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## Plantronics 203948-01

# Plantronics Savi W445 Wireless Headset User Manual

Model: 203948-01

## INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Plantronics Savi W445 Wireless Headset. The Savi W445 is a monaural wireless headset designed for professional use, offering DECT 6.0 connectivity for clear and secure communication.

Key features include:

- Wireless DECT 6.0 technology for secure conversations.
- Extended wireless range of up to 393.7 feet.
- Multiple wearing styles: over-the-ear, behind-the-neck, and over-the-head.
- Monaural design with noise-canceling boom microphone.
- Optimized for use with PCs, laptops, and softphone applications.

## PACKAGE CONTENTS

Verify that all items are present in your package:

- Savi 400 Series USB Wireless Headset System
- Charging kit
- Multiple wearing style accessories (ear hooks, headbands, neckband)
- USB DECT Adapter
- Extra battery (if included with specific model variant)



Image: The Plantronics Savi W445 headset shown with its charging stand and the USB DECT adapter. The headset is docked in the upright charging stand, and the compact USB adapter is positioned in front of the stand.

## SETUP

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### 1. Charging the Headset

1. Connect the charging kit to a power source.
2. Place the headset into the charging cradle. Ensure the headset is properly seated for charging.
3. Allow the headset to charge for a minimum of 3 hours before first use. A full charge typically provides sufficient talk time for an 8-hour shift.
4. If your model includes a spare battery, charge it in the auxiliary charging slot on the base.

### 2. Connecting to your Computer

1. Insert the USB DECT adapter into an available USB port on your computer.
2. The computer will automatically detect and install the necessary drivers. This process may take a few moments.
3. Once installed, the adapter's LED indicator will typically turn solid blue, indicating a successful connection.

### 3. Configuring Audio Settings

1. Open your computer's sound settings (e.g., Windows Sound Settings, macOS Sound Preferences).
2. Select the Plantronics Savi W445 as your default playback (speaker) and recording (microphone) device.
3. For softphone applications (e.g., Skype, Zoom, Avaya), navigate to their specific audio settings and select the Plantronics Savi W445 for both input and output.
4. Perform a test call to ensure audio is clear and microphone is functioning correctly.

## OPERATING INSTRUCTIONS

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### Wearing the Headset

The Savi W445 offers multiple wearing styles for comfort and preference:

- **Over-the-Ear:** Attach the ear hook to the headset. Gently place the ear hook over your ear, positioning the speaker in your ear and the microphone boom towards your mouth. Adjust for a secure and comfortable fit.
- **Over-the-Head:** Attach the headband to the headset. Place the headband over your head, ensuring the speaker is positioned over one ear and the microphone boom extends towards your mouth.
- **Behind-the-Neck:** Attach the neckband to the headset. Place the neckband around the back of your neck, with the speaker positioned over one ear and the microphone boom extending towards your mouth.

### Call Management

- **Power On/Off:** Use the slide switch on the back of the battery to turn the headset on or off.
- **Answer/End Call:** Press the call control button on the headset to answer an incoming call or end an active call.
- **Volume Control:** Use the volume up (+) and volume down (-) buttons on the headset to adjust listening volume.
- **Mute/Unmute:** Press the mute button on the headset to mute or unmute your microphone during a call.

### Battery Swapping (Hot Swappable)

The Savi W445 supports hot-swappable batteries, allowing you to change batteries mid-call without disconnecting. To swap:

1. Ensure you have a charged spare battery ready.
2. Gently remove the current battery from the headset.
3. Immediately insert the charged spare battery into the headset. The call will resume without interruption.

## MAINTENANCE

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### Cleaning

- Wipe the headset and charging base with a soft, dry cloth.
- For stubborn dirt, use a slightly damp cloth with mild soap, then wipe dry immediately.
- Avoid using harsh chemicals or abrasive cleaners.

### Battery Care

- To maximize battery lifespan, avoid completely draining the battery before recharging.
- Store the headset and batteries in a cool, dry place when not in use for extended periods.
- If using two batteries, rotate them weekly to ensure even wear and prolong overall battery life.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
No audio from headset.	Headset not powered on; not selected as default audio device; out of range.	Ensure headset is powered on. Verify audio settings on computer and softphone. Move closer to the USB adapter.
Microphone not working.	Microphone muted; not selected as default recording device.	Press the mute button to unmute. Check computer and softphone recording settings.
Poor audio quality or static.	Interference; low battery; out of range.	Move away from other electronic devices. Charge the headset battery. Move closer to the USB adapter.
USB adapter not recognized.	Loose connection; driver issue.	Ensure USB adapter is fully inserted. Try a different USB port. Restart your computer.

## SPECIFICATIONS

- **Model Name:** Savi 400 Series USB Wireless Headset System
- **Connectivity Technology:** Wireless
- **Wireless Communication Technology:** DECT 6.0
- **Wireless Range:** Up to 393.7 ft
- **Wearing Styles:** Over-the-ear, Behind-the-neck, Over-the-head
- **Microphone:** Monaural, Noise Canceling Boom Mic
- **Compatible Devices:** PCs, Laptops, Smartphones, Gaming Consoles, Tablets
- **Control Type:** Media Control, Touch
- **Item Weight:** 1.65 pounds (Product)
- **Product Dimensions:** 9 x 7 x 4 inches
- **Frequency Range:** 1.88 GHz to 1.90 GHz
- **Batteries:** 1 9V batteries required (for headset operation)
- **Color:** Black

## WARRANTY AND SUPPORT

Plantronics products are designed for reliability and performance. For information regarding your product's warranty, please refer to the warranty card included with your purchase or visit the official Plantronics website. For technical support, product registration, or to access additional resources such as FAQs and software downloads,

please visit the Plantronics support portal or contact their customer service directly. Contact information can typically be found on the Plantronics website or in the product packaging.

*Note: Warranty terms and support availability may vary by region and product.*