



USER GUIDE

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Poly TC8

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to [Polycom Support](#).

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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 TC8 (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 TC8 device.
Video system	Refers to the Poly G7500, Poly Studio X50, or Poly Studio X30 system.
System	Another way of referring to the Poly G7500, Poly Studio X50, or Poly Studio X30 system.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.
- The [Polycom 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 [Polycom 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 [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Getting Started

Topics:

- [Poly TC8 Overview](#)

The Poly TC8 device lets you control supported Poly video conferencing systems.

The device works with the following systems:

- Poly G7500
- Poly Studio X50
- Poly Studio X30

Poly TC8 Overview

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

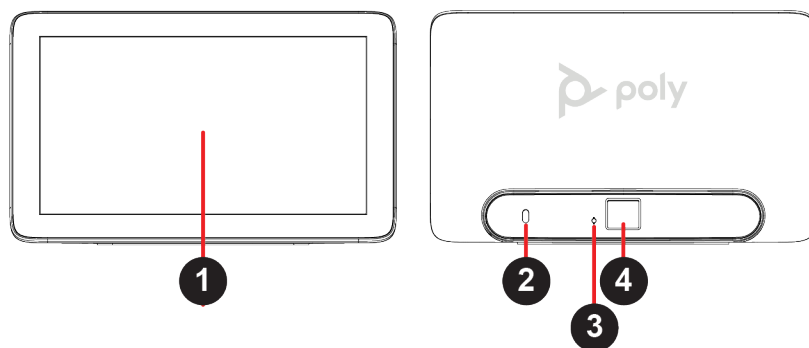
The device provides the following features and capabilities:

- 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 TC8 devices to control a single system
- Pairing with video systems over the network (wired LAN) for flexible room setups

Hardware Overview

The following illustration and table explain the hardware features of the TC8 device.

Figure 1: Poly TC8 Hardware Features



Poly TC8 Hardware Features

Ref. Number	Description
1	Touchscreen
2	Security lock
3	Factory restore pinhole
4	LAN connection

Device Local Interface

The TC8 device's local interface displays controls and settings available on your paired video system.

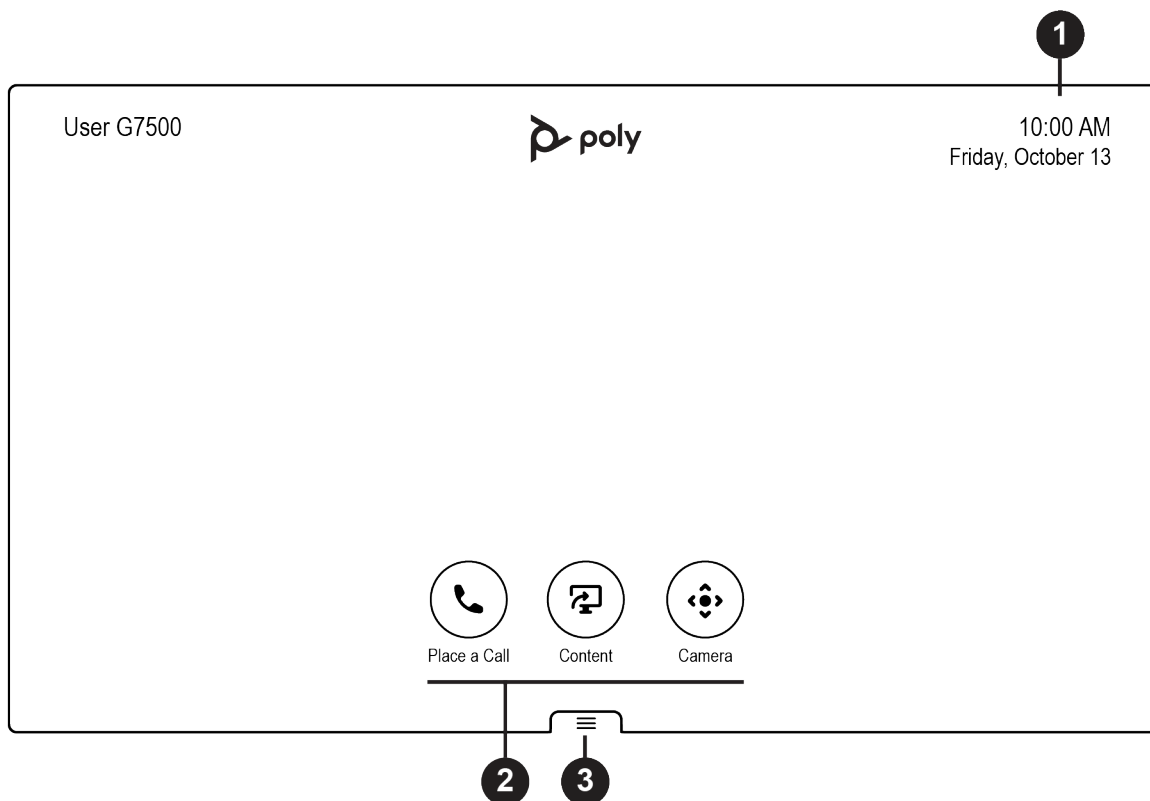
What the local interface looks like depends on the conferencing mode your system is using and other system settings. For example, your device's home screen looks different if your system is in Partner Mode instead of Poly Video Mode.

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







Ref. Number	Description
1	System information bar, which shows details such as date/time and system name.
2	Task buttons for placing calls, managing content, or controlling cameras.
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.

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.

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 a Miracast-certified device.
Camera 	Opens the camera control screen.
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 TC8 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 TC8 device.

Setting Up the Device

Topics:

- [Power the Device with PoE](#)
- [Power the Device with a PoE Injector](#)
- [Configuring Network Settings](#)
- [Manually Pair the Device with a Video System](#)

The TC8 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.

If you purchased a TC8 device with your video system, the two automatically pair once you power on the device (the video system locates the device on the network by its MAC address). Once paired, the device's local interface reflects 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 TC8 device, such as adding or replacing a device with an existing video system setup.

For additional setup instructions, see the *Poly TC8 Setup Sheet*.

Power the Device with PoE

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

Procedure

- » Connect the TC8 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 the TC8 device.

Procedure

1. Plug the AC power cord of the PoE injector into the wall.
2. Connect the PoE injector to the TC8 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.

Configuring Network Settings

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


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

Note: Network settings are available only when the device isn't paired with a video system.

Manually Configure IPv4 Address Settings

You can manually specify the TC8 device's IPv4 address settings.

Procedure

1. In the device local interface, go to **Settings**  > **Network**.
2. Turn the **Obtain Automatically Using DHCP** setting off.
This allows you to manually set the **IP Address**, **Subnet Mask**, and **Default Gateway** fields.
3. Configure the following settings:


Setting	Description
IP Address	Specifies your device's IP address.
Subnet Mask	Specifies the subnet mask assigned to your device.
Default Gateway	Specifies the default gateway assigned to your device.

4. 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 also can modify these settings even if your network automatically assigns them.


Procedure

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-xxxxxxx`, where `xxxxxxx` 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 specify the DNS server settings for your TC8 device.


Procedure

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**.

Configure VLAN Settings

You can configure your TC8 device's virtual LAN (VLAN) settings.

Procedure

1. In the device local interface, go to **Settings**  > **Network**.
2. Turn the **802.1p/Q** setting on and enter a **VLAN ID**.
The ID specifies the VLAN you want your device to operate on. You can use values from 1 to 4094.
3. Select **Save**.

Manually Pair the Device with a Video System

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

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

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

Know the MAC address of the device you're pairing. You may see multiple devices you can pair with on your video system's **Device Management** page. Knowing the MAC address makes sure you're pairing with the device you want (for example, 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 you purchased.
- You want to pair the device with a different system.
- You want to pair multiple similar devices (for example, to control the system with more than one Poly TC8 device).

Procedure

1. Connect the device 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 (for example, **00e0db4cf0be**) and select **Pair**.

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

If pairing isn't successful, check the network connection and the configuration of your device and system you're pairing with.

Related Links

[Poly TC8 Can't Pair to the Video System](#) on page 25

[Poly TC8 Doesn't Display On the Available Devices List](#) on page 26

[Paired Poly TC8 is Disconnected](#) on page 26

[Poly TC8 Paired to Inaccessible Video System](#) on page 27

Controlling the Paired System in Poly Video Mode

Topics:

- [Calling](#)
- [Sharing Content](#)
- [Cameras](#)
- [Settings](#)

With the TC8 device, 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 conference calls 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 letters.
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.

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**.

Place a Conference Call

To start a conference call, place the first call as normal and then add additional contacts.

Note: Contact your administrator to make sure your system is set up for conference calls.

Procedure

1. Go to **Place a Call**.
2. Do one of the following:
 - Enter a number on the dialpad or select **Keyboard**  to enter letters.
 - Select a contact.
 - Select a favorite.
 - Select a recent contact.
3. Select **Call**.

4. After the call connects, place another call.
The system connects all sites to the same call.

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 and select **Info**.

- 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 **More ...**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 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.

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 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.

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. 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.

Procedure

1. Select **Camera** .
2. Toggle **Camera Tracking** on () or off ()

Using Camera Presets

If your camera supports pan, tilt, and zoom, you can create up to 10 preset 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 available only during a call; if enabled, you can use them to control the far-site camera.


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

Save a Preset

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.


Procedure

1. Select **Camera** .
2. Adjust the camera to the desired position.
3. Under **Presets**, touch and hold an unused preset card to save the current camera position.

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 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.

Procedure



- » 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.

Procedure

- » 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.

Procedure

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.

Device Maintenance

Topics:

- [Updating Device Software](#)
- [Unpair the Device from a Video System](#)
- [Restart the Device](#)
- [Factory Restore the Device](#)

You have several options to keep your device running properly.

Updating Device Software

The TC8 device software updates when you update the paired video system. To update the device, see your video system's *Administrator Guide* at the [Polycom Documentation Library](#).

Unpair the Device from a Video System

You must unpair the TC8 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 Device

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

Procedure

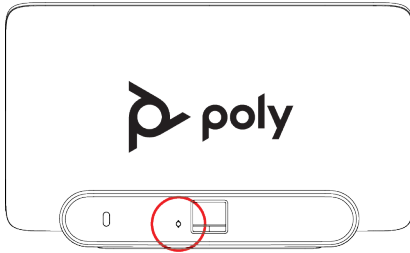
- » Disconnect the LAN cable from the device and reconnect it.

Factory Restore the Device

You can restore the TC8 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 back of the device, insert a straightened paper clip through the factory restore button pinhole.



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.

Troubleshooting

Topics:

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


View Device and Paired Video System Information

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

Some of the device and video system details include:

- Device name
- Paired video system name
- Model
- MAC address
- IP address
- Hardware version
- Software version
- Serial number


Procedure

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

View Call Statistics

You can look at in-call data to help you troubleshoot system issues or problems experienced by call participants.

Procedure

1. In the device local interface during a call, go to **Settings**  > **Call Statistics**.
2. Select the participant you want to see more call information about.
The following additional details about the participant display:
 - System or application the participant is using

- Call type
- Call speed
- Encryption status
- Call streams (for your system and the participant)

Depending on the nature of your call, you may also see the transmitted and received streams of audio, video, and content.

3. Optional: Select a call stream for additional information.

The following additional details about the stream display:

- Stream type
- Stream quality
- Protocol used
- Format (may not display on some mobile devices)
- Rate used
- Frame rate
- Packets lost
- Packet loss percentage
- Jitter
- Error concealment

Downloading Device Logs

The TC8 device logs are available in the paired video system's log package. To download the log package, see your video system's *Administrator Guide* at the [Polycom Documentation Library](#).

Poly TC8 Can't Pair to the Video System

Symptom:

After powering on the TC8 device, it doesn't automatically pair with the video system. You also can't manually pair the device from the **Available Devices** list in the video system web interface.

Problem:

Network traffic on TCP port 18888 is blocked.

Workaround:

Procedure

- » Allow traffic on TCP port 18888.

Related Links

[Manually Pair the Device with a Video System](#) on page 10

Poly TC8 Doesn't Display On the Available Devices List

Symptom:

Even though the TC8 device you want to pair is connected to the network, 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 TC8 device on the **Available Devices** list:

Procedure

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. In the device interface, go to **Settings**  > **Reset** and select **Reset**.

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

Related Links

[Manually Pair the Device with a Video System](#) on page 10

Paired Poly TC8 is Disconnected

Symptom:

You paired a 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've fixed the issue.

Procedure

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.

Related Links

[Manually Pair the Device with a Video System](#) on page 10

Poly TC8 Paired to Inaccessible Video System

Symptom:

Your 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 TC8 device screen now indicates it's waiting to pair.

Problem:

The 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 device **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.

Procedure

1. In the device interface, 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**.

The device you're unpairing should have an `Unavailable` status.

Related Links

[Manually Pair the Device with a Video System](#) on page 10