

# Poly Sync 40 Series Bluetooth Speakerphone

User Guide

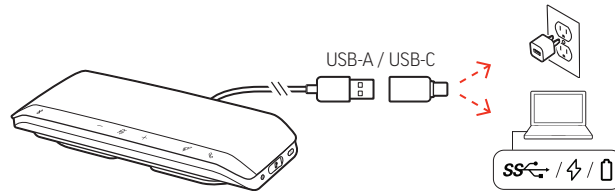
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# First-time setup

**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.

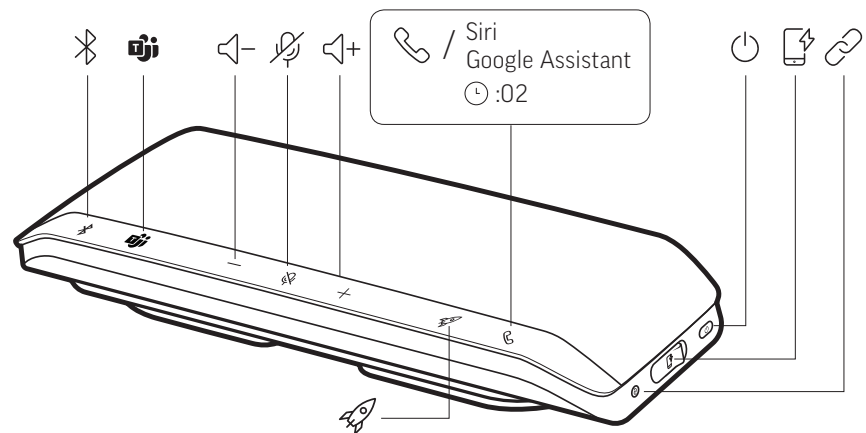
- 1 Connect speakerphone USB cable to a wall charger or computer.  
When your speakerphone is activated, the LED bar lights up.



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

# Controls

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 App<br><b>NOTE</b> Play/pause feature may not function with web-based apps |

## LEDs

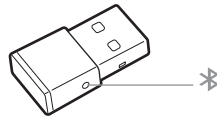
| LED bar               | What lights mean               |
|-----------------------|--------------------------------|
| Crossing blue pattern | Pairing                        |
| Solid blue            | Pairing successful (connected) |
| Flashing green        | Incoming call                  |
| Solid 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 computer audio.

**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 |

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**LEDs when Microsoft Teams\* is detected**

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| 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 |

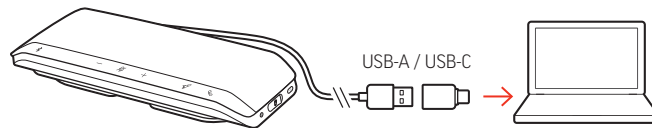
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**NOTE** *\*Requires Microsoft Teams desktop application*

# Setup

## Corded setup

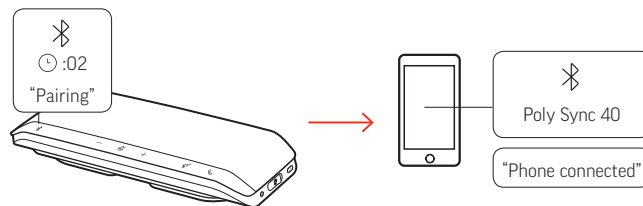
Connect the USB cable from the speakerphone to the USB port on your computer.



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

## 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 40."
- 3 Pairing is successful when you hear "pairing successful" and the LED flashes blue.

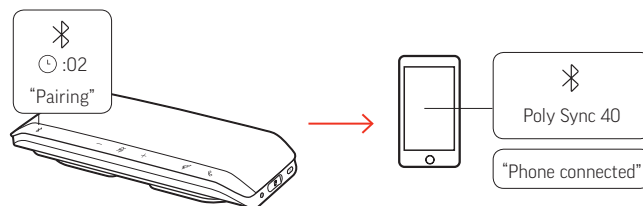
### Secure Connection (mobile)

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

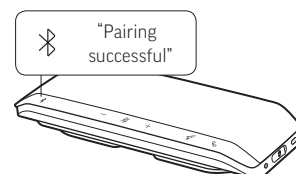
When enabled, your paired device disconnects after each mobile call, ensuring that device audio does not play through the speakerphone when not intended. Manage in Poly Lens App.

**NOTE** Enabling Secure Connection disconnects previously paired devices.

- 1 With your speakerphone powered on and Secure Connection enabled in Poly Lens 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."



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

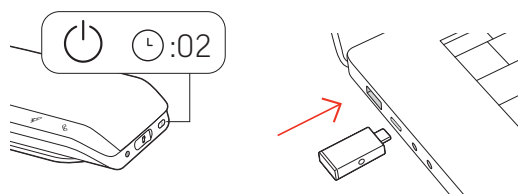


- 4 Make or take a mobile call or play music via Bluetooth.
- 5 After the end of a call, continue the mobile connection by pressing any button within 30 seconds. When no action is taken, the mobile connection ends and the Bluetooth button is no longer illuminated.

### USB adapter setup (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.

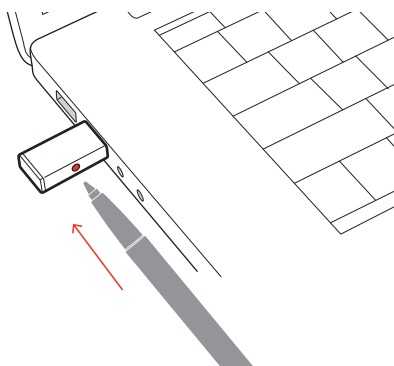


- 2 Connection is successful when you hear "PC connected" and the USB adapter turns solid.
- NOTE** Adapter design may vary.

#### Pair USB adapter again

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

- 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 sliding the Power switch towards the Bluetooth icon to the right for 2 seconds. You hear "pairing" and the LED next to the Bluetooth icon flashes red and blue.
- 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 blue.

### 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 |

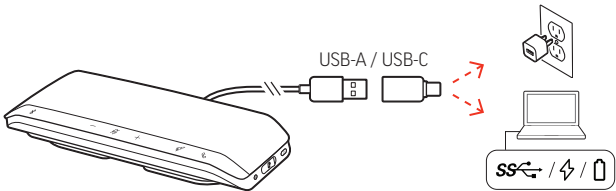
**NOTE** LEDs do not illuminate in standby mode.

## 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 5 hours for a full charge.

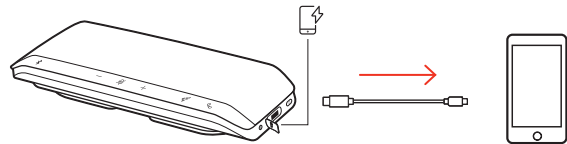
**NOTE** For faster charging, connect to a wall charger or to your computer's quick-charge USB port, if available.

**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 App.  
Download: [poly.com/lens](https://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](https://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 App.                                                                                                                                                                                                                        |
| Volume                                       | <p>Press the Volume up (+) or down (-) buttons to increase or decrease volume.</p> <p><b>Adjust speakerphone microphone volume</b><br/>Place a test softphone call and adjust softphone volume and PC sound volume accordingly.</p>                                                                                                                                                                                             |
| Voice assistant<br>(smartphone feature)      | <b>Siri, Google Assistant, Cortana</b> 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<br>(Teams model only) | <p>Press the Teams  button to interact with Microsoft Teams when not on a call.</p> <p><b>NOTE</b> <i>Not supported for mobile use.</i></p> <p><b>NOTE</b> <i>The Microsoft Teams application must be installed.</i></p>                                                                                                                       |
| Customize your<br>speakerphone               | <p>Select your Rocket  button feature in Poly Lens App.</p> <p><b>Choose from:</b></p> <ul style="list-style-type: none"><li>• Play/pause audio (default)</li><li>• Device status check</li><li>• Clear trusted device list</li><li>• Default voice assistant (Siri, Google Assistant)</li><li>• Redial</li><li>• Hold/resume call</li></ul> |

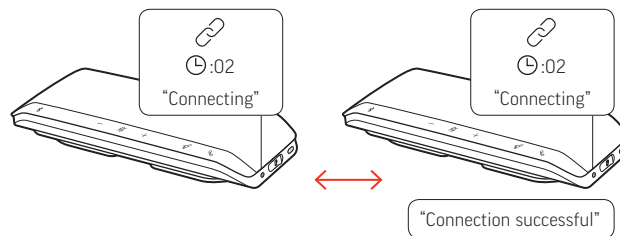
# Link speakerphones (daisy chain audio)

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

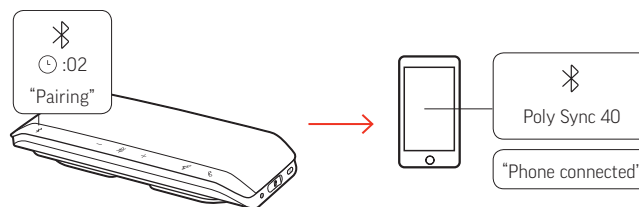
**IMPORTANT** Linking mode is available with Bluetooth mobile device connection only. This feature is not available when your speakerphone is connected to a computer with USB cable.

**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 App.

# Troubleshoot

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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.

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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.

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**(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.

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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.

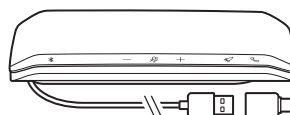
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How do I customize the Rocket  button feature?

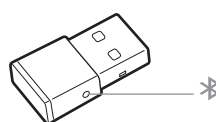
- Ensure Poly Lens Desktop App is loaded on your computer.
  - Customize your Rocket  button feature in Poly Lens Desktop App.
  - Play/pause media feature is default feature on your speakerphone.
-

# 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)



Quick start guide

# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

### Manufacturer:

|                          |                         |
|--------------------------|-------------------------|
| <b>Plantronics, Inc.</b> | <b>Plantronics B.V.</b> |
| 345 Encinal Street       | Scorpius 171            |
| Santa Cruz, CA 95060     | 2132 LR Hoofddorp       |
| United States            | Netherlands             |

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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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