Poly Sync 40 Series

Bluetooth Speakerphone

User Guide

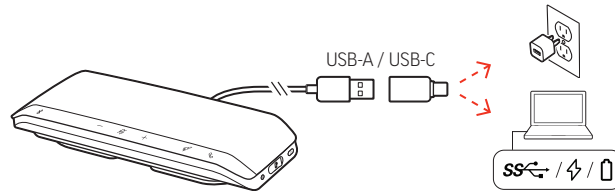# Contents

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

A portable speakerphone with mobile and corded connectivity.
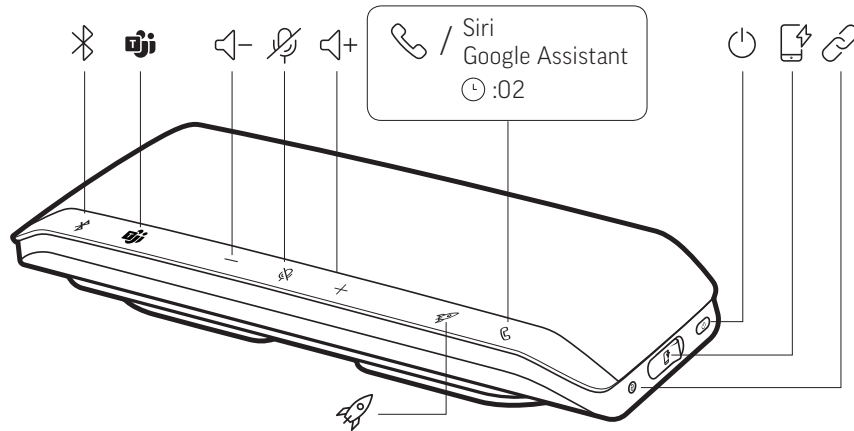
✳	Bluetooth pairing
🔲	Press to interact with Microsoft Teams (Teams model only, desktop application required)
◁–	Volume down
🔇	Mute/unmute
◁+	Volume up
☎	Call
Siri, Google Assistant	Default voice assistant (mobile feature)
⏻	Power on/off
🔌	USB phone charge port
🔗	Link 2 speakerphones (mobile feature)
🚀	Play/pause media (default). Customize feature in Poly Lens Desktop App **NOTE** *Play/pause feature may not function with web-based apps*

LEDs

| LED bar	What lights mean
Crossing blue pattern	Pairing mode
Solid blue	Pairing successful (connected)
Flashing green	Incoming call
Solid green	In a call
Solid red	Mute active
Crossing white pattern	Linking mode (daisy chain audio)
2 white blinks	Linking successful

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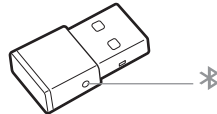
Your high-fidelity Bluetooth USB adapter comes pre-paired to your Poly device. Plug it into your computer to connect to high-fidelity computer audio.

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

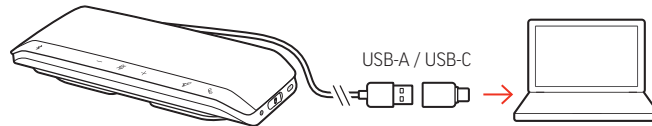| USB LEDs	What they mean
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

**NOTE** **Requires Microsoft Teams desktop application.*

Setup

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

USB-A / USB-C

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

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.

:02 "Pairing"

Poly Sync 40

"Phone connected"
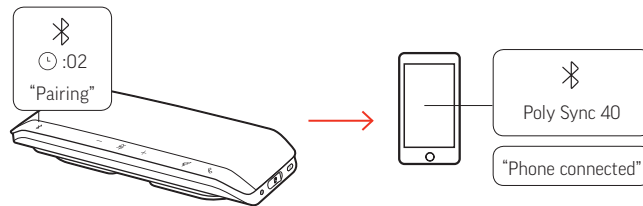
2 Activate Bluetooth on your mobile device and set it to search new devices. Select "Poly Sync 40."

3 Pairing is successful when you hear "pairing successful" and the LED flashes blue.

Secure Connection (mobile)

The Secure Connection feature provides extra security for Bluetooth calls in a conference room.

When enabled, your paired device disconnects after each mobile call, ensuring that device audio does not play through the speakerphone when not intended. Manage in Poly Lens Desktop App.

NOTE *Enabling Secure Connection disconnects previously paired devices.*

1 With your speakerphone powered on and Secure Connection enabled in Poly Lens Desktop App, press the Bluetooth ⁎ button for 2 seconds. You hear "pairing" and the LED flashes a crossing blue pattern.

2 Activate Bluetooth on your device and set it to search new devices. Select "Poly Sync 40."
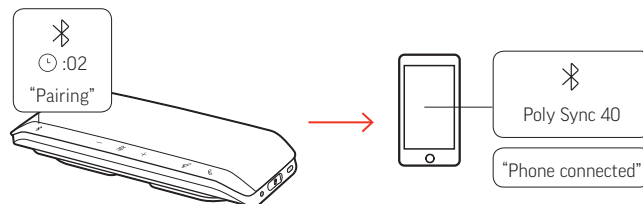
:02 "Pairing"

Poly Sync 40

"Phone connected"

3 Pairing is successful when you hear "pairing successful" and the LED flashes blue.

"Pairing successful"

4   Make or take a mobile call or play music via Bluetooth.

5   After the end of a call, continue the mobile connection by pressing any button within 30 seconds. When no action is taken, the mobile connection ends and the Bluetooth button is no longer illuminated.

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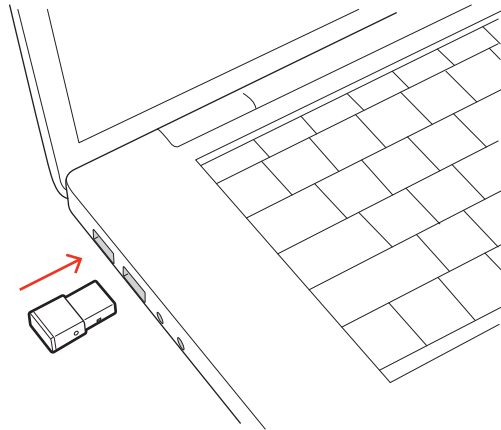
2   The USB adapter LED flashes and then turns solid to indicate the speakerphone is connected to the USB adapter. You hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.
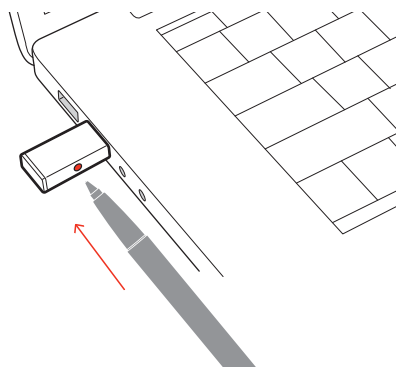   **NOTE** *Adapter design may vary.*

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

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
- 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.
- To pause music when you place or receive calls, go to Start menu > Control Panel > Sound > Communications tab and select the desired parameter.

Mac
- 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 5 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.*

NOTE *Your speakerphone has a combined USB-A and USB-C cable for easy connection to either type of port.*
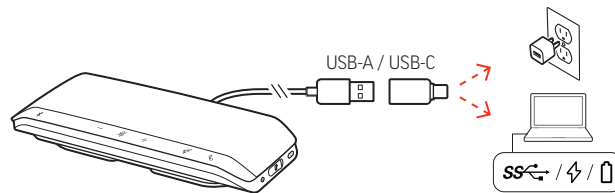
Charge your mobile phone

With the speakerphone powered on, charge your phone by connecting your phone's charge cable to the speakerphone USB-A port (cable not provided).
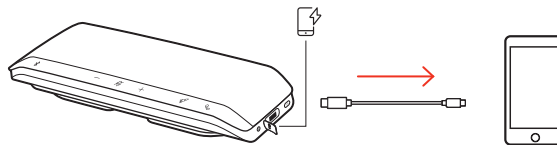
NOTE *Speakerphone battery level must be medium or higher.*

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 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.
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	Press the Volume up (+) or down (-) buttons to increase or decrease volume.
	Adjust speakerphone microphone volume Place a test softphone call and adjust softphone volume and PC sound volume accordingly.
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.
Microsoft Teams button (Teams model only)	Press the Teams button to interact with Microsoft Teams when not on a call. **NOTE** *Not supported for mobile use.* **NOTE** *The Microsoft Teams application must be installed.*
Customize your speakerphone	Customize your Rocket button feature in Poly Lens Desktop App. Play/pause media is the default feature when you tap the Rocket button.

Choose from:

- 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)

Link speakerphones (daisy chain audio)

Use two Poly Sync speakerphones with your Bluetooth-paired mobile device.

IMPORTANT *Linking mode is available with Bluetooth mobile device connection only. This feature is not available when your speakerphone is connected to a computer with USB cable.*

NOTE *Linking mode can be entered when both speakerphones are inactive (not in a call or streaming media).*

1 Power on both speakerphones.

2 Ensure that the speakerphones are unplugged from any computer.

3 Wirelessly link by pressing both Link ⌑ buttons for 2 seconds. You hear "connecting" and the LEDs pulse white.
Linking is successful when you hear "connection successful" and the LED flashes white on both speakerphones.
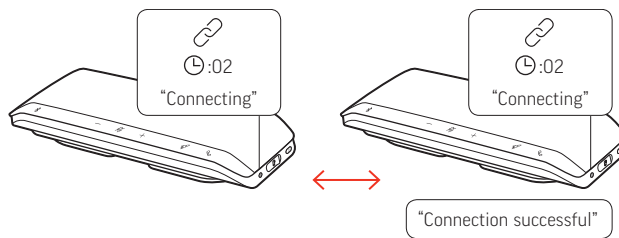
4 Pair one speakerphone to your idle mobile device.
You hear "phone connected" when successfully paired.
NOTE *You may pair your mobile device before or after linking speakerphones.*
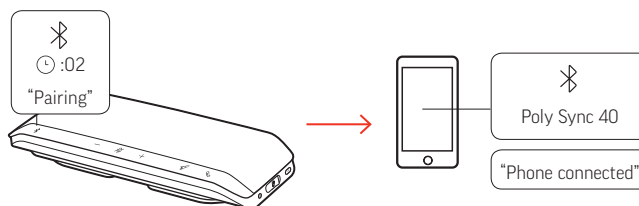
5 Control the system from either speakerphone to play audio or make calls.

6 End linking mode by pressing both Link ⌑ buttons for 2 seconds.
You hear "device disconnected."

Linked speakerphone audio settings   Manage daisy chain audio settings in Poly Lens Desktop App.

Troubleshoot

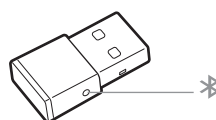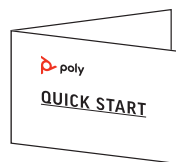|	
When I attempt to use my speakerphone for the first time, it does not power on.	Your speakerphone is shipped from the factory in a Deepsleep mode to conserve battery. Activate your speakerphone by connecting the USB cable to a power source before first use.
My speakerphone doesn't charge as quickly 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 use the Secure Connection feature with my mobile phone?	The Secure Connection feature provides extra security for Bluetooth calls in a conference room. • Activate feature in Poly Lens Desktop App. • Automatically disconnects speakerphone from paired mobile device after a call. • Continue the mobile connection by pressing any button within 30 seconds after the end of a call.
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.

What's in the box

Contents may vary by product.
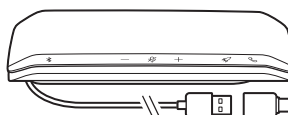
Speakerphone with combined USB-A and USB-C cable

Bluetooth USB Adapter (Poly Sync 40+ only; Design may vary)

Quick start guide

Support

Model ID: SY40/SY40-M (may be followed by /BT600). System: Poly Sync 40 has a SY40/SY40-M speakerphone. Poly Sync 40+ has a SY40/SY40-M speakerphone and a BT600 adapter.

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