Savi 8240/8245 UC

Wireless Headset System

User Guide

Contents

DECT Information

DECT products should never be used outside the region in which they were originally purchased and intended to be used.

The enclosed DECT 6.0 wireless product uses restricted wireless radio frequencies which vary by country. DECT 6.0 devices are generally authorized for use in the US/Canada/Mexico. Use of this DECT 6.0 product in unauthorized countries is a violation of law, may disrupt telecommunications networks and devices, and can subject you to fines and penalties by regulatory agencies.

DECT Enhanced Security

Plantronics is a member of the DECT Forum and has fully adopted their recommendations for enhancements to security within all DECT products.

Plantronics DECT-based products now fully incorporate the latest recommendations on Enhanced Security from the DECT Forum and ETSI. These improvements cover registration, authentication, authorization and encryption procedures. Plantronics DECT products are now secure against all the known vulnerabilities that were highlighted by the public announcements of the Chaos Communication Congress in 2009.

Plantronics DECT products have been tested against and passed the DECT Forum security certification requirements and consequently have been granted 'DECT Forum security' logo certification.

Plantronics products using the new enhanced version of DECT that includes these security improvements are marked on the base with the DECT Forum security logo.
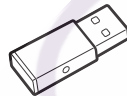
Overview

Headset Basics

1 2 3 4 5 6   7   8
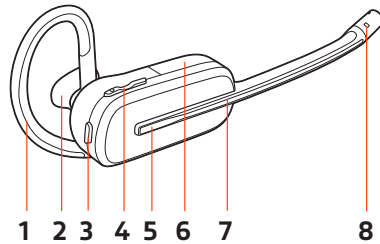
1 Earloop

2 Eartip
3 Mute button
4 Volume button

5 Call button/Press to interact with Microsoft Teams (app required)
6 Battery
7 Headset LED
8 Microphone

Be safe

Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

DECT USB adapter

NOTE *USB connection may vary but function is the same*

USB LEDs	Status
Solid red	Headset is powered off
Solid red	Headset is not subscribed (if headset is powered on)
Red and blue flashes	Subscribe mode
Solid blue	Subscription successful; connected
Triple blue flashes	Incoming call
Blue flashes	On a call or streaming media
Solid red	Call is muted
Red flashes	Call on hold
Red flashes	Update in progress

Charge stand
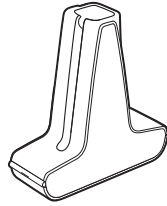
Savi 8240 UC

NOTE *Charges headset*
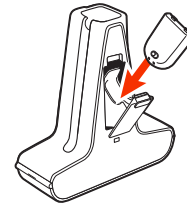
Savi 8245 UC

NOTE *Charges headset and battery*

Charge accessory

Savi 8240 UC

NOTE *Charges headset*

Savi 8245 UC

NOTE *Charges headset and battery*

Fit and charge

Customize Your Headset

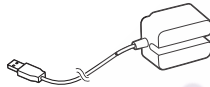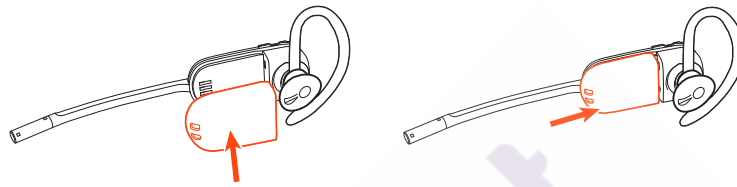After you install the headset battery, choose one of the three headset wearing styles, over-the-ear, over-the-head or behind-the-head. Use the fit kit to assemble it and optimize the position of the microphone.

Install the Headset Battery
Position the battery as shown on the headset and slide into position until the battery snaps into place.

NOTE *This product has a replaceable battery. Use only the battery type supplied by Plantronics.*

Use the Fit Kit to Assemble Your Headset
Choose a headset wearing style and use the fit kit to assemble it over-the-ear, over-the-head or behind-the-head.

Right Over-the-Ear Assembly

1   Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset. Rotate the earloop up 90°.
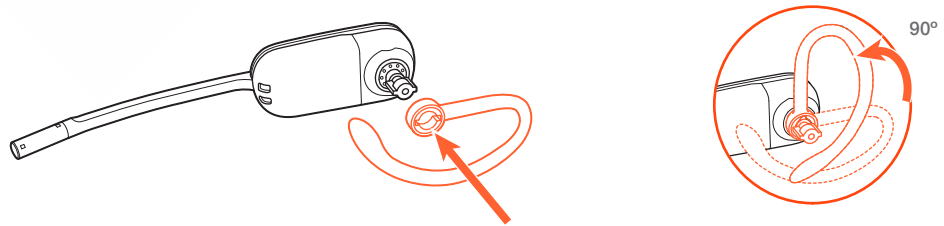
NOTE *Ensure the earloop is flat against the headset before rotating.*

2   Choose the size and style of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.

NOTE *Ensure the large end of the eartip points to the microphone.*

3   To correctly position your headset, see Position Your Headset.

Left Over-the-Ear Assembly

1   Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset. Rotate the earloop up 90°.

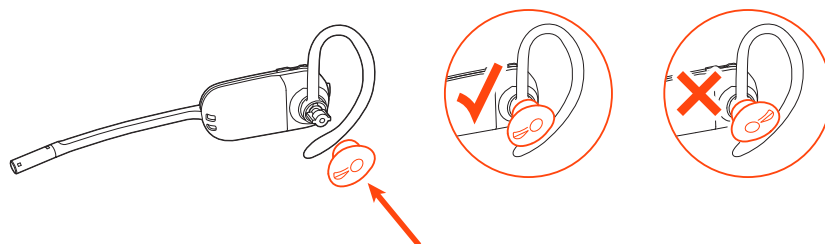**NOTE** *Ensure the earloop is flat against the headset before rotating.*

2   Choose the size and style of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.
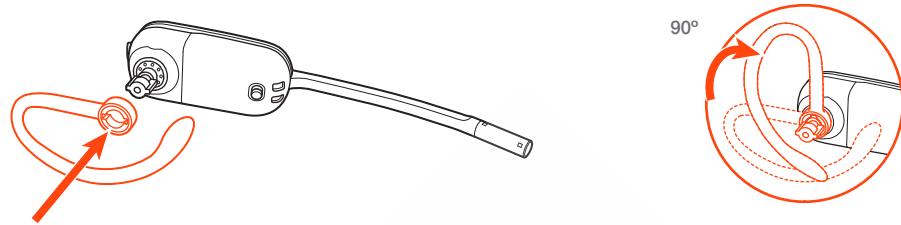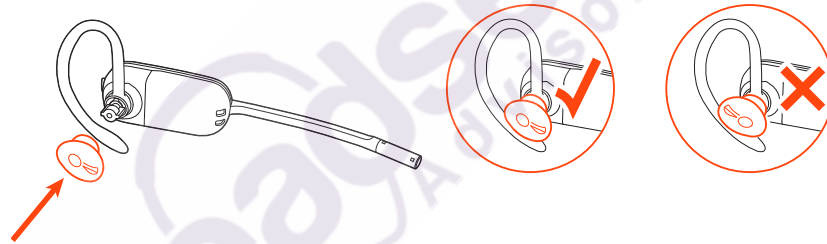

NOTE *Ensure the large end of the eartip points to the microphone.*

3   To correctly position your headset, see Position Your Headset.

Position Your Headset

When you wear the headset, the microphone should rest as close to your cheek as possible without touching. The microphone can be adjusted inward by the pivoting earpiece to optimize the position of the headset.

1   Slide the headset over and behind your ear and fit the eartip into your ear.
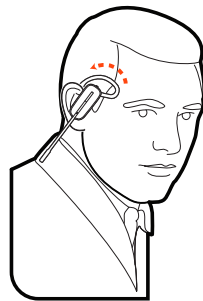
2   Holding the base of the headset, push it in and back towards your ear to allow the pivoting earpiece to bring the microphone close to your mouth. As the base of the headset moves backwards, you will feel soft clicks until the microphone rests close to your cheek.
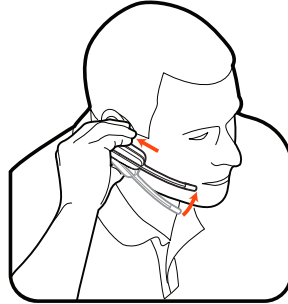
Over-the-Head Assembly

1 Hold the headband so it is aligned to receive the headset as shown and insert the headset into the headband.
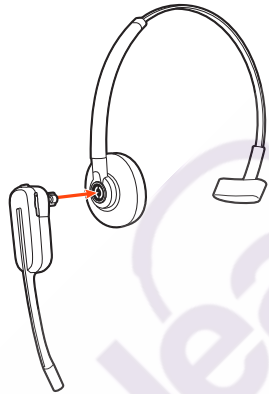
2 Rotate the headset up. The headband can be worn on the right or left side.
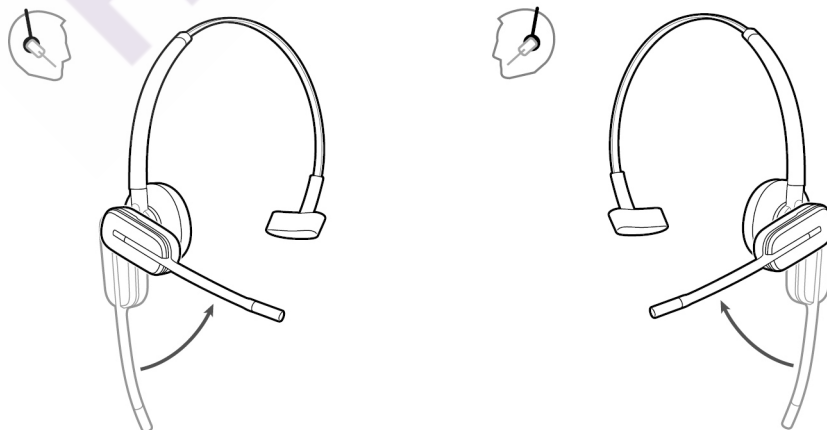
3 To optimize the position of the headset, push the headset in so the microphone is close to your mouth.

Behind-the-Head Assembly

1 Align the headband as shown. Ensure the headband sits flat against the headset, then rotate it up 90°. If you want to wear it on the left, switch the stem to the left side of the headband.
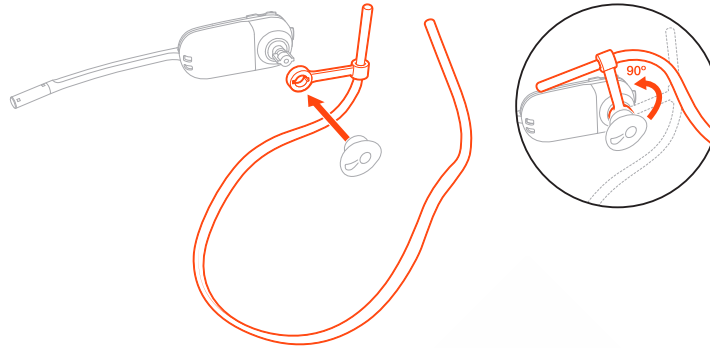
2   Choose the size and style of the eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.
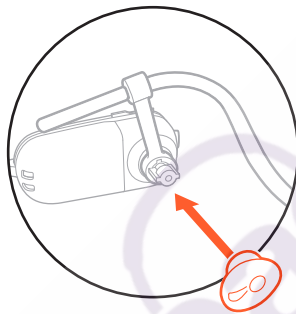
NOTE *Ensure the large end of the eartip points to the microphone.*

3   To position your headset correctly, first slide the stem of the headband so the headset fits comfortably.
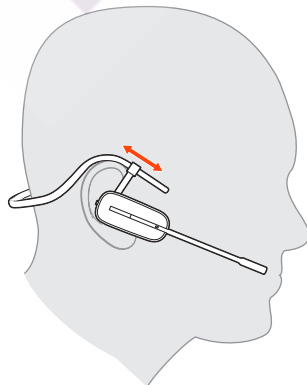
4   With a finger on the headset indicator light, push in until the microphone rests as close to your cheek as possible without touching.
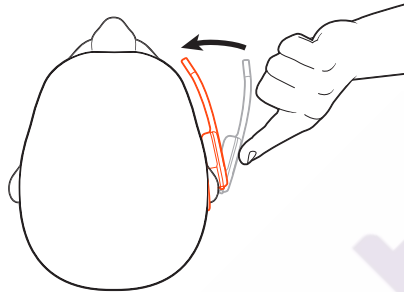
Charge Your Headset and Spare Battery

Charge your headset
Place the headset in the charge cradle. The headset charging LED flashes when charging the headset and turns off when the headset is fully charged. Charge for at least 20 minutes prior to the first use. A full charge takes 3 hours.

Charge spare battery
Charge spare battery, if applicable, by placing in the battery compartment of your charge stand or charge accessory and connecting to USB power source.

Replace battery during a call
You can replace your headset battery even during active calls.

1 While on a call, remove your headset battery. Your headset mutes.

2 Replace with a charged spare battery.

3 Ensure that the battery's Power switch is in the on position, revealing green color.

4 You hear "base connected" and "mute off" when the battery is replaced and you are reconnected to your call.
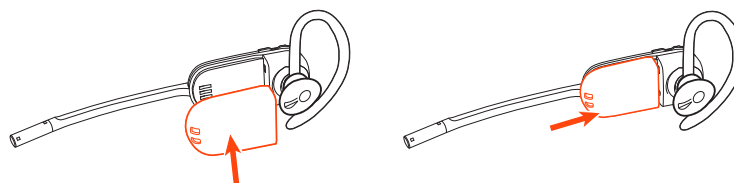
Talk time

With a full charge, the headset provides up to 4.5 hours of continual talk time in *wideband* mode and up to 6.5 hours in *narrowband* mode. Changing batteries mid-conversation provides unlimited talk time.

Headset battery status

Determine your headset battery status:

• Listen to the voice prompts after powering on the headset

- Hover over the Plantronics Hub system tray icon

- View in Plantronics Hub app

Replace rechargeable battery

Replace your rechargeable battery after 3 years or 300 charge cycles, whichever occurs first.

To ensure replacement batteries meet high quality standards and for optimal performance, use only Poly batteries.

Your DECT™ USB adapter comes pre-subscribed to your headset.

1 Turn on your headset and insert the DECT USB adapter into your laptop or PC.

2 The USB adapter LED is solid red when inserted and then turns solid blue to indicate the headset is connected to the USB adapter. If you are wearing your headset you will hear "Base 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 blue.

3 **OPTIONAL** Load Plantronics Hub for Windows and Mac by visiting poly.com/software. This will allow you to customize your headset behavior through advanced settings and options.

Subscribe USB adapter again
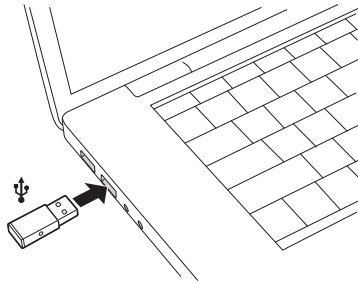
Typically, your DECT USB adapter is subscribed (connected) to your headset. In the event that your adapter is disconnected or bought separately, you will need to subscribe the adapter to your headset.

1 Insert the DECT USB adapter into your laptop or computer and wait for the LED to light up.

2 Put your headset in subscribe mode by holding Volume up for 4 seconds. Your headset LED lights up.

3 Put your DECT USB adapter into subscribe mode by double pressing the recessed subscription button with a pen or paperclip until the USB adapter flashes red and blue.
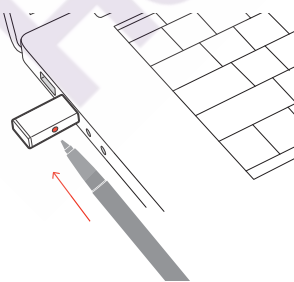
NOTE *USB connection may vary but function is the same*

4 Subscription is successful when you hear "pairing successful" and "base connected" and the DECT USB adapter LED is solid blue.
NOTE *If the USB adapter LED goes solid red after flashing red and blue, the subscription attempt has failed and should be repeated.*

End Subscription

If the USB adapter is in subscription mode and you want to stop the adapter from searching for a headset, press the recessed subscription button once with a pen or paperclip. The subscription light will be solid red for four seconds and then go to its previous state.

Disabling over-the-air subscription

The Savi system ships with the over-the-air headset subscription enabled. In a multi-shift environment, you may want to disable this mode of subscription.

Adjust the over-the-air subscription setting in Plantronics Hub **Settings** > **Wireless**.

Configure USB adapter

Your DECT USB adapter comes ready to take calls. If you want to listen to music, you will need to configure your DECT USB adapter.

Windows

1. To configure your DECT USB adapter to play music, go to **Start menu** > **Control Panel** > **Sound** > **Playback tab**. Select your headset and 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 DECT USB adapter, go to **Apple** menu > **System Preferences** > **Sound**. On both the Input and Output tabs, select your headset.

Load software

Plantronics Hub for Windows/Mac is an invaluable headset tool.

1 Download Plantronics Hub for Windows/Mac by visiting poly.com/software.

2 Using Plantronics Hub, manage your headset settings.

- Call control for softphones

- Change headset language

- Update firmware

- Turn features on/off

Plantronics Hub configurable settings

Feature	Plantronics Hub tab
Answering Call Alert	General
Audio channel tone	
Audio sensing	
Close conversation limiting	
Online indicator	
Second incoming call	
Mute on/off alerts	
Mute reminder	
Headset to PC radio link	
Plantronics product improvement program	
Software log level	
Change language of voice prompts	Language
Brazilian Portugese, Cantonese, Danish, English (UK, US), French, German, Indonesian, Italian, Japanese, Korean, Mandarin, Norwegian, Russian, Spanish, Swedish and Thai.	
PC ringtone	Ringtone and Volume
Volume level tones	
Wearing preference for volume control (stereo audio)	
Ring location	
Dial tone	Softphones
Target softphone	
Media player action on incoming call	
Softphones and media players (PLT enabled)	
Software settings (Aware for Microsoft)	Sensors and Presence
Audio quality	Wireless
Over-the-air subscription	
Range	
Anti-startle	Advanced
Noise exposure	
Hours on phone per day	

plantronics®

The basics

Headset Basics

| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
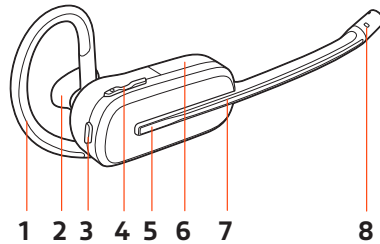
1 Earloop	**5** Call button/Press to interact with Microsoft Teams (app required)
2 Eartip	**6** Battery
3 Mute button	**7** Headset LED
4 Volume button	**8** Microphone

Power on/off

To turn on the headset, slide the Power⏻ button to reveal green.

Make, answer, end calls

Make a call
Dial from your softphone.

Answer or end a call
Tap the Call ☏ button.

Answer a second call

1   While on a call, press the headset Call button for 2 seconds to answer the second call. This will place the first call on hold.

2   To switch between the calls, press the headset Call button for 2 seconds.

Adjust volume

Fine-tune your headset volume by adjusting the volume controls.

Adjust headset microphone volume (softphone)
Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

Mute

During a call, tap the headset mute button. Tap again to unmute. When mute is on, the LED is solid red. Modify your mute settings in Plantronics Hub for Windows/Mac.

Interact with Microsoft softphone

- For Microsoft Teams, tap the headset's Call ☏ button to interact (application required).
- For Skype for Business, press and hold the headset's Call ☏ button for 2 seconds to interact (application required).
- Set your target phone by going to Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**

Set up a conference call

You can set up a conference call with 3 additional headsets.

Join Savi headsets manually

1   While on a call, press the USB adapter's recessed subscription button with a pen or paper clip. The adapter subscription LED flashes red and blue.

1   Hold the guest headset's Volume up until the headset LED turns on.

1   The primary user will hear a request "Conference requested." To accept the request, press the primary user's headset Call button. Both users hear "Conference accepted." View conference call status by going to Plantronics Hub **About** > **Connections** > **Conferenced headsets**.

Exit a conference call

1   Guest headsets can remain as guests through multiple calls. To remove a guest headset, either
    press the guest headset's Call button or dock the primary user's headset in the charge cradle.

More Features

Change voice prompt language

To change the voice prompt language on your headset, open Plantronics Hub and go to **Settings > Language**
You can choose from: Cantonese, Danish, English (UK, US), French, German, Indonesian, Italian, Japanese, Korean, Mandarin, Norwegian, Russian, Spanish, Swedish and Thai.

Optimize audio quality

There are 2 audio modes: wideband (conversation) and narrowband.

To optimize your audio quality for your activity, with the system idle, press the headset Mute button for 4 seconds. The headset cycles through the modes with each 4 second press. Also configurable in Plantronics Hub.

Limit office noise

You can limit the amount of nearby conversation that is transmitted during your calls.

Open Plantronics Hub. Go to **Settings > General > Close Conversation Limiting**. Changes take effect with the next call. The default is Standard mode which is optimized for most environments.

Set the range

Changing the range can help with PC audio quality, improve user density or restrict range of users.

You can adjust the range setting in Plantronics Hub **Settings > Wireless > Range**.

Setting	Range
High (Default)	up to 300 ft.
Medium	up to 150 ft.
Low	up to 50 ft.

Troubleshooting

Headset

My headset is unstable.	When you wear the headset, the microphone should rest as close to your cheek as possible without touching. The microphone can be adjusted inward by the pivoting earpiece to optimize the position of the headset. See Position Your Headset.
Talk time performance is significantly degraded even after a full recharge.	Battery is wearing out. Contact us at poly.com/support.
When should I replace my rechargeable battery?	Replace your rechargeable battery after 3 years or 300 charge cycles, whichever occurs first.
I can't hear anything in the headset.	Ensure your headset is powered on.
	Press the headset Call button.
	Make sure your headset is charged.
	Fine tune the listening volume.
	Ensure that your headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
	Make sure your headset is subscribed to the USB adapter. See Subscribe USB adapter again.

Softphone

When I dial from my softphone application, nothing happens.	Ensure your headset is powered on.
	Press the headset Call button.
	Make sure your headset is charged.
	Fine tune the listening volume.
	Ensure that your headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
	Make sure your headset is subscribed to the USB adapter. See Subscribe USB adapter again.
	Ensure that the Plantronics Hub software is installed. To download, visit plantronics.com/software.
	Ensure that you are using a compatible softphone application. For a list of compatible softphones, visit plantronics.com/software.
	If the Plantronics software is not installed and you do not have a compatible softphone, you must first press the headset Call button and then use the softphone interface to place/answer/end calls.
	Restart your computer.
How do I interact with Microsoft Teams or Skype for Business?	• For Microsoft Teams, tap the Call ☏ button to interact (Teams app required).
	• For Skype for Business, press and hold the Call ☏ button for 2 seconds to interact (Skype for Business app required).
	• Set your target phone by going to Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**

Does my Microsoft Teams-enabled headset work with other softphones?	Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone by going to Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**
	When you configure another softphone, the Call button:
	• doesn't interact with Teams
	• doesn't go to Teams notifications
	• will not launch Cortana
Speaking and/or listening volume is too low or too high.	Adjust headset listening volume.
	Adjust listening/speaking volumes in the computer's sound control panel/system preferences.
	Adjust listening/speaking volumes in the softphone application.
The sound is distorted or I hear an echo in the headset.	Reduce speaking and/or listening volume on the computer using your softphone application.
	Point microphone towards your chin.
	If the distortion is still present, lower the volume on the headset.
I can no longer hear any audio through my PC Speakers.	Change the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac) and selecting your PC speakers or internal speakers.
No audio connection to PC.	Unplug USB adapter and then reconnect it.
	Quit and then re-start your PC or softphone application.

NEED MORE HELP?

poly.com/support

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