



Poly Sync 10 Series

Corded Speakerphone

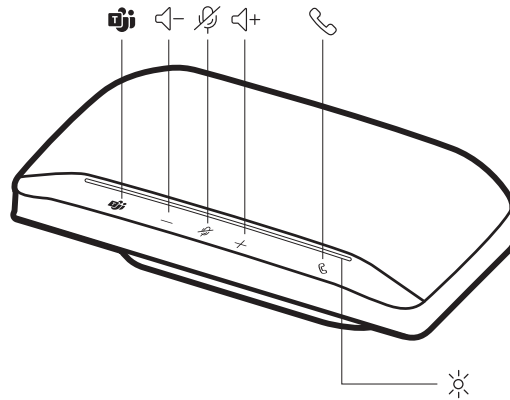
User Guide







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Controls and status lights

A portable speakerphone with corded connectivity.



	Press to interact with Microsoft Teams (Teams model only, desktop application required)
	Volume down
	Mute / Hold
	Volume up
	Call
	LED bar

LEDs

LED bar	What lights mean
Flashing green	Incoming call
Solid green	In a call
Solid red	Mute active
Flashing red	Call on hold

NOTE LEDs do not illuminate in standby mode.

Be safe

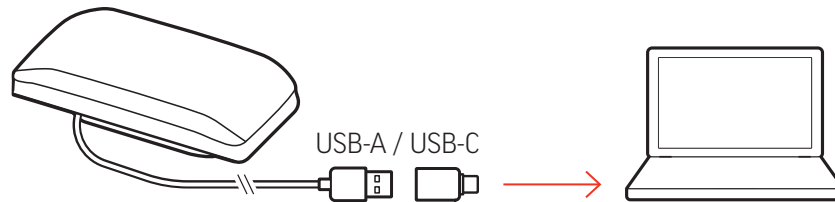
Please read the safety guide for important safety, charging, battery and regulatory information before using your new device.

Setup

Corded setup

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

NOTE Your speakerphone has a USB-A to USB-C adapter for easy connection to either type of port.



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.com/software.

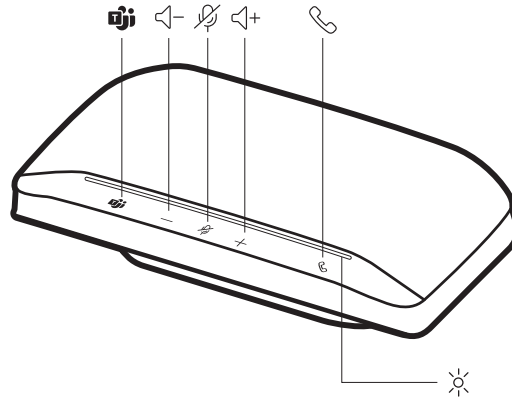
- Enable features
- Change settings
- Configure call control for softphones
- Update device firmware
- Manage notifications and alerts
- Schedule health and wellness reminders

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/software.

Basics




Power

Plug the USB cable into your computer. The LED bar illuminates when powered on.

NOTE Your speakerphone has a USB-A to USB-C adapter for easy connection to either type of port.



Answer or end a call



Press the Call  button to answer or end a call.

Make a call

Dial using your softphone application.

Hold call

- 1 Press and hold the Mute  button for 2 seconds to hold the call. The LED bar flashes red.
- 2 To resume call, hold the Mute  button for 2 seconds. The LED bar returns to solid green.

NOTE The Call  button is also equipped to hold calls. Press the Call  button for 2 seconds to hold/resume call.


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.

Mute/Unmute

During an active call, press the Mute  button to mute or unmute the microphones. Manage mute settings in Poly Lens App.

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.

Troubleshoot

(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.

(Teams model only) When I tap the Teams button nothing happens.

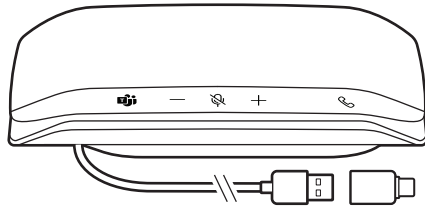
- Your device is not set as the default audio input and output device in Microsoft Teams. Change settings in Microsoft Teams.

How do I manage my speakerphone using Poly software?

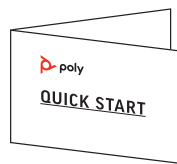
- Your speakerphone is supported by Poly desktop application: Poly Lens Desktop App. Download: poly.com/software.
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What's in the box

Contents may vary by product.



Speakerphone with USB-A to USB-C adapter



Quick start guide

Support

NEED MORE HELP?

poly.com/support

Manufacturer:

Plantronics, Inc.
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Model ID: SY10/SY10-M USB-A/C. System: Poly Sync 10 has a SY10/SY10-M speakerphone.

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