



HP Poly Zoom Rooms on Windows Solution Guide

SUMMARY

This guide provides installers and integrators with instructions on how to install and configure multiple products to implement a video conferencing solution.

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1 About this guide

This HP Poly Zoom Rooms on Windows Solution Guide contains information for installing and using your HP Poly Zoom Rooms on Windows Solution.

Audience, purpose, and required skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn how to use the features available with the Zoom Rooms on Windows Solution.

2 Gettings started with HP Poly Zoom Rooms on Windows

The HP Poly Zoom Rooms on Windows Solution combines a Windows-based HP compute, HP Poly audio and video devices, and Zoom Rooms to deliver a consistent and scalable meeting experience across room environments. A Poly TC10 enables room control, scheduling, and meeting interaction.

This document focuses on the software and configuration aspects of the HP Poly Zoom Rooms on Windows Solution. It provides guidance for IT administrators responsible for setting up, signing in, and managing the Zoom Rooms application, as well as configuring supporting software for device management and control applications.

To complete a full deployment, you may also need to reference additional resources:

- **HP Support site:** You may need to reference additional documentation for hardware information and cabling details for the specific devices used in your Zoom Rooms solution on the [HP Support site](#).
- **Zoom Rooms** licensing and application: A valid Zoom Rooms license is required before configuring the system. For more, see [Zoom Rooms plans and licenses](#).
- **Poly Studio Room app** for device management and configuration: The Poly Studio Room app enables administrators to configure and manage connected Poly devices, monitor room status, and control software updates on Windows-based room systems. For more see: [Poly Studio Room App User Guide](#)

3 HP Poly Zoom Rooms on Windows

Solution out-of-box setup

After the hardware installation is complete and all devices are properly connected, configure Zoom Rooms, apply software settings, and verify system operation of your HP Poly Zoom Rooms on Windows Solution.

Before proceeding with the tasks in this guide, ensure that the hardware components in your solution have been correctly installed. Refer to the documentation for your room compute, touch controller, cameras, audio devices, and any other room peripherals for instructions on mounting, positioning, cabling, power requirements, and physical installation.

Before powering on the HP Poly Studio Room Compute and HP Poly TC10, ensure all connections have been made from the HP Poly Studio Room Compute to the HP Poly TC10 and other peripherals.

Complete the out-of-box setup for Zoom Rooms

Use the HP Poly TC10 device to set up your Zoom Rooms on Windows Solution system and configure basic settings for use with Zoom Rooms.



IMPORTANT: During the setup process, the HP Poly Studio Room Compute and HP Poly TC10 device may reboot several times. Don't turn off or restart the HP Poly Studio Room Compute or HP Poly TC10 device during this process.

1. Connect all peripherals to the HP Poly Studio Room Compute, including the HP Poly TC10 device as described in the [HP Poly Studio Room Compute Hardware Guide](#).
2. Connect the HP Poly Studio Room Compute to your network with an Ethernet cable.
3. Connect the HP Poly Studio Room Compute to power and turn it on.

The HP Poly Studio Room Compute and HP Poly TC10 device power on. The HP Poly TC10 device automatically pairs with the HP Poly Studio Room Compute and launches the Zoom Rooms setup sequence.



NOTE: The HP Poly TC10 device inherits the language set on the paired compute.

4. Select **Sign In**.
5. Sign in to your Zoom Rooms account using one of the following options:
 - Manually sign in to Zoom Rooms.

- Select **Enter Activation Code** and enter the code.

To get your Zoom Rooms activation code:

- Go to the [Zoom web portal](#) and sign in with your administrator account.
 - Select **Room Management > Zoom Rooms**.
 - Select the specific room to find the code under the **Activation Code** column.
- Onboard the HP Poly Studio Room Compute to Poly Lens as outlined in [Onboard the conferencing compute with Poly Studio Room on page 4](#).

Onboard the conferencing compute with Poly Studio Room

Poly recommends that you use Poly Lens to manage your HP Poly Studio Room Compute system and connected peripherals.

With Poly Lens, actively manage your devices, capture room analytics, and update software on your HP Poly TC10 device or Poly Studio cameras. The Poly Studio Room app enables you to onboard and manage your Zoom Rooms on Windows Solution device components from your Poly Lens cloud account.

Before onboarding your device using the Poly Studio Room app, review [Ports and Protocols for HP Poly Studio Apps](#) to ensure that the Poly Studio Room app can communicate with Poly Lens.

- Generate an onboarding PIN using one of the following options:
 - The HP Poly TC10 local interface:
 - On the paired HP Poly TC10 device, swipe left from the right edge on the screen.
 - Select **Settings > Admin Settings**.
 - Enter the administrator username and password.
 - Select **Poly Room**, and then select **Onboard Device with PIN**.
 - The Poly Studio Room app on Zoom Rooms:
 - In Zoom Rooms, go to **Settings > General > Windows Settings** and select **Exit Zoom Rooms**.
 - Log in to the Zoom Rooms administrator account.
 - Browse to and open the Poly Studio Room app.

The application generates a PIN code. It may take up to 60 seconds to generate.

- On the conferencing compute or a separate computer, access Poly Lens at <https://lens.poly.com>.
- Sign up or log in to your account.
- Go to **Manage > Register Device**.
- Select **Register a single device**.
- Select **Device is a PC-Based Room Systems**.
- Enter the PIN code generated in the Poly Studio Room app into the **Device PIN** field.

8. Select the **Site Name** and **Room Name**.
9. Select **Register Device**.

Check that the Poly Studio Room app reports that the compute has successfully onboarded and confirm that all of your devices display in your Poly Lens cloud account and the room inventory.

For more information, visit [Poly Lens Help](#).

Onboarding multiple conferencing computes to Poly Lens

IT administrators can now remotely install the Poly Studio Room app and bulk onboard multiple conference computes at once without the need to visit each room individually.

For more information on how to bulk deploy the Poly Studio Room app and onboard multiple conference computes to Poly Lens at once, go to [Poly Lens Help](#).

HP Camera Control app

The HP Camera Control app provides native camera controls for Windows-based HP Poly video systems.

Included with the Poly Studio Room application, it is automatically installed as part of the system image or during the initial setup process. For configuration and usage instructions, see the [HP Camera Control App Admin Guide](#).

Update a HP Poly TC10 device

If your HP Poly TC10 is running 5.x or lower, it won't pair with the HP Poly Studio Room Compute running Zoom Rooms. Upgrade to Poly TCOS version 6.x to pair it to the HP Poly Studio Room Compute.

If you have a HP Poly TC10 that was previously set up, perform a [reset of the Poly TC10](#), then go through the out-of-box installation sequence described here.

1. Plug your HP Poly TC10 into a public/corporate network with internet connectivity using PoE or a PoE injector.
2. During the out-of-box installation sequence, your HP Poly TC10 automatically checks for an update and prompts you to accept. Accept the update to allow your software to upgrade to the latest version.
3. Once upgraded to version 6.x, move your HP Poly TC10 from the public/corporate network to the link local private network tied to the HP Poly Studio Room Compute running Zoom Rooms.
4. The HP Poly TC10 device running 6.x automatically pairs with the compute.
5. The HP Poly TC10 device automatically upgrades to the current approved and tested version during the nightly scheduled upgrade window.

4 Updating system software

Update application and peripheral software.

Automatic software updates

By default, the system automatically downloads and installs updates for Windows, Zoom Rooms, and attached peripherals.

 **IMPORTANT:** Don't force Windows updates.

The system automatically installs required updates overnight. Forcing Windows updates may result in conflicts between Windows and Zoom Rooms.

Windows Update runs at a set time each night to download available updates. Leave the system on overnight to ensure that the system can receive and install updates.

 **NOTE:** During the Windows update process, you may see the HP Poly TC10 device unpair or update its firmware. Once updates are complete, your HP Poly TC10 device repairs and works as designed.

Automatic updates from Poly Lens

Poly Lens delivers automatic updates to the HP Poly control software on the HP Poly Studio Room Compute system.

Windows Update provides updates to the system, however, Windows Update doesn't push the HP Poly TC10 firmware. Poly Lens is the primary mechanism used to update the HP Poly TC10 firmware. It requires that the system has connectivity to Poly Lens cloud and access to Poly Lens software update URLs.

 **IMPORTANT:** Ensure your HP Poly Studio Room Compute system has the ability to reach `swupdate.1ens.poly.com`. Your IT management must ensure that firewall rules don't block this traffic. For more information, review the firewall configuration information at the [Poly Lens Ports and Protocol](#) page.

Updating Poly cameras connected to the conferencing compute

Windows Update automatically updates the Poly camera connected to your conferencing compute.



NOTE: If you onboard your system for management with Poly Lens, you can manage camera software updates manually. If you don't onboard your system to Poly Lens, Windows Update automatically updates the camera when a new version of the camera software is available.

Windows Update is set to run after midnight and downloads and installs Poly camera updates as they're available.

5 Troubleshooting the HP Poly Zoom Rooms on Windows Solution

Use the following information to troubleshoot issues with your HP Poly Zoom Rooms on Windows Solution.

Restart the HP Poly TC10 device using the administrator menu

Restart the HP Poly TC10 device from the HP Poly TC10 administrator menu.

1. On the right side of the HP Poly TC10 screen, swipe left.
2. Select **Settings**.
3. Select **Admin Settings**.
4. Enter the administrator password.

The default password is the last six digits of the HP Poly TC10 serial number.

If you're signing in to the administrator menu for the first time, the HP Poly TC10 device prompts you to update the administrator password.

5. Select **Restart and Reset**.
6. Select **Restart**.

Access device and system information on the HP Poly TC10

Device and system information can be useful for troubleshooting issues with your system, particularly when engaging with our support team.

1. Tap the Poly button at the bottom of the HP Poly TC10 screen (or swipe in from the left of the screen).
2. Select **Settings**.
3. In the Information panel, the following device information displays:
 - Software versions
 - Hardware version
 - Windows version

- Serial number

Reset pairing between the HP Poly TC10 device and the HP Poly Studio Room Compute

If the HP Poly TC10 device becomes unpaired or you have issues getting the pairing to work, reset the pairing to clear the current configuration between the HP Poly TC10 device and the paired HP Poly Studio Room Compute, then initiate pairing again.

If you unplug the HP Poly TC10 device from the paired compute without disconnecting it in the administrator settings, then try to pair it with another compute, the HP Poly TC10 device may show that it's paired but not work correctly.

1. Tap the Poly button at the bottom of the HP Poly TC10 screen (or swipe in from the left of the screen).
2. Go to **Settings > Admin Settings**.
3. Enter the administrator login credentials.
4. Select **Reset Pairing**.

Pairing is reset and the HP Poly TC10 device is ready to plug into the HP Poly Studio Room Compute for automatic pairing.

Access the HP Poly Studio Room Compute system syslogs

The HP Poly Studio Room Compute solution keeps syslogs on the compute syslog server. Access them to troubleshoot issues with your system.

Table 5-1 Type of information logged

Control service	Touch interface	HDMI ingest	Poly Studio Room
Pairing actions	Touch actions	Connection status	Service information
System info	PIR actions with time	N/A	Connected devices
Language and time settings	LED activations	N/A	Poly Lens Cloud messages
IP and serial number information from all devices	HID functions	N/A	Firmware update process
MAC addresses from all devices	N/A	N/A	Device settings
Service functions and executions	N/A	N/A	MTR communications

- Access the HP Poly Studio Room Compute syslogs at the following locations:

- System and applications logs (primary location)

`C:\Windows\System32\config\systemprofile\appdata\roaming\hpqlog`

- HP Control Application logs

`C:\Users\skype\AppData\Roaming\hpqlog`

- The HP Poly Studio Room app service logs

C:\ProgramData\Poly\Logs\Lens Control Service

Unable to update HP Poly TC10

If you have issues with updating the HP Poly TC10, ensure that your firewall allows updates from 'swupdate.lens.poly.com'.

Your company's IT team must also ensure that firewall rules don't block this traffic.

For more information, see the Lens Firewall configuration here: <https://info.lens.poly.com/docs/begin/ports-and-protocols>

Manually update HP Poly TC10 firmware

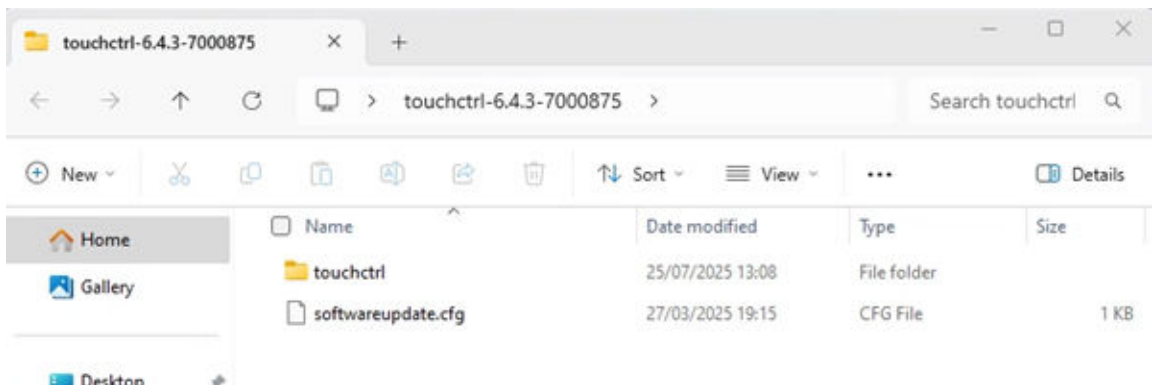
An HP Poly TC10 device connected to an HP Poly Studio Room Compute on a closed or secure network may be blocked from upgrading the firmware in Poly Lens. In this case, update the HP Poly TC10 manually.

Download the supported firmware version for your system before you update it. HP Poly stores all device firmware packages for download at lens.poly.com. For details on how to download firmware, review the [Poly Lens Help](#) page.

The Zoom Rooms on Windows Solution doesn't support all versions of the HP Poly TC10 firmware. Review the latest release notes for information on supported HP Poly TC10 firmware versions.

IMPORTANT: DO NOT complete this procedure if your system is onboarded to Poly lens or if your system has access to Poly Lens software services.

1. Log in to the HP Poly Studio Room Compute as an administrator.
2. Move the downloaded firmware update file to the desktop and unzip to see the file structure.
3. Open **File Explorer** and navigate to the following location: C:\ProgramData\Poly\DFU\TC10.
4. Copy the **touchctrl** folder and **softwareupdate.cfg** file from the unzipped folder to the destination folder.



During the next Poly Studio Room app maintenance window, the firmware upgrades to the uploaded version. By default, the maintenance window is between 1:00 am and 3:00 am local time.

6 Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for the hybrid work experiences of the future.

- To access the latest documentation for your HP Poly product, visit [HP Support](#) and follow the instructions to find your product.
- The [HP Community](#) provides additional tips and solutions from other HP product users.
- Review the [Poly Regulatory and Safety Information](#) for compliance documentation about your product.
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