

poly TC10 Touch Controller Middle East



poly TC10 Touch Controller Middle East User Guide

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Specifications:

- Product Name: Poly TC10
- Version: 6.0.0
- Usage: Room scheduling, room control with any Poly partner app, and control of supported Poly video conferencing systems

Product Information

The Poly TC10 is a versatile device that allows users to effectively manage and control various aspects of video conferencing systems. It offers flexible deployment options to meet different room requirements, providing room scheduling, room control with any Poly partner app, and control of supported Poly video conferencing systems.

Poly TC10 Overview:

The Poly TC10 serves as a Poly Video Controller, enabling users to control and manage aspects of a Poly video system. It must be paired with a video system to operate in Poly Video Mode.

Features 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

Product Usage Instructions

Getting Started:

The Poly TC10 allows users to effectively manage and control various aspects of video conferencing systems. To begin using the device, follow these steps:

1. Set up the Poly TC10 device according to the provided guide.
2. Pair the Poly TC10 with a compatible video system to operate in Poly Video Mode.
3. Access the features available in Poly Video Mode such as placing and joining video calls, viewing scheduled meetings, managing contacts, and shared content.

Room Control:

The Poly TC10 can be used as a room controller with any Poly partner app. To control the room elements using the Poly TC10, follow these steps:

1. Ensure the Poly TC10 is connected to the compatible room elements.
2. Use the touch controller on the Poly TC10 to interact with the room elements effectively.

Zoom Rooms Integration:

The Poly TC10 can also be used in Zoom Rooms Controller Mode and Zoom Rooms Scheduler Mode. Follow these steps to utilize the device in Zoom Rooms modes:

1. Switch the Poly TC10 to the desired Zoom Room mode – Controller or Scheduler.
2. In Scheduler mode, schedule meetings using the Zoom Rooms Scheduler feature on the Poly TC10.

FAQ

Q: What is the intended audience for the Poly TC10 User Guide?

A: The User Guide is intended for beginning-to-intermediate users who participate in video-conferencing calls.

Q: How can I obtain software information or open-source software code used in the product?

A: Contact HP by email at ipgoopensourceinfo@hp.com to receive software information and open-source software code used in this product.

SUMMARY

This guide provides end-users with task-based user information for the featured product.

Legal information

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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 beginning-to-intermediate users who participate in video-conferencing calls.

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.

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 X30
- Poly Studio X50
- Poly Studio X52
- Poly Studio X70
- Poly Studio X72

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

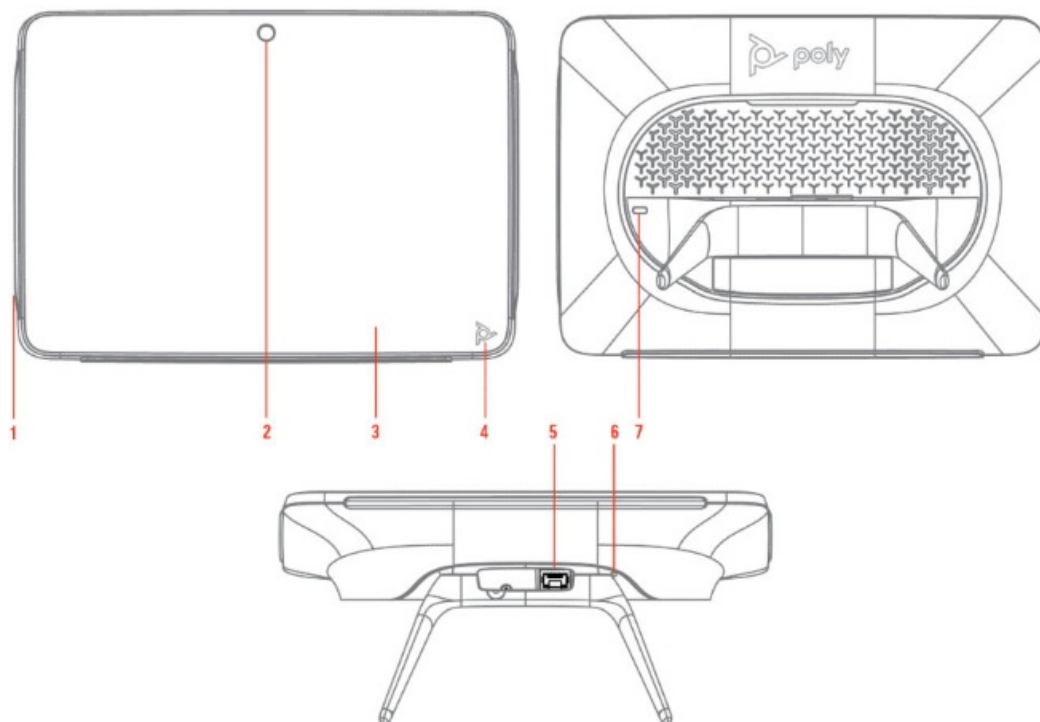


Table 2-3 Poly TC10 feature descriptions

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 19
- Poly TC10 LED Status Indicators in Zoom Rooms Controller Mode on page 21
- Poly TC10 LED Status Indicators in Zoom Rooms Scheduler Mode on page 23
- Poly TC10 LED Status Indicators in Microsoft Teams Rooms Controller Mode on page 24
- 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 2-4Accessibility 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 2-5Accessibility 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.
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 2-6Accessibility 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.

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.

Calling

There are several ways to initiate calls on the system. You can place a call by entering your contact's name or number, choosing a contact in the directory, calling a favorite or recent contact, or joining a scheduled meeting. You can place calls using the following methods:

- Call using the dialpad
- Call a contact
- Call a frequently used number
- Call a recent contact
- Call a favorite
- Join a meeting from the calendar





Placing Calls

You can place audio calls, video calls, and call into meetings using the onscreen keyboard. Use the following dialing formats when placing calls:

- IPv4 address: 192.0.2.0
- Host name: room.company.com
- SIP address: user@domain.com
- H.323 or SIP extension: 2555
- Phone number: 9782992285

Place a Call

You can place an audio or video call to a contact.

1. Go to Place a Call.
2. On the Dialpad  screen, move the slider to Audio  or Video .
3. Enter a number on the dialpad or select Keyboard  to enter characters.
4. Select Call.

Answer a Call

The way the system handles incoming calls depends on how your administrator configured it. The system either answers the call automatically or prompts you to answer manually.

If you receive an incoming call notification, select Answer.


Ignore a Call

If the system doesn't answer incoming calls automatically, you can choose to ignore the call rather than answer it.

If you receive an incoming call notification, select Ignore.

End a Call

When your call is complete, hang up the call. If you have content such as blackboards, whiteboards, or snapshots, the system asks if you want to keep them.

Select Menu  Hang Up.

Calling Contacts

You can access and call contacts, recent contacts, and frequent contacts on your system.

If configured by your administrator, contacts display on the Place a Call screen. Contact cards can display the following information:

- Contact name
- Contact number
- Contact email address
- Contact IP address

Call a Contact

To quickly dial a contact, you can search and select a contact card from the results. Contact cards display for frequent contacts, directory contacts, and favorites.

1. Using the controller or remote control, select Place a Call > Contact.
2. In the search field, use the onscreen keyboard to type characters or numbers and select Search.
3. Select a contact card to view contact details.
4. Select Call.

Call a Recent Contact

You can quickly call recent contacts from a list (organized by most to least recent).

1. Go to Place a Call > Recent.
2. Scroll through the list of recent contacts (sorted by date) and select one.

The call automatically dials.

Calling Favorite Contacts

To quickly access a short list of contacts you call most often, create favorites.

Favorites display on the Favorites, Contacts, or Home screens, depending on your system configuration. The system adds a star icon next to the contact's name, providing you an easy way to identify and call favorites.

Favorite a Contact

Create favorites to display contacts that you call the most often.

1. Go to Place a Call > Contacts.

Select a contact card, then select Favorite.

The contact receives a star icon and displays in the Contacts and Favorites lists.

Unfavorite a Contact

Unfavorite a contact to remove the contact from your Favorites list.

1. Go to Place a Call > Favorites.
2. Choose a favorite card, then select Unfavorite.

The contact is removed from the Favorites list.

Call a Favorite Contact

To quickly call a contact, select a favorite card.

1. Select a favorite card on the Favorites, Contacts, or Home screen.
2. Select Call.

Joining Meetings from the Calendar

On the Home screen, you can join meetings directly from your calendar using the meeting cards on the screen (if configured).NOTE:If calendaring isn't configured for your system, the system doesn't display meeting cards. You must dial manually to join meetings.

Meeting Cards

If configured, meeting cards display on the Home screen. You can access meeting cards to view meeting details. Meeting cards display the following scheduling information

- All-day meetings display as the first meeting card.
- For meetings scheduled later in the day, a Free until [time/day] message displays, followed by upcoming meeting cards in the time and date order they're scheduled.
- For meetings scheduled later in the week, a Free until [time/day] message displays until the day of the next scheduled meeting.
- If there are no scheduled meetings for the current week, a No Meetings message displays.

View Meeting Cards

On the Home screen, you can view meeting cards that show your calendar event details. Meeting cards display meeting times, subjects, and organizers.NOTE:Private meetings are labeled Private Meeting. Except for the time, meeting details are hidden.

- Do one of the following:
 - To view meeting information, choose a meeting card.
 - To view upcoming scheduled meetings, select a card and scroll to the right.

Join a Meeting from a Meeting Card

On the Home screen, you can select a meeting card for options to join a meeting.

The system supports automatic dialing if the meeting organizer added calling information to the calendar event and your administrator has configured calendaring.

- Do one of the following:
 - On a current meeting card, select Join.

- If the meeting card doesn't include calling information, select to display the dialpad. Dial the number to join the meeting.

Join an Overbooked Meeting

If two or more meetings are scheduled at the same time, the meetings display as Overbooked. You can join one of the meetings using its individual meeting card.

1. Select an overbooked meeting card.

The individual meeting cards display.

2. Choose one of the meeting cards and select Join to connect to the meeting.

Join a Password-Protected Meeting

Some meetings may require a password to join.

Make sure that you have the password for password-protected meetings before you join. If you don't have a meeting password and a message prompts you for one, contact the meeting organizer for the password. NOTE: Meeting cards don't indicate if a meeting is password protected

1. Do one of the following:

Manually dial in to a meeting.

Join a meeting from a meeting card.

2. Enter the meeting password and select Join.

If you enter an incorrect password, the password prompt displays again.

Sharing Content

You can manage aspects of live content sharing from your device.

Minimize Content

You can minimize shared content to the content tray.

1. On the Home screen, select Content.
2. Select Minimize — next to the content you want to minimize.

The content is available in the content tray if you need it.

Maximize Content


You can expand content that's in the content tray.

1. On the Home screen, select Content.
2. From the content tray, select the content you want to display on the screen.

Take a Snapshot of Your Content

You can take a picture of your current content.


A limited number of snapshots are available. A prompt notifies you when you have reached the snapshot limit.

With a board or content on the screen, select Snapshot .

The system captures the content and displays it as Snapshot-1. The system names additional snapshots with successive numbers.

Delete Snapshots or Content

You can delete snapshots or content that you no longer need.

1. Select a snapshot or piece of content in the content tray.
2. Select Delete  and confirm that you want to delete it.

NOTE: This option isn't available for content shared from a far-site participant. To delete that content, you must end the call.

End a Call with Blackboard or Whiteboard Content

If there's an open blackboard or whiteboard in your call (including drawings, markup, snapshots, or even a blank board), you can keep that content session going after hanging up. (Markup doesn't include highlights.)

1. In a call with blackboard or whiteboard content, select Hang Up .
The call ends and the system prompts if you want to keep content.
2. Do one of the following:
 - Select Yes, Keep Content.
 - Select No, End Session.If you keep content, the content session continues.

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

Adjust an In-Room Camera

To enhance the view of meeting participants, make adjustments to the in-room camera.

If camera tracking is on, camera control is unavailable. Turn tracking off to access camera controls.

With the Studio X50 and Studio X30 systems, you can't pan or tilt the camera if it's zoomed all the way out.

1. Select Camera .
2. On the Camera Control screen, select Main from the drop-down menu.
3. Press + to zoom in or – to zoom out. Press the arrows to tilt up and down or to pan left to right.
4. To exit the control screen, select Back .

Adjust a Far-Site Camera

To enhance your view of the other meeting participants during a call, you can adjust the far-site camera.

If camera tracking is on, camera control is unavailable. Turn tracking off to access camera controls. NOTE: Contact your administrator for help setting up this feature.

1. Select Camera .
2. On the Camera Control screen, select Main (Far) from the drop-down menu.

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.

Settings

Before or during calls, you can adjust video and audio settings, including adjusting the volume and changing the video layout.

Video Adjustments

You can manage video and certain user interface settings.

Change the Participant Layout

During a call, you can change from the current layout to another layout better suited for the meeting. The layout frames include the near site and far site.

If you're sharing content on a single monitor, content displays in one of the frames.




1. In a call, go to Layouts.
2. Select one of the following layouts:
 1. Equal: All participants are the same size.
 2. Gallery: Participants display at the top of the screen and the speaker displays in the main frame.
 3. Fullscreen: The active speaker displays in full screen.

Audio Adjustments

You can control several audio settings on the system.

Mute Your Microphones




To prevent distractions for the speaker and meeting participants, you can mute your microphones. You can mute your audio in or out of a call.

- Do one of the following:
- Out of a call, select **Menu**  **> Mute** .
- In a call, select Mute .

A notification displays that the system muted your local microphones.


Unmute Your Microphones

When your audio is muted and you're ready to speak in a call, unmute your microphones.

- Do one of the following:
- In a call, select Unmute .
- Out of a call, select **Menu**  **> Unmute** .

Adjust the Volume

You can adjust the volume before or during a call.

1. Do one of the following:
 - In a call, select Volume.
 - Out of a call, select **Menu**  Volume.
2. Use the volume slider to increase or decrease the speaker volume.

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 3-1 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

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.

Using the Poly TC10 in Zoom Rooms Controller Mode

The Poly TC10 in Controller mode controls the functionality of the Zoom Room, including any video/audio capabilities.

Start an Instant Meeting in Zoom Rooms

You can start an instant meeting from the Zoom Rooms home screen.

On the Home screen, select New Meeting.

Start a Scheduled Meeting in Zoom Rooms

You can start a scheduled meeting in Zoom Rooms using the meeting's calendar card or meeting ID.

- To start a scheduled meeting in Zoom Rooms, do one of the following:
- Select Join, enter the Meeting ID, and select Join.
- On the Home screen, select the calendar card, and select Start.

Call a Contact in Zoom Rooms

You can call people or Zoom Rooms listed in your contacts list.

1. Select Contacts.
2. Select the contact you want to call.
3. Select Meet.
4. To end the call, select End.

Sharing Content in Zoom Rooms from a Poly TC10

You can share content from a connected desktop, iPhone, iPad, or camera in Zoom Rooms.

1. In the active meeting window, select Share Content.
2. Select the sharing method that you want to use:
 - Desktop – Uses a connected desktop to share content using the Zoom Rooms app or a web browser.
 - iPhone/iPad – Uses iOS screen mirroring to share content from an iPhone or iPad.
 - Camera – Shares content from a connected camera.
3. Follow the onscreen instructions to share your content.
4. Select Stop Sharing to end sharing.

Sharing Content in Zoom Rooms Using a Sharing Key or Meeting ID

You can share content to a Zoom Room by using a sharing key or a meeting ID.

1. In the active meeting window, select Share Content.

The Share Content dialog box, the sharing key and meeting ID display.
2. On the computer or device from which you want to share, do one of the following:

Open the Zoom app, click Share Content, enter the sharing key, and select Share Screen.

Go to www.zoom.us/share and enter the meeting ID. Select the screen or application that you want to share.
3. Select Stop Sharing to end sharing.

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 4-1TC10 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

Using the Poly TC10 in Zoom Rooms Scheduler Mode

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. **IMPORTANT:** To be able to reserve a Zoom Room directly on the Zoom Room Scheduler, an administrator must sync a calendar to the Zoom Room in the Room Management area in the Zoom Room web portal.

Schedule a Meeting on the Zoom Rooms Scheduler

You can schedule a meeting directly on the Zoom Room Scheduler to reserve a time slot for the Zoom Room.

1. On the Zoom Room Scheduler, select Reserve.

2. If you have a floor plan for your location configured in the Zoom web portal, you can reserve a different meeting space by selecting Reserve Another Room.
3. Enter a name for the meeting in the New Meeting field.
4. If required, toggle the options for Require Meeting Passcode and Waiting Room.
5. Add the email addresses of the participants, selecting the enter key on the keyboard to add each one to the list.
6. Drag and drop the two blue lines to set the start and end times of the meeting.
7. Select Reserve.

The new meeting adds to the calendar and participants receive an invite via email.

Delete a Meeting from the Zoom Rooms Scheduler

You can delete a scheduled meeting directly from the Zoom Rooms Scheduler.

You can only delete a meeting that was reserved on the Zoom Rooms Scheduler. For meetings scheduled using the synced calendar, only a Close option appears when you select it.

1. On the Zoom Room Scheduler, select the meeting you want to delete.
2. Select Delete.

The meeting no longer appears on the list of upcoming meetings on the Scheduler.

Disable Instant Room Reservation

Administrators can disable instant room reservation 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 the Zoom Room you want to manage.
4. Select Edit.
5. Select Scheduling Display
6. Disable Instant Room Reservation by switching the toggle to the left.

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 4-2TC10 LED Status Indicators in Zoom Rooms Scheduler Mode

Status	LED Color	Animation Behavior
Boot up in progress	White	Breathing
Room available	Green	Solid
Room occupied – meeting in progress	Red	Solid
Firmware update in progress	Amber	Breathing

Using the Poly TC10 as a Microsoft Teams Controller

Run the Microsoft Teams controller app on a Poly TC10 device to easily manage Microsoft Teams meetings. When paired with a Microsoft Teams account, you can use Poly TC10 as a companion controller for Microsoft Teams Rooms. Use the Poly TC10 to start or join a meeting, share content, and manage all aspects of a Teams meeting.

Start or join a meeting in Microsoft Teams Rooms

Start or join a meeting in Microsoft Teams Rooms directly from your Poly touch controller. You can join a scheduled or unscheduled meeting or start a new meeting.

- To join a scheduled meeting, on the meeting tile, select Join.
- To join a meeting that isn't on your calendar, select Join with meeting ID, and enter the meeting ID.
- To start a new meeting, select Meet.

Call a Contact in Microsoft Teams Rooms

You can call contacts from your contacts list.
To call a contact from your contacts list:

1. Select Meet.
2. Search for a contact under Type Your Name.
3. Select the contact you want to meet.
The contact will be called in an instant meeting.

Manage a meeting in Microsoft Teams Rooms

Manage various aspects of a Microsoft Teams Rooms meeting directly from your Poly touch controller. Manage your Microsoft Teams meeting using the icons available to you in the meeting controls.

- To add a participant, search for their name in the search bar, then select the participant.
- To toggle between different views, select View.
- To share content from a connected device or the Teams whiteboard, select Share Content.

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 4-3Poly 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

Using the Poly TC10 as a Microsoft Teams Panel

Run the Microsoft Teams Panel app on a Poly TC10 device in standalone mode to easily manage a Microsoft Teams meeting space.

When paired with a Microsoft Teams account in standalone mode, you can use the Poly TC10 mounted outside a Meeting Room to manage the room. The Poly TC10 displays the current status of the room and any upcoming scheduled meetings. It also provides options to reserve, check-in to, or release the meeting space.

Reserve an Ad Hoc Meeting on the Microsoft Teams Panel

You can reserve an ad hoc meeting directly on the Microsoft Teams Panel.

If the option is enabled in the admin settings for the Microsoft Teams Room, users can reserve an immediate time slot on the Microsoft Teams Panel.

1. On the Microsoft Teams Panel, select Reserve.
2. Select an ending time for the meeting
3. Select Reserve.

A new Microsoft Teams meeting is added to the Microsoft Teams Panel.

Extend or Release a Teams Room Reservation

On the Microsoft Teams Panel, you can extend the length of a Teams Rooms meeting, or release a Teams Room if a meeting ends early. NOTE: The tasks outlined here can be enabled or disabled in the admin settings in Microsoft Teams Panel.

Before entering the Microsoft Teams Room space for a meeting, check-in to confirm that the meeting is going ahead. If you don't check in, the meeting is released after a period of time, as defined in the admin settings. You can also extend a meeting that continues after the reserved time slot, or release a room if a meeting ends early, so that it shows as available for other users.

- To check in to a room, select Check in.
- To extend a meeting beyond its reserved slot, select Manage. Then select Extend room reservation. Choose a new ending time and choose Reserve.
- To release a room early to make it available again, select Manage. Then select Check out and Check out again.

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 4-4TC10 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

Device Maintenance

You have several options to keep your device running properly.

Updating a touch controller to Poly TCOS 6.0.0

Update a Poly touch controller to Poly TCOS 6.0.0 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 platform 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 controller 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. Poly TCOS 6.0.0 is bundled with Poly VideoOS 4.2.0.

Updating a standalone Poly TC10

- When an update becomes available, you may be prompted to update via the touch controller 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.

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

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

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.

HP Inc. addresses

- HP US
- HP Inc.
- 1501 Page Mill Road
- Palo Alto 94304, U.S.A.
- [650-857-1501](tel:650-857-1501)
- HP Germany
- HP Deutschland GmbH
- HP HQ-TRE
- 71025 Boeblingen, Germany
- HP UK
- HP Inc UK Ltd
- Regulatory Enquiries, Earley West 300 Thames Valley Park Drive Reading, RG6 1PT
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Email us at documentation.feedback@hp.com with queries or suggestions related to this document.

Documents / Resources

 <p>Poly TC10 User Guide 6.0.0</p>	<p>poly TC10 Touch Controller Middle East [pdf] User Guide</p> <p>TC10 Touch Controller Middle East, Touch Controller Middle East, Controller Middle East, Middle East</p>
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References

-  [Share a Meeting - Zoom](#)
-  [Sign In | Zoom](#)
-  [Poly Documentation Library](#)
-  [Home - HP Support Community](#)
-  [Microsoft Teams Rooms licenses - Microsoft Teams | Microsoft Learn](#)
-  [Manage devices in Microsoft Teams - Microsoft Teams | Microsoft Learn](#)
-  support.hp.com/us-en/poly
-  [Remotely upgrading Zoom Room devices with ZDM](#)
-  [Online privacy statement | HP® Official Site](#)
-  [Sign In | Zoom](#)
- [User Manual](#)

