Poly Sync 20/Sync 20+ Series
Bluetooth Speakerphone

User Guide
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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.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎧</td>
<td>Pause/play media (default). Customize feature in Poly Lens App</td>
</tr>
<tr>
<td>🎧</td>
<td>Press to interact with Microsoft Teams (Teams model only, desktop application required)</td>
</tr>
<tr>
<td>🔊</td>
<td>Volume down</td>
</tr>
<tr>
<td>🔊</td>
<td>Mute/unmute</td>
</tr>
<tr>
<td>🔊</td>
<td>Volume up</td>
</tr>
<tr>
<td>☑️</td>
<td>Call</td>
</tr>
<tr>
<td>📲, Google Assistant</td>
<td>Default voice assistant (smartphone feature)</td>
</tr>
<tr>
<td>🌋</td>
<td>Power on/off</td>
</tr>
<tr>
<td>💻</td>
<td>USB-A phone charge port</td>
</tr>
<tr>
<td>📡</td>
<td>Bluetooth pairing</td>
</tr>
</tbody>
</table>
**LEDs**

<table>
<thead>
<tr>
<th>LED bar</th>
<th>What lights mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crossing blue pattern</td>
<td>Pairing</td>
</tr>
<tr>
<td>Solid blue</td>
<td>Pairing successful (connected)</td>
</tr>
<tr>
<td>Flashing green</td>
<td>Incoming call</td>
</tr>
<tr>
<td>Solid green</td>
<td>In a call</td>
</tr>
<tr>
<td>Solid red</td>
<td>Mute active</td>
</tr>
</tbody>
</table>

*NOTE* **LEDs do not illuminate in standby mode.**

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**USB Bluetooth adapter**

*(adapter model only)*

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**Be safe**

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

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**USB LEDs**

<table>
<thead>
<tr>
<th>What they mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flashing red and blue</td>
</tr>
<tr>
<td>Solid blue</td>
</tr>
<tr>
<td>Flashing blue</td>
</tr>
<tr>
<td>Solid red</td>
</tr>
<tr>
<td>Flashing purple</td>
</tr>
</tbody>
</table>

**LEDs when Microsoft Teams* is detected**

<table>
<thead>
<tr>
<th>What they mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flashing red and blue</td>
</tr>
<tr>
<td>Solid purple</td>
</tr>
<tr>
<td>Flashing blue</td>
</tr>
<tr>
<td>Solid red</td>
</tr>
<tr>
<td>Pulsing purple</td>
</tr>
</tbody>
</table>

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

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**

<table>
<thead>
<tr>
<th>LED bar</th>
<th>Battery status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid white long bar</td>
<td>Battery full</td>
</tr>
<tr>
<td>Solid white medium bar</td>
<td>Battery high</td>
</tr>
<tr>
<td>Solid white short bar</td>
<td>Battery medium</td>
</tr>
<tr>
<td>Solid red</td>
<td>Battery low</td>
</tr>
<tr>
<td>Red flashes</td>
<td>Battery critical</td>
</tr>
</tbody>
</table>

*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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power</strong></td>
<td>Press the Power button for 2 seconds to power on or off. The LED bar illuminates when powered on.</td>
</tr>
<tr>
<td><strong>Answer or end a call</strong></td>
<td>Press the Call button to answer or end a call.</td>
</tr>
</tbody>
</table>
| **Launch Microsoft Teams** (Teams model only) | 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.  
• 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.  
NOTE Teams model and open Teams desktop application required. Teams mobile application is not supported. |
| **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**   | Select your Rocket button feature in Poly Lens App.                                                                                                                                                           |
|                                   | Choose from:  
• 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.
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.
What's in the box

Contents may vary by product.

![Speakerphone](image)

![Carrying case](image)

![Bluetooth USB Adapter (Poly Sync 20+ only)](image)

![Lanyard](image)

![Quick start guide](image)