PoE-enabled Ethernet switch on the same network as the conferencing PC.

2. If a Poly TC10 software update is available, select **Update**.

   The Poly TC10 device updates and restarts.

3. **Optional:** Select the default language to change it, or choose dark mode by toggling to the moon icon.

4. Select **Get Started**.

   The *System Overview* screen displays.

5. Select **Room Controller**, then select the next arrow.

   The *Connect to a Room* screen displays.

6. The system searches for devices with which to pair and displays a list. Connect to a device in the list or manually connect to a room.

   - To automatically connect to a room, select the device you want to pair the Poly TC10 with from the list.

- To manually connect to a room, select **Manually Connect to a Room**, enter the IP address of the video conferencing system you want to connect your touch controller to, and select the next arrow.

TIP: When you set up your video conferencing system, the IP address displays on the setup screen of the connected display.

A screen displays a selection of shapes.

Match the sequence of symbols on the display connected to your video conferencing system by selecting them in the correct order, then select **Confirm**.

If connecting to a video conferencing system that has not been previously set up, the **Poly Lens** screen displays.

7. To onboard your device to Poly Lens, follow the instructions onscreen. Otherwise select **Skip**.
8. If connecting to a video conferencing system that has not been previously set up, the *Choose a Video Provider* screen displays. Select the provider you want to use with your Poly system, then select the next arrow.

   The software for the selected provider installs and launches.

NOTE: If connecting to a video conferencing system that has been set up, this step is skipped and the Poly TC10 launches the provider selected in the Poly VideoOS system web interface.

Set up a standalone Poly TC10 as a Microsoft Teams Panel

To use a standalone Poly TC10 as a Microsoft Teams Rooms Panel, sign in to your Microsoft Teams Rooms account on the Poly TC10.

1. Set up the Poly TC10 device as s standalone devices as outlined in Access the Poly TC10 web interface in standalone mode on page 10
2. To sign in to Microsoft Teams Rooms on the Poly TC10, follow the onscreen instructions. Two options are available:
   - Log in to your Microsoft Teams Rooms account using a username and password.
   - On another device, go to the Microsoft device login page on a browser and enter the code displayed on the touch controller. If you are not logged in to your Microsoft Teams Rooms account on this device, you will be prompted to log in.

   Your Poly TC10 is now ready to use as a Microsoft Teams Panel.

Set up a paired Poly TC10 as a Microsoft Teams Rooms Controller

Sign in to the same Microsoft Teams Rooms account on Poly TC10 and the Poly video system to use the Poly TC10 as a paired Microsoft Teams Rooms Controller with your video system.

1. Pair the Poly TC10 to the video system as outlined in Set up the TC10 for the First Time as a Paired Device on page 11.

2. To sign in to Microsoft Teams Rooms on the Poly TC10 and Poly Video system (via the connected display) follow the onscreen instructions. Two options are available:

   - Log in to your Microsoft Teams Rooms account on both displays using a username and password.
   - On another device, go to the Microsoft device login page on a browser and, in turn, enter the codes on each of the displays. If you are not logged in to your Microsoft Teams Rooms account on this device, you will be prompted to log in.

   Your Poly TC10 is now ready to use as a Microsoft Teams controller.

Manage a Microsoft Teams Panel in the Admin Center

You can manage your organization's Poly TC10 devices running Microsoft Teams Panel in the Microsoft Teams Admin Center.

In the Microsoft Teams Admin Center, you can do the following:

- Manage the device configuration profile
- Change device information
- Manage software updates
- Restart a device
- Manage device tags

For more information, visit Manage devices in Microsoft Teams.

Configure Microsoft Teams Panel in the Local Interface

With an admin login, you can access settings on the Microsoft Teams Panel's local interface.

In the settings menu on the Microsoft Teams Panel interface, you can configure settings such as the wallpaper, the LED colors for the "busy" status, and meeting preferences, including the ability to check-in, check-out, extend a meeting, reserve ad-hoc meetings, and so on. To access the settings menu in the Microsoft Team Panel interface:

1. Select the settings cog on the bottom right of the Teams Panel interface.
2. Select **Device Settings**.
3. Select **Teams admin settings** and if requested, enter your admin password.
4. Amend the room and panel settings as required. For more information, see Teams panels admin experience
5. Return to the home screen using the back arrow.

Sign in and Pair your Zoom Rooms Account

You can run Zoom Rooms Scheduler and Zoom Rooms Controller in both paired and standalone mode. Once you have signed-in and paired the Zoom Rooms account, the experience is the same.

NOTE: Zoom Rooms supports up to 10 controllers and 10 schedulers.

1. With the Zoom Rooms app open on your Poly TC10, select **Sign in**.
2. To sign in to the Poly TC10, follow the onscreen instructions:
   - **For Zoom Rooms Controller only:** Enter the pairing code displayed into the Zoom Room software of a Mac or PC that is logged in to your account.
   - **For Zoom Rooms Controller and Scheduler:** Log in with your Zoom Rooms account login details, use a pairing code at https://zoom.us/pair, or enter an activation code. An activation code is generated in the room settings in the web portal by the administrator who set up the Zoom Room.
3. Select the Zoom Room that you want to control.

The Poly TC10 is paired and ready to control the Zoom Room app.

Switch Between Zoom Controller and Zoom Scheduler Mode

You can switch between Zoom Rooms Controller and Zoom Rooms Scheduler in the Poly TC10 user interface settings.

1. On the Poly TC10, choose **Settings**.
2. Select **General**.
3. Scroll down and select **Switch to Controller** or **Switch to Scheduler**.

NOTE: The option available depends on what mode that you're currently running.

Configuring Network Settings

If your environment uses DHCP, after plugging it into a LAN port in the room with your video system, the Poly TC10 automatically connects to your primary network.

You can also manually configure the network settings if, for example, your environment needs static IP addresses or the DHCP server is offline.

NOTE: Network settings are available prior to pairing with a codec or in standalone mode.

Provision network settings for a standalone touch controller in Poly Lens

You can now provision and configure Poly touch controllers in standalone mode remotely via Poly Lens.

NOTE: Paired touch controllers inherit network settings from the paired Poly video system.

Provision the network settings in the applicable Poly Lens policy in the **Primary Network** settings.

Manually Configure IPv6 Address Settings

Your system gets its IP address information automatically by default. However, you can manually configure the IPv6 address settings.

1. In the device local interface, go to **Settings** > **Network**.

2. Turn the **Enable IPv6** setting on.
3. Turn the **Obtain Automatically Using DHCP** setting off.
4. Configure the following settings:

Table 3-1 Settings descriptions

Setting	Description
Link-Local	Specifies the IPv6 address to use for local communication within the subnet.
Site-Local	Specifies the IPv6 address to use for communication within the site or organization.
Global Address	Specifies the IPv6 internet address.
Default Gateway	Specifies the default gateway assigned to your system.

5. Select **Save**.

Manually Assign a Host Name and Domain Name

You can manually enter the host name and domain name for your TC10 device. You can also modify these settings even if your network automatically assigns them.

1. In the device local interface, go to **Settings** > **Network**.
2. Enter or modify the device **Host Name**.

   If the device discovers a valid name during setup or a software update, the device automatically creates the host name. However, if the device finds an invalid name, such as a name with a space, the device creates a host name using the following format: `DeviceType-xxxxxx`, where `xxxxxx` is a set of random alphanumeric characters.
3. **Optional:** Enter or modify the **Domain Name** that the device belongs to.
4. Select **Save**.

Manually Configure DNS Settings

You can manually enter the DNS settings for your device.

1. In the device local interface, go to **Settings** > **Network**.
2. Turn the **Obtain Automatically Using DHCP** setting off.
3. Enter the DNS server addresses your device uses (you can enter up to four addresses).
4. Select **Save**.

Enable LLDP on Your Poly TC10

You can configure your Poly TC10 to automatically select VLAN settings using LLDP.

The VLAN ID of the TC10 must match the VLAN ID of the system for system pairing to be successful.

NOTE: VLAN isn't supported in IPv6 environments.

1. In the device local interface, go to **Settings** > **Network**.

2. Select the **LLDP** toggle button to turn the setting on.

   The TC10 automatically assigns a value to **VLAN ID** based on your network configuration.

3. Select **Save**.

Configure Poly TC10 VLAN Settings

You can configure the TC10 virtual LAN (VLAN) settings.

The VLAN ID of the Poly TC10 must match the VLAN ID of the system for system pairing to be successful.

NOTE: VLAN isn't supported in IPv6 environments.

1. In the device local interface, go to **Settings** > **Network**.
2. Select the **802.1p/Q** check box and enter a **VLAN ID**.

   The ID specifies the VLAN that you want the Poly TC10 to operate on. You can use values from `1` to `4094`.

3. Select **Save**.

Manually Pair the Poly TC10 with a Video System

You can manually pair the Poly TC10 connected to your primary network with a video system in the room.

To pair, the Poly TC10 must be on the same subnet as the video system and the following network components unblocked:

- Multicast address 224.0.0.200
- UDP port 2000
- TCP port 18888

You may see multiple devices that you can pair with on your video system's Device Management page. Know the MAC address to ensure you're pairing with the device you want such as the device in the room you're setting up.

1. Connect the Poly TC10 that you want to pair to an Ethernet port in the room.
2. In the system web interface, go to **General Settings** > **Device Management**.
3. Under **Available Devices**, find the device by its MAC address such as **00e0db4cf0be** and select **Pair**.

   If paired successfully, the device displays under **Connected Devices** with a **Connected** status. If a device shows a **Disconnected** status, the pairing wasn't successful.

If pairing isn't successful, check the network connection and the configuration of both the Poly TC10 and the system you want to pair it with.

Access the Poly touch controller system web interface

In standalone mode, access network and system settings, security settings, and diagnostics tools and logs in the Poly touch controller system web interface.

NOTE: In paired mode, the Poly touch controller inherits these settings from the Poly VideoOS system web interface.

1. Open a web browser and enter the touch controller IP address.

   The Poly touch controller system web interface sign-in screen displays.

2. Log in using the following credentials:

   - Username: `admin`
   - Password: *<last six digits of the Poly TC10/TC8 serial number>*

   NOTE: The serial number is located on the sticker on the back of the device and in the settings of the Poly TC10 or Poly TC8 display.

3. **Optional:** Reset the password in **Security** > **Local Accounts**.

SCEP support on Poly touch controllers

You can manage certificates using your touch controller.

SCEP enables you to automatically enroll devices to retrieve new digital certificates or renew expiring certificates. In standalone mode, enable and configure SCEP properties on your touch controller via Poly Lens or in the touch controller web interface, go to **Settings** > **Security** > **Certificates**. If paired, your touch controller syncs settings automatically from your Poly video system.

Configure or pair the touch controller in a staged network before moving to an 802.1x enabled network.

In paired mode:

- Settings can't be configured via the touch controller. SCEP and 802.1x settings are read-only.
- The touch controller syncs all SCEP and 802.1x settings from the primary device.
- Settings can either be set in the system web interface or provisioned via Poly Lens.

In standalone mode:

- Settings can be configured via the touch controller device interface, touch controller web interface, and Poly Lens.
- 802.1x settings can be configured through either the touch controller interface or Poly Lens.

NOTE: Only HTTP SCEP server URLs are currently supported. Your SCEP challenge password must be configured as a static password. A single set of credentials is shared between the Poly video system and the Poly touch controller.

Enable 3K-bit encryption

A 3072-bit encryption certificate is a more secure type of digital security key compared to shorter 2048-bit keys, ensuring better security for sensitive information. The 3072-bit certificate identifies the device for network access such as 802.1x, Simple Certificate Enrollment Protocol (SCEP), and web proxy.

Note the following information about provisioning:

- A paired touch controller inherits the encryption bit length from the paired Poly video conferencing system, which is configured in the video conferencing system web interface.
- For Poly TC10 touch controllers used as a scheduling panel, provision via the touch controller web interface.
- You can provision 3072-bit certification for all devices via SCEP in Poly Lens. When your 2048-bit certificates expire, the SCEP server sends 3072-bit certificates.
- For those not using Poly Lens, configure via the touch controller web interface. Delete the 2048-bit certificate, and set the certificate key size to 3072. Depending on network settings this may result in a loss of device connection. Re-pair the device on your staging network.

Restrict view of information screen in touch controller interface to administrators

Restrict the information page from view for all users other than authenticated administrators.

1. Access the Swagger UI of the device: https://<ip-of-devce>/rest/swagger-ui
2. In the same web browser, open a new tab and access the touch controller web interface and sign in as an admin.

   This creates a session for the swagger-ui.
3. In the swagger-ui, scroll down to the **Config** section.
4. Select **PUT**, followed by **Try it Out**.
5. The **session_id** field requires some text; a period is accepted.

   If you're still signed in as an administrator in the touch controller web interface, the REST call is authenticated.
6. In the **Request body** field, change the value of the `"name"` property from `"room.name"` to `"security.info.menu.restricted"` and the value of the `"value"` property from `"string"` to `"true"`.
7. Select **Execute**.

4 Managing a Zoom Room

Administrators can manage the settings of a Zoom Room in the Zoom web portal.

You can manage a range of settings for a Zoom Room in the Zoom web portal, including the following:

- The calendar synced to the Zoom Room
- The Zoom Room name, display name, type, location, and region
- How long before a meeting that users can check in
- How long before the room automatically releases following a period of no activity
- Display meeting reminders
- Set up mirrored displays
- Set alerts and notifications
- Enable/Disable room reservation on the Poly TC10
- Enable whiteboard

Add a Calendar to a Zoom Room Account

Administrators can add a calendar to a Zoom Room account on the Zoom web portal.

1. Log into https://zoom.us/profile.
2. Select **Room Management** > **Calendar Integration**.
3. Select **Add a Calendar Service**.
4. Choose a calendar service. Currently Zoom Rooms supports Google, Office 365, or Exchange.
5. Follow the instructions to integrate the calendar to the Zoom Rooms account.

Once you integrate the calendar, you can sync that calendar to your Zoom Room.

Sync a Calendar to a Zoom Room

Administrators can sync a calendar to a Zoom Room on the Zoom web portal.

1. Log into https://zoom.us/profile.

2. Select **Room Management** > **Zoom Room**.
3. Search for and select the Zoom Room.
4. Select **Room Settings**.
5. Under the **Rooms Profile** tab, scroll down to the **Calendar (optional)** section.
6. Select the calendar service and resource.
7. Select **Save**.

The calendar syncs with the Zoom Room and upcoming meetings display on the connected Poly TC10.

Manage a Zoom Room

Administrators can manage the settings of a Zoom Room on the Zoom web portal.

1. Log into https://zoom.us/profile with an administrator login.
2. Select **Room Management** > **Zoom Room**.
3. Search for and select the Zoom Room you want to manage.
4. Select **Room Settings**.
5. Adjust the settings under the various tabs:
   - Rooms Profile
   - Meeting
   - Display
   - Alert
   - Digital Signage
   - Scheduling Display
   - Whiteboard

5 Using the Poly TC10 in Poly Video Mode

Pair the Poly TC10 with a video system and set the **Provider** to **Poly** in the system web interface to control and manage your Poly video system with the Poly TC10.

NOTE: Poly Video Mode isn't available if the Poly TC10 is in standalone mode.

Cameras

Camera controls are available in and out of calls.

You can control cameras, depending upon the camera type, in the following ways:

- Adjust an in-room camera
- Turn camera tracking on or off

Selecting the Primary Camera

If you have more than one camera attached to the system, you can select the primary camera in or out of a call.

Camera Priority

When you connect or disconnect a camera, camera priority determines the primary or active camera.

The system observes the following camera type priority:

1. Embedded camera (Poly Studio X only)
2. HDCI camera (Poly G7500 only)
3. USB camera
4. HDMI source set to display as people

Select the Primary Camera Using the Poly TC10

When you attach multiple cameras to the system, you can select the primary camera from the TC10 *Camera Controls* screen.

1. Select **Camera** .

2. From the camera drop-down menu, select a camera.

   The selected camera becomes the primary camera.

Using Camera Presets

If your camera supports presets, you can save up to 10 camera positions. Camera presets are stored camera positions that let you quickly point a camera at predefined locations in a room.

Near camera presets are available in or out of a call. Far camera presets are only available during a call. If enabled, you can use them to control the far-site camera.

When you save a preset, the preset saves the selected camera and the camera position.

NOTE: If camera tracking is on, camera controls and presets are unavailable. Turn tracking off to access these features.

Save a Camera Preset Using the Poly TC10

Save the current camera position as a preset for later use.

Use saved presets to change the near camera position in or out of a call. Far camera presets are available only in a call.

1. Select **Camera** .
2. Adjust the camera to the desired position.
3. Under **Presets**, do one of the following:
   - On an empty preset card, press the preset card.
   - To replace a preset, long press the preset card for 1 second.

Select a Preset

Using previously created camera presets, you can quickly move the camera to a desired position in a call.

1. Select **Camera** .
2. Select the image of the preset you want.

Delete a Preset

You can delete a camera preset that you no longer need.

1. Select **Camera** .
2. Select **Delete** .

Environment Controls

Using the Poly TC10, you can control room elements that enable you to customize your meeting environment.

Control Room Elements Using the Poly TC10

You can control room elements such as electronic shades, smart lighting, monitors, and projectors using the Extron Room Control App on the Poly TC10.

The administrator must enable the **Environment** menu option and configure the room elements using an Extron processor.

1. Select **Environment** .
2. Choose one of the following:
   - **Lights** - Adjust the lights in the room.
   - **Shades** - Adjust the electronic shades in the room.
   - **Display** - Control monitors and projectors in the room.

Poly TC10 LED Status Indicators as a Room Controller in Poly Video Mode

The following table lists each LED indicator and its related status while the Poly TC10 is operating in Poly Video Mode as a room controller.

Table 5-1 Poly TC10 Status Indicators as a Room Controller in Poly Video Mode

Status	LED Color	Animation Behavior
Boot initialization in progress	White	Breathing
Idle (not in a call)	White	Solid
Sleep	Amber	Solid
Incoming call	Green	Fluttering
Outgoing call	Green	Solid
Call in progress	Green	Solid
Muted microphone/Audio mute	Red	Solid
Firmware update in progress	Amber	Breathing

6 Using the Poly TC10 Touch Controller in Partner Modes

When paired to a room system, the Poly controller runs the provider selected in the system web interface.

In standalone mode, you can launch Zoom Rooms (Controller or Scheduler) and Microsoft Teams Panel.

Poly TC10 LED Status Indicators in Zoom Rooms Controller Mode

The following table lists each LED indicator and its associated status while the Poly TC10 is operating in Zoom Rooms as a meeting controller.

Table 6-1 TC10 LED Status Indicators as a Meeting Controller in Zoom Rooms

Status	LED Color	Animation Behavior
Boot up in progress	White	Breathing
Idle (not in a call)	White	Solid
Outgoing call	Green	Solid
Call in progress	Green	Solid
Muted microphone / Audio mute	Red	Solid
Firmware update in progress	Amber	Breathing

Poly TC10 LED Status Indicators in Zoom Rooms Scheduler Mode

The following table lists each LED indicator and its associated status while the device is in Zoom Rooms Scheduler Mode.

Table 6-2 TC10 LED Status Indicators in Zoom Rooms Scheduler Mode

Status	LED Color	Animation Behavior
Boot up in progress	White	Breathing
Room available	Green	Solid

Table 6-2 TC10 LED Status Indicators in Zoom Rooms Scheduler Mode (continued)

Status	LED Color	Animation Behavior
Room occupied - meeting in progress	Red	Solid
Firmware update in progress	Amber	Breathing

Poly TC10 LED Status Indicators in Microsoft Teams Rooms Controller Mode

The following table lists each LED indicator and its associated status while the device is in Microsoft Teams Rooms Controller Mode.

Table 6-3 Poly TC10 LED status indicators in Microsoft Teams Rooms controller mode

Status	LED Color	Animation Behavior
Boot up in progress	White	Breathing
Boot complete	White	Solid
Call incoming (not functional until launch)	Green	Pulsing
Call in progress (not functional until launch)	Green	Solid
Mic muted (not functional until launch)	Red	Solid
Firmware update in progress	Amber	Breathing

Poly TC10 LED Status Indicators in Microsoft Teams Panel Mode

The following table lists each LED indicator and its associated status while the device is in Microsoft Teams Panel Mode.

Table 6-4 TC10 LED Status Indicators in Microsoft Teams Panel Mode

Status	LED Color	Animation Behavior
Boot up in progress	White	Breathing
Room available	Green	Solid
Room occupied - meeting in progress	Red or purple (as defined in admin settings)	Solid
Firmware update in progress	Amber	Breathing

7 Poly Touch Controller privacy and security

Poly-HP delivers a secure touch controller platform, whether operating as a paired controller in a room, or as a stand-alone scheduling device.

This section contains details about configurable privacy options. For more information on security- and privacy-related information, see the Poly-HP Touch Controller Security and Privacy Whitepaper.

Open Poly touch controller ports

Correct operation of a Poly touch controller requires a limited number of open inbound ports.

Outbound ports are ephemeral ports, other than the UDP multicast ports listed in the following table. They're opened as needed to make the listed pairing connections and to make mostly HTTPS-based outbound requests as needed, depending on selected provider and feature configurations, for example:

- Poly Lens IoT
- Microsoft Teams app
- Zoom Rooms app
- Provisioning

Table 7-1 Poly touch controller open ports

Port	Protocol	Description	When active
80, 443	TCP/TLS	HTTPS port for administrative system web interface and REST APIs	Always active unless web or REST interfaces are administratively disabled
2000	UDP Multicast	Multicast for discovery of Poly endpoint devices (modular room protocol) on the same LAN segment or LLN	Active when running out-of-box flow, and then only when paired with a room endpoint device; for example, an Android endpoint
18888	TCP/TLS	For pairing and communications with Poly endpoint devices (modular room protocol)	Active when running out-of-box flow, and then only when paired with a room endpoint device; for example, an Android endpoint
40777	UDP Multicast	Multicast for discovery of PC-based Poly devices (room device communication protocol) on the same LAN segment or LLN	Active when running out-of-box flow, and then only when paired with a PC device, for example, when running MTRoW

Table 7-1 Poly touch controller open ports (continued)

Port	Protocol	Description	When active
50777	TCP+AES-256	For pairing and communication with PC-based Poly devices (room device communication protocol)	Active when running out-of-box flow and then only when paired with a PC device; for example, when running MTRoW

NOTE: The following terms are used in this table:

Endpoint
Also call a codec, an audio and video device that can place and receive A/V communication calls or be a participant in an A/V conference.

LAN
Local Area Network, a segment of IP networking usually within an office as opposed to outside of the building.

LAN segment
A subnet of a LAN, or a sub-section of a total LAN.

LLN
Link Local Network, a LAN segment that is only visible by devices directly connected or directly connected to the same switch. These are normally isolated networks not connected to other segments.

Outbound Traffic
Network traffic sent from a device.

REST API
Representational State Transfer API, a style of APIs commonly used in web-based systems characterized by stateless commands sent from clients to servers. Visit this paper detailing REST for details.

8 Device Maintenance

You have several options to keep your device running properly.

Updating a touch controller

Update a Poly touch controller in one of the following ways. Update methods can vary based on whether the touch controller is in standalone mode or paired mode.

NOTE: Updating your touch controller to version Poly TCOS 4.1.0 or later includes a major platofrm update to Android 11. Once updated to this platform, you can't downgrade to a previous version.

Updating a paired touch controller

- When an update becomes available, you may be prompted to update via the touch contoller device interface. Follow the onscreen instructions.
- When paired to a Poly video conferencing system, update the touch controller through the Poly VideoOS system web interface.

Updating a standalone Poly TC10

- When an update becomes available, you may be prompted to update via the touch contoller device interface. Follow the onscreen instructions.
- If using the touch controller as a Microsoft Teams Scheduling Panel, update the device via the Microsoft Teams Admin Center. For more information, visit Manage Devices in Teams.
- If using the touch controller as a Zoom Rooms Scheduler, update the device via the Zoom Device Manager (ZDM). For more information, visit Remotely upgrading Zoom Room devices with ZDM.

Unpair the TC10 from a Video System

Unpair the TC10 if you no longer want to use it with a particular video system.

Don't unpair devices if you plan to use them with the same system. For example, if you move your video-conferencing equipment to another room, just disconnect and reconnect the devices in the new location.

1. In the system web interface, go to **General Settings** > **Device Management**.

2. Under **Connected Devices**, find the device by its MAC address (for example, **00e0db4cf0be**) and select **Unpair**.

   The unpaired device moves from **Connected Devices** to **Available Devices** (which shows discovered devices you can pair with the system).

Restart the Poly TC10 device

If you have issues, restart the Poly TC10 device to try resolving them.

1. Do one of the following:

   - If your device is wall or glass mounted, take it down and remove any mounting brackets.
   - For a desk-mounted device, remove the Poly TC10 stand.

   For more information, refer to your product's relevant Quick Start Guide.

2. Disconnect the LAN cable from the Poly TC10 device and reconnect it.

Factory reset the Poly TC10 device

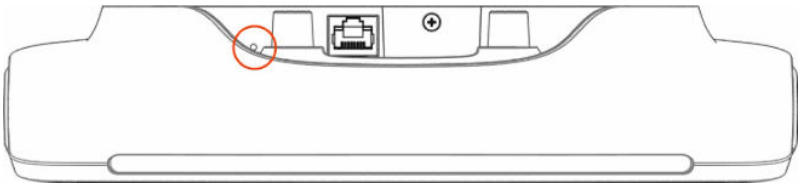
Reset the TC10 device to its default settings. This process refreshes the device by deleting its configurations except the current version of software.

1. Do one of the following:

   - If your device is wall or glass mounted, take it down and remove any mounting brackets.
   - For a desk-mounted device, remove the Poly TC10 stand.

   For more information, refer to your product's relevant Quick Start Guide.

2. Disconnect the LAN cable from the Poly TC10 device to power it off.
3. On the back of the Poly TC10 device, insert a pin or straightened paper clip through the factory reset button pinhole.



4. Press and hold the reset button, then reconnect the LAN cable to power on the Poly TC10 device.

IMPORTANT: Don't power off the Poly TC10 device until it finishes the factory reset process.

Factory Restore the Poly TC10 in the UI

You can restore the TC10 to its default settings in the device UI. This process refreshes the device by deleting its configurations except the current version of software.

If paired to a codec, unpair the device before factory restore.

1. In the device local interface, go to **Settings** > **Reset** > **Reset**.
2. To confirm, select **Reset**.

   The Poly TC10 resets all configurations to factory defaults. The most recently installed version of software remains on the device.

Factory Restore the Poly TC10 in the Zoom Device Manager

You can restore the TC10 to its default settings in the Zoom Device Manager (ZDM). This process refreshes the device by deleting its configurations except the current version of software.

Connect the Poly TC10 to a Zoom Rooms account.

1. Open ZDM from the Zoom web portal.
2. Go to **Device Management** > **Device List**.
3. Click the **Devices** list.
4. Click on the name of the device that you want to reset.
5. In the **Details** tab, select **Factory Reset**.

9 Troubleshooting

These troubleshooting tips can help when encountering issues with your TC10 device.

View the Poly TC10 and Paired Video System Information

You can see basic information about your TC10 and the paired video system in the device local interface.

- In the device local interface, go to **Settings** > **Information**.

  Some of the Poly TC10 and video system details include:

  - Device name
  - Name of paired-video system
  - Model
  - MAC address
  - IP address
  - Hardware version
  - Software version
  - Serial number

Downloading Poly TC10 Logs

Download logs to help troubleshoot issues on your system.

Download Logs When Paired to Video System

The Poly TC10 logs are available in the paired video system's log package. To download the log package, see your video system's Administrator Guide .

Download Logs from Zoom Device Management (ZDM)

You can download logs from the Zoom Device Management (ZDM), a device management tool, which offers remote functionality on Zoom Room devices. Access ZDM from the Zoom web portal.

Paired IP Devices

Use the following information to troubleshoot issues with paired IP devices.

IP Device Can't Pair to the Video System

If your device can't pair to the video conferencing system, use the following information to troubleshoot the issue.

Symptom

- After powering on the Poly TC10 device, it doesn't automatically pair with the video system.
- You can't manually pair the device from the **Available Devices** list in the video system web interface.

Problem

There are a few possible causes for this issue:

- Network traffic on TCP port 18888 is blocked.
- Your system and Poly TC10 aren't on the same VLAN.

Workaround

Complete each step until the device pairs with your system:

1. Allow traffic on TCP port 18888.
2. On your Poly TC10 device, verify that the Poly TC10 VLAN ID matches the VLAN ID on your system.

IP Device Doesn't Display on the Available Devices List

The Poly TC10 device you want to pair is connected to the network but you don't see it under **Available Devices** in the video system web interface.

Problem

There are a few possible causes for this issue:

- The device and video system aren't on the same subnet.
- The network switch isn't allowing UDP broadcast traffic forwarded to multicast address 224.0.0.200 on port 2000.
- The device is paired with another video system.

Workaround

Complete each step until you see the Poly TC10 device on the **Available Devices** list:

1. Make sure the device and video system are on the same subnet.

   If needed, work with your network administrator.
2. Allow traffic to 224.0.0.200 on UDP port 2000.
3. Make sure the device isn't paired with another video system. If it is, unpair the device.

4. Go to **Settings** > **Reset** and select **Reset**.

   Your device resets to its default configuration settings, which unpairs it from the video system.

Paired IP Device is Disconnected

You paired the Poly TC10 device with your video system but can't use it. On the system web interface *Device Management* page, you see that the device is **Disconnected**.

Problem

A paired device must have a **Connected** status to use. A **Disconnected** status may mean there's a physical connection issue or your device or system is malfunctioning.

Workaround

Complete each step until you fix the issue.

1. Check the device's LAN cable connection.
2. Restart the device.
3. Restart the video system.
4. Make sure network traffic on TCP port 18888 is unblocked.
5. Perform a factory restore on the device.
6. Perform a factory restore on the system.

IP Device Paired to Inaccessible Video System

The Poly TC10 device was paired with a video system you can no longer access.

Symptom

The Poly TC10 device was paired with a video system you can no longer access (for example, the video system lost its network connection or was moved to another location). Whatever the situation, the Poly TC10 device screen now indicates it's waiting to pair.

Problem

The Poly TC10 device is still paired to the video system but can't connect to it.

Workaround

When this happens, there's a reset button in the Poly TC10 **Settings** menu to unpair the device from the video system.

If you can eventually access the video system it was paired with, you also should unpair the device from the **Device Management** page. Otherwise, the device continues to display in the **Connected Devices** list but is **Unavailable**.

Once unpaired, you can pair the device with the same video system or another video system.

1. Go to **Settings** > **Reset** and select **Reset**.

   Your device resets to its default configuration settings, which unpairs it from the video system.

2. In the system web interface, go to **General Settings** > **Device Management**.

3. Under **Connected Devices**, find the device by its MAC address (for example, **00e0db4cf0be**) and select **Unpair**.

Zoom Rooms Pairing Error

Use the following information to troubleshoot pairing errors with Zoom Rooms.

Symptom:

You get an error message when pairing a Poly TC10 to a Zoom Room that is already logged into a room.

Workaround:

Ignore the code and pair the device to the Zoom Room using the authorization code or enter the pairing code at zoom.us/pair

10 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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