

Plantronics WO200

Plantronics Savi Office WO200 Wireless Headset User Manual

Model: WO200



INTRODUCTION

The Plantronics Savi Office WO200 Wireless Headset is designed to provide seamless communication across both your desk phone and PC. This system offers long-range wireless freedom, advanced audio clarity, and intuitive controls for an enhanced communication experience in office environments.

Key features include a noise-canceling microphone, digital sound processing, wideband PC audio support, and DECT 6.0 technology for an interference-free wireless range of up to 350 feet. The integrated PerSono Suite software allows for one-touch call switching and extensive customization.

SETUP

Follow these steps to set up your Plantronics Savi Office WO200 Wireless Headset system:

1. **Unpack Components:** Carefully remove the headset, base unit, and power adapter from the packaging.
2. **Connect Power:** Plug the power adapter into the base unit and then into a wall outlet. The power indicator light on the base should illuminate.
3. **Charge Headset:** Place the headset into the charging cradle on the base unit. Ensure it is seated correctly. The headset's indicator light will show charging status. Allow at least 20 minutes for initial charge, or 3 hours for a full charge.
4. **Connect to Desk Phone:**
 - Disconnect the handset coil cord from your desk phone.
 - Connect one end of the provided telephone interface cable to the handset port on your desk phone.
 - Connect the other end of the telephone interface cable to the phone port on the Savi Office base unit.
 - Connect your desk phone's handset coil cord to the handset port on the Savi Office base unit.

5. **Connect to PC:** Connect the provided USB cable from the PC port on the Savi Office base unit to an available USB port on your computer.
6. **Install Software (Optional but Recommended):** For full functionality and customization, install the Plantronics PerSono Suite software on your PC. This software enables features like one-touch call switching and advanced audio settings.



Image: The Plantronics Savi Office WO200 wireless headset with its over-ear design and extended microphone boom, shown next to its charging base unit.

OPERATING INSTRUCTIONS

Making and Receiving Calls

- **Answering/Ending Calls:** Press the Call Control button on the headset to answer an incoming call or end an active call.
- **Making a Call (Desk Phone):**
 - a. Ensure the desk phone button on the base unit is illuminated.
 - b. Lift the handset from your desk phone (or press the headset button on your phone if it has one).
 - c. Dial the number using your desk phone's keypad.
 - d. Speak through the headset.
- **Making a Call (PC):**
 - a. Ensure the PC button on the base unit is illuminated.
 - b. Initiate a call through your PC's softphone application (e.g., Skype, Microsoft Teams).
 - c. Speak through the headset.

Volume and Mute Control

- **Adjusting Volume:** Use the volume up (+) and volume down (-) buttons on the headset to adjust the listening volume.
- **Muting Microphone:** Press the Mute button on the headset to mute your microphone during a call. Press it again to unmute. A tone will typically indicate mute status.

Switching Between Devices

The Savi Office WO200 allows you to seamlessly switch between your desk phone and PC audio:

- **Switching during a call:** If you are on a call on one device, press the corresponding button (Desk Phone or PC) on the base unit to switch the audio to the other device.

- **Initiating a call on another device:** If you are not on a call, simply press the desired device button on the base unit (Desk Phone or PC) to activate that audio channel.

Conferencing

The base unit supports conferencing with up to four headsets. This allows multiple users to join a single call simultaneously. Refer to the PerSono Suite software or the full user guide for detailed instructions on setting up and managing multi-headset conferencing.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the headset and base unit. Avoid using liquid cleaners or aerosols directly on the device.
- **Battery Care:** To maximize battery life, ensure the headset is fully charged before first use. For optimal performance, return the headset to the charging cradle when not in use. While the battery is designed for long-term use, its capacity may diminish over time, typically after approximately two years of consistent use.
- **Storage:** When storing the headset for extended periods, ensure it is fully charged and stored in a cool, dry place.
- **Ear Piece Replacement:** The ear piece and silicone ear inserts may wear out over time with constant use. Replacement parts may be available from Plantronics or authorized resellers.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No dial tone/audio on headset.	Headset not paired, not charged, or base unit not connected correctly.	Ensure headset is charged and properly seated in the cradle. Verify all cables (power, phone, USB) are securely connected to the base unit and respective devices. Re-pair the headset if necessary (refer to full manual for pairing instructions).
Poor sound quality (static, low volume, unclear microphone).	Interference, incorrect audio settings, or microphone position.	Move the base unit away from other electronic devices that may cause interference. Adjust headset volume. Ensure the microphone boom is positioned approximately two finger-widths from the corner of your mouth. Check PC audio settings to ensure Savi Office is selected as the default communication device.
Headset battery not holding charge.	Battery degradation or improper charging.	Ensure the headset is correctly placed in the charging cradle. Verify the power adapter is working. If the headset is several years old, the battery may have reached the end of its expected lifespan. Contact Plantronics support for replacement options.

Problem	Possible Cause	Solution
Cannot switch between desk phone and PC.	Incorrect button selection or software issue.	Ensure you are pressing the correct device button on the base unit. If using PC, verify PerSono Suite software is running and configured correctly.

SPECIFICATIONS

Feature	Detail
Model Name	WO200
Connectivity Technology	Wireless
Wireless Communication Technology	DECT 6.0
Wireless Range	Up to 350 feet (100 meters)
Included Components	Headset, Base Unit, Power Adapter, Telephone Interface Cable, USB Cable
Compatible Devices	Desk Phones, PCs (Desktops, Laptops)
Item Weight	1.65 Pounds (approx. 0.75 kg)
Product Dimensions	10 x 7.1 x 6.3 inches (approx. 25.4 x 18 x 16 cm)
Phone Talk Time	Up to 6 Hours
Microphone	Noise-canceling
Audio Processing	Digital Sound Processing (DSP), Wideband PC Audio
Control Method	Touch (on headset and base)
Form Factor	Over Ear with Hook

WARRANTY AND SUPPORT

The Plantronics Savi Office WO200 Wireless Headset comes with a **2-year limited warranty**. This warranty covers defects in materials and workmanship under normal use.

For warranty claims, technical support, or to purchase replacement parts, please contact Plantronics customer service. You can find contact information and additional resources on the official Plantronics website or through your product reseller.

For more information about Plantronics products, visit their official brand page: [Plantronics Brand Page](#)

