

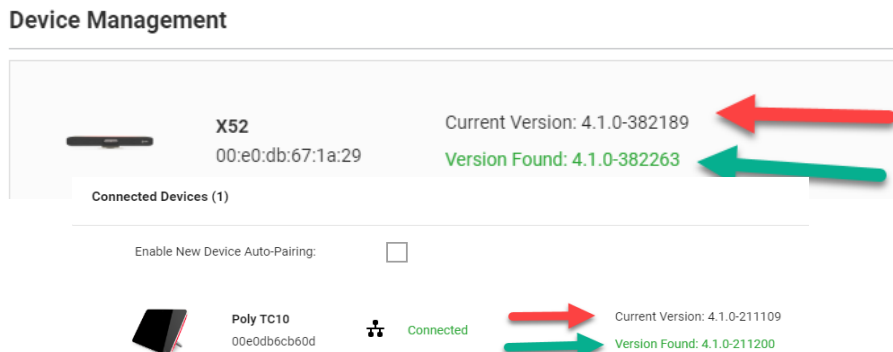
# Updating Your Poly Studio X52 and Poly TC10 Touch Controller in Teams Mode

If you're using Microsoft Teams mode and your Poly Studio X52 system is currently running VideoOS 4.1.0-382189, Poly recommends that you update to VideoOS 4.1.0-382263. Also, you should update your TC10 touch controller from 4.1.0-211109 to 4.1.0-211200. This is due to a known firmware bug. After updating you need to factory reset both your Studio X52 and TC10 touch controller to ensure best performance. This process resets all configurations to factory defaults. Updating and resetting your devices should take 25 minutes depending on network speed.

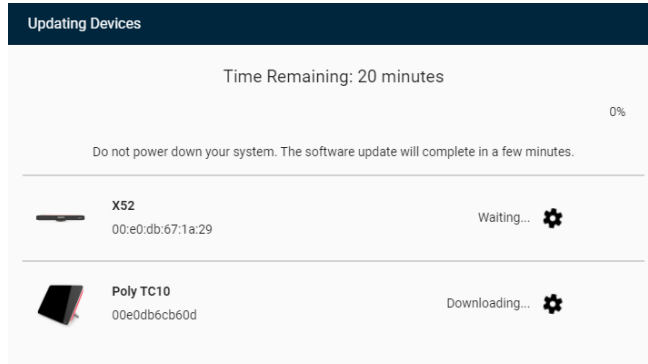
## Update Your Poly Studio X52 and TC10 Touch Controller

**Note:** Pair your TC10 touch controller with your system before updating or performing a factory reset. See here to [Manually Pair the Poly TC10 with a Video System](#).

- 1 Log in to the system web interface as an admin.
- 2 Go to **General Settings > Device Management**.
- 3 In the **Download Update From** dropdown, select **Poly Support Site** and then click **Check for Updates**.
- 4 Verify the following information:  
X52 Current Version: 4.1.0-382189  
X52 Version Found: 4.1.0-382263  
TC10 Current Version: 4.1.0-211109  
TC10 Version Found: 4.1.0-211200



- 5 Select **Update All**.



- 6 The devices may take several minutes to complete the update. When finished the devices will restart, and you will be returned to the login screen.
- 7 Log in and check for updated versions:  
X52 Current Version: 4.1.0-382263  
X52 Version Found: No New Version  
TC10 Current Version: 4.1.0-211200  
TC10 Version Found: No New Version

---

**IMPORTANT:** Poly recommends that you reset both your Studio X52 and TC10 touch controller to ensure best performance.

---

## ***Reset Your Poly Studio X52***

---

**Note:** This resets all configurations to factory defaults.

---

- 1 Log in to the system web interface as an admin.
- 2 Go to **Diagnostics > System Reset > Reset All System Configurations**.
- 3 Uncheck all boxes and click **Reset**.

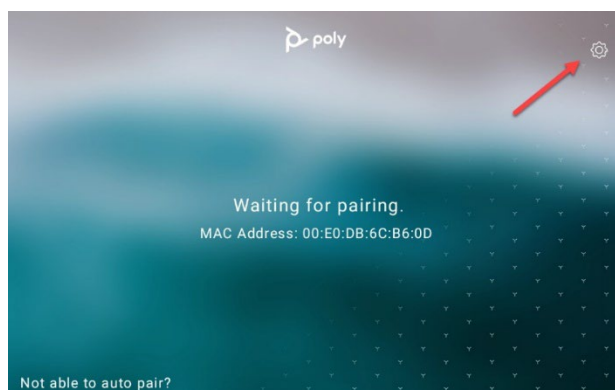
## ***Reset Your Poly TC10 Touch Controller***

---

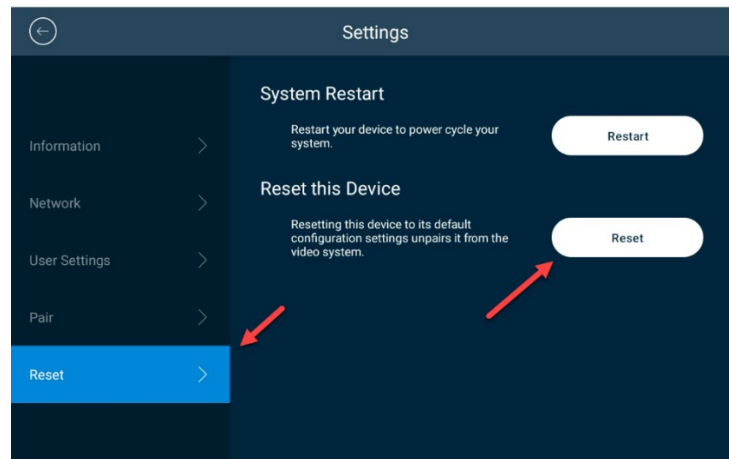
**Note:** This resets all configurations to factory defaults. Once you reset your Poly Studio X52, your TC10 screen will show as Waiting for pairing.

---

- 1 Select the gear icon in the top right corner of the screen.



- 2 Select **Reset** from the left sidebar.
- 3 Under **Reset this Device**, select **Reset**.



## ***Set up your Poly Studio X52 and pair your TC10 Touch Controller***

---

**Note:** Your username is admin and your password is the last six characters of the device serial number. All letters are block capitals. You will be asked to reset the password.

---

- 1 Log in to the system web interface.
- 2 Enter your username and password.
- 3 Go to **General Settings > Device Management**.
- 4 Locate the TC10 Touch Controller and click **Pair**.
- 5 Follow the on-screen instructions to setup Microsoft Teams.

---

## Confirm Microsoft Teams Versions

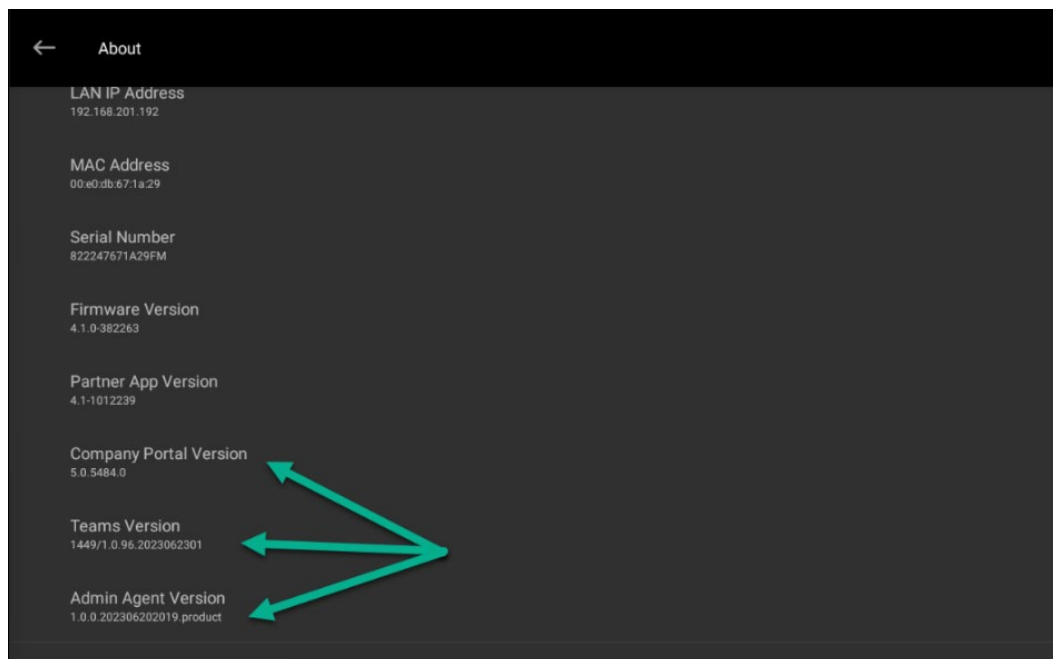
You can confirm that all Microsoft Teams information is correct before you register the system with Microsoft Teams Admin Center.

- 1 On your TC10, select the gear icon in the top right corner of the Microsoft Teams screen.
- 2 Select **Device Settings > About**.
- 3 Verify the following information:

Company Portal Version: 5.0.5484.0

Teams Version: 1449/1.0.96.202306301

Teams Version: 1449/1.0.96.202306202019.product



---

# Get Help

For more information about installing, configuring, and administering Poly / Polycom 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 / HP 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](mailto: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