Poly TC8 User Guide 6.0.0

SUMMARY

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

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Before you begin

This guide helps you understand how to set up, manage, and use your Poly TC8 device.

Audience, purpose, and required skills

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

Product terminology used in this guide

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

Device
Refers to the Poly TC8 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 TC8 delivers room control with any Poly partner app, or lets you control supported Poly video conferencing systems.

Poly TC8 Overview

With a TC8 device, you can control and manage aspects of a Poly video system.

Poly TC8 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 TC8 can pair with the following devices:

- Poly G7500

- Poly Studio X30

- Poly Studio X50

- Poly Studio X52

- Poly Studio X70

- Poly Studio X72

Poly TC8 as a Poly Video Controller

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 TC8 controllers to control a single system

- Pairing with video systems over the network (wired LAN) for flexible room setups

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

Poly TC8 Local Interface

The Poly TC8 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
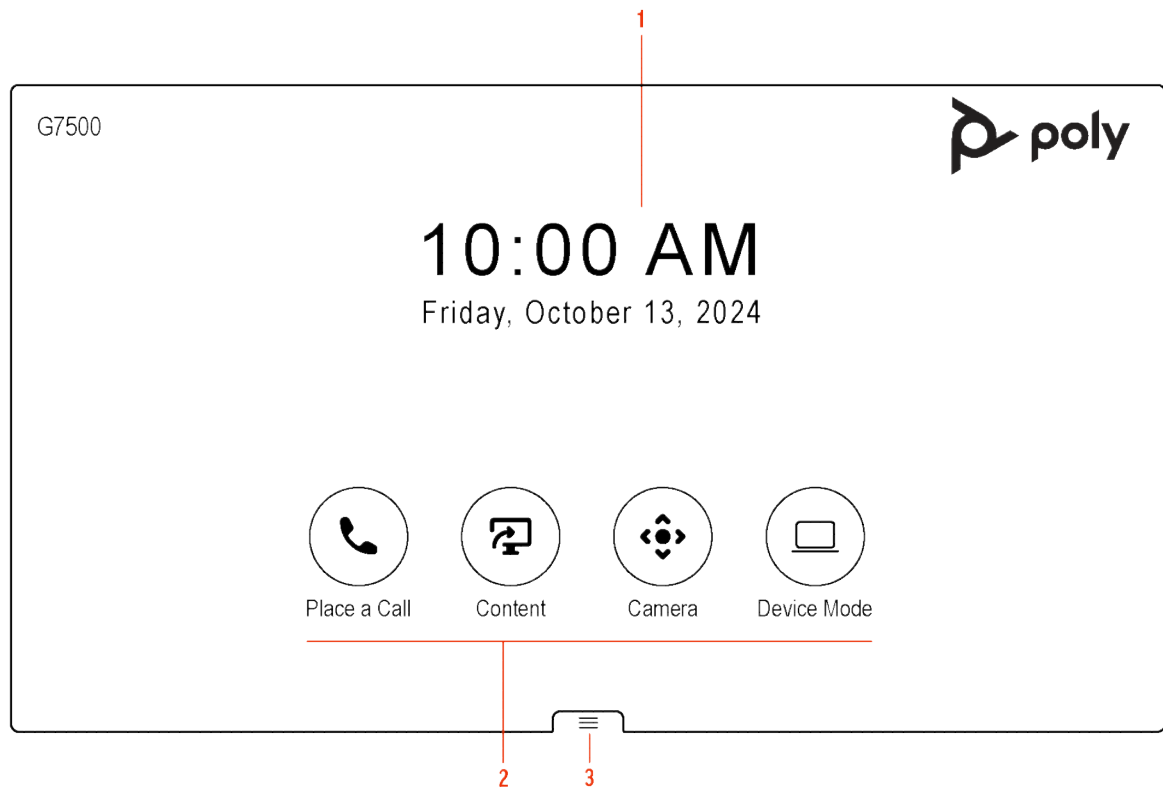
Table 2-1 Feature descriptions

Ref. Number	Description
1	Time and date information

Table 2-1 Feature descriptions (continued)

Ref. Number	Description
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.
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 TC8 as a Zoom Rooms Controller

Run Zoom Rooms Controller on a Poly TC8 to launch and manage Zoom meetings.

With Zoom Rooms Controller, a Poly TC8 paired to a Poly video conferencing system 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 TC8 as a Microsoft Teams Rooms Controller

Positioned inside a conference room, paired to a codec, use the Poly TC8 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 TC8 Controller Hardware Overview

The following illustration and table outline the hardware features of the TC8 controller.

Figure 2-1 Poly TC8 hardware features
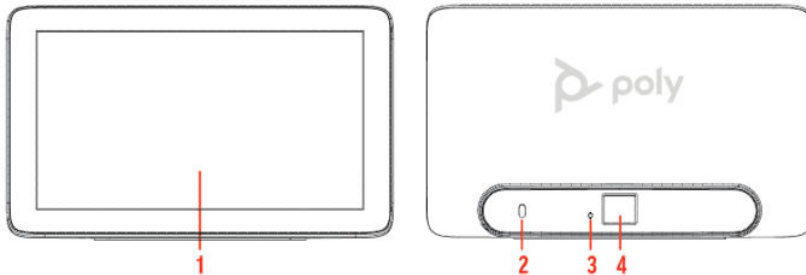
Table 2-3 Poly TC8 feature descriptions

Reference number	Description
1	Touchscreen
2	Security lock
3	Factory restore pinhole
4	LAN connection

Access the Poly Control Center

If your system is using a conferencing application that isn't Poly, you can still access the Poly TC8 device and paired video system settings in the Poly Control Center.

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

  The Poly Control Center opens.

Waking the Poly TC8

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 TC8 device.

Accessibility Features

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

Users Who Are Deaf or Hard of Hearing

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

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

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

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

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

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

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

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

Accessibility Feature	Description
Auto-answering	You can enable the system to auto-answer calls.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.

Users with Limited Mobility

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

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

Table 2-6 Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
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.

Setting Up the Poly TC8

Pair the TC8 with a Poly video system over your primary network.

If you purchased a Poly TC8 with your video system, the two automatically pair once you power on the TC8 (the video system locates the device on the network by its MAC address).

Once paired, the TC8's local interface shows the conferencing mode configured on your video system (for example, Poly Video Mode or Partner Mode).

There are situations where you must manually pair the Poly TC8, such as adding or replacing a device with an existing video system setup.

IMPORTANT: Ensure your Poly TC8 has the latest software to use all the features of the system. On initial powerup, if the system displays a **Critical Update Required** message, allow the device to go through the update process before configuring and deploying.

Power the Poly TC8 with PoE

Because the Poly TC8 gets power through the LAN, the connection must support Power over Ethernet (PoE).

- Connect the Poly TC8 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 Poly TC8 with a PoE Injector

If your space isn't equipped with Power over Ethernet (PoE), you can use a PoE injector to power the Poly TC8.

1. Plug the AC power cord of the PoE injector into an accessible earthed mains outlet.

2. Connect the PoE injector to the Poly TC8 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.

Set up Poly TC8 for the first time as a paired device

When paired with a Poly video system, you can use Poly TC8 to control the video system. Poly TC8 supports all Poly partner modes.

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

1. Power on the Poly TC8 device by connecting it to a PoE-enabled Ethernet switch on the same network as the conferencing PC.

2. If a Poly TC8 software update is available, select **Update**.

    The Poly TC8 device updates and restarts.

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

4. Select **Get Started**.

    The *System Overview* screen displays.

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

    The *Connect to a Room* screen displays.

6. The system searches for devices with which to pair.

📝 **IMPORTANT:** In this initial release of TCOS 6.0.0, you must manually pair your touch controller to a room.

7. Select **Manually Connect to a Room**.

8. Enter the IP address of the video conferencing system you want to connect your touch controller to, then select the next arrow.

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

    A screen displays a selection of shapes.

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

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

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

11. If connecting to a video conferencing system that has not been previously set up, the *Choose a Video Provider* screen displays. Select the provider you want to use with your Poly system, then select the next arrow.

    The software for the selected provider installs and launches.

📝 **NOTE:** If connecting to a video conferencing system that has been set up, this step is skipped and the Poly TC8 launches the provider selected in the Poly VideoOS system web interface.

Configuring Network Settings

If your environment uses DHCP, after plugging it into a LAN port in the room with your video system, the Poly TC8 automatically connects to your primary network.

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

> **NOTE:** Network settings are available prior to pairing with a codec.

Manually Configure IPv6 Address Settings

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

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

2. Turn the **Enable IPv6** setting on.

3. Turn the **Obtain Automatically Using DHCP** setting off.

4. Configure the following settings:

   Table 3-1 Settings descriptions

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

5. Select **Save**.

Manually Assign a Host Name and Domain Name

You can manually enter the host name and domain name for your TC8 device. You can also modify these settings even if your network automatically assigns them.

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

2. Enter or modify the device **Host Name**.

   If the device discovers a valid name during setup or a software update, the device automatically creates the host name. However, if the device finds an invalid name, such as a name with a space, the device creates a host name using the following format: `DeviceType-xxxxxx`, where `xxxxxx` is a set of random alphanumeric characters.

3. **Optional:** Enter or modify the **Domain Name** that the device belongs to.

4. Select **Save**.

Manually Configure DNS Settings

You can manually enter the DNS settings for your device.

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

2. Turn the **Obtain Automatically Using DHCP** setting off.

3. Enter the DNS server addresses your device uses (you can enter up to four addresses).

4. Select **Save**.

Enable LLDP on Your Poly TC8

You can configure your Poly TC8 to automatically select VLAN settings using LLDP.

The VLAN ID of the TC8 must match the VLAN ID of the system for system pairing to be successful.

NOTE: VLAN isn't supported in IPv6 environments.

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

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

   The TC8 automatically assigns a value to **VLAN ID** based on your network configuration.

3. Select **Save**.

Configure Poly TC8 VLAN Settings

You can configure the TC8 virtual LAN (VLAN) settings.

The VLAN ID of the Poly TC8 must match the VLAN ID of the system for system pairing to be successful.

NOTE: VLAN isn't supported in IPv6 environments.

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

2. Select the **802.1p/Q** check box and enter a **VLAN ID**.

   The ID specifies the VLAN that you want the Poly TC8 to operate on. You can use values from `1` to `4094`.

3. Select **Save**.

Configure Poly TC8 802.1X Settings

You can configure your Poly TC8 to use 802.1X authentication when connecting to the wired LAN.

Install the PKI certificates that are required for authenticating with your network. See your video system *Administrator Guide* for instructions and more information.

NOTE: 802.1X isn't supported in IPv6 environments.

The system supports the following authentication protocols:

- EAP-MD5

- EAP-TLS

- EAP-TTLS

  - EAP-MSCHAPv2

  - EAP-GTC

- EAP-PEAPv0 (MSCHAPv2)

  - EAP-MSCHAPv2

  - EAP-GTC

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

2. Turn on the **Enable EAP/802.1X** setting.

3. Select an EAP/802.1X authentication method.

4. **Optional:** For EAP-TTLS or EAP-PEAPv0, choose an **EAP/802.1X Phase 2 Authentication**.

5. Enter a **EAP/802.1X Identity**.

   You can't leave this field blank.

6. Enter a **EAP/802.1X Password**.

   This setting is required when you use EAP-MD5, EAP-PEAPv0, or EAP-TTLS.

7. Select **Save**.

Using Web Proxies

Poly TC8s that must communicate with an external cloud service to control a video system can do so from behind a web proxy.

No extra setup is required. The Poly TC8 uses the web proxy information configured on your paired video system. See your video system *Administrator Guide* for more information.

Manually Pair the Poly TC8 with a Video System

You can manually pair the Poly TC8 connected to your primary network with a video system in the room.

To pair, the Poly TC8 must be on the same subnet as the video system and the following network components unblocked:

- Multicast address 224.0.0.200

- UDP port 2000

- TCP port 18888

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

A device may pair automatically after connecting to the network. However, you may need to manually pair a device in the following situations:

- The device doesn't automatically pair during setup with the system that you purchased.

- You want to pair the device with a different system.

- You want to pair additional devices to control the video system with more than one TC8.

1. Connect the Poly TC8 that you want to pair to an Ethernet port in the room.

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

3. Under **Available Devices**, find the device by its MAC address such as **00e0db4cf0be** and select **Pair**.

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

If pairing isn't successful, check the network connection and the configuration of both the Poly TC8 and the system you want to pair it with.

SCEP support on Poly touch controllers

You can manage certificates using your touch controller.

SCEP enables you to automatically enroll devices to retrieve new digital certificates or renew expiring certificates. When paired to a Poly video system, your touch controller syncs settings automatically from your Poly G7500 system or Poly Studio X video bar.

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

- Settings can't be configured via the touch controller. SCEP and 802.1x settings are read-only.

- The touch controller syncs all SCEP and 802.1x settings from the primary device.

- Settings can either be set in the system web interface or provisioned via Poly Lens.

NOTE: Only HTTP SCEP server URLs are currently supported. Your SCEP challenge password must be configured as a static password. Only a single set of credentials is shared between the Poly G7500 system or Poly Studio X video bar and the Poly touch controller.

Using the Poly TC8 in Poly Video Mode

With the TC8 device, you can control and manage aspects of your paired Poly video 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.

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** ⟨ô⟩ .

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** ⟨ô⟩ .

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

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 TC8

When you attach multiple cameras to the system, you can select the primary camera from the TC8 *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 TC8

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 TC8, you can control room elements that enable you to customize your meeting environment.

Control Room Elements Using the Poly TC8

You can control room elements such as electronic shades, smart lighting, monitors, and projectors using the Extron Room Control App on the Poly TC8.

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.

Using the Poly TC8 Touch Controller in Partner Modes

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

This guide covers the basics of operating a touch controller running a third partner video conferencing app. Refer to your conferencing provider's documentation for additional information on controlling the system.

Using the Poly TC8 in Zoom Rooms Controller Mode

The Poly TC8 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 TC8

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.

Using the Poly TC8 as a Microsoft Teams Controller

Run the Microsoft Teams controller app on a Poly TC8 device to easily manage Microsoft Teams meetings.

When paired with a Microsoft Teams account, you can use Poly TC8 as a companion controller for Microsoft Teams Rooms. Use the Poly TC8 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**.

Device Maintenance

You have several options to keep your device running properly.

Updating a touch controller to Poly TCOS 6.0.0

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

Updating a paired touch controller

● When an update becomes available, you may be prompted to update via the touch contoller device interface. Follow the onscreen instructions.

● When paired to a Poly video conferencing system, update the touch controller through the Poly VideoOS system web interface. Poly TCOS 6.0.0 is bundled with Poly VideoOS 4.2.0.

Unpair the TC8 from a Video System

Unpair the TC8 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).
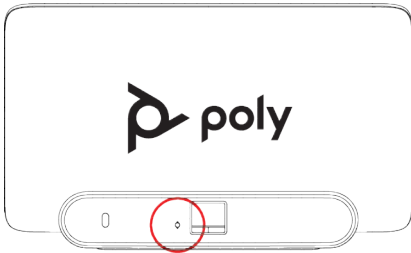
Restart the Poly TC8 device

If you have issues, restart the Poly TC8 device to try resolving them.

▪ Disconnect the LAN cable from the Poly TC8 device and reconnect it.

Factory reset the Poly TC8 device

Reset the TC8 device to its default settings. This process refreshes the device by deleting its configurations except the current version of software.

1. Disconnect the LAN cable from the Poly TC8 device to power it off.

2. On the back of the Poly TC8 device, insert a pin or straightened paper clip through the factory reset button pinhole (the pinhole has a raised dot, at both the top and bottom of the ventilation hole).

3. Press and hold the reset button, then reconnect the LAN cable to power on the Poly TC8 device.

> **IMPORTANT:** Don't power off the Poly TC8 device until it finishes the factory reset process.

Factory Restore the Poly TC8 in the UI

You can restore the TC8 to its default settings in the device UI. This process refreshes the device by deleting its configurations except the current version of software.

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

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

2. To confirm, select **Reset**.

    The Poly TC8 resets all configurations to factory defaults. The most recently installed version of software remains on the device.

Troubleshooting

These troubleshooting tips can help when encountering issues with your TC8 device.

View the Poly TC8 and Paired Video System Information

You can see basic information about your TC8 and the paired video system in the device local interface.

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

Some of the Poly TC8 and video system details include:

- Device name

- Name of paired-video system

- Model

- MAC address

- IP address

- Hardware version

- Software version

- Serial number

Downloading Poly TC8 Logs

Download logs to help troubleshoot issues on your system.

Download Logs When Paired to Video System

The Poly TC8 logs are available in the paired video system's log package. To download the log package, see your video system's Administrator Guide .

Paired IP Devices

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

IP Device Can't Pair to the Video System

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

Symptom

● After powering on the Poly TC8 device, it doesn't automatically pair with the video system.

● You can't manually pair the device from the **Available Devices** list in the video system web interface.

Problem

There are a few possible causes for this issue:

● Network traffic on TCP port 18888 is blocked.

● Your system and Poly TC8 aren't on the same VLAN.

Workaround

Complete each step until the device pairs with your system:

1. Allow traffic on TCP port 18888.

2. On your Poly TC8 device, verify that the Poly TC8 VLAN ID matches the VLAN ID on your system.

IP Device Doesn't Display on the Available Devices List

The Poly TC8 device you want to pair is connected to the network but you don't see it under **Available Devices** in the video system web interface.

Problem

There are a few possible causes for this issue:

● The device and video system aren't on the same subnet.

● The network switch isn't allowing UDP broadcast traffic forwarded to multicast address 224.0.0.200 on port 2000.

● The device is paired with another video system.

Workaround

Complete each step until you see the Poly TC8 device on the **Available Devices** list:

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

   If needed, work with your network administrator.

2. Allow traffic to 224.0.0.200 on UDP port 2000.

3. Make sure the device isn't paired with another video system. If it is, unpair the device.

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

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

Paired IP Device is Disconnected

You paired the Poly TC8 device with your video system but can't use it. On the system web interface *Device Management* page, you see that the device is **Disconnected**.

Problem

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

Workaround

Complete each step until you fix the issue.

1. Check the device's LAN cable connection.

2. Restart the device.

3. Restart the video system.

4. Make sure network traffic on TCP port 18888 is unblocked.

5. Perform a factory restore on the device.

6. Perform a factory restore on the system.

IP Device Paired to Inaccessible Video System

The Poly TC8 device was paired with a video system you can no longer access.

Symptom

The Poly TC8 device was paired with a video system you can no longer access (for example, the video system lost its network connection or was moved to another location). Whatever the situation, the Poly TC8 device screen now indicates it's waiting to pair.

Problem

The Poly TC8 device is still paired to the video system but can't connect to it.

Workaround

When this happens, there's a reset button in the Poly TC8 **Settings** menu to unpair the device from the video system.

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

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

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

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

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

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

Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.

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Document information

Model ID: Poly TC8 (model: P020)

Document part number: 3725-30769-013A

Last update: April 2024

Email us at documentation.feedback@hp.com with queries or suggestions related to this document.