Poly Sync 20/Sync 20+ Series Bluetooth Speakerphone User Guide

SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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Table of contents

First-time setup 1

Controls and status lights 2

- LEDs 3
- Be safe 3
- USB Bluetooth adapter LEDs 3

Setup 5

- Mobile setup 5
- Corded setup 5
- USB adapter setup (adapter models only) 5
- Pair BT700 USB adapter again 6

Charge 8

- Check battery status 8
- Charge 8
- Charge your mobile phone 9

Load software 10

- Update your Poly device 10

Daily Use 11

- Power 11
- Answer or end a call 11
- Launch Microsoft Teams (Teams model only) 11
- Adjust volume 11
- Mute/Unmute 12
- Adjust speakerphone microphone volume 12
- Voice assistant (smartphone feature) 12
- Customize your speakerphone 12

More Features 13

- Attach lanyard 13

Troubleshoot 14

What's in the box 15

Safety warnings 16

- Safety Instructions 16

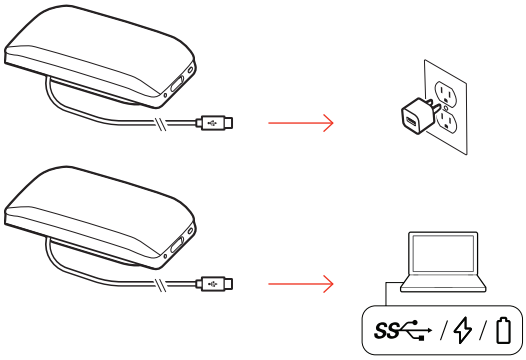
Support 18

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.

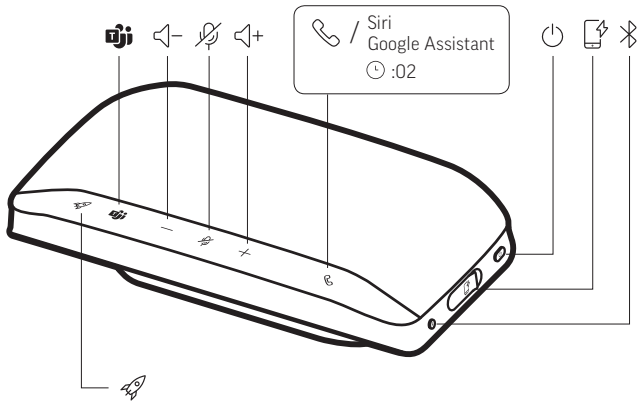
   When your speakerphone is activated, the LED bar lights up.



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 **NOTE:** Play/pause feature may not function with web-based apps
	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

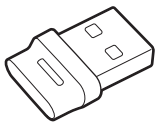
NOTE: LEDs do not illuminate in standby mode.

Be safe

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

USB Bluetooth adapter LEDs

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: Your adapter's USB connection type and design may vary, but the function is the same.

Table 2-1 Standard LEDs

LED behavior	Description
Flashing red and blue	Pairing
Solid blue	Device connected
Flashing blue	On a call
Solid red	Mute active
Flashing purple	Streaming media from computer

Table 2-2 LEDs with Microsoft Teams*

LED behavior	Description
Flashing red and blue	Pairing

Table 2-2 LEDs with Microsoft Teams* (continued)

LED behavior	Description
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

*Requires Microsoft Teams desktop application.

Setup

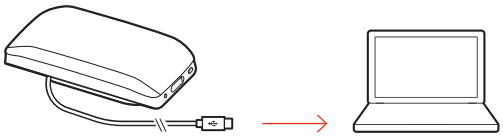
Mobile setup

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.

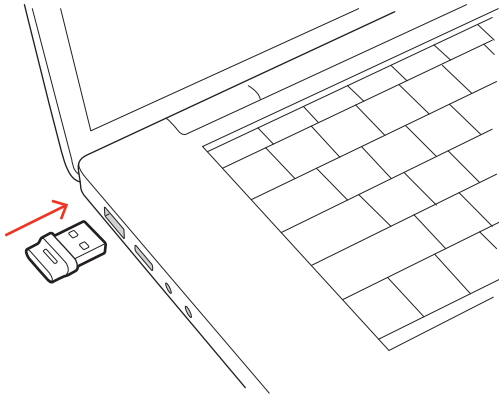


NOTE: In corded mode, the speakerphone powers on without using the Power button.

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.

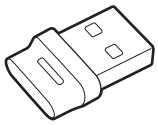
NOTE: Adapter design may vary.

3. Load Poly Lens Desktop by visiting hp.com/lens-app. This allows you to customize your headset behavior through advanced settings and options.

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 to pair to a Poly audio device. Download: hp.com/lens-app.



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 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.

Charge

Check battery status

Review your speakerphone battery status.

- With speakerphone inactive, tap the Power button to hear battery status.
- With speakerphone inactive, tap any button to view the LED bar.

Table 4-1 Battery status LEDs

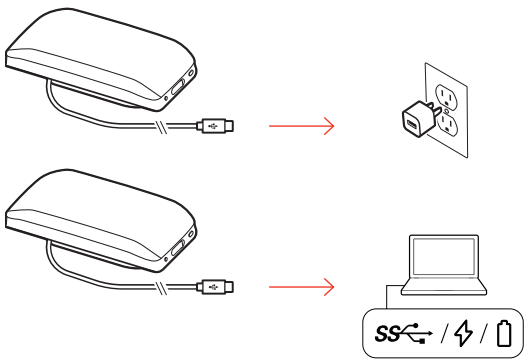
LED bar	Battery status
Solid white long bar	Battery full
Solid white medium bar	Battery high
Solid white short bar	Battery medium
Solid red	Battery low
Red flashes	Battery critical

NOTE: LEDs do not illuminate in standby mode.

Charge

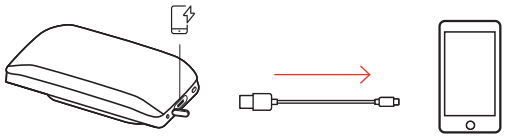
- Charge the speakerphone via USB using your computer or a wall charger (not provided). The LED bar pulses while charging and turns solid white when fully charged. Allow 4 hours for a full charge.

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 the 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 or end a call and mute) functionality.

NOTE: Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

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

Table 5-1 Supported Poly Lens features

Feature	Poly Lens Mobile	Poly Lens Desktop
Configure call control for softphones	Available for some softphones	√
Change headset language	√	√
Enable features	√	√
Choose preferred Equalizer setting	√	√
Battery meter	√	√
Update device firmware	√	√
Manage notifications and alerts	√	√
Schedule health and wellness reminders	√	√
View user guide	√	√
FindMyHeadset	√	

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. Download at hp.com/lens-app.

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.

Adjust volume

Adjust your speakerphone volume for calls, media, and notifications.

- **Call volume:** Press the volume up (+) or down (-) buttons when on a call (not streaming audio or idle).
- **Media streaming volume:** Press the volume up (+) or down (-) buttons when streaming media (not on a call or idle).
- **Notification volume:** Press the volume up (+) or down (-) buttons when powered on and idle (not on a call or streaming audio).

NOTE: Notification volume isn't adjustable when you connect the speakerphone to a PC with the USB cable. Remove the USB cable from the PC and adjust the notification volume when connected with Bluetooth or BT700.

Mute/Unmute

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

Adjust speakerphone microphone volume

- Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

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. 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)

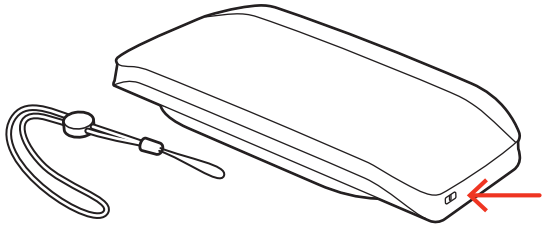
More Features

Attach lanyard

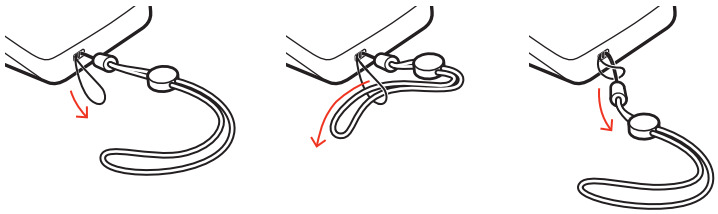
Use the lanyard to carry speakerphone on your wrist.

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

Find solutions to improve your speakerphone experience.

Issue	Resolutions
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 customize the Rocket button feature?	• Ensure Poly Lens Desktop is loaded on your computer. • Customize your Rocket button feature in Poly Lens Desktop. • Play/pause media feature is default feature on your speakerphone.
How do I manage my speakerphone using Poly software?	• Your speakerphone is supported by Poly desktop application: Poly Lens Desktop App. Download: hp.com/lens-app.
How do I customize the Rocket button feature?	• Ensure Poly Lens Desktop is loaded on your computer. • Customize your Rocket button feature in Poly Lens Desktop. • Play/pause media feature is default feature on your speakerphone.

What's in the box

Contents may vary by product.

Figure 9-1 Speakerphone

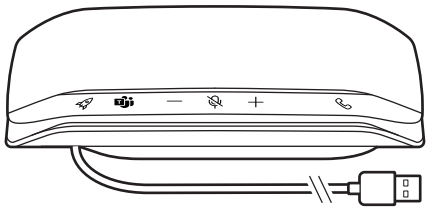


Figure 9-2 Bluetooth USB Adapter (Poly Sync 20+ only; Design may vary)

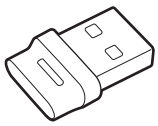


Figure 9-3 Carrying case

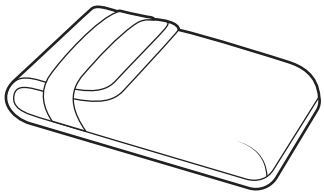


Figure 9-4 Lanyard

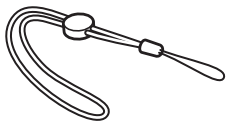
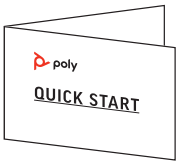


Figure 9-5 Quick start guide



Safety warnings

Safety Instructions

To reduce the risk of fire, electric shock, injury to persons and damage to property, read all operating instructions and the following safety instructions before using your HP product. Operating, storage and charging temperature is 10˚C to 40˚C (50˚F to 104˚F).

- Only use those HP products and accessories designed for use with this product.
- If you experience a skin irritation after using this product, discontinue use and contact HP.
- CHILDREN. Never allow children to play with the product-small parts may be a choking hazard.
- Do not disassemble the product as this may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock or fire when the product is subsequently used.
- Unplug, discontinue use and contact HP if the product overheats or has a damaged outer casing, cord or plug.
- Exposure to high volume sound levels or excessive sound pressure may cause temporary or permanent damage to your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your headset/headphones with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. You may experience different sound levels when using your headset/headphones with different devices. The device you use and its settings affect the level of sound you hear. If you experience hearing discomfort, you should stop listening to the device through your headset/headphones and have your hearing checked by your doctor. To protect your hearing, some hearing experts suggest that you:

1. Set the volume control in a low position before putting your headset/ headphones on your ears and use as low a volume as possible.
2. Avoid turning up the volume to block out noisy surroundings. Whenever possible, use your headset/headphones in a quiet environment with low background noise.
3. Limit the amount of time you use headsets/headphones at high volume levels.
4. Turn the volume down if the sound from the headset/headphones prevent you from hearing people speaking near you.

- If you use your headset/headphones while driving, check local laws regarding use of a mobile phone and headset, and ensure your attention and focus remain on driving safely. Use of a headset/headphones that covers both ears will impair your ability to hear other sounds and in most regions is illegal to use while operating a motor vehicle or riding a bicycle and may be a serious hazard for you and others.
- If this product includes earbuds/eartips, install and use them in accordance with the instructions provided. Do not force earbuds/eartips down the ear canal. Consult a doctor if they become lodged in the ear canal.
- Plug the mains adapter or charger into a socket-outlet that is near to the equipment and will be easily accessible.

Battery Warnings for Wireless Products

- If your product has an embedded, non-replaceable battery, do not attempt to open the product or remove the battery as this may cause injury and/or damage the product. If your product has a replaceable battery, use only the battery type supplied by HP. Remove a spent battery promptly.
- Replace rechargeable batteries after three years or 300 charge cycles, whichever occurs first.
- Do not dispose of the product or battery in a fire or heat above 40°C (104°F).
- Do not expose the battery to extremely high temperatures. It may result in an explosion or the leakage of flammable liquid or gas.
- Do not open, deform or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.
- Never put batteries in mouth. If swallowed, contact a physician or poison control center.
- Swallowing may lead to burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion.
- Always store batteries where children cannot reach them.
- Do not allow any battery or its holder to contact metal objects such as keys or coins.
- RECYCLING: The product battery must be recycled or disposed of properly. Contact your local recycling center for battery removal and proper disposal.
- Use only the charger supplied by HP to charge the product and follow the charging instructions provided. Alternatively, if your headset is designed to be charged with your cell phone charger, use only cell phone chargers approved and provided by your cell phone manufacturer. Do not use the charger for any other purpose. Ensure that the voltage rating corresponds to the power supply you intend to use.

Support

NEED MORE HELP?

support.hp.com/poly

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RMN (Regulatory Model Number): 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.