**Manuals+** — User Manuals Simplified.



# Poly TC5.0 Intuitive Touch Interface User Guide

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**Poly TC5.0 Intuitive Touch Interface**

## Product Information

The Poly TC10 is a versatile device that provides room scheduling, room control, and video conferencing capabilities. It can be used in paired mode with a Poly video system or as a standalone controller or room scheduler. The device supports various operating modes and can be used with different Poly partner apps.

## Poly TC10 Overview

- In paired mode, the Poly TC10 can be paired with a Poly video system and supports all Poly partner modes. It is compatible with the following devices: Poly Studio X70, Poly Studio X50, Poly Studio X52, Poly Studio X30, and Poly G7500.
- In standalone mode, the Poly TC10 operates independently and does not require pairing with a Poly video system. It supports the following modes:
  - Room scheduling
  - Room control with any Poly partner app
  - Control of supported Poly video conferencing systems

## Product Usage Instructions

### Before You Begin
This guide is intended for beginning-to-intermediate users who participate in video-conferencing calls. It provides instructions on how to set up, manage, and use the Poly TC10 device.

### Getting Started
To get started with the Poly TC10, follow these steps:

1. Pair the Poly TC10 with a compatible Poly video system or use it as a standalone controller or room scheduler.
2. If using the device in paired mode, ensure it is properly paired with the Poly video system.
3. Choose the desired operating mode based on your room requirements.

   For detailed instructions on using the Poly TC10 in specific modes, refer to the corresponding sections in the user manual.

**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 the Poly Studio X-Series.
- **System**

  Another way of referring to the Poly G7500 and the Poly Studio X-Series.

**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) controller or room scheduler.
- In paired mode, the Poly TC10:
  - Pairs with a Poly video system.
  - Supports all Poly partner modes.
- The Poly TC10 works with the following devices in paired mode:
  - Poly Studio X70
  - Poly Studio X50
  - Poly Studio X52
  - Poly Studio X30
  - Poly G7500
- In standalone mode, the 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 in Poly Video Mode as a Room 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 in Zoom Rooms Mode**
Within Zoom Rooms, the Poly TC10 can run either as a Zoom Rooms Controller or a Zoom Rooms Scheduler.

- Zoom Rooms Controller: Positioned inside a conference room, use the Poly TC10 to start and manage meetings, share content, and more.
- Zoom Rooms Scheduler: Mounted outside a meeting room, the Poly TC10 displays the room status and upcoming scheduled meetings, and is used for room reservation.
  **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.

**Zoom Rooms Mode as a Room Controller**

- Run Zoom Rooms Controller on the Poly TC10 in a meeting space to launch and manage Zoom meetings.
- With Zoom Rooms Controller, you pair the Poly TC10 with a Zoom Room running on a Poly Studio X-Series, codec, or a desktop PC/Mac. The Zoom Room Controller controls 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.

**Zoom Rooms Mode as a Room 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.
- 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**
The Poly TC10 can run either as a Microsoft Teams Room Controller or a Microsoft Teams Room Panel.

- Microsoft Teams Controller: Positioned inside a conference room, paired to a codec, use the Poly TC10 to start and manage meetings, share content, and more.
- Microsoft Teams Panel: Mounted outside a meeting room, in standalone mode, the Poly TC10 displays the room status and upcoming scheduled meetings, and provides reservation capabilities.
  **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 in Microsoft Teams Controller Mode**

- In Microsoft Teams Controller mode, the Poly TC10 acts as a touch screen 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 in Microsoft Teams Panel Mode**

- In Microsoft Teams Panel mode, the Poly TC10 is used to manage a Microsoft Teams meeting space.
- Mounted outside a meeting space, a Poly TC10 in standalone mode running 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 Hardware Overview**
The following illustration and table outline the hardware features of the TC10.
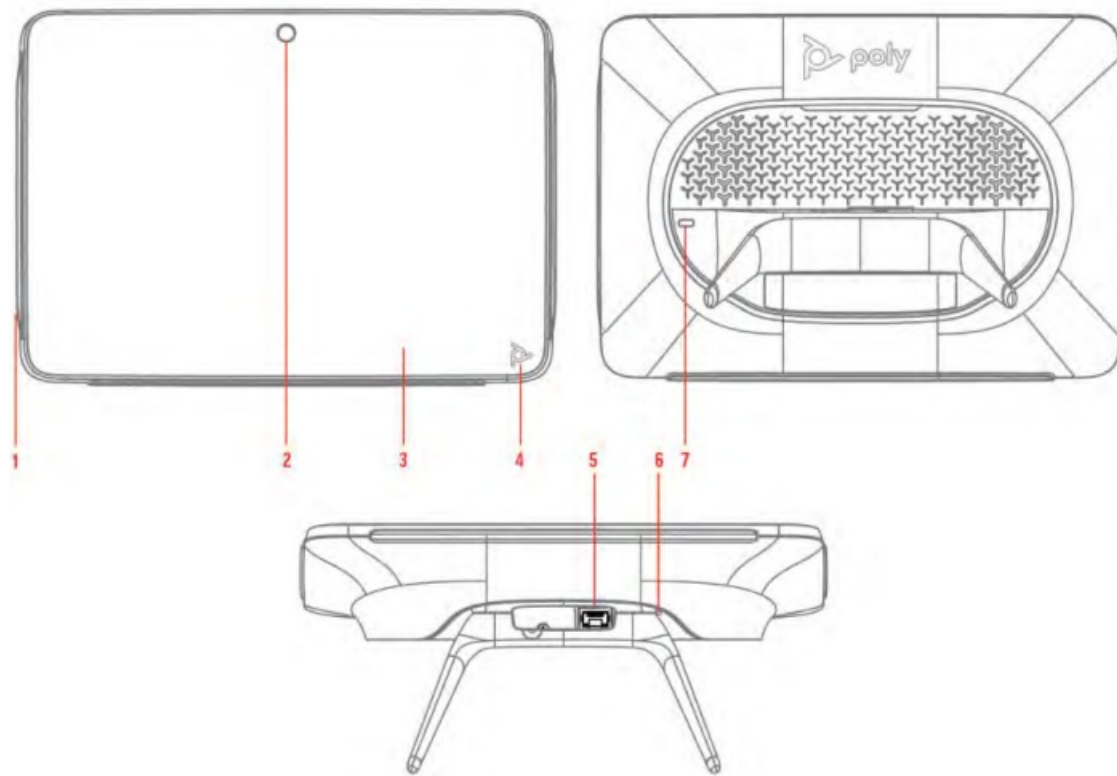
1.  LED bar
2.  Motion sensor to wake up display
3.  Touchscreen
4.  Poly touch button to launch Poly control dock menu
5.  LAN connection port
6.  Factory restore pinhole
7.  Security lock

**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.

**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, see;
    - Poly TC10 LED Status Indicators as a Room Controller in Poly Video Mode on page 18
    - Poly TC10 LED Status Indicators in Zoom Rooms Controller Mode on page 20
    - Poly TC10 LED Status Indicators in Zoom Rooms Scheduler Mode on page 22
    - Poly TC10 LED Status Indicators in Microsoft Teams Rooms Controller Mode on page 23

**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**
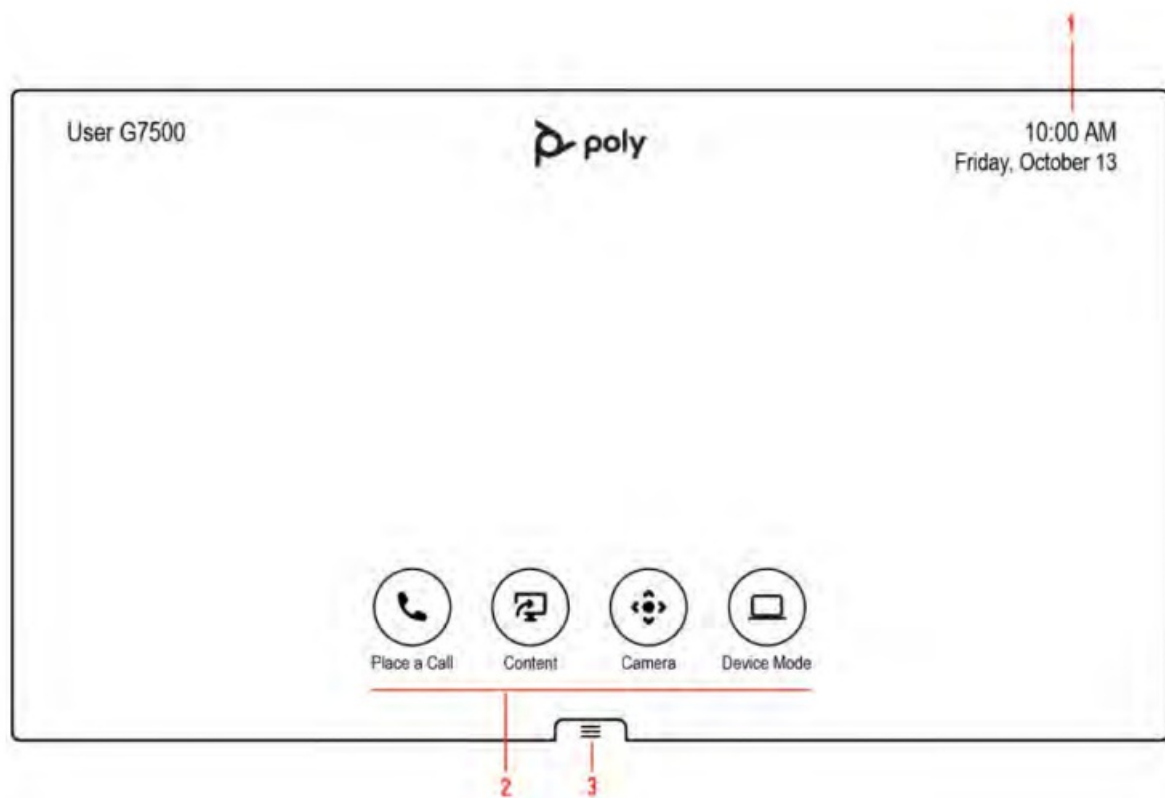
1. System information bar, which shows details such as date/time and system name.
2. Task buttons for placing calls, managing content, controlling cameras, or launching Poly Device Mode.
3. Menu for accessing other features.

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

- **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.
- **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.

**Access the Poly Control Center**

- If your system is using a conferencing application that isn't Poly, you can still access the 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.

| 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.

| 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.

| 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.
2. 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.
    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 ←.

**Turn Your Camera On or Off**
You can turn your camera on to show local video or turn your camera off to hide your local video.

1. If you're out of a call, select Menu ☰ .

2. Select On ⌷ or Off ⌷ to show or hide your video.

**Turn Camera Tracking On or Off**
When camera tracking is on, the camera automatically frames the group of people in the room or the current speaker (depending on your camera and how your system is configured).
**NOTE:** If you mute your local microphone, the system disables speaker tracking.

1. Select Camera ⟨⊚⟩ .

2. Toggle Camera Tracking on ( ⌷⃗ ) or off ( ⌷⃗ ) .

**Selecting the Primary Camera**
In Poly Video Mode, 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
  2. HDCI camera
  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.

**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:
      - **Equal:** All participants are the same size.
      - **Gallery:** Participants display at the top of the screen and the speaker displays in the main frame.
      - **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 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.

| 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 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.

| 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 |

**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.

**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**

- You can start or join a meeting in Microsoft Teams Rooms directly from your Poly 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**

- You can manage various aspects of a Microsoft Teams Rooms meeting directly from your Poly 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.

| Status | LED Color | Animation Behavior |
|---|---|---|
| Boot up in progress | White | Breathing |
| Boot complete | White | Solid |
| Call incoming | Green | Pulsing |
| Call in progress | Green | Solid |
| Mic muted | 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.

| 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.

### 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
If you have issues, you can try restarting the Poly TC10.

1. For a wall- or glass-mounted device, dismount it and remove any wall mounting brackets. For a desk-mounted device, remove the TC10 stand. For more information, see the relevant Quick Start Guide.
2. Disconnect the LAN cable from the Poly TC10 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.
- 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
- In the device local interface, go to Settings > Information.

**Zoom Rooms Pairing Error**

- **You get an error message when pairing a Poly TC10 to a Zoom Room that is already logged into a room.**
  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 will pave the way for us to create the hybrid work experiences of the future.
- During the merge of our two organizations, information about Poly products will transition from the Poly Support site to the HP® Support site.
- The Poly Documentation Library will continue to host the installation, configuration, and administration guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library will provide Poly customers with up-to-date status information about the transition of Poly content from the Poly Support site to the HP® Support site

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## Document information

- **Model ID:** Poly TC10 (RMN: P030 & P030NR)
- **Document part number:** 3725-13686-003A
- **Last update:** September 2023
- Email us at **documentation.feedback@hp.com** with queries or suggestions related to this document.

## Documents / Resources

| | |
|---|---|
| poly<br>Poly TC10 User Guide TC5.0<br><br><br>SUMMARY<br>This guide helps you understand how to use your Poly TC10 device | **Poly TC5.0 Intuitive Touch Interface** [pdf] User Guide<br>TC5.0 Intuitive Touch Interface, TC5.0, Intuitive Touch Interface, Touch Interface, Interface |

## References

- **Share a Meeting - Zoom**
- **Sign In | Zoom**
- **Microsoft Teams Rooms licenses - Microsoft Teams | Microsoft Learn**
- **support.hp.com/us-en/**
- **Support | Poly, formerly Plantronics & Polycom**
- **Sign In | Zoom**