

Poly Sync 40+

Poly Sync 40+ Bluetooth Smart Speakerphone User Manual

Model: Sync 40+ (218764-01)

INTRODUCTION

The Poly Sync 40+ is a USB/Bluetooth smart speakerphone designed for flexible workspaces. It provides remarkable sound and portability, ensuring clear communication with its multi-microphone array and full-duplex audio. This manual provides instructions for setting up, operating, maintaining, and troubleshooting your device.

WHAT'S IN THE BOX

- Poly Sync 40+ speakerphone
- BT600 Bluetooth USB adapter
- USB-A to USB-C adapter

PRODUCT OVERVIEW

The Poly Sync 40+ features intuitive controls and a robust design for various communication needs. It integrates a high-performance speaker and multiple microphones for superior audio quality.

Key Features:

- **Multi-microphone array:** For echo and noise reduction, focusing on your voice.
- **Full-duplex audio:** Enables natural conversations without interruptions.
- **Long battery life:** Up to 20 hours of talk time for portable use.
- **Flexible connectivity:** Connects to smartphones via Bluetooth and computers via USB-A/USB-C cable or the included BT600 Bluetooth adapter.
- **Microsoft Teams certified:** Dedicated Teams button for instant access to the application.
- **IP64 rated:** Dust and water-resistant for durability.
- **Portable charger:** Can charge your smartphone.
- **Stereo pairing:** Wirelessly pair two units for larger meeting spaces.

Device Layout:



Front View: Shows the speaker grille, Poly logo, and touch-sensitive controls for Bluetooth, volume, mute, and call management.



Side View: Illustrates the sleek, portable design of the speakerphone.



Back View: Displays the integrated USB cable and its storage groove, along with the bottom surface.



Portability: The speakerphone positioned on a desk, highlighting its compact size and suitability for flexible work environments.



Connectivity Options: The speakerphone shown connected to both a laptop via USB and a smartphone via Bluetooth, demonstrating its versatile connection capabilities.

SETUP

1. Charging the Device

Before initial use, fully charge your Poly Sync 40+. Connect the integrated USB cable to a power source (computer USB port or a USB wall adapter). The LED indicator will show charging status.

2. Connecting to a Computer (PC/Mac)

- **Via USB Cable:** Plug the integrated USB cable directly into your computer's USB port. Use the included USB-A to USB-C adapter if your computer only has USB-C ports. The device will power on and connect automatically.
- **Via BT600 Bluetooth Adapter:**
 1. Insert the BT600 Bluetooth USB adapter into your computer's USB port.
 2. Power on your Poly Sync 40+.
 3. The BT600 adapter comes pre-paired with the Sync 40+. The LED on the BT600 will turn solid blue when connected.
 4. If pairing is lost, press the small white button on the BT600 USB device while the Poly Sync 40+ is in pairing mode (hold the Bluetooth button on the speakerphone until the LED flashes blue).

For optimal performance and a consistent user experience, connecting via the BT600 Bluetooth adapter is recommended over direct Bluetooth connection to your PC/Mac.

3. Connecting to a Smartphone (Bluetooth)

1. Power on your Poly Sync 40+.
2. Press and hold the **Bluetooth button** on the speakerphone until the LED flashes blue, indicating pairing mode.
3. On your smartphone, go to Bluetooth settings and select "Poly Sync 40+" from the list of available devices.
4. Once connected, the speakerphone LED will turn solid blue.

4. Pairing Two Poly Sync 40+ Units (Daisy Chain)

For larger meeting spaces, two Poly Sync 40+ units can be wirelessly paired to extend audio coverage.

1. Ensure both Sync 40+ units are powered on and not actively connected to another device.
2. On the first unit, press and hold the **Link button** (often represented by two interlocking circles or a chain icon) until the LED flashes.
3. Repeat the same step on the second unit.
4. The units will automatically find and pair with each other. The LEDs will indicate a successful link.

OPERATING INSTRUCTIONS

Basic Controls:

- **Power Button:** Press and hold to turn the device on or off.
- **Volume Up (+):** Increases speaker volume.
- **Volume Down (-):** Decreases speaker volume.
- **Mute Button (microphone icon):** Mutes or unmutes the microphone. The LED will change color to indicate mute status.
- **Call Button (phone icon):** Answers or ends a call.
- **Bluetooth Button:** Initiates Bluetooth pairing mode.

- **Microsoft Teams Button (Teams logo):** For Microsoft Teams certified versions, this button provides instant access to the Teams application or specific Teams functions.

Using as a Portable Charger:

The Poly Sync 40+ can charge your smartphone. Connect your smartphone's charging cable to the USB-A port on the speakerphone.

MAINTENANCE

- **Cleaning:** Wipe the device with a soft, damp cloth. Avoid harsh chemicals or abrasive cleaners. As the device is IP64 dust and water-resistant, it can withstand splashes and dust, but should not be submerged in water.
- **Battery Care:** To prolong battery life, avoid fully discharging the battery frequently. Store the device in a cool, dry place when not in use for extended periods.
- **Software Updates:** Periodically check for firmware updates using the Poly Lens Desktop App (available from the Poly website) to ensure optimal performance and access to new features.

TROUBLESHOOTING

Common Issues and Solutions:

- **Device not powering on:**

Ensure the battery is charged. Connect the device to a power source via USB and try again.
- **No audio or poor audio quality:**

Check volume levels on both the speakerphone and your connected device. Ensure the speakerphone is selected as the audio output device in your computer's sound settings or communication application (e.g., Zoom, Teams). Verify the connection (USB cable is secure, Bluetooth is paired).
- **Microphone not working or muted:**

Press the mute button on the speakerphone to ensure it's not muted. Check microphone settings in your communication application and ensure "Poly Sync 40+" is selected as the input device. Ensure the BT600 adapter is properly paired if using it.
- **Bluetooth connection issues:**

Ensure the speakerphone is in pairing mode (flashing blue LED). Delete "Poly Sync 40+" from your device's Bluetooth list and attempt to re-pair. If using the BT600, ensure it's plugged in and its LED is solid blue. If issues persist with BT600, try re-pairing it by pressing its small button while the speakerphone is in pairing mode.
- **Mute/Unmute button not syncing with Zoom/Teams:**

Ensure you have the latest firmware for your Poly Sync 40+ and the Poly Lens Desktop App installed. Verify that the Poly Sync 40+ is selected as the primary audio device within your Zoom or Teams application settings. Sometimes, removing and re-pairing the BT600 adapter can resolve this (as noted in customer feedback).
- **Device slows down computer or camera stops working when connected:**

This can sometimes be related to USB port power or driver conflicts. Try connecting to a different USB port. Ensure all drivers and firmware are up to date. If using a USB hub, try connecting directly to the computer.

SPECIFICATIONS

Brand	Poly (PLT)
Model Name	Sync 40+ for Teams
Model Number	218764-01
Connectivity Technology	Bluetooth, USB
Wireless Technology	Bluetooth
Bluetooth Range	10 meters
Speaker Type	Built-in, 50mm speaker
Speaker Size	50 millimeters
Speaker Maximum Output Power	10 watts
Frequency Response	20000 hertz
Number of Microphones	4
Battery Average Life	30 hours (general use), 20 hours (talk time)
Power Source	Battery Powered
Water Resistance Level	Water Resistant (IP64)
Item Weight	610 g
Compatible Devices	Personal Computer, Smartphone

WARRANTY INFORMATION

The Poly Sync 40+ comes with a **2-year manufacturer's limited warranty**. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, please refer to the official Poly website or contact customer support.

Note: Warranty coverage may vary by region. Keep your proof of purchase for warranty claims.

SUPPORT

For further assistance, technical support, or to download the latest software and drivers, please visit the official Poly support website. You can also find FAQs and additional resources there.

Official Poly Website: www.poly.com/support

For information on the Poly brand and other products, visit the [Poly Store on Amazon](#).