TeamConnect Bar

Frequently Asked Questions (FAQ)

SENNHEISER

Sennheiser electronic SE & Co. KG

Am Labor 1, 30900 Wedemark, Germany, www.sennheiser.com
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What is the difference between TC Bar S and TC Bar M?

The main difference lies in the intended meeting room size for which the device was designed:

- **TC Bar S:** Small meeting rooms (3 m x 4.5 m (10 ft x 15 ft)) for up to 7 people
- **TC Bar M**: Small to medium-sized meeting rooms (4.5 m x 6 m (15 ft x 20 ft)) for up to 12 people

How do I set up the TC Bar for the first time?

The TC Bar can be operated either as a stand-alone solution in the meeting room or as a network solution in an existing network structure.

- **Stand-alone solution**
  As a stand-alone solution, the TC Bar is only connected and operated directly to an end device via a USB-C® connection. Only limited functions are available in this operating mode.
- **Network solution**
  As a unit in the network, the TC Bar is first assigned to a Control Cockpit instance and then controlled via the web interface of the Sennheiser Control Cockpit software with extensive functions.

Is it possible to save the camera position?

Yes, the camera position can be saved and recalled:

▷ Press the **Preset** button on the remote control for at least **3 seconds**.

▷ Press the **Preset** button shortly to call up the saved position.

How does camera technology work?

Both Person Tiling and Auto Framing work using advanced video AI algorithms.

- **Person Tiling**

  With Person Tiling, each member of a meeting is brought to the front and center and receives their own tile in the meeting. As soon as the camera recognizes a participant, they receive their own tile. This also brings people from the back row into the foreground and makes them appear very close to the connected participants.
- **Auto Framing**

  Auto Framing ensures that all participants remain in the field of vision even if they move around the room - whether they move their chair slightly or stand up to move around the room.

What ports and connections are available on the TC Bar?

- USB-C® (main connection for the conference system)
- USB-A (connection for an external PTZ (Pan-Tilt-Zoom) camera)
- RJ45 (Ethernet / control / Dante®)
- HDMI® (connection for a screen output)
- DC IN (connection for power supply)
- Wi-Fi®
- Bluetooth® technology

Is there an analog audio output?

No. Please use the multiple Dante® output options instead.

Is it possible to change the LED brightness?

Yes, the setting can be done via the Sennheiser Control Cockpit software.

What mounting options are available for the product?

Various mounting options are available for mounting and positioning the TC Bar in a room:

- **Wallmount** (bracket already included in the scope of delivery)
- **Table Top** (bracket already included in the scope of delivery)
- **VESA Mount** (optional accessory required, see accessories)
- **Free Standing** (bracket already included in the scope of delivery, without tripod)

What audio options are available for Bluetooth®, USB and HDMI® connections?

Generally, bidirectional audio is available (special audio profile for playing music).

- **Bluetooth® technology**

  With Bluetooth®, mobile devices (e.g. smartphones) use two different codecs: The HFP and the A2DP codec. The HFP codec is optimized for voice and conference playback and the A2DP codec for music applications.
- **USB**

  For USB applications, specific EQs are applied depending on whether the TC Bar is in a conference or is playing music.
- **HDMI® technology**

  No audio is supported via HDMI® as the TC Bar itself is used as an audio device. The connection is only used to transmit the video signal to an external screen.

What network options are available for the TC Bar?

The default network setting for both bars is **Single Domain Mode**:

- **TC Bar S**

  The TC Bar S has only one network connection and can only provide a merged signal for Dante® and control. Therefore, in this configuration, a switch is required to connect all devices running the control software via a control network and to connect additional Sennheiser microphones via a Dante® network.
- **TC Bar M**

  The TC Bar M has two network connections. One port can be used to control the bar over the network via Dante Controller and via Control Cockpit directly via a switch. The other port is used to connect another Sennheiser microphone via the Dante® network (e.g. TCC M). Only one Ethernet cable is required for this. The TCC M can then be controlled via the same network using the Control Cockpit or Dante Controller.

Is it possible to separate the Dante® and Control networks?

Yes, as both TC Bars are different, please note the following:

- **TC Bar S**

  As the TC Bar S only has one network connection, the Dante® and control network must be virtually split via VLAN tagging. This is done by selecting the **Dual Domain Mode** in the Control Cockpit.
- **TC Bar M**

  As the TC Bar M has two network connections, the networks can be physically split by activating the network mode **Split Mode**. This mode is the same for Multi-Channel Receiver (MCR) and TeamConnect Ceiling Medium (TCC M).

Are some functions deactivated on delivery for security reasons?

Yes, Bluetooth®, Wi-Fi and Dante® protocols must be activated in the Sennheiser Control Cockpit.

Which functions are supported via the Wi-Fi?

The TC Bar can be connected to a Wi-Fi network via an existing Wi-Fi connection using the Sennheiser Control Cockpit software and controlled remotely from this network.

In this case, the connection via an Ethernet cable (RJ45) would only be necessary for the initial setup and to activate the Wi-Fi function. No audio or video transmission is supported.

Can I plug in an additional camera?

Yes, it is possible to connect an external third-party PTZ camera directly to the TC Bar via the USB-A port. In this case, the user can choose either the internal camera of the TC Bar or the external PTZ camera for an additional whiteboard or presenter view. There is no intelligent camera switching.

Which USB cameras can I plug in?

As there is a USB hub in the TC Bar, the connection works like a direct connection to the laptop/PC. Therefore, any PTZ camera can be connected. Configuration and selection must be carried out from the end device.

Can I use my own DSP for ceiling microphones instead of a 3rd party DSP?

Yes, if a ceiling microphone is connected to a TC Bar, no additional DSP is required. The TC Bar has integrated auto-mixing and multi-AEC functionality (Acoustic Echo Cancellation).

Does the TC Bar include automatic echo cancellation (AEC)?

Yes, the TC Bar has multi-echo suppression thanks to external microphone connections.

Is there a remote control? And if so, are the functions included in media control systems such as Crestron, Extron etc.?

Yes, an IR (infrared) remote control is available and included in the scope of delivery. Not all remote control commands for media control systems are available yet. These will be made available in a future update.

Does the TC Bar support the beamforming feature?

Yes, the bars have a linear microphone array with 23 static beams. Depending on the direction from which a speaker is recognized, the beam that can best capture the speaker is selected. If another speaker is detected from a different direction, the algorithm automatically switches the beams.

How does the TC Bar work if it is only connected via USB and power supply?

When the TC Bar is powered and connected to a notebook via USB, it can be used directly as an audio and video conferencing device in BYOD (Bring-Your-Own-Device) mode. In standard mode, some functions such as Bluetooth® and Wi-Fi are deactivated. These can be activated in the Sennheiser Control Cockpit control software.

Does the TC Bar store personal data?

This product with integrated data storage can store sensitive, personal data that has been added as part of the Control Cockpit software or other 3rd party applications.

How can I delete my personal data?

You can permanently delete your personal data by resetting to factory settings.

What is DisplayLink technology?

With DisplayLink, you can quickly and easily connect multiple monitors to your PC via a simple USB connection. DisplayLink technology is integrated into the TC Bar and does not require an additional HDMI® cable from your PC to the TV screen.

Do I need a DisplayLink driver on my video conferencing device?

Yes, these are installed by default on Windows® PCs. Check that the minimum version of the DisplayLink driver is present on all user PCs involved to be able to use the Plug & Play functionality for screen sharing.
Mac devices may not have a DisplayLink driver installed by default as Apple is a closed system. In this case, it is necessary to install the minimum DisplayLink driver version as indicated below.

Which DisplayLink driver version do I need?

- Windows®: 10 or later
- macOS: 13 or later
- Android™: 11.0 or later
- DisplayLink driver installed on the operating system you are using

Information on the latest driver for your operating system can be found at:
https://www.synaptics.com/products/displaylink-graphics/downloads.

What does the repair process look like? Are there any service parts?

The TC Bar is designed as a repairable product to meet the requirements of a sustainable service concept. We have several spare parts and special service tools to replace parts and restore the device to perfect condition.

The TC Bars are serviced in our service centers around the world. If necessary, the product must be sent to one of these service centers for maintenance.