**Manuals+** — User Manuals Simplified.



# Poly Sync 20/Sync 20+ Series Smart Speakerphone User Guide

**Contents**

**Poly Sync 20/Sync 20+ Series Smart Speakerphone**

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**Controls and status lights**

A portable speakerphone with mobile and corded connectivity.
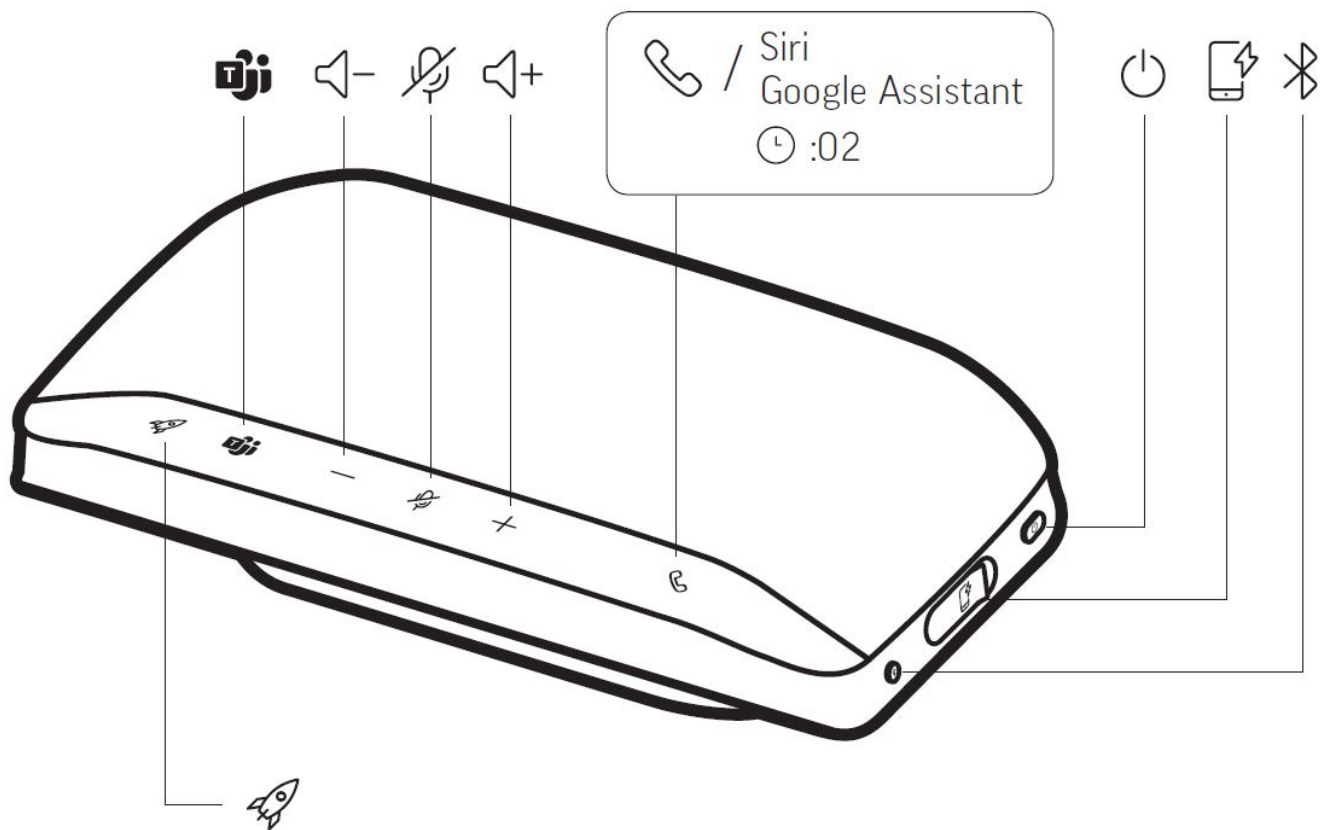
| | |
|---|---|
| 🚀 | Customize feature in Plantronics Hub / Default is play/pause |
| 📧 | Press to interact with Microsoft Teams (Teams model only, Teams application required) |
| ◁− | Volume down |
| 🔇 | Mute/unmute |
| ◁+ | Volume up |
| 📞 | Call |
| Siri, Google Assistant | Default voice assistant (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.

**USB Bluetooth adapter (adapter model only)**
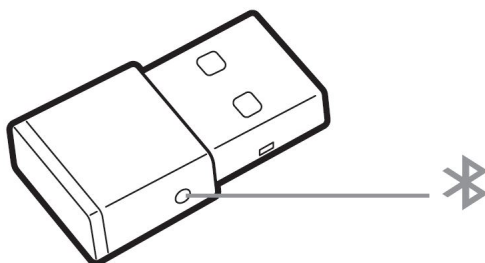
**NOTE** Adapter design may vary

**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

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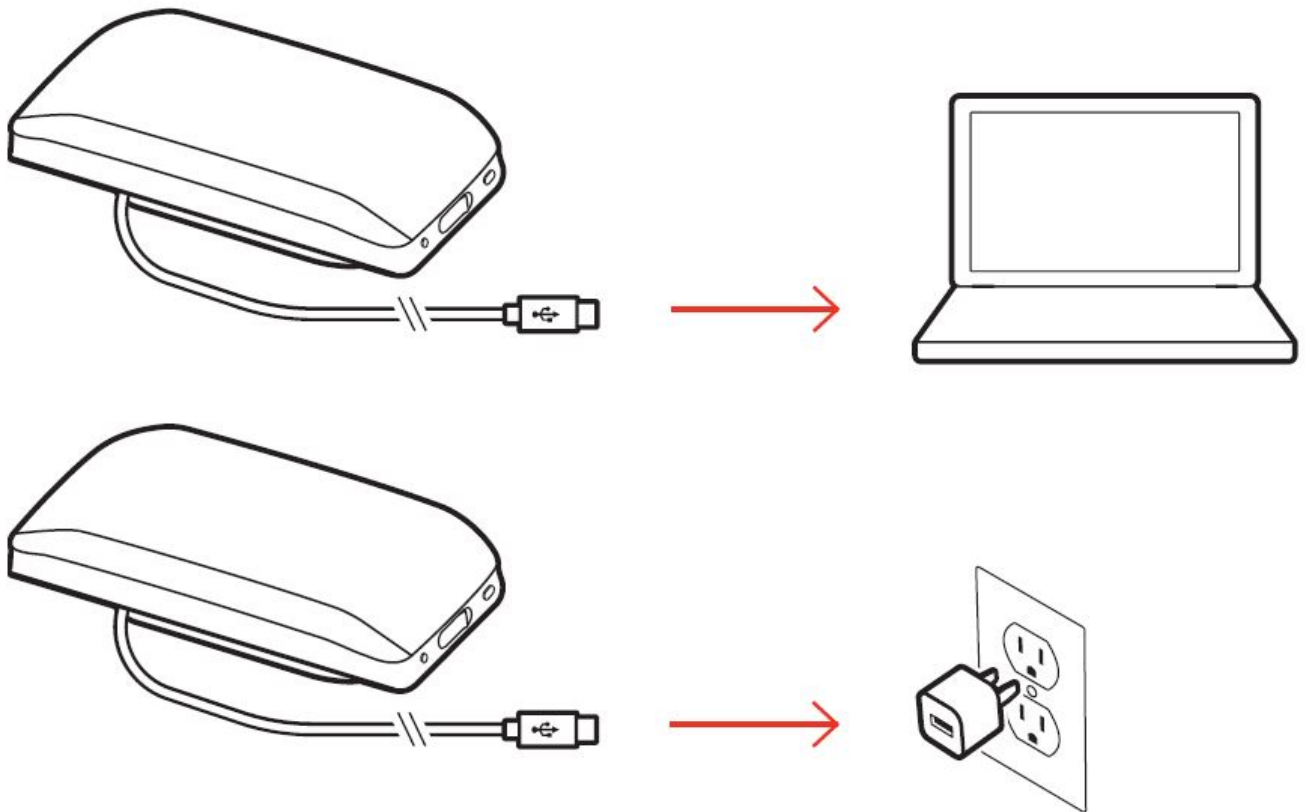
2. Connect or pair your speakerphone to take calls or stream media.

**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.
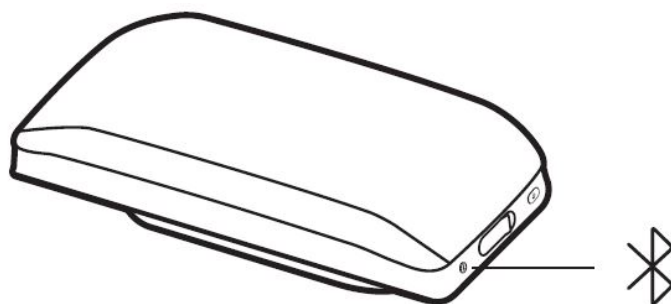


2. Activate Bluetooth on your mobile device and set it to search new devices. Select "Poly Sync 20."
3. Pairing is successful when you hear "pairing successful" and the LED flashes blue.

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

**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.
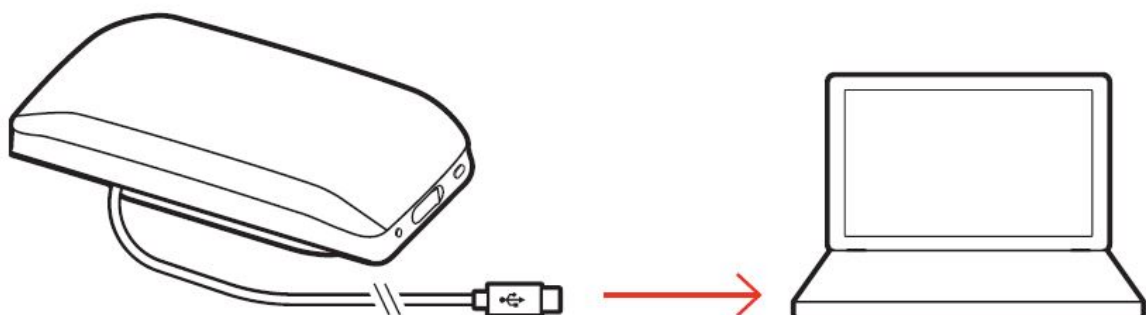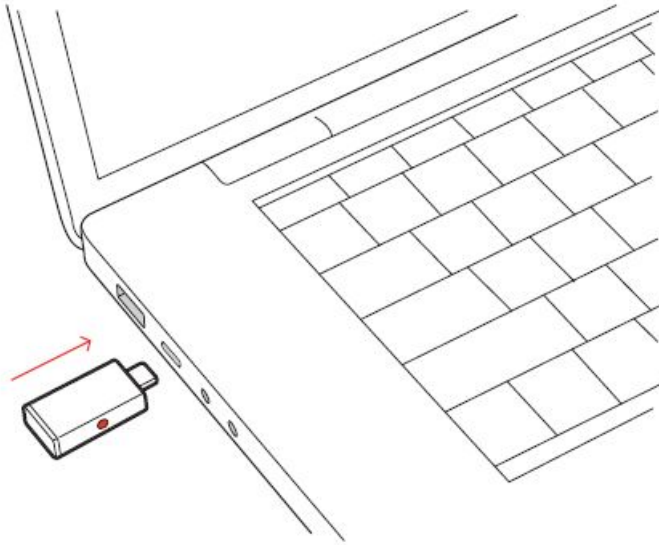


2. Connection is successful when you hear "PC connected" and the USB adapter turns solid.

**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.
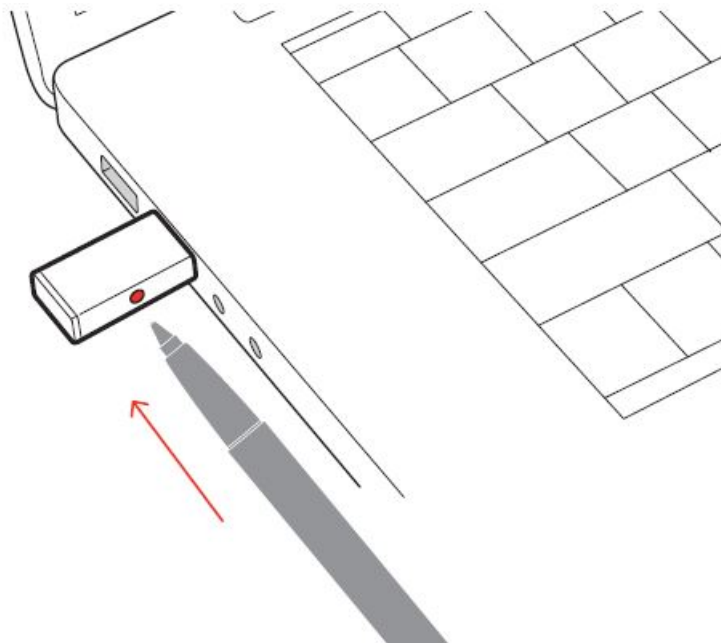
**NOTE** *Adapter design may vary*
Pairing is successful when you hear "pairing successful; PC connected" and the adapter LED turns solid.

**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.
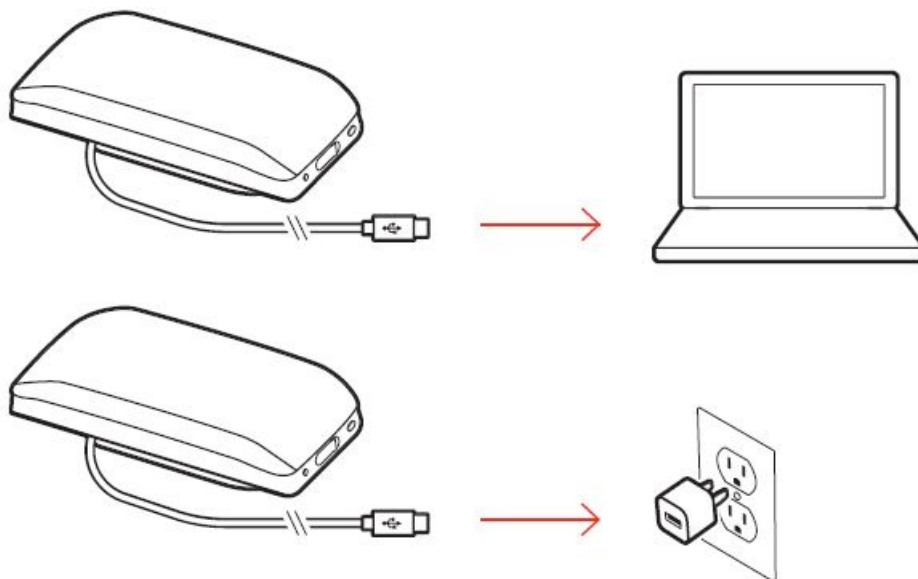
**Mac**
To configure the Bluetooth USB adapter, go to Apple menu > System Preferences > Sound. On both the Input and Output tabs, select Plantronics BT600.
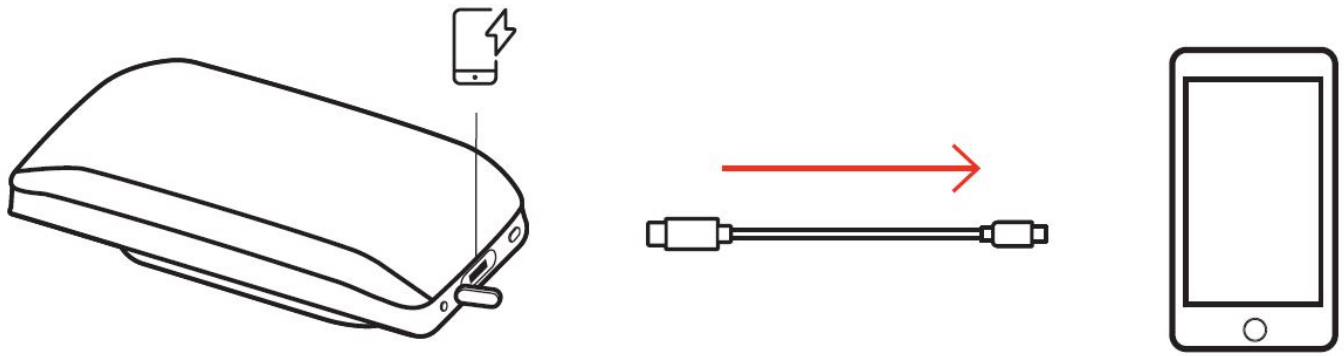
# Charge

**Charge**
Charge the speakerphone via USB using your computer or a USB AC adapter (not provided). Allow 4 hours for a full charge.



**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

Plantronics Hub is an invaluable tool.
**NOTE** Some softphones require Plantronics Hub for Windows/Mac to enable device call control (answer/end and mute) functionality.

* Download Plantronics Hub for Windows/Mac by visiting poly.com/software.
* Download Plantronics Hub for iOS/Android by visiting poly.com/software, the App Store or Google Play.

| Plantronics Hub | iOS and Android | Windows and Mac |
|---|---|---|
| Call control for softphones | available for some softphones | ✓ |
| Change headset language | ✓ | ✓ |
| Update firmware | ✓ | ✓ |
| Turn features on/off | ✓ | ✓ |
| View user guide | ✓ | ✓ |
| Battery meter | ✓ | ✓ |

## 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. |
| Microsoft Teams button (Teams model only) | Press the Teams 🔲 button to interact with Microsoft Teams when not on a call.<br>NOTE *Not supported for mobile use.*<br>NOTE *The Microsoft Teams application must be installed.* |
| Mute/Unmute | During an active call, press the Mute 🎙 button to mute or unmute the microphones. Manage mute settings in Plantronics Hub. |
| 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 Plantronics Hub.<br>Choose from:<br>• Play/pause audio (default)<br>• Device status check<br>• Clear trusted device list<br>• Default voice assistant (Siri, Google Assistant)<br>• Redial<br>• 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.
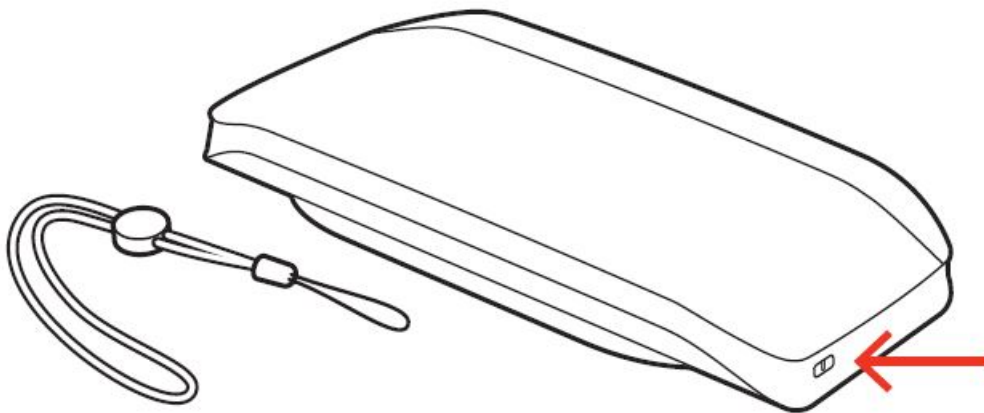


1. Insert the loop through one side of the slot and push through to the other side.
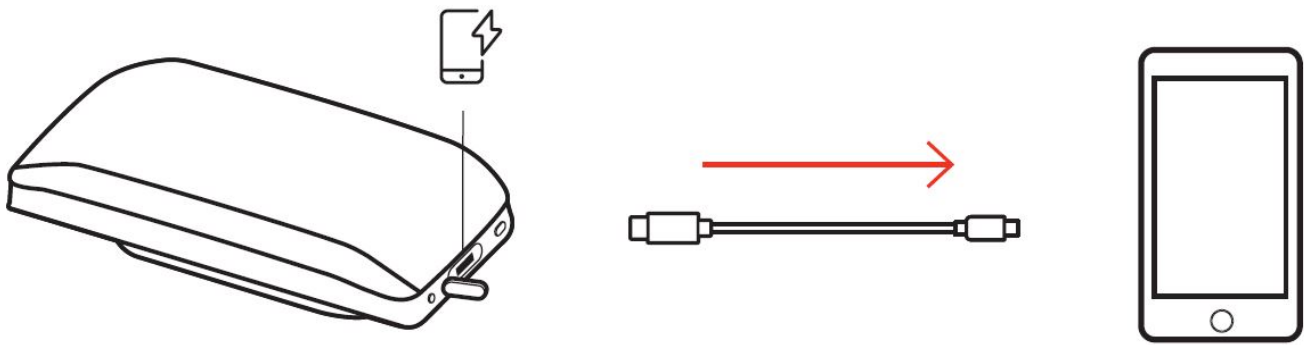
2. Thread the lanyard through the loop and pull to secure.

## 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 or mobile device with Plantronics Hub. Download at
**poly.com/software**

**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 on your smartphone.
- Do not answer or place a call.

**NOTE** Smartphone: If you receive a lot of calls, emails or texts, try turning on the Do Not Disturb feature in your smartphone's settings while you update.

**Device recovery**
If you have several failed attempts at an over-the-air firmware update, or if your device becomes unresponsive, take the following steps:

1. Download and install Plantronics Hub for Windows/Mac at poly.com/software
2. Connect your device to your computer using a USB cable
3. Open Plantronics Hub, go to Help > Support > Firmware Updates & Recovery and enter your Product ID (PID) to complete the recovery

   **Find your Product ID (PID). Choose:**
     - Plantronics Hub app's device recovery instructions
     - Plantronics Hub app's home screen

**Support**

**NEED MORE HELP?**
**poly.com/support**

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Santa Cruz, CA 95060          2132 LR Hoofddorp

United States        Netherlands

## Documents / Resources

| | |
|---|---|
| Poly Sync 20/Sync 20+ Series USB and Bluetooth Smart Speakerphone — User Guide | **poly Poly Sync 20/Sync 20+ Series Smart Speakerphone** [pdf] User Guide<br>poly, Poly Sync 20, Sync 20, Series, USB, and, Bluetooth, Smart, Speakerphone |

**Manuals+**,