

# Poly Sync 20/Sync 20+ Series USB and Bluetooth Smart Speakerphone

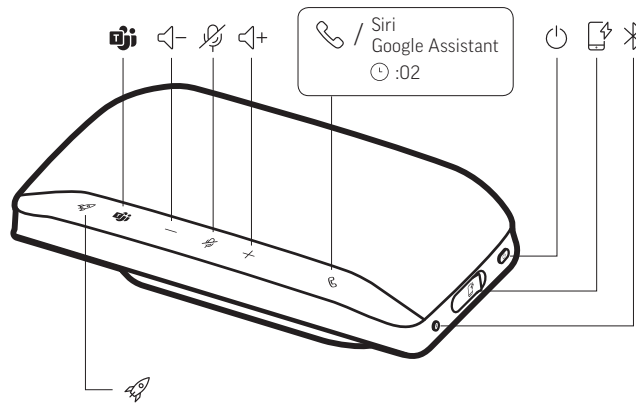
User Guide

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# Controls and status lights

A portable speakerphone with mobile and corded connectivity.



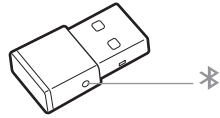
	Customize feature in Plantronics Hub / Default is play/pause
	Press to interact with Microsoft Teams (Teams model only, Teams application required)
	Volume down
	Mute/unmute
	Volume up
	Call
Siri, Google Assistant	Default voice assistant (smartphone feature)
	Power on/off
	USB-A phone charge port
	Bluetooth 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

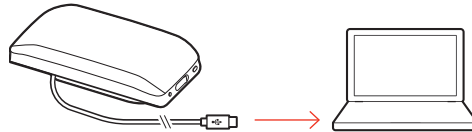
# Setup

- 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.

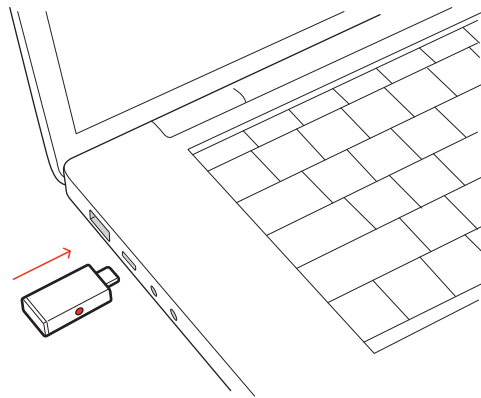
- Corded setup** Connect the USB cable from the speakerphone to the USB port on your computer.



**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.

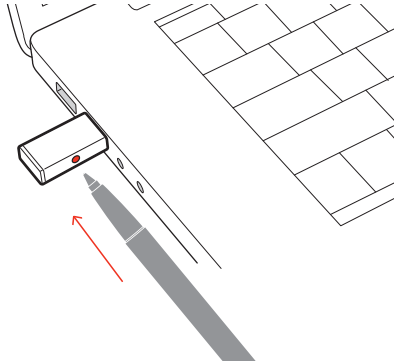


- 2 Connection is successful when you hear "PC connected" and the USB adapter turns solid.  
**NOTE** Adapter design may vary.

**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.

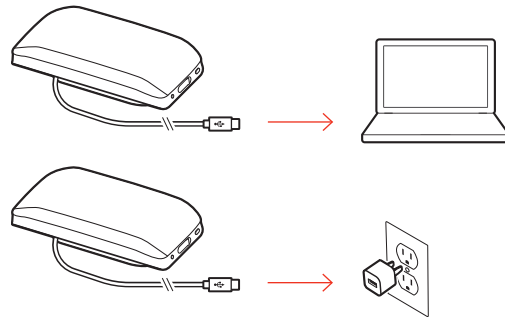
#### Mac

- 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

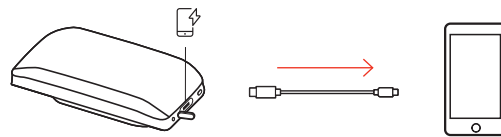
## Charge

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](https://poly.com/software).
- Download Plantronics Hub for iOS/Android by visiting [poly.com/software](https://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. <b>NOTE</b> <i>Not supported for mobile use.</i>  <b>NOTE</b> <i>The Microsoft Teams application must be installed.</i>
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)	<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.
Customize your speakerphone	Select your Custom  button feature in Plantronics Hub. <b>Choose from:</b> <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>

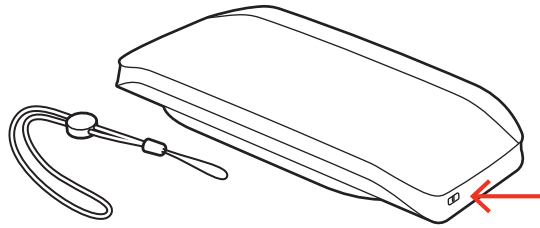
# More Features

## Attach lanyard

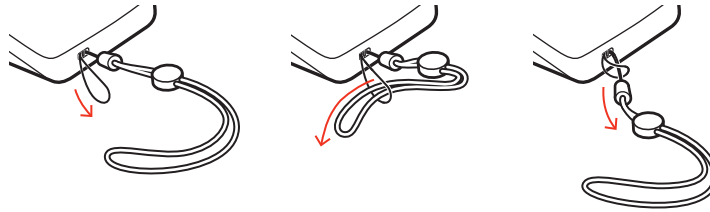
Use the lanyard to carry speakerphone on your wrist.

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

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Model ID: SY20/SY20-M USB-A/USB-C (may be followed by /BT600 or /BT600C)

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