

Poly Sync 20/Sync 20+ Series Bluetooth Speakerphone

User Guide

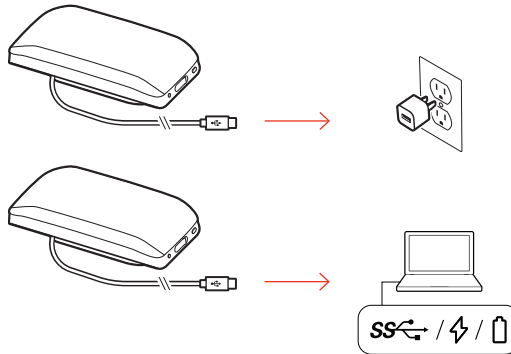
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First-time setup

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.

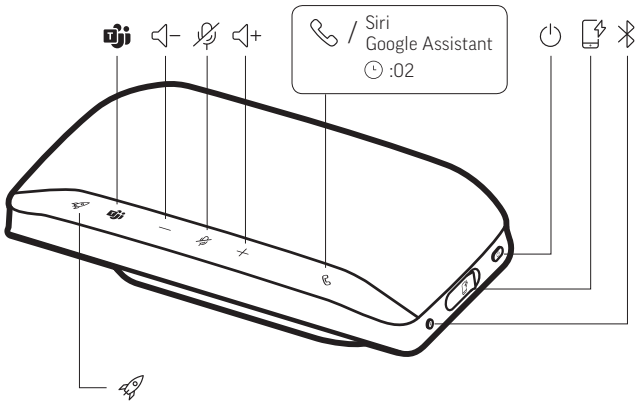
- 1 Connect speakerphone USB cable to a wall charger or computer.
When your speakerphone is activated, the LED bar lights up.



- 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 App
	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

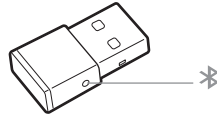
LED bar	What lights mean
Crossing blue pattern	Pairing
Solid blue	Pairing successful (connected)
Flashing green	Incoming call
Solid green	In a call
Solid red	Mute active

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 (adapter model only)



NOTE Adapter design may vary

Standard LEDs


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

NOTE *Requires Microsoft Teams application

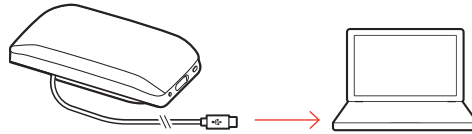
Setup

- 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.

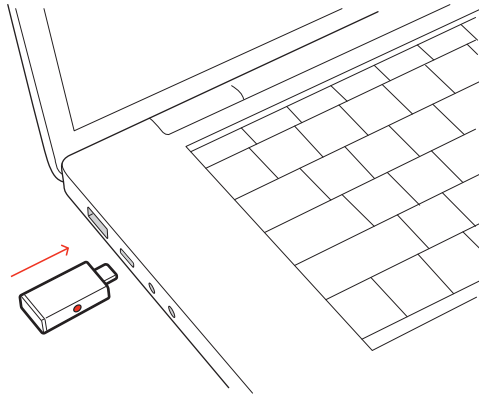


NOTE In corded mode, the speakerphone powers on without using the Power button.

**USB adapter setup
(BT600 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.

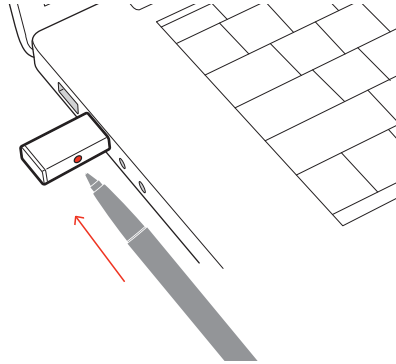


- 2 Connection is successful when you hear "PC connected" and the USB adapter turns solid.
NOTE Adapter design may vary.

Pair USB adapter again

Your USB adapter is pre-paired to your speakerphone. In the event that your adapter is disconnected or if bought separately, manually pair the adapter to your speakerphone.

- 1 Insert the Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
- 2 Put your speakerphone in pair mode by pressing the Bluetooth button for 2 seconds. You hear "pairing" and the LED bar flashes a blue crossing pattern.
- 3 Put your adapter into pair mode by pressing and holding the recessed pair button with a pen or paperclip until the adapter flashes red and blue.



NOTE Adapter design may vary

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

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 **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 **Plantronics BT600**.

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

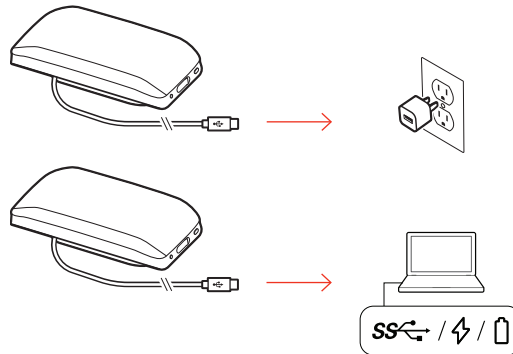
LED bar	Battery status
Solid white long bar	Battery full
Solid white medium bar	Battery high
Solid white short bar	Battery medium
Solid red	Battery low
Red flashes	Battery critical

NOTE LEDs do not illuminate in standby mode.

Charge

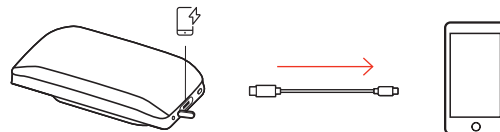
Charge the speakerphone via USB using your computer or a wall charger (not provided). The LED bar pulses while charging and turns solid white when fully charged. Allow 4 hours for a full charge.

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 App.
Download: poly.com/lens.

Update firmware







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

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

While updating firmware:

- 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 App.
Volume	Press the Volume up (+) or down (-) buttons to increase or decrease volume.
Voice assistant (smartphone feature)	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.
Customize your speakerphone	<p>Select your Rocket  button feature in Poly Lens App.</p> <p>Choose from:</p> <ul style="list-style-type: none">• Play/pause audio (default)• Device status check• Clear trusted device list• Default voice assistant (Siri, Google Assistant)• Redial• Hold/resume call

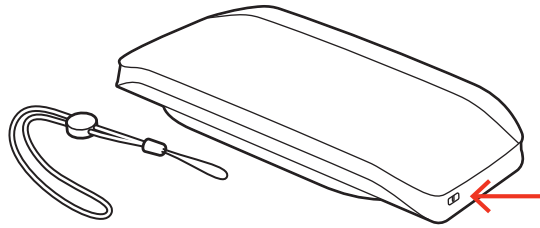
More Features

Attach lanyard

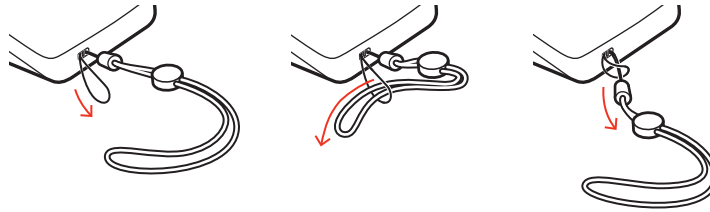
Use the lanyard to carry speakerphone on your wrist.

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?

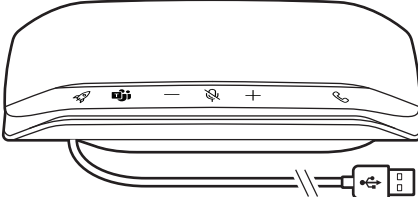
- Tap the Teams  button to quickly open and use Microsoft Teams.
- Teams model is compatible with Microsoft Teams desktop app. Teams mobile app is not supported.

How do I customize the Rocket  button feature?

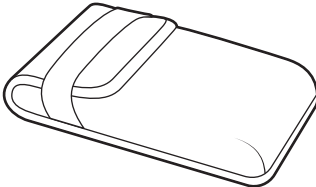
- Ensure Poly Lens Desktop App is loaded on your computer.
 - Customize your Rocket  button feature in Poly Lens Desktop App.
 - Play/pause media feature is default feature on your speakerphone.
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What's in the box

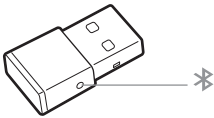
Contents may vary by product.



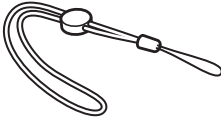
Speakerphone



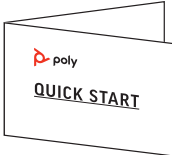
Carrying case



Bluetooth USB Adapter (Poly Sync 20+ only)



Lanyard



Quick start guide

Support

NEED MORE HELP?

poly.com/support

Manufacturer:

Plantronics, Inc.	Plantronics B.V.
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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 or /BT600C). System: Poly Sync 20 has a SY20/SY20-M speakerphone. Poly Sync 20+ has a SY20/SY20-M speakerphone and a BT600 or BT600C adapter.

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