



# Poly Sync 40 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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# First-time setup

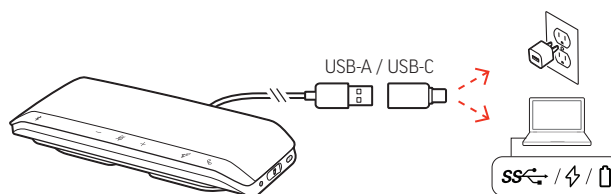
**Important:** Your speakerphone is shipped from the factory in a Deepsleep mode to conserve battery. Activate your speakerphone by connecting the USB cable to a power source before first use.

1. Connect speakerphone USB cable to a wall charger or computer.



**NOTE:** Some models have a USB-A to USB-C adapter for easy connection to either type of port.

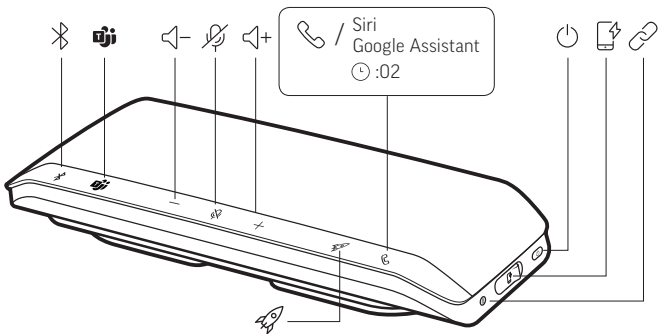
When your speakerphone is activated, the LED bar lights up.



2. Connect or pair your speakerphone to take calls or stream media.

# Controls

A portable speakerphone with mobile and corded connectivity.



| Icon                                                                 | Description                                                                             |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|                                                                      | Bluetooth pairing                                                                       |
|                                                                      | 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 (mobile feature)                                                |
|                                                                      | Power on/off                                                                            |
|                                                                      | USB phone charge port                                                                   |
|                                                                      | Link 2 speakerphones (mobile feature)                                                   |
|                                                                      | Play/pause media (default). Customize feature in HP Poly Studio                         |
| <b>NOTE:</b> Play/pause feature may not function with web-based apps |                                                                                         |

## LEDs

| LED bar               | What lights mean               |
|-----------------------|--------------------------------|
| Crossing blue pattern | Pairing mode                   |
| Solid blue            | Pairing successful (connected) |

| LED bar                | What lights mean                 |
|------------------------|----------------------------------|
| Flashing green         | Incoming call                    |
| Solid green            | In a call                        |
| Solid red              | Mute active                      |
| Crossing white pattern | Linking mode (daisy chain audio) |
| 2 white blinks         | Linking successful               |



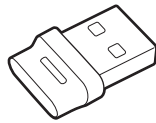
**NOTE:** LEDs do not illuminate in standby mode.

## 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                   |
| Solid purple          | Microsoft Teams connected |

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

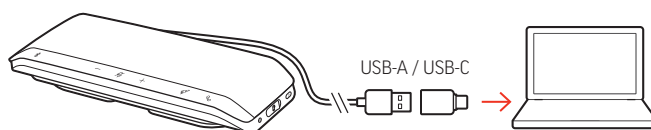
| LED behavior   | Description                  |
|----------------|------------------------------|
| Flashing blue  | On a call                    |
| Solid red      | Mute active                  |
| Pulsing purple | Microsoft Teams notification |

\*Requires Microsoft Teams desktop application.

# Setup

## 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.

## Secure Connection (mobile)

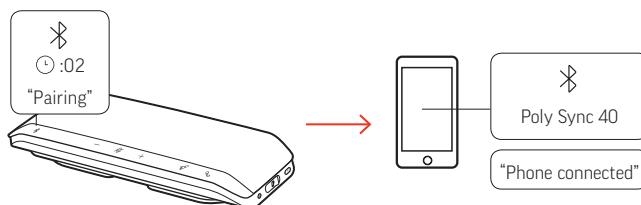
The Secure Connection feature provides extra security for Bluetooth calls in a conference room.

When enabled, your paired device disconnects after each mobile call, ensuring that device audio does not play through the speakerphone when not intended. Manage in HP Poly Studio Desktop.



**NOTE:** Enabling Secure Connection disconnects previously paired devices.

1. With your speakerphone powered on and Secure Connection enabled in HP Poly Studio Desktop, press the Bluetooth  button for 2 seconds. You hear "pairing" and the LED flashes a crossing blue pattern.
2. Activate Bluetooth on your device and set it to search for new devices. Select "Poly Sync 40."



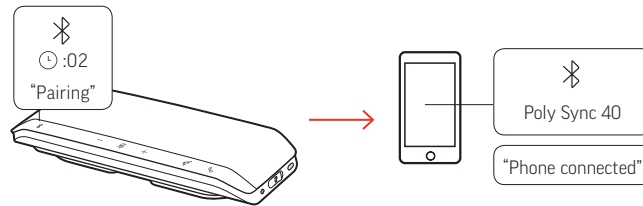
3. Pairing is successful when you hear "pairing successful" and the LED flashes blue.



4. Make or take a mobile call or play music via Bluetooth.
5. After the end of a call, continue the mobile connection by pressing any button within 30 seconds. When no action is taken, the mobile connection ends and the Bluetooth button is no longer illuminated.

## 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.

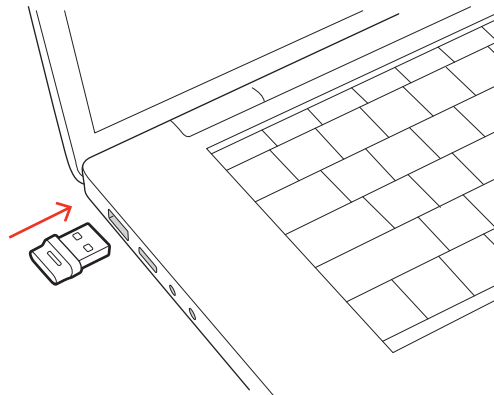


2. Activate Bluetooth on your mobile device and set it to search new devices. Select "Poly Sync 40."
3. Pairing is successful when you hear "pairing successful" and the LED flashes blue.

## 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.



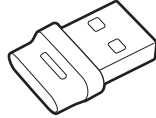
**NOTE:** Adapter design may vary.

3. Load HP Poly Studio Desktop by visiting [hp.com/studio](https://hp.com/studio). 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 HP Poly Studio Desktop to pair to a Poly audio device. Download: [hp.com/studio](https://hp.com/studio).



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**NOTE:** Adapter design varies by USB connection.

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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 HP Poly Studio 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

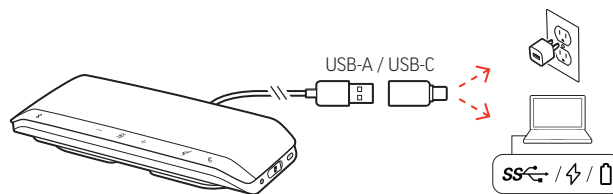
- Charge the speakerphone via USB using your computer or a wall charger (not provided). The LED bar pulses while charging and turns solid white when fully charged. Allow 5 hours for a full charge.



**NOTE:** For faster charging, connect to a wall charger or to your computer's quick-charge USB port, if available.

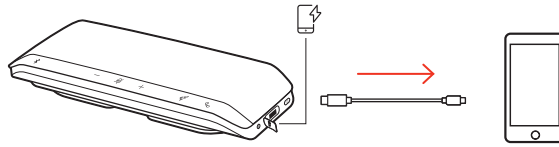


**NOTE:** Your speakerphone has a combined USB-A and USB-C cable for easy connection to either type of port.



## 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).



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**NOTE:** Speakerphone battery level must be medium or higher.



**NOTE:** Connection provides power only.

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# Load software

Download HP Poly Studio to get the most out of your device. Some softphones require the installation of HP 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 HP Poly Studio Desktop app at [hp.com/studio](https://hp.com/studio).
- Download the HP Poly Studio Mobile app at [hp.com/studio](https://hp.com/studio), the App Store, or Google Play.



**Table 5-1** Supported features

| Feature                               | HP Poly Studio Mobile app     | HP Poly Studio Desktop app |
|---------------------------------------|-------------------------------|----------------------------|
| 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 wellbeing 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 HP Poly Studio. Download at [hp.com/studio](https://hp.com/studio).

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# 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.

## Mute/Unmute

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

## Volume

- Press the Volume up (+) or down (-) buttons to increase or decrease volume.

## 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.

## 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.



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**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.

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## Customize your speakerphone

Customize your Rocket  button feature in HP Poly Studio 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)

# Link speakerphones (daisy chain audio)

Use two Poly Sync speakerphones with your computer or mobile device.

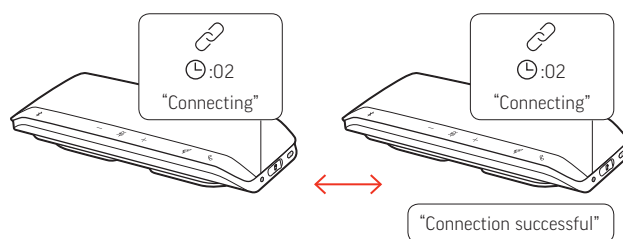
 **NOTE:** You may link Sync 40 and Sync 60 speakerphones. Ensure that each speakerphone is updated to the latest device software release in HP Poly Studio Desktop.

 **NOTE:** The primary device settings are used when speakerphones are daisy-chained. The speakerphone paired or connected to your computer or mobile phone is your primary device.

1. Pair or connect one speakerphone to your PC or mobile device. See [Corded setup on page 5](#), [Mobile setup on page 6](#) or [USB adapter setup on page 6](#).
2. Wirelessly link speakerphones by pressing both Link  buttons for 2 seconds. You hear "connecting" and the LEDs pulse white.

Linking is successful when you hear "connection successful" and the LED flashes white on both speakerphones.

 **NOTE:** Enter linking mode only when both speakerphones are inactive (not in a call or streaming media).



3. Control the system from either speakerphone to play audio or make calls.
4. End linking mode by pressing both Link  buttons for 2 seconds.

You hear "device disconnected."

 **NOTE:** The primary device settings are used when speakerphones are daisy-chained. The speakerphone paired or connected to your computer or mobile phone is your primary device.

## Linked speakerphone audio settings

Manage daisy chain audio settings in HP Poly Studio Desktop. Select an audio output: Party (default) or Stereo.

 **NOTE:** In Stereo mode, the primary device has the right channel audio and the secondary device has the left channel audio.

# Troubleshoot

Find solutions to improve your speakerphone experience.

| Issue                                                                                                                             | Resolution                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                                                                                                                                                                                                                                                                           |
| <b>(Teams model only)</b> How do I interact with Microsoft Teams?                                                                 | <ul style="list-style-type: none"><li>• Tap the Teams  button to quickly open and use Microsoft Teams.</li><li>• Teams model is compatible with Microsoft Teams desktop app. Teams mobile app is not supported.</li></ul>                                                                                      |
| Is stereo sound available when two speakerphones are wirelessly linked?                                                           | Yes, in HP Poly Studio , go to <b>Settings &gt; General &gt; Daisy chain audio</b> and select Stereo. For more information, see <a href="#">Linked speakerphone audio settings on page 13</a><br>Download app: <a href="http://hp.com/studio">hp.com/studio</a> .                                                                                                                                 |
| How do I use the Secure Connection feature with my mobile phone?                                                                  | The Secure Connection feature provides extra security for Bluetooth calls in a conference room. <ul style="list-style-type: none"><li>• Activate feature in HP Poly Studio Desktop.</li><li>• Automatically disconnects speakerphone from paired mobile device after a call.</li><li>• Continue the mobile connection by pressing any button within 30 seconds after the end of a call.</li></ul> |
| How do I customize the Rocket  button feature? | <ul style="list-style-type: none"><li>• Customize your Rocket  button feature in HP Poly Studio . Download app: <a href="http://hp.com/studio">hp.com/studio</a>.</li><li>• See <a href="#">Customize your speakerphone on page 12</a>.</li></ul>                                                            |

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# What's in the box

Contents may vary by product.

**Figure 9-1** Speakerphone with combined USB-A and USB-C cable

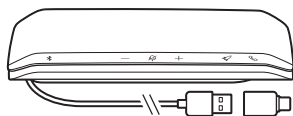


**Figure 9-2** Bluetooth USB Adapter (Poly Sync 40+ only; Design may vary)

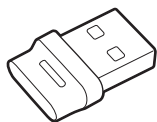
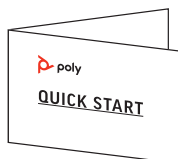


**Figure 9-3** Quick start guide



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# 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.

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# Support

## NEED MORE HELP?

[support.hp.com/poly](http://support.hp.com/poly)

### HP Inc.

1501 Page Mill Road

Palo Alto, CA 94304, U.S.A.

650-857-1501

### HP REG 23010, 08028

Barcelona, Spain

### HP Inc UK Ltd

Regulatory Enquiries, Earley West

300 Thames Valley Park Drive

Reading, RG6 1PT

United Kingdom

### 台灣惠普資訊科技股份有限公司

臺北市南港區經貿二路 66 號 10 樓

電話: 02-37899900

RMN (Regulatory Model Number): SY40, SY40-M, BT700, BT700C