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Plantronics 8220M

Plantronics SAVI 8200 Series W8220-M Wireless DECT Headset System

Model: W8220-M

INTRODUCTION

The Plantronics Savi W8220-M is a wireless DECT headset system designed for seamless management of PC, mobile, and desk phone calls. It features advanced audio technologies and user-friendly controls to enhance communication in professional environments. This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your headset system.

KEY FEATURES

- **Wireless Multi-Device Connectivity:** Seamlessly manage calls across PC, mobile, and desk phones.
- **Active Noise Canceling (ANC):** Blocks background noise for focused conversations.
- **Noise-Canceling Microphone with Close Conversation Limiting:** Reduces background noise and nearby conversations for clear voice transmission.
- **One-Touch Controls:** Easy call answer/end, volume up/down, and mute (on/off) functionality.
- **Extended Talk Time:** Up to 13 hours of talk time and up to 50 hours of standby time.
- **Flexible Microphone Boom:** Allows optimal positioning for voice quality.
- **Ringer in the Base:** Conveniently located ringer with adjustable volume controls (off, low, medium, high).
- **Wide Wireless Range:** Up to 580 ft (180 m) line-of-sight and 180 ft (55 m) in typical office environments.
- **SoundGuard DIGITAL Hearing Protection:** Protects against sound spikes and ensures comfortable listening levels.
- **Configurable via Plantronics Hub Software:** Customize settings, language preferences, and receive notifications.

PRODUCT OVERVIEW



Figure 1: The Plantronics Savi W8220-M headset system, showing the over-ear headset docked in its base unit. The base unit provides charging and connectivity to various devices.



Figure 2: Top view of the Plantronics Savi W8220-M headset, highlighting its dual earcups and adjustable headband. This stereo design provides immersive audio.



Figure 3: Angled view of the Plantronics Savi W8220-M headset, showcasing the flexible microphone boom and the controls on the earcup.



Figure 4: Side view of the Plantronics Savi W8220-M headset, emphasizing the design of the earcups and the microphone's position.

Product Video Overview

Your browser does not support the video tag.

This video provides a comprehensive overview of the Plantronics Savi 8220 Wireless DECT Headset, demonstrating its features and functionality in a professional setting. It covers key aspects such as connectivity, audio quality, and design.

SETUP INSTRUCTIONS

1. **Connect the Base Unit:**
 - Connect the power adapter to the base unit and a power outlet.
 - Connect the base unit to your desk phone, PC, or mobile device as required using the appropriate cables (not all cables may be included, refer to product packaging).
2. **Charge the Headset:**
 - Place the headset into the charging cradle on the base unit. Ensure it is properly seated.
 - Allow approximately 3 hours for a full charge. The battery is a 490mAh lithium ion polymer type.
3. **Pairing (if necessary):**
 - The headset is typically pre-paired with the base unit. If re-pairing is needed, refer to the Plantronics Hub software for instructions.
 - For mobile device connectivity, enable Bluetooth on your mobile device and pair with the headset (Bluetooth v4.2).
4. **Install Plantronics Hub Software:**
 - For full customization and firmware updates, download and install the Plantronics Hub software on your PC.

OPERATING INSTRUCTIONS

Call Management

- **Answering/Ending Calls:** Press the Call Answer/End button on the headset or base unit.
- **Adjusting Volume:** Use the Volume +/- buttons on the headset or the volume controls on the base unit.
- **Muting:** Press the Mute button on the headset to mute/unmute the microphone. Voice prompts will notify you of mute status.
- **Switching Audio:** Transfer audio between the headset and your mobile phone with the press of a button on the base unit.

Headset Usage

- **Wearing the Headset:** Position the over-ear headset comfortably.
- **Microphone Positioning:** Adjust the flexible microphone boom so it is approximately two fingers' distance from your mouth for optimal voice quality.
- **Active Noise Canceling (ANC):** Toggle ANC on/off using the dedicated button on the headset to reduce ambient noise.
- **Wireless Range:** The headset offers a wireless range of up to 580 ft line-of-sight and 180 ft in typical office environments. Voice prompts will notify you if you are approaching the roaming range limit.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the headset and base unit. Avoid using harsh chemicals or abrasive materials.
- **Battery Care:**

- Charge the headset regularly to maintain battery health.
- The lithium-ion polymer battery is rechargeable and replaceable. If battery life significantly degrades, consider replacing it.
- The adaptive power system automatically downshifts to low power when the headset is close to the base to save battery life.

- Storage:** When not in use, store the headset on its charging cradle or in a cool, dry place away from direct sunlight and extreme temperatures.
- Firmware Updates:** Regularly check for and install firmware updates via the Plantronics Hub software to ensure optimal performance and access to new features.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No audio from headset	Headset not powered on or paired; incorrect audio source selected.	Ensure headset is powered on and charged. Verify pairing with the base unit. Check audio settings on your PC/phone and ensure the correct audio output is selected.
Poor audio quality / Static	Out of range; interference; low battery.	Move closer to the base unit. Avoid sources of interference (e.g., Wi-Fi routers, microwaves). Charge the headset fully.
Microphone not working	Microphone muted; incorrect microphone selected in software.	Ensure microphone is not muted. Check microphone settings in your communication software (e.g., Skype for Business) and select the headset microphone.
Headset not charging	Improperly seated in cradle; power issue with base unit.	Ensure headset is correctly seated in the charging cradle. Verify the base unit is powered on and connected to a working power outlet.

SPECIFICATIONS

Feature	Detail
Model Name	Savi 8220M
Connectivity Technology	Bluetooth, DECT 6.0
Bluetooth Version	4.2
Compatible Devices	PC, Mobile, Desk Phone
Battery Life (Talk Time)	Up to 13 Hours
Battery Life (Standby)	Up to 50 Hours
Charging Time	3 Hours
Battery Capacity	490mAh Lithium Ion Polymer

Feature	Detail
Wireless Range (Line of Sight)	580 ft (180 m)
Wireless Range (Typical Office)	180 ft (55 m)
Headset Weight	0.25 lbs (115 g)
Product Dimensions	9.4 x 8.6 x 7.5 inches
Noise Control	Active Noise Cancellation (ANC)
Microphone Technology	Noise Canceling with Close Conversation Limiting
Receive Frequency Response (Wideband)	100-6800 Hz
Receive Frequency Response (Multimedia)	20 Hz-20 kHz
Hearing Protection	SoundGuard DIGITAL, G616 anti-startle
Included Components	8220m headset, base unit, power adapter, USB cable, telephone interface cable

WARRANTY AND SUPPORT

This Plantronics product is covered by a manufacturer's warranty. For specific warranty terms and conditions, please refer to the documentation included with your product or visit the official Plantronics website.

For technical support, troubleshooting assistance, or to inquire about replacement parts, please contact Plantronics Customer Service through their official website or support channels. You may also find helpful resources and FAQs on the Plantronics support page.

Online Resources:

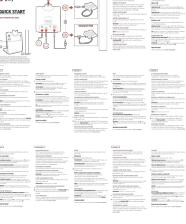
- [Visit the Plantronics Store on Amazon](#)
- [Plantronics Official Support Page](#) (General support link, as specific one not provided)

It is recommended to register your product upon purchase to receive important updates and support notifications.

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Related Documents - 8220M

	<p>Plantronics Savi 700 vs. Savi 8200 Series Upgrade Guide</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>
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 <p>Plantronics Savi 8210/8220 UC Wireless Headset System User Guide</p>	<p>Plantronics Savi 8210/8220 UC Wireless Headset System User Guide Comprehensive user guide for the Plantronics Savi 8210/8220 UC Wireless Headset System, covering setup, features, troubleshooting, and software.</p>
 <p>Poly Savi X400 Office Base Quick Start Guide</p>	<p>Poly Savi X400 Office Base Quick Start Guide Concise guide to setting up, charging, pairing, and using the Poly Savi X400 Office Base headset system for computer, desk phone, and mobile connectivity. Includes troubleshooting and software information.</p>
 <p>Plantronics Savi 8200 Series Wireless Headset System User Guide</p>	<p>Plantronics Savi 8200 Series Wireless Headset System User Guide Comprehensive user guide for the Plantronics Savi 8200 Series Wireless Headset System, detailing setup, features, call management, troubleshooting, and system requirements.</p>
 <p>Poly Savi 7310/7320 Office Wireless DECT headset system for computer and desk phone User Guide</p>	<p>Poly Savi 7310/7320 Office Wireless DECT Headset System User Guide Comprehensive user guide for the Poly Savi 7310/7320 Office Wireless DECT headset system, detailing setup, features, operation, and troubleshooting.</p>
 <p>Plantronics Savi 7210/7220 Office User Guide</p>	<p>Plantronics Savi 7210/7220 Office Headset User Guide Comprehensive user guide for the Plantronics Savi 7210/7220 Office headset, covering setup, operation, troubleshooting, and DECT security features for desk phone integration.</p>