

# Quick Start Guide

Intermedia Unite

Poly Sync 20



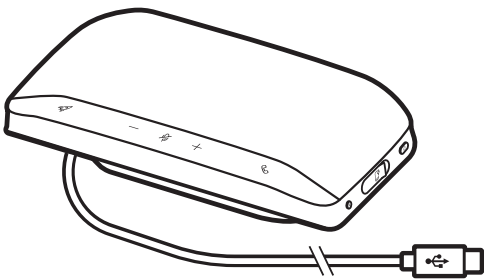
Welcome to Intermedia Unite

# What's in the box?

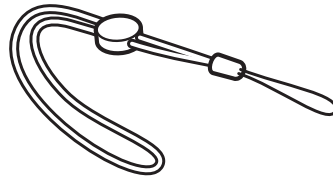
Poly Sync 20

- A. Sync 20 device with attached USB cable
- B. Lanyard
- C. Protective Case

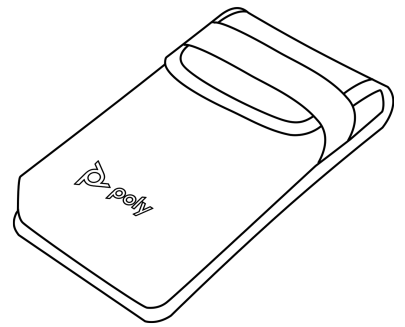
A.



B.



C.

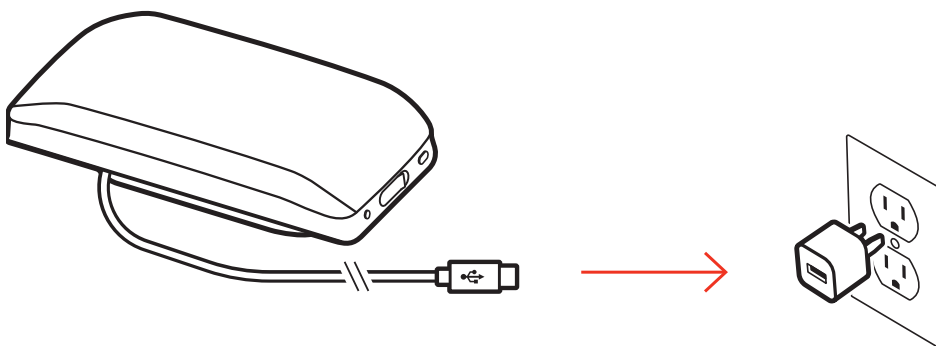
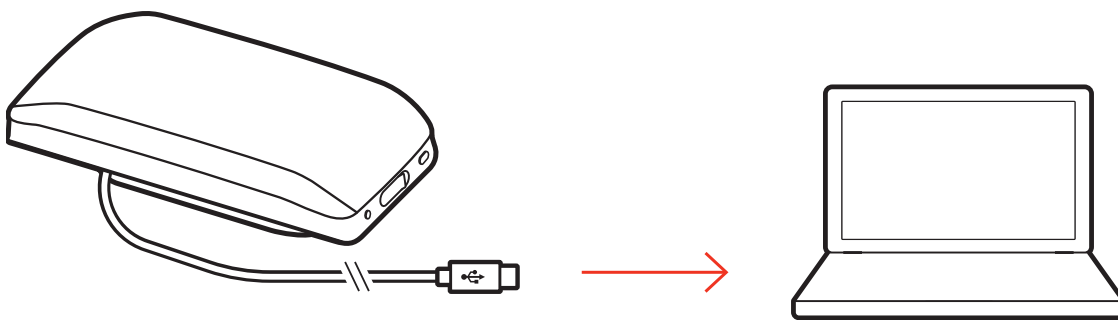


# Guided Setup

## 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.

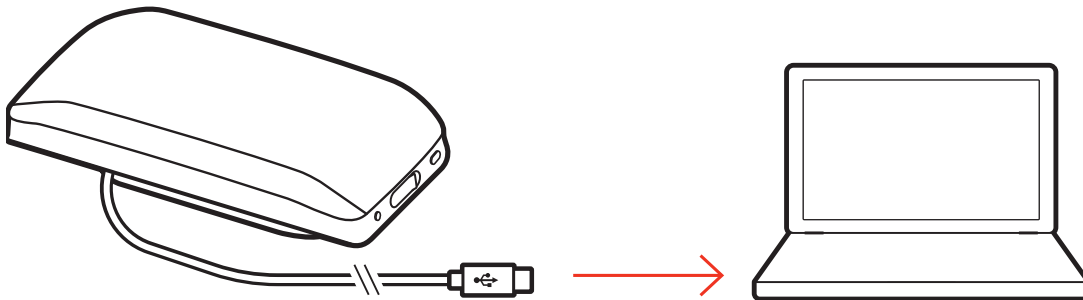


## Connecting to Devices


Please follow the diagrams below to properly connect the Sync 20 to your specified device.

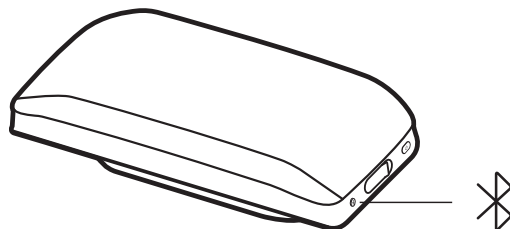
### Corded Setup (PC)

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



### Mobile Setup (BlueTooth)

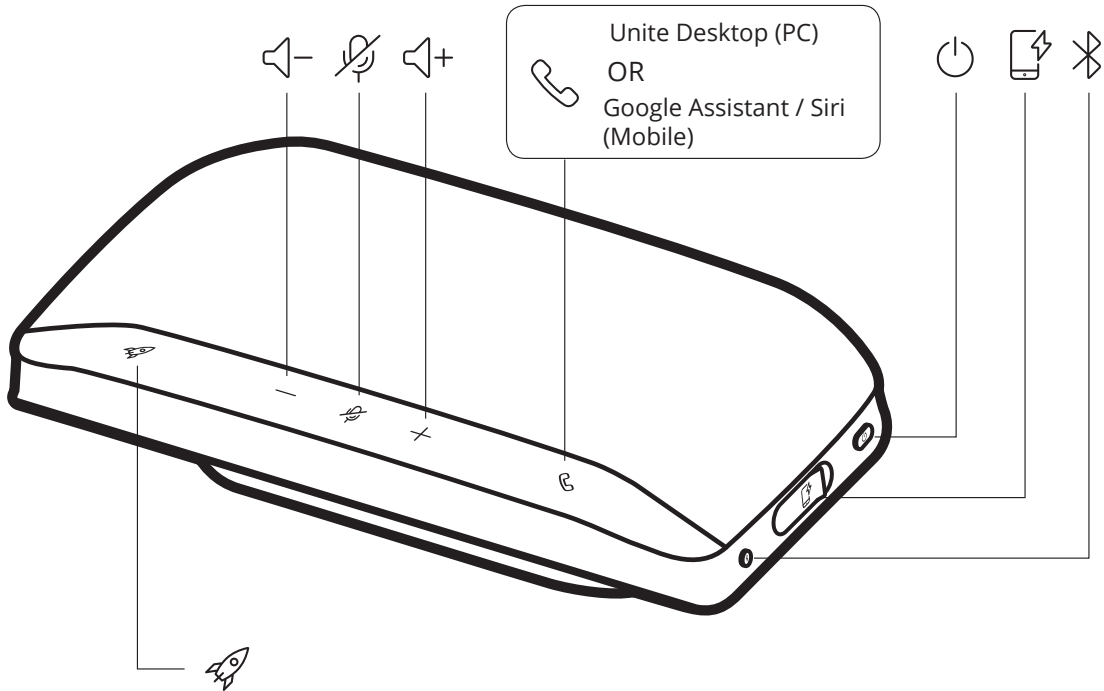
1. With your speakerphone powered on, press the Bluetooth  button for 2 seconds. You hear "pairing" and the LED flashes a crossing blue pattern.



2. 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.









# Features

## Poly Sync 20



### ICONS AND STATUS INDICATORS

The following table displays the icons and status indicators that display on Poly Sync 20:

Icon	Description
	Customize feature in Plantronics Hub / Default is play/pause
	Volume down
	Mute/unmute
	Volume up
	Answer/Hang Up Call (Unite Desktop) / Activate Mobile Assistant
	Power on/off
	USB-A phone charge port
	Bluetooth pairing

# Plantronics Hub

The Plantronics Hub is an invaluable tool that enhances your Poly devices, when using them with your PC or MAC.

**NOTE:** Unite Desktop requires the Plantronics Hub for Windows/Mac to enable device call control (answer/end) 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	✓	✓

# Commonly Used Features


## 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.

## 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)

- To activate **Siri**, **Google Assistant**, or **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

- Select your Rocket  button feature in Plantronics Hub to choose the following:
  - Play/pause audio (default)
  - Device status check
  - Clear trusted device list
  - Default voice assistant (Siri, Google Assistant)
  - Redial
  - Hold/resume call



We are here to help.



[www.intermedia.net/knowledgebase/voice](http://www.intermedia.net/knowledgebase/voice)



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