

[manuals.plus](#) /› [Plantronics](#) /› [Plantronics Savi W720 Multi-Device Wireless Headset System User Manual](#)

## Plantronics W720 Savi

# Plantronics Savi W720 Multi-Device Wireless Headset System User Manual

Model: W720 Savi



## INTRODUCTION

The Plantronics Savi W720 is a multi-device wireless headset system designed to streamline communication across your PC, mobile phone, and desk phone. This manual provides detailed instructions for setup, operation, maintenance, and troubleshooting to ensure optimal performance of your headset system.

## PACKAGE CONTENTS

Verify that your package contains the following items:

- Savi W720 Headset
- Charging Base
- USB Cable
- Telephone Interface Cable
- Power Adapter



Image: Plantronics Savi W720 Headset System, showing the headset docked in its charging base.

## SETUP

### 1. Charging the Headset

Before initial use, fully charge the headset. Place the headset into the charging cradle on the base unit. The charge indicator light on the base will illuminate to confirm charging.

## 2. Connecting to a PC

1. Connect the USB cable from the base unit to an available USB port on your computer.
2. The computer should automatically detect the device. Install any necessary software or drivers if prompted.

## 3. Connecting to a Mobile Phone (Bluetooth)

1. On the Savi W720 base, press and hold the Bluetooth pairing button until the Bluetooth indicator light flashes red and blue.
2. On your mobile phone, enable Bluetooth and search for new devices.
3. Select "Plantronics Savi W720" from the list of found devices.
4. If prompted for a passcode, enter "0000".
5. The Bluetooth indicator on the base will turn solid blue when successfully paired.

## 4. Connecting to a Desk Phone

1. Disconnect the handset coil cord from the desk phone base.
2. Connect the telephone interface cable from the Savi W720 base to the handset port on your desk phone.
3. Connect the desk phone handset to the telephone interface cable.
4. Adjust the configuration switch on the Savi W720 base to the correct setting for your desk phone (refer to the full user guide for specific phone models).



Image: The Plantronics Savi W720 base unit connected to a laptop via USB, a desk phone, and wirelessly paired with a mobile phone, demonstrating its multi-device capability.

## OPERATING INSTRUCTIONS

### Making and Answering Calls

- **Answering/Ending Calls:** Press the Call Control button on the headset or the corresponding phone button on the base.
- **Switching Devices:** Press the desired phone button (PC, Mobile, Desk Phone) on the base to select the active audio source.

### Headset Controls

- **Volume Control:** Use the volume up (+) and volume down (-) buttons on the headset.
- **Mute:** Press the Mute button on the headset to mute or unmute the microphone.
- **Flash Control:** For desk phone calls, press the Call Control button on the headset to answer a new incoming call or switch between active calls.



Image: A close-up view of the Plantronics Savi W720 headset, highlighting the earcups and microphone boom, with visible controls for volume and call management.

## MAINTENANCE

- **Cleaning:** Wipe the headset and base with a soft, dry cloth. Avoid using liquid cleaners or solvents.

- **Storage:** When not in use, store the headset on its charging base to ensure it is always ready.
- **Battery:** The headset features a hot-swappable battery for extended talk time. Additional batteries are sold separately.

## TROUBLESHOOTING

Problem	Solution
No audio from headset.	<ul style="list-style-type: none"> <li>• Ensure the headset is charged.</li> <li>• Verify the correct audio source (PC, Mobile, Desk Phone) is selected on the base.</li> <li>• Check volume levels on both the headset and the connected device.</li> </ul>
Cannot pair with mobile phone.	<ul style="list-style-type: none"> <li>• Ensure the base is in Bluetooth pairing mode (flashing red/blue).</li> <li>• Make sure Bluetooth is enabled on your mobile phone.</li> <li>• Try restarting both the mobile phone and the headset base.</li> </ul>
Desk phone connection issues.	<ul style="list-style-type: none"> <li>• Verify all cables are securely connected.</li> <li>• Adjust the configuration switch on the base to match your desk phone model.</li> <li>• Ensure the desk phone handset is properly seated in the telephone interface cable.</li> </ul>

## SPECIFICATIONS

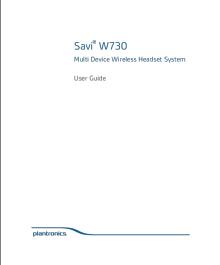
- **Model:** Savi W720
- **Connectivity:** Bluetooth, DECT (for desk phone/PC base)
- **Wireless Range:** Up to 350 feet (DECT)
- **Talk Time:** Up to 9 hours
- **Battery:** 1 Lithium Polymer (included)
- **Audio Performance:** Wideband (up to 6,800 Hz)
- **Microphone:** Noise-canceling
- **Weight:** Approximately 0.32 ounces (headset)
- **Dimensions:** 5.65 x 2.1 x 7.13 inches (product)

## WARRANTY AND SUPPORT

This Plantronics product comes with a US Warranty. For detailed warranty information and technical support, please refer to the official Plantronics website or contact their customer service. The full user manual in PDF format is also available for download from the manufacturer's support page.

For additional assistance, you may visit the [Plantronics Brand Store](#).



	<p><b><a href="#">Plantronics Savi 700 vs. Savi 8200 Series Upgrade Guide</a></b></p> <p>A comparison guide detailing the features, benefits, and specifications of the Plantronics Savi 700 Series and the newer Savi 8200 Series DECT headset systems for enterprise use, highlighting key differences and upgrade paths.</p>
	<p><b><a href="#">Plantronics Savi 8210/8220 UC Wireless Headset System User Guide</a></b></p> <p>Comprehensive user guide for the Plantronics Savi 8210/8220 UC Wireless Headset System, covering setup, features, troubleshooting, and software.</p>
	<p><b><a href="#">Plantronics Savi 7210/7220 Office Headset User Guide</a></b></p> <p>Comprehensive user guide for the Plantronics Savi 7210/7220 Office headset, covering setup, operation, troubleshooting, and DECT security features for desk phone integration.</p>
	<p><b><a href="#">Plantronics Savi 8210/8220 Office Wireless DECT Headset User Guide</a></b></p> <p>User guide for the Plantronics Savi 8210/8220 Office wireless DECT headset system, covering setup, features, and troubleshooting for computer, desk phone, and mobile connectivity.</p>
	<p><b><a href="#">Savi 8240/8245 Office User Guide</a></b></p> <p>Comprehensive user guide for the Plantronics Savi 8240/8245 Office headset system, covering setup, features, troubleshooting, and DECT security.</p>
	<p><b><a href="#">Plantronics Savi W730 Wireless Headset System User Guide</a></b></p> <p>Comprehensive user guide for the Plantronics Savi W730 Multi Device Wireless Headset System, covering setup, features, daily use, advanced functions, and troubleshooting.</p>