



Poly GC8 Touch Controller

Contents

What's New	1
Release History	1
Security Updates.....	2
Products Tested with This Release.....	2
Updating the Firmware	3
Resolved Issues	4
Known Issues	4
Get Help	4
Privacy Policy.....	5
Copyright and Trademark Information	5

What's New

This maintenance release of the Poly GC8 Touch Controller software includes a fix for a Lenovo PC shutdown issue.

Fix for Lenovo PC Shutdown Issue

This release also includes a fix for an issue where Lenovo Core PCs occasionally shut down instead of rebooting when the GC8 is connected.

Release History

This section lists the release history of the Poly GC8 touch controller.

Release History

Release	Release Date	Features
1.4.1.0331	May 2023	Fix for Lenovo PC Shutdown Issue.

Release	Release Date	Features
1.4.1.0328	January 2023	Fix for blank screen issue. Improved hardware stability.
1.4.0	August 2022	Maintenance release that includes a fix for the Poly GC8 showing a black screen with Windows-based systems. Improved stability with Windows-based systems.
1.3.0	March 2022	Fix for LCD vertical lines during boot up. Fix for touch function may not work (chip U25). Various 2nd source components support/validation.
1.2.0	March 2021	Press and hold feature on the Poly GC8 to perform right-click behaviors. Bug fixes.
1.1.1	November 2020	Updated Poly GC8 LCD driver. Improved Poly GC8 motion sensor stability.

Security Updates

See the [Security Center](#) for information about known and resolved security vulnerabilities.

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The following table lists the products that have been tested for compatibility with this release. The products were tested using a direct USB connection to the USB A port of the Poly GC8.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Note that the following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Products Tested with This Release

Product	Tested Versions
Poly GC8	1.4.1.0331
Poly Trio C60	73.0.16841
Poly Sync 40 USB	96.1630

Supported Computers

- HP Mini Conferencing PC with Microsoft Teams Rooms
- Lenovo ThinkSmart Edition Tiny

- Lenovo ThinkSmart Core
- Dell OptiPlex 7080 XE

Updating the Firmware

The following sections provide information on updating the firmware for the Poly GC8 Touch Controller.

Identify the Poly GC8 Firmware Version

Identify the firmware version running on your Poly GC8 device.

To identify the Poly GC8 firmware version:

- 1 Open **Device Manager** in your Windows-based system.
- 2 Under **Cameras**, select **Poly ULCC Video**.
- 3 In the **Poly ULCC Video Properties** window, select **Details**.
- 4 From the **Property** drop-down menu, select **Hardware Ids**.
- 5 Check that your firmware version is `USB\VID_095D&PID9160&REV_0331&MI_01`.

Update the Poly GC8 Firmware Manually

You can download the Poly GC8 firmware package from the Poly support site and manually run the installation file on the Conferencing PC.

Prerequisite

The GC8 screen powers on and displays an image.

If your GC8 is in a failed state where the screen remains black and won't display an image, perform a factory restore before updating the GC8. For factory restore instructions, see [Recover a Poly GC8 Touch Display](#).

Procedure

1. Log in to the Conferencing PC as Administrator.
2. Download the installation file, **GC8_1.4.1.zip**, from the Software Releases tab on the Poly support site: <https://www.poly.com/us/en/support/products/video-conferencing/group-solutions/poly-gc8>
3. Unzip the file. **Note:** If you attempt to run the batch file directly from a USB flash drive the install will fail.
4. Right-click the install.bat file and select Run as Administrator.

On the Conferencing PC, a command-line window opens, indicating that the update has begun.

Important:	The GC8 doesn't display an image while the firmware is written to it. Therefore, while the GC8 update is in process, the screen remains black and appears unresponsive. This update requires up to 15 minutes to complete. When the update is complete, the GC8 screen turns back on and displays the Windows desktop.
-------------------	--

Recover a Poly GC8 Touch Display

If your Poly GC8 is in a failed state where nothing displays on the screen, you'll need to factory restore the GC8 before performing the manual update.

Procedure

1. Unplug the power cable.
2. Remove the back cover.
3. Insert a pin or straightened paper clip into the factory restore pinhole, located between the mini-HDMI port and the USB-A port.
4. While continuing to hold the restore button, reconnect the power cable to turn the system on.
5. Your Poly GC8 will boot into recovery mode and the default factory build will be loaded.
6. Perform the manual firmware update on your Poly GC8.

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Found in Release	Description
Video	EN-241310	1.4.1.0331	Implemented a fix to an issue where Lenovo Core PCs occasionally shut down instead of rebooting when the GC8 is connected.

Known Issues

There are no known issues in this release.

IMPORTANT: These release notes don't provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

Copyright and Trademark Information

©2023 Poly. Bluetooth is a registered trademark of Bluetooth SIG, Inc. All other trademarks are the property of their respective owners.

Poly
345 Encinal Street
Santa Cruz, California
95060



Poly GC8 Touch Controller

Contents

What's New	1
Release History	2
Security Updates.....	2
Products Tested with This Release.....	2
Updating the Firmware	3
Resolved Issues	5
Known Issues	5
Get Help	5
Privacy Policy.....	6
Copyright and Trademark Information	6

What's New

This maintenance release of Poly GC8 touch controller software contains fixes for audio quality issues when sharing content with HDMI, and log files not being generated after calls using an HP Mini Conferencing PC and Microsoft Teams Rooms.

Audio distortion issue

This release contains a fix for audio quality issues when sharing content with HDMI from an HP Mini Conferencing PC with Microsoft Teams Rooms.

Note: This fix requires the latest Realtek audio driver 6.0.9557.1, which is delivered through Windows Update. This will install automatically. If it doesn't, ensure that your administrator allows the required permissions.

Log file generation issue

This release contains a fix for an issue where log files don't generate in the `LogSvc` and `UlcLogService` folders of the Poly GC8 touch controller after calls with a connected HP Mini Conferencing PC with Microsoft Teams Rooms.

Release History

This section lists the release history of the Poly GC8 touch controller.

Release History

Release	Release Date	Features
1.4.2	September 2023	Fix for audio distortion issue. Fix for log file generation issue.
1.4.1.0331	May 2023	Fix for Lenovo PC Shutdown issue.
1.4.1.0328	January 2023	Further reduced occurrences of blank screen issue. Improved hardware stability.
1.4.0	August 2022	Maintenance release that includes a fix for the Poly GC8 showing a black screen with Windows-based systems. Improved stability with Windows-based systems.
1.3.0	March 2022	Fix for LCD vertical lines during boot up. Fix for touch function may not work (chip U25). Various 2nd source components support/validation.
1.2.0	March 2021	Press and hold feature on the Poly GC8 to perform right-click behaviors. Bug fixes.
1.1.1	November 2020	Updated Poly GC8 LCD driver. Improved Poly GC8 motion sensor stability.

Security Updates

See the [Security Center](#) for information about known and resolved security vulnerabilities.

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The following table lists the products that have been tested for compatibility with this release. The products were tested using a direct USB connection to the USB A port of the Poly GC8.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Note that the following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Products Tested with This Release

Product	Tested Versions
Poly GC8	1.4.2.000333
Poly Trio C60	73.0.16841
Poly Sync 40 USB	96.1630
Poly Studio USB	2.1.1-001162
Poly Studio R30	2.1.1-001162
Poly Studio P15	2.1.1-001162
Poly Studio E70	1.8.0-1012304

Supported Computers

- HP Mini Conferencing PC with Microsoft Teams Rooms
- Lenovo ThinkSmart Edition Tiny
- Lenovo ThinkSmart Core
- Dell OptiPlex 7080 XE

Updating the Firmware

The following sections provide information on updating the firmware for the Poly GC8 touch controller.

Identify the Poly GC8 Firmware Version

Identify the firmware version running on your Poly GC8 device.

To identify the Poly GC8 firmware version:

- 1 Open **Device Manager** in your Windows-based system.
- 2 Under **Cameras**, select **Poly ULCC Video**.
- 3 In the **Poly ULCC Video Properties** window, select **Details**.
- 4 From the **Property** drop-down menu, select **Hardware Ids**.
- 5 Check that your firmware version is `USB\VID_095D&PID9160&REV_0333&MI_01`.

Manually Update the Poly GC8 Firmware

You can download the Poly GC8 firmware package from the Poly support site and manually run the installation file on the conferencing PC.

Prerequisite

Ensure the GC8 screen powers on and displays an image.

If your Poly GC8 is in a failed state where nothing displays on the screen, you'll need to factory restore the GC8 before performing the manual update.

For factory restore instructions, see [Recover a Poly GC8 Touch Display](#).

Procedure

Important:	The GC8 doesn't display an image during a firmware update. When the GC8 update is in process, the screen remains black and appears unresponsive. This update requires up to 15 minutes to complete. When the update is complete, the GC8 screen turns back on and displays the Windows desktop.
-------------------	---

- 1 Log in to the conferencing PC as an administrator.
- 2 Download the installation file, **GC8_1.4.2.zip**, from the Software Releases tab on the Poly support site: <https://www.poly.com/us/en/support/products/video-conferencing/group-solutions/poly-gc8>
- 3 Unzip the file.

Note:	If you attempt to run the batch file directly from a USB flash drive the install will fail.
--------------	---

- 4 Right-click the install.bat file and select **Run as Administrator**.
- 5 On the conferencing PC, a command-line window opens, indicating that the update has begun.
- 6 Once complete [identify the Poly GC8 firmware version](#).

Recover a Poly GC8 Touch Display

If your Poly GC8 is in a failed state where nothing displays on the screen, you'll need to factory restore the GC8 before performing the manual update.

Procedure

- 1 Unplug the power cable.
- 2 Remove the back cover.
- 3 Insert a pin or straightened paper clip into the factory restore pinhole, located between the mini-HDMI port and the USB-A port.
- 4 While continuing to hold the restore button, reconnect the power cable to turn the system on.
- 5 Your Poly GC8 will boot into recovery mode and the default factory build will be loaded.
- 6 [Perform the manual firmware update on your Poly GC8](#).

Resolved Issues

Category	Issue ID	Found in Release	Description
Video	EN-232574	1.4.1	Occasionally, when sharing content with HDMI while making a call using an HP Mini Conferencing PC with Microsoft Teams Rooms, audio quality issues occurred.
Video	EN-241651	1.4.1	Instances occurred when using an HP Mini Conferencing PC with Microsoft Teams Rooms where no log files were generated from the GC8 in the LogSvc and UlccLogService folders.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Video	ECS-2878	1.4.1	Customers using conferencing PCs with Microsoft Teams Rooms have reported occasional instances where the GC8 screen froze after content was shared using HDMI.	If the GC8 screen freezes, disable the Sound Research SECOMN Service running on the HP Mini Conferencing PC to restore functionality. 1. On the PC, open the Services app, and select Sound Research SECOMN Service. 2. In Startup type select Disabled. 3. In Service status, select Stop. 4. Select Apply.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Direct comments or questions to privacy@poly.com.

Copyright and Trademark Information

©2023 Poly. Bluetooth is a registered trademark of Bluetooth SIG, Inc. All other trademarks are the property of their respective owners.

Poly
345 Encinal Street
Santa Cruz, California
95060