



Poly Sync 20/Sync 20+ Series Bluetooth Speakerphone

User Guide

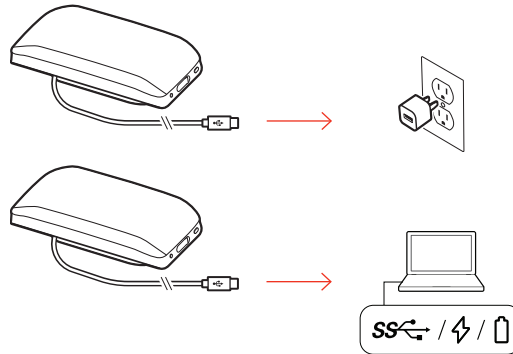
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First-time setup

Important: Your speakerphone is shipped from the factory in a Deepsleep mode to conserve battery. Activate your speakerphone by connecting the USB cable to a power source before first use.

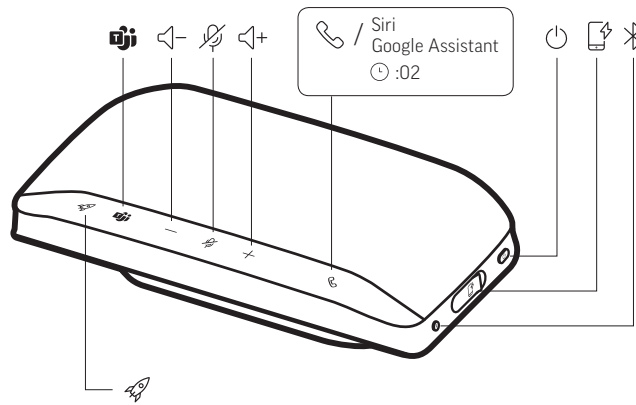
- 1 Connect speakerphone USB cable to a wall charger or computer. When your speakerphone is activated, the LED bar lights up.












- 2 Connect or pair your speakerphone to take calls or stream media.

Controls and status lights

A portable speakerphone with mobile and corded connectivity.



	Pause/play media (default). Customize feature in Poly Lens Desktop App NOTE Play/pause feature may not function with web-based apps
	Press to interact with Microsoft Teams (Teams model only, desktop application required)
	Volume down
	Mute/unmute
	Volume up
	Call
Siri, Google Assistant	Default voice assistant (smartphone feature)
	Power on/off
	USB-A phone charge port
	Bluetooth pairing

LEDs

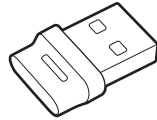
LED bar	What lights mean
Crossing blue pattern	Pairing
Solid blue	Pairing successful (connected)
Flashing green	Incoming call
Solid green	In a call
Solid red	Mute active

NOTE LEDs do not illuminate in standby mode.

Be safe

Please read the safety guide for important safety, charging, battery and regulatory information before using your new speakerphone.

USB Bluetooth adapter



Your high-fidelity Bluetooth USB adapter comes pre-paired to your Poly device. Plug it into your computer to connect to high-fidelity computer audio.

NOTE Adapter's USB connection and design may vary, but function is the same.

Standard LEDs


USB LEDs	What they mean
Flashing red and blue	Pairing
Solid blue	Device connected
Flashing blue	On a call
Solid red	Mute active
Flashing purple	Streaming media from computer

LEDs when Microsoft Teams* is detected

USB LEDs	What they mean
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

NOTE **Requires Microsoft Teams desktop application.*

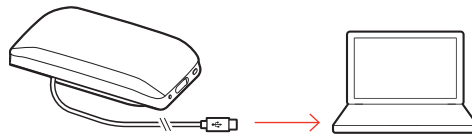
Setup

- Mobile setup**
- 1 With your speakerphone powered on, press the Bluetooth  button for 2 seconds. You hear "pairing" and the LED flashes a crossing blue pattern.



- 2 Activate Bluetooth on your mobile device and set it to search new devices. Select "Poly Sync 20."
- 3 Pairing is successful when you hear "pairing successful" and the LED flashes blue.

- Corded setup**
- Connect the USB cable from the speakerphone to the USB port on your computer.

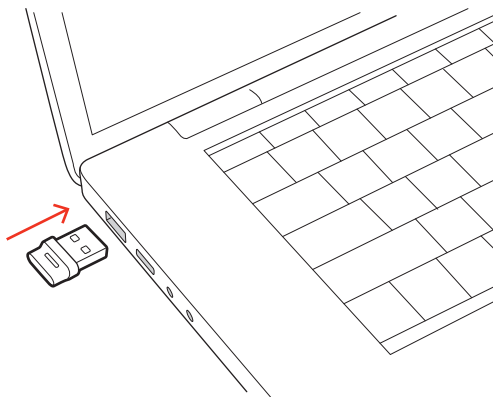


NOTE In corded mode, the speakerphone powers on without using the Power button.

**USB adapter setup
(adapter models only)**

Your Bluetooth USB adapter comes pre-paired to your speakerphone.

- 1 Power on your speakerphone and insert the Bluetooth USB adapter into your computer.



- 2 The USB adapter LED flashes and then turns solid to indicate the speakerphone is connected to the USB adapter. You hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.

NOTE Adapter design may vary.

- 3 Load Poly Lens Desktop App by visiting poly.com/lens. This allows you to customize your headset behavior through advanced settings and options.

Configure USB adapter

Your high-fidelity Bluetooth USB adapter comes ready to take calls. If you want to listen to music, you will need to configure your Bluetooth USB adapter.

Windows

- 1 To configure your Bluetooth USB adapter to play music, go to Start menu > Control Panel > Sound > Playback tab. Select **Poly BT700** or **Plantronics BT600**, set it as the Default Device and click OK.
- 2 To pause music when you place or receive calls, go to Start menu > Control Panel > Sound > Communications tab and select the desired parameter.

Mac

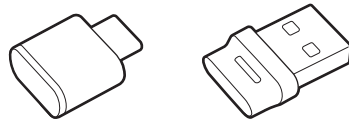
- 1 To configure the Bluetooth USB adapter, go to Apple menu > System Preferences > Sound. On both the Input and Output tabs, select **Poly BT700** or **Plantronics BT600**.

Pair USB adapter again

Typically, your USB adapter is pre-paired to your Poly audio device. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your Poly device. The adapter pairing method depends on which USB adapter you use.

Pair BT700 USB adapter again

Your USB adapter requires Poly Lens Desktop App to pair to a Poly audio device.
Download: poly.com/lens.

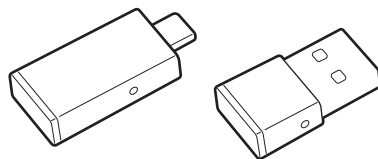


BT700 USB-C BT700 USB-A

- 1 Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
- 2 Put your Poly audio device in pair mode.
- 3 Launch Poly Lens Desktop App and navigate to Poly BT700.
- 4 Put your Bluetooth USB adapter into pair mode by selecting "Pair new device" on the adapter's main page or overflow menu. Your adapter flashes red and blue. Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

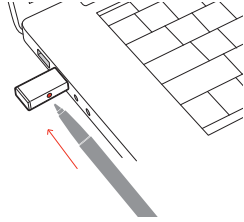
NOTE To pair again using Plantronics Hub Desktop App, navigate to the app's Poly BT700 general settings and select "Pair."

Pair BT600 USB adapter again



BT600 USB-C BT600 USB-A

- 1 Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
- 2 Put your Poly audio device in pair mode.
- 3 Put your Bluetooth USB adapter into pair mode by pressing and holding the recessed pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.



NOTE Adapter design varies by USB connection.

Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

Charge

Check battery status

To check battery status:

- With speakerphone inactive, tap the Power button to hear battery status
- With speakerphone inactive, tap any button to view the LED bar

Battery status LEDs

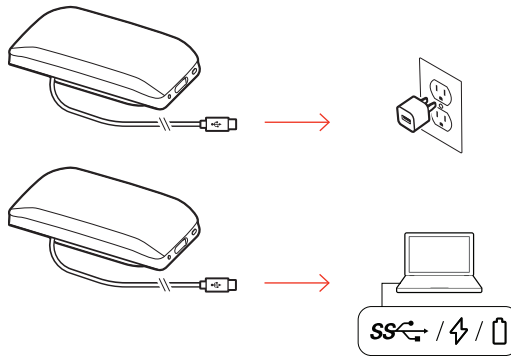
LED bar	Battery status
Solid white long bar	Battery full
Solid white medium bar	Battery high
Solid white short bar	Battery medium
Solid red	Battery low
Red flashes	Battery critical

NOTE LEDs do not illuminate in standby mode.

Charge

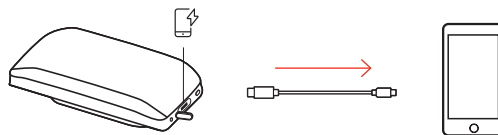
Charge the speakerphone via USB using your computer or a wall charger (not provided). The LED bar pulses while charging and turns solid white when fully charged. Allow 4 hours for a full charge.

NOTE For faster charging, connect to a wall charger or to your computer's quick-charge USB port, if available.



Charge your mobile phone

With the speakerphone powered on, charge your phone by connecting your phone's charge cable to the speakerphone USB-A port (cable not provided).



NOTE Speakerphone battery level must be medium or higher.

NOTE Connection provides power only.

Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: poly.com/lens.

NOTE *Device settings are also available in Plantronics Hub Desktop App.*

Update your Poly device








Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

Update your device using your computer with Poly Lens Desktop App. Download at poly.com/lens.

While updating:

- Do not use your Poly device until the update is complete.
- Disconnect your Poly device from paired devices such as phones, tablets and computers.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

Daily Use

Power	Press the Power  button for 2 seconds to power on or off. The LED bar illuminates when powered on.
Answer or end a call	Press the Call  button to answer or end a call.
Launch Microsoft Teams (Teams model only)	<p>Your device has a Teams  button to quickly view and use the Microsoft Teams desktop app. The Teams button pulses when you have a meeting or notification.</p> <ul style="list-style-type: none">• When not on a call, tap the Teams  button to view Microsoft Teams app on your computer.• When the Teams button LED pulses purple, tap to view your Teams notifications or meeting. <p>NOTE Teams model and open Teams desktop application required. Teams mobile application is not supported.</p>
Mute/Unmute	During an active call, press the Mute  button to mute or unmute the microphones. Manage mute settings in Poly Lens Desktop App.
Volume	<p>Press the Volume up (+) or down (-) buttons to increase or decrease volume.</p> <p>Adjust speakerphone microphone volume Place a test softphone call and adjust softphone volume and PC sound volume accordingly.</p>
Voice assistant (smartphone feature)	<p>Siri, Google Assistant, Cortana Press and hold the Call button for 2 seconds to activate your phone's default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.</p>
Customize your speakerphone	<p>Customize your Rocket  button feature in Poly Lens Desktop App. Play/pause media is the default feature when you tap the Rocket  button.</p> <p>Choose from:</p> <ul style="list-style-type: none">• Play/pause audio (default)• Device status check• Clear trusted device list• Mobile calls only: Default voice assistant (Siri, Google Assistant)• Redial• Hold/resume call (varies by softphone)

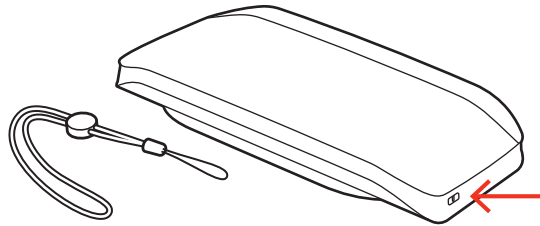
More Features

Attach lanyard

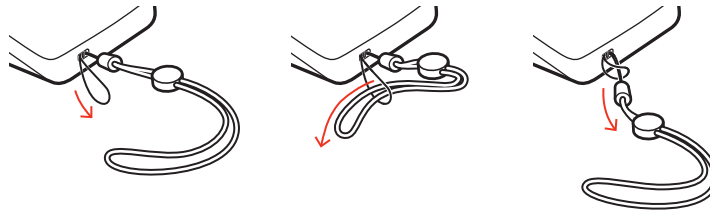
Use the lanyard to carry speakerphone on your wrist.

The lanyard slot is located on the side of the speakerphone.

NOTE Lanyard is included in box.



- 1 Insert the loop through one side of the slot and push through to the other side.



- 2 Thread the lanyard through the loop and pull to secure.

Troubleshoot


When I attempt to use my speakerphone for the first time, it does not power on.


Your speakerphone is shipped from the factory in a DeepSleep mode to conserve battery. Activate your speakerphone by connecting the USB cable to a power source before first use.


My speakerphone doesn't charge as quickly as expected.

For faster charging, connect the USB cable to a wall charger or to your computer's quick-charge USB port, if available.

(Teams model only) How do I interact with Microsoft Teams?

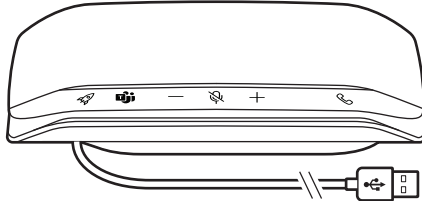
- Tap the Teams  button to quickly open and use Microsoft Teams.
 - Teams model is compatible with Microsoft Teams desktop app. Teams mobile app is not supported.
-

How do I customize the Rocket  button feature?

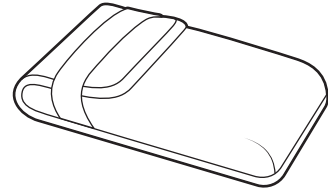
- Ensure Poly Lens Desktop App is loaded on your computer.
 - Customize your Rocket  button feature in Poly Lens Desktop App.
 - Play/pause media feature is default feature on your speakerphone.
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What's in the box

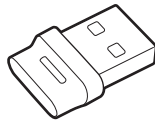
Contents may vary by product.



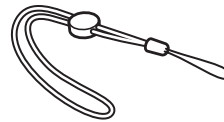
Speakerphone



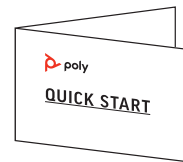
Carrying case



Bluetooth USB Adapter
(Poly Sync 20+ only; Design
may vary)



Lanyard



Quick start guide

Support

NEED MORE HELP?

poly.com/support

Manufacturer:

Plantronics, Inc.	Plantronics B.V.
345 Encinal Street	Scorpius 171
Santa Cruz, CA 95060	2132 LR Hoofddorp
United States	Netherlands

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Model ID: SY20/SY20-M USB-A/USB-C (may be followed by /BT600, /BT600C, /BT700, or /BT700C). System: Poly Sync 20 has a SY20/SY20-M speakerphone. Poly Sync 20+ has a SY20/SY20-M speakerphone and a BT600, BT600C, BT700, or BT700C adapter.

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