

Sync 20 Speakerphone

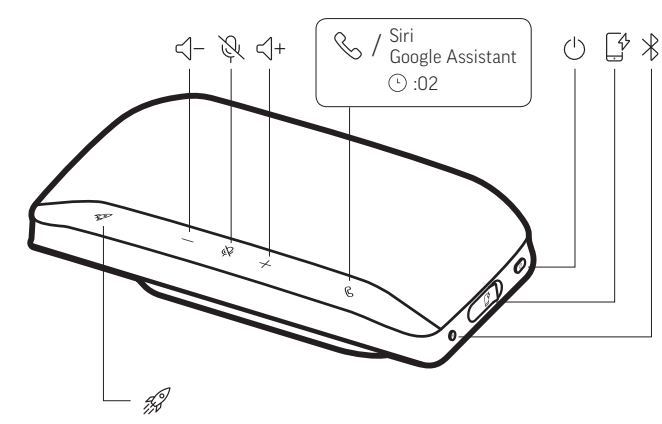
Draft User Guide

Contents

Controls and status lights	3
USB Bluetooth adapter	3
Setup	5
Mobile setup	5
Corded setup	5
USB adapter setup (BT600 models only)	5
Configure USB adapter	6
Load software	6
Charge	7
Check battery status	7
Charge	7
Charge your mobile phone	7
Daily Use	8
Power	8
Answer or End a call	8
Mute/Unmute	8
Volume	8
Voice assistant (smartphone feature)	8
Microsoft Teams button (Teams models only)	8
Customize your speakerphone	8
Support	9

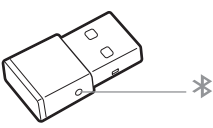
Controls and status lights

A portable speakerphone with mobile and corded connectivity.



Controls	LED	Function
Custom button	Solid white	Custom feature (configure in Plantronics Hub)
Microsoft Teams button (Teams models only)	Solid purple	Interact with Teams app
Volume buttons	Solid white	Volume increase/decrease
Mute button	Solid red	Microphone muted
Call button	Green flashes	Incoming call
	Solid green	In a call
Power switch	Solid white	Power on/battery status high or medium
	Solid red	Power on/battery status low
	Red flashes	Power on/battery status critical
Bluetooth switch (speakerphone)	White pulses	Bluetooth pair mode
	Blue flashes	Pairing successful (connected)
Bluetooth button (BT600 adapter)	Red/blue flashes	Bluetooth pair mode
	Solid blue	Pairing successful (connected)

USB Bluetooth adapter



To pair your headset and USB adapter again if it loses connection, put your headset and USB adapter into pair mode (for the USB adapter, press the Bluetooth pairing button for 4 seconds until the lights flash red and blue).

NOTE Adapter design may vary

Standard LEDs

USB LEDs	What they mean
Flashing red and blue	Pairing
Solid blue	Headset connected

USB LEDs	What they mean
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

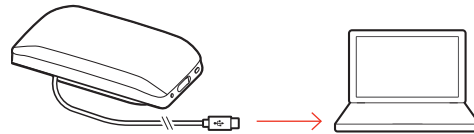
- 1 Turn on your speakerphone and press the Bluetooth  button for 2 seconds. You hear "pairing" and the LEDs pulse white.



- 2 Activate Bluetooth on your phone 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

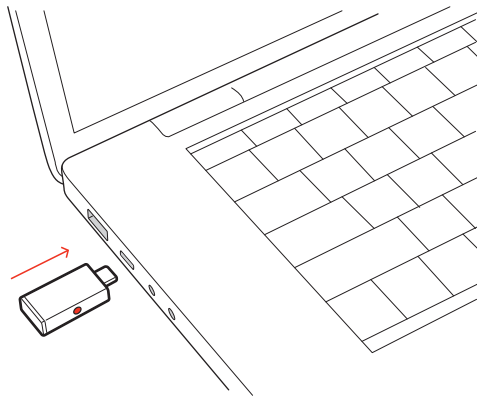
Connect the USB cable from the USB port on the speakerphone to the USB port on your computer.



USB adapter setup (BT600 models only)

Your Bluetooth USB adapter comes pre-paired to your speakerphone.

- 1 Turn on your speakerphone and insert the Bluetooth USB adapter into your computer.

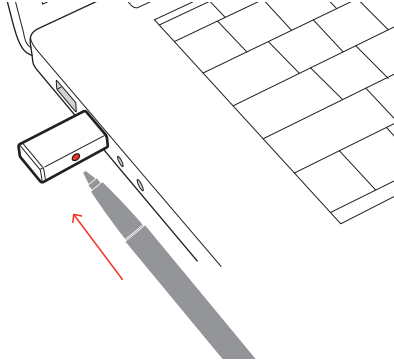


- 2 Pairing is successful when you hear "PC connected" and the USB adapter turns solid blue.
NOTE Adapter design may vary.

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**.

Load software

Download Plantronics Hub for Windows and Mac by visiting poly.com/software. This allows you to customize your device behavior through advanced settings and options.

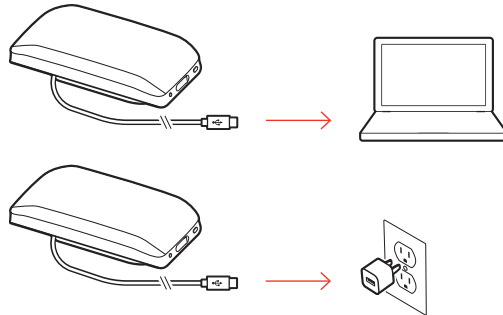
Charge

Check battery status

To check the battery status of your speakerphone, slide the power button to the right and release.

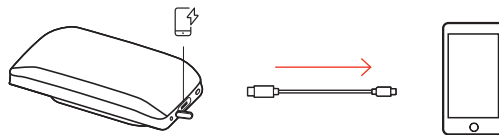
Charge

Charge the speakerphone via USB using your computer or a USB AC adapter (not provided). The LED bar pulses while charging and turns off when fully charged. 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 port (cable not provided).



Daily Use

Power	Slide the Power button to the right to power on. The speakerphone LED bar illuminates white.
Answer or End a call	A short press of the Call button answers or ends a call.
Mute/Unmute	A short press of the Mute button mutes or unmutes the microphones.
Volume	Press the up (+) or down (-) volume buttons for the desired volume.
Voice assistant (smartphone feature)	Siri, Google Now™, 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.
Microsoft Teams button (Teams models only)	Press the Teams button to launch Microsoft Teams. NOTE <i>The Microsoft Teams app must be installed.</i>
Customize your speakerphone	Open Plantronics Hub to select the feature that launches when you tap the Custom  button. Choose from: • Device Status Check (default) • Clear trusted device list • Alexa, Google Bisto • Siri • Play/Pause audio • Redial • Hold/Resume call

Support

NEED MORE HELP?

poly.com/support

Plantronics, Inc.

345 Encinal Street
Santa Cruz, CA 95060
United States

Plantronics B.V.

Scorpius 171
2132 LR Hoofddorp
Netherlands

© 2020 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. Bluetooth is a registered trademark of Bluetooth SIG, Inc. and any use by Plantronics, Inc. is under license. All other trademarks are the property of their respective owners. Manufactured by Plantronics, Inc.

216075-06 07.20