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Poly TC10

Contents

Before You Begin

Topics:

- [Audience, Purpose, and Required Skills](#)
- [Product Terminology Used in this Guide](#)
- [Related Poly and Partner Resources](#)

This guide helps you understand how to set up, manage, and use your Poly TC10 (P020) device.

Audience, Purpose, and Required Skills

This guide is intended for beginning-to-intermediate users who participate in video-conferencing calls and technical users familiar with setting up and managing telecommunications systems and equipment.

Product Terminology Used in this Guide

Use the following information 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, Poly Studio X70, Poly Studio X50, or Poly Studio X30 system.

System Another way of referring to the Poly G7500, Poly Studio X70, Poly Studio X50, or Poly Studio X30 system.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With Poly+ you get exclusive premium features, insights, and management tools necessary to keep employee devices up, running, and ready for action.

Getting Started

Topics:

The Poly TC10 device can used in one of two modes:

- Poly Video mode: Desk-mounted as a Poly video conferencing systems controller
- Room Scheduler mode: Wall-mounted as a room controller

The device works with the following systems:

- Poly G7500
- Poly Studio X70
- Poly Studio X50
- Poly Studio X30

Poly TC10 Overview

The TC10 device provides the following features and capabilities:

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 TC10 devices to control a single system
- Pairing with video systems over the network (wired LAN) for flexible room setups

Room Scheduler Mode:

- Zoom scheduling app
  - Scheduling and viewing upcoming meetings in a meeting space
  - Reserving an available meeting space
  - Viewing calendar integrations
  - Managing room use and releasing a room
- Microsoft Teams scheduling app
  - Viewing location and meeting details
  - Checking meeting space availability
  - Reserving an available meeting space

Note: Exact features and capabilities can vary if you aren't using Poly Video Mode. See your third-party application's documentation for information.

Hardware Overview

The following illustration and table explain the hardware features of the TC10 device.

Figure 1: Poly TC10 Hardware Features
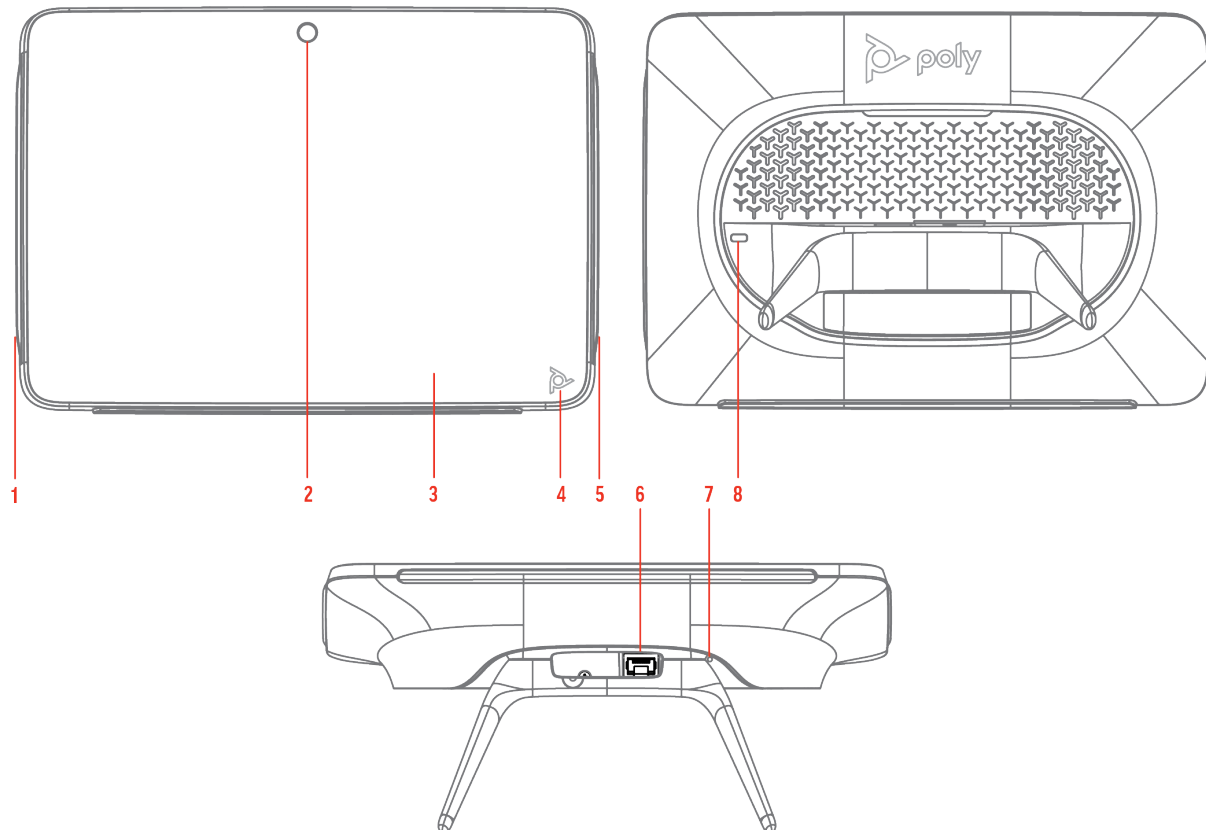
Poly TC10 Hardware Features

Ref. 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	LED bar
6	LAN connection port
7	Factory restore pinhole
8	Security lock

LED Status Indicators in Poly Video Mode

Your device provides two LED bars at the right and left edges of the screen. These LEDs help you understand the device's behaviors. The following table lists each LED indicator and its associated status while the device is in Poly Video mode:

| Status	LED Color	Animation Behavior
Boot initialization in progress	White	Breathing
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

Device Local Interface

The appearance of the TC10 device's local interface and the controls and settings available to you depend on which mode you are using.

Poly Video Mode Home Screen

The Home screen is the first screen you encounter when paired with a system 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
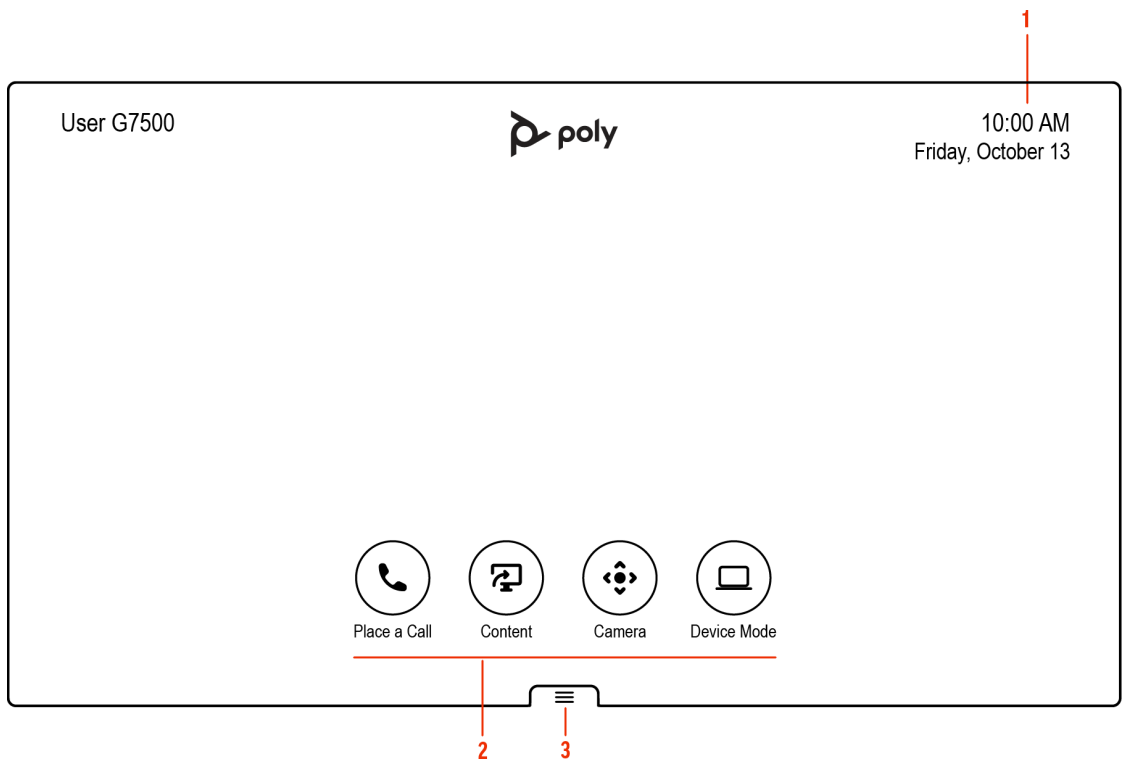
Setting	Description
1	System information bar, which shows details such as date/time and system name.
2	Task buttons for placing calls, managing content, controlling cameras, or launching Poly Device Mode
3	Menu for accessing other features.

Home Screen Elements

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

Setting	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.

Element	Description
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 aMiracast- certified device.
Camera ◈	Opens the camera control screen.
Poly Device Mode ▭	Launches Poly Device Mode, which allows you to use the 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.

Procedure

» On the right side of the device touchscreen, swipe left.

The Poly Control Center opens.

Waking the Paired Video System

After a period of no activity, the system enters sleep mode (if configured by your administrator). You can wake the system by touching the screen of your paired TC10 device.

Setting Up the Device

Topics:

The TC10 device pairs with a Poly video system over your primary network. You can set up the device while you set up the video system or after you complete the video system setup.

For additional setup instructions, see the *Poly TC10 Setup Sheet*.

Power the Device with PoE

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

Procedure

» Connect the TC10 device to your network using the supplied LAN cable.

   If you purchased the device with your video system, the two automatically pair once the device powers on.

Power the Device with a PoE Injector

If your space isn't equipped with Power over Ethernet (PoE), you can use a PoE injector to power theTC10 device.

Procedure

1. Plug the AC power cord of the PoE injector into the wall.

2. Connect the PoE injector to the TC10 device using a LAN cable.

3. Connect the PoE injector to your network with a LAN cable.

If you purchased the device with your video system, the two automatically pair once the device powers on.

Using the TC10 as a Room Scheduler

Topics:

-

Microsoft Teams Mode and Zoom Rooms Mode

When using the TC10 as a wall-mounted room scheduler, the device can operate using either the Microsoft Teams app in Panels mode or the Zoom Rooms app in Scheduling Display mode.

To find out more about Microsoft Teams Panels, see https://docs.microsoft.com/en-us/microsoftteams/devices/teams-panels

To find out more about Zoom Rooms in Scheduling Display Mode, see https://support.zoom.us/hc/en-us/articles/115003336806-Using-Zoom-Rooms-scheduling-display

LED Status Indicators for the TC10 Room Scheduler

Your device provides two LED bars at the right and left edges of the screen. These LEDs help you understand the device's behaviors. The following table lists each LED indicator and its associated status while the device is being used as a room scheduler:

Status	LED Color	Animation Behavior
Boot initialization in progress	White	Breathing
Room available	Green	Solid
Meeting starting soon (15 min prior) – Check-in required	Amber	Solid
Meeting starting soon – Check-in confirmed	Red	Solid
Room occupied - Meeting in progress	Red	Solid
Firmware update in progress	Amber	Breathing

Controlling the System in Poly Video Mode

Topics:

When the TC10 is set up as a conferencing controller, you can control and manage aspects of your paired Poly video system.

Note: Information about placing calls, managing content, and controlling cameras in this guide pertains to systems in Poly Video Mode. If your video system is in Partner Mode, refer to your conferencing provider's documentation for information on controlling the system.

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.

Procedure

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 has configured it. The system either answers the call automatically or prompts you to answer manually.

Procedure

» 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.

Procedure

» 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.

Procedure

» 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.

Procedure

1. Go to **Place a Call** > **Contacts**.
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).

Procedure

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.

Procedure

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.

Procedure

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.

Procedure

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.

Procedure

» 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.

Procedure

» Do one of the following:

- On a current meeting card, select **Join**.
- If the meeting card doesn't include calling information, select the card 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.

Procedure

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 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.

Procedure

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.

Procedure

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.

Procedure

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.

Procedure

» 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.

Procedure

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.)

Procedure

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 within and outside of calls.

You can control cameras, depending on 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.

Procedure

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.

Procedure

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.

Procedure

1. If you're outside 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.

Procedure

1. Select **Camera** ⟨◌⟩.
2. Toggle **Camera Tracking** on (▱) or off (▱) .

Selecting the Primary Camera

In Poly Video Mode and Zoom Rooms, if you have more than one camera attached to the system, you can select the primary camera within or outside of a call.

Camera Priority

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

- When you attach a camera to a system that's powered on, it automatically becomes the current people camera.
- If you attach a camera during a call, it automatically becomes the current people camera.
- If you disconnect the current people camera, the system falls back to the next priority 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 TC10

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

Procedure

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 within or outside 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 TC10

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

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

Procedure

1. Select **Camera** ⟨◇⟩.

2. Adjust the camera to the desired position.

3. Under **Presets**, do one of the following:
   - Select an empty 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.

Procedure

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.

Procedure

1. Select **Camera** ⟨◇⟩.
2. Select **Delete** 🗑 .

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.

Procedure

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 mainframe.
    ▪ **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 within or outside of a call.

Procedure

» Do one of the following:

   ▪ Outside of a call, select **Menu** ≡ > **Mute** 🎤 .
   ▪ Within 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.

Procedure

» Do one of the following:

- Within a call, select **Unmute** ⌀.
- Outside of a call, select **Menu** ≡ > **Unmute** ⌀.

Adjust the Volume

You can adjust the volume before or during a call.

Procedure

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

Device Maintenance

Topics:

You have several options to keep your device running properly.

Updating TC10 Software

The TC10 device software updates when you update the paired video system. To update the device, see your video system's *Administrator Guide* at the [Poly Documentation Library](#).

Unpair the TC10 from a Video System

You must unpair the TC10 device 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.

Procedure

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 TC10

If you encounter issues, you can try restarting your device.

Procedure

» Disconnect the LAN cable from the device and reconnect it.

Factory Restore the TC10

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

Procedure

1. Disconnect the LAN cable from the device to power it off.

2. On the underside of the device, insert a straightened paper clip through the factory restore button pinhole (the pinhole has a raised dot, at both the top and bottom of the ventilation hole).
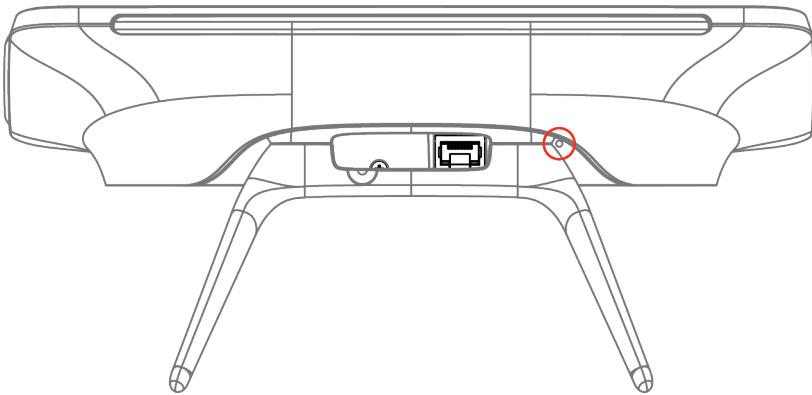
3. While continuing to hold the restore button, reconnect the LAN cable to power the device on. Don't power off the device until it finishes the factory restore process