Poly Sync 20 Speakerphone

Revision History

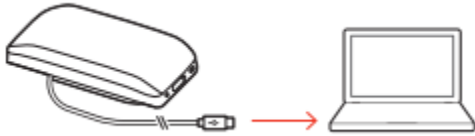| Revision	Date	Description	Initials
1.0	3/21/22	First published version.	JN

Version 1.0

Overview

Guide to help assist with using The Poly Sync 20 Speakerphone.

How to Connect Sync 20 To PC

Using Cable

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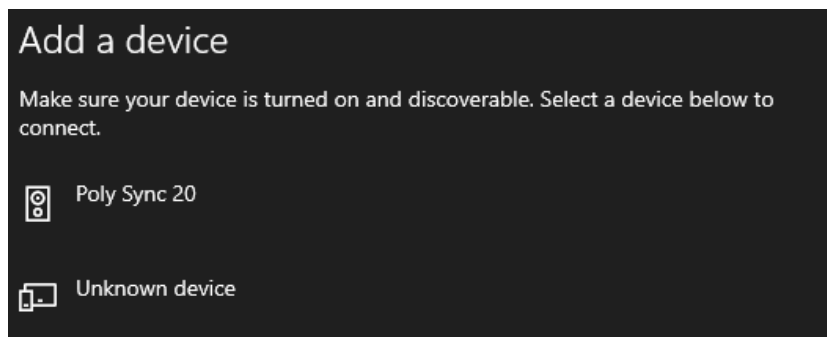
NOTE In corded mode, the speakerphone powers on without using the Power button.

Using Bluetooth

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: On PC go to Bluetooth Menu (Settings ->Devices -> Bluetooth and other devices - >Add Bluetooth or other device)
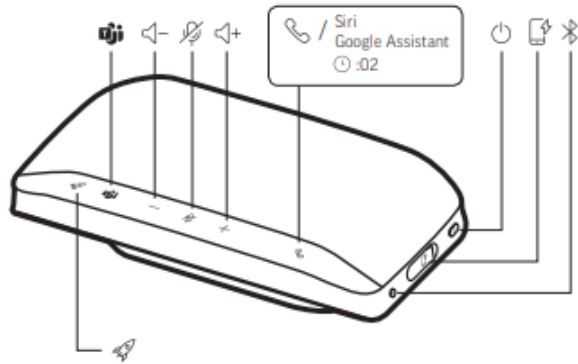

3: From List choose Poly Sync 20

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

Poly Sync 20 Lights Buttons and Controls

🚀	Pause/play media (default). Customize feature in Poly Lens App
📑	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

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.*

Power on

1: To power on Press Power button and hold for 2 seconds.

2: To power off Press Power button and hold for 2 seconds.

Controls

Call controls such as hang up and answer do not work with NHC UC Max soft phone.

Change Volume

To Raise Volume press + button.

To Lower Volume press - button.

Mute Call

Press 🔇 To Mute Call. (Led Will turn Red)

Press 🔇 To Un Mute Call. (Led Will turn Green/Blue)

Charging Poly Sync 20

To check battery status:

With speakerphone inactive, tap the Power button to hear battery status.

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.*

USB Charging

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.

Poly Lens

(Recommended)

Customize your device behavior through advanced settings and options with Poly Lens App.

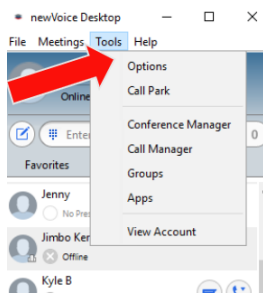Download: https://www.poly.com/us/en/products/services/cloud/poly-lens/app

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

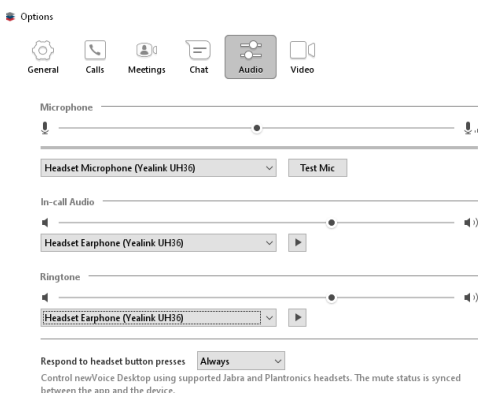Update your firmware using your computer with Poly Lens App.

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.

• Do not answer or place a call.

Selecting Poly Sync 20 from newVoice Desktop

Click on Tools

Then Select Options

Click On Audio Options

Select Poly Sync 20 from drop down menus for Microphone and In-call Audio

Select a source from the drop down list you wish the notification and ringing to play.