Poly Sync 20/Sync 20+ Series

Bluetooth Speakerphone

User Guide
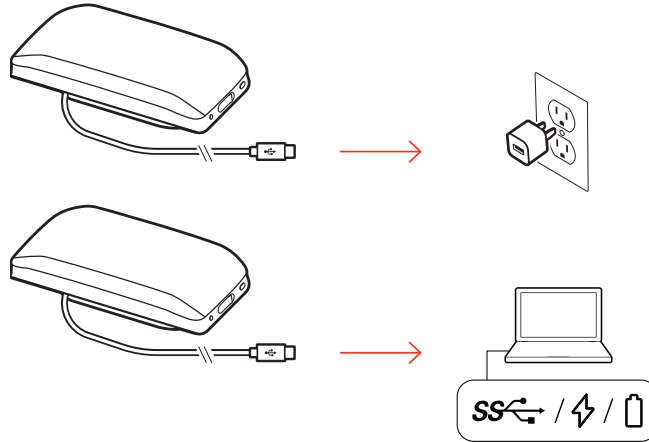
Contents

poly

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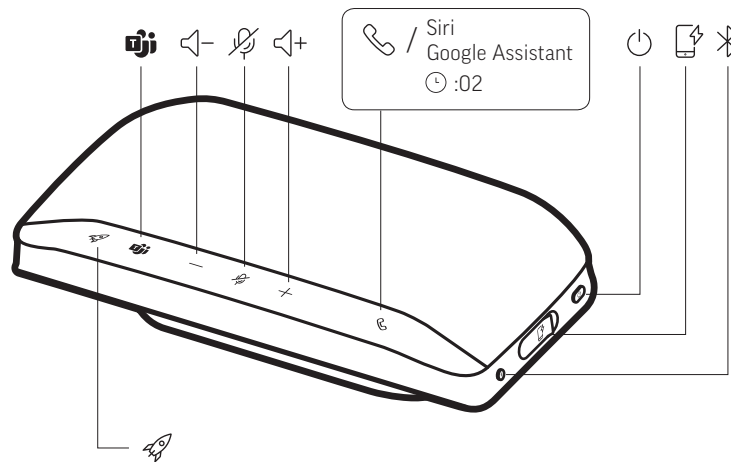
1 Connect speakerphone USB cable to a wall charger or computer.
   When your speakerphone is activated, the LED bar lights up.

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

Controls and status lights

A portable speakerphone with mobile and corded connectivity.

Icon	Description
🚀	Pause/play media (default). Customize feature in Poly Lens Desktop App **NOTE** *Play/pause feature may not function with web-based apps*
Teams	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 (smartphone feature)
⏻	Power on/off
📱⚡	USB-A phone charge port
✳	Bluetooth pairing

LEDs

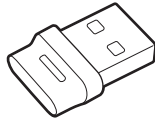| LED bar	What lights mean
Crossing blue pattern	Pairing
Solid blue	Pairing successful (connected)
Flashing green	Incoming call
Solid green	In a call
Solid red	Mute active

NOTE *LEDs do not illuminate in standby mode.*

Be safe

Please read the safety guide for important safety and regulatory information before using your new device.

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

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.
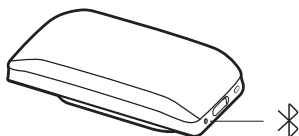
2 Activate Bluetooth on your mobile device and set it to search new devices. Select "Poly Sync 20."

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

Corded setup

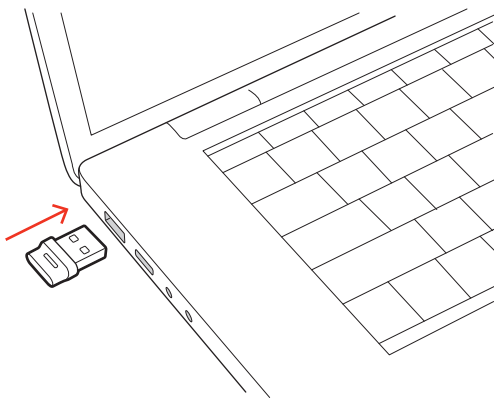Connect the USB cable from the speakerphone to the USB port on your computer.
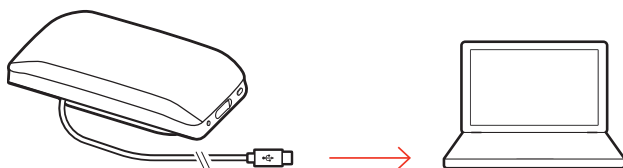
NOTE *In corded mode, the speakerphone powers on without using the Power button.*

USB adapter setup (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

Typically, your USB adapter is pre-paired to your Poly audio device. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your Poly device. The adapter pairing method depends on which USB adapter you use.

Pair BT700 USB adapter again

Typically, your USB Bluetooth adapter is pre-paired to your Poly audio device. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your Poly device.

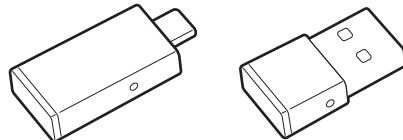Your USB adapter requires Poly Lens Desktop App to pair to a Poly audio device. Download: poly.com/lens.
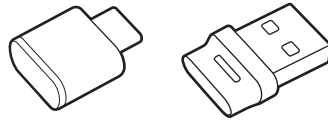

NOTE *Adapter design varies by USB connection.*

1   Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
2   Put your Poly audio device in pair mode.
3   Launch Poly Lens Desktop App and navigate to Poly BT700.
4   Put your Bluetooth USB adapter into pair mode by selecting "Pair new device" on the adapter's main page or overflow menu. Your adapter flashes red and blue.
    Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

Pair BT600 USB adapter again

NOTE *Adapter design varies by USB connection.*

1   Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
2   Put your Poly audio device in pair mode.
3   Put your Bluetooth USB adapter into pair mode by pressing and holding the recessed pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.
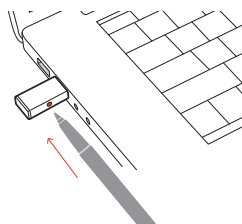
Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

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 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.*
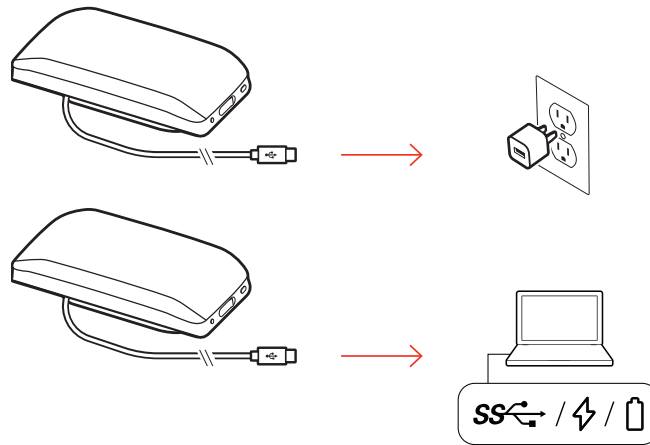
Charge your mobile phone

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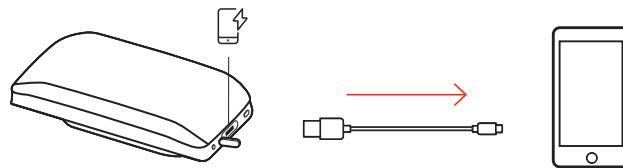
NOTE *Speakerphone battery level must be medium or higher.*

NOTE *Connection provides power only.*

Load software

Download Poly Lens App to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality.

- Download Poly Lens Desktop App at poly.com/lens.
- Download Poly Lens Mobile App at poly.com/lens, the App Store or Google Play.

	Poly Lens Mobile App	Poly Lens Desktop App
Configure call control for softphones	available for some softphones	✓
Change headset language	✓	✓
Enable features	✓	✓
Battery meter	✓	✓
Update device firmware	✓	✓
Manage notifications and alerts	✓	✓
Schedule health and wellness reminders	✓	✓
View user guide	✓	✓
Find MyHeadset	✓	

Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

Update your device using Poly Lens App. Download at poly.com/lens.

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.
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.*

  NOTE *If your Teams button is not responsive, ensure your Poly device is the default audio device in Microsoft Teams settings.*

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.

Manage volume level tones	Customize the tones that indicate your current volume level. To manage your volume level tones, go to Poly Lens App > Settings > Ringtones & Volume > Volume Level Tones and select from "Minimum and Maximum Only" (default) or "Every level." **NOTE** *"Minimum and Maximum Only" setting is available only when on a call or playing audio. When your speakerphone is idle, you hear a tone at every volume level.*
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	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
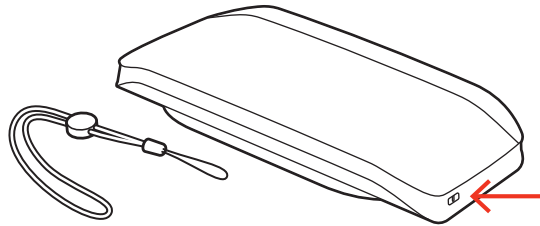- Hold/resume call (varies by softphone)
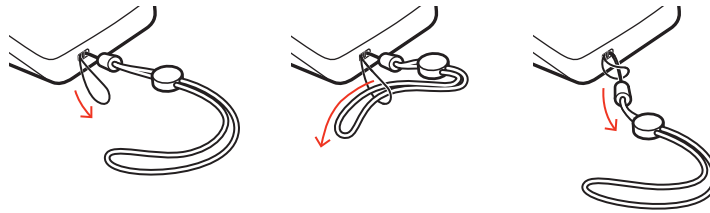
More Features

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.

Troubleshoot

| Issue	Resolution
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 manage my speakerphone using Poly software?	• Your speakerphone is supported by Poly Lens App. Download: poly.com/lens.
How do I customize the Rocket 🚀 button feature?	• Customize your Rocket 🚀 button feature in Poly Lens App. • Play/pause media feature is default feature on your speakerphone.
Can I manage the volume level tones on my speakerphone?	• Customize your volume leve tones in Poly Lens App. See Manage volume level tones on page 11.

What's in the box
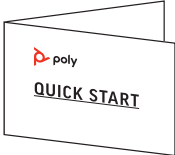
Contents may vary by product.
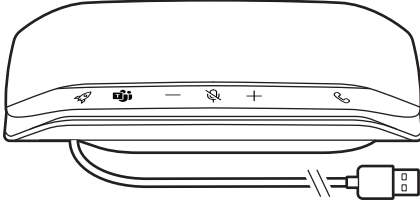
Speakerphone
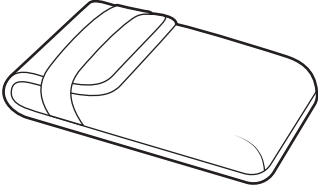
Carrying case
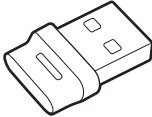
Bluetooth USB Adapter (Poly Sync 20+ only; Design may vary)
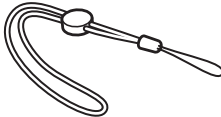
Lanyard

Quick start guide

Support

Model ID: SY20/SY20-M USB-A/USB-C (may be followed by /BT600, /BT600C, /BT700, or /BT700C). System: Poly Sync 20 has a SY20/SY20-M speakerphone. Poly Sync 20+ has a SY20/SY20-M speakerphone and a BT600, BT600C, BT700, or BT700C adapter.

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