

Plantronics Savi 8420 Office

Poly Plantronics Savi 8420 Office DECT Headset System User Manual

Model: Savi 8420 Office (2-221104-201)

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your Poly Plantronics Savi 8420 Office DECT Headset System. Please read this manual thoroughly to ensure proper use and to maximize the performance and longevity of your device.

The Savi 8420 Office system is designed for business communication, offering seamless connectivity across multiple devices including desk phones, computers, and mobile phones via DECT and Bluetooth technologies.

SETUP

Package Contents

Ensure all components are present:

- Savi 8420 Office Headset
- DECT Base Station
- USB Cable
- Telephone Interface Cable
- Power Adapter

Connecting the Base Station

The DECT base station serves as the central hub for your headset, connecting to your desk phone, computer, and mobile device.

1. **Power Connection:** Connect the power adapter to the base station and plug it into a power outlet. The base station display will illuminate.
2. **Desk Phone Connection:** Use the telephone interface cable to connect the base station to your desk phone. Refer to your desk phone's manual for specific port locations (typically the headset port or handset port).
3. **Computer Connection:** Connect the USB cable from the base station to an available USB port on your computer. This enables PC audio and softphone integration.

4. **Mobile Device Pairing (Bluetooth):** Activate Bluetooth on your mobile device. On the Savi 8420 base, press and hold the Bluetooth pairing button until the indicator light flashes. Select 'Poly Savi 8420' from your mobile device's Bluetooth list to pair.



Image: The Poly Plantronics Savi 8420 Office DECT Headset System, showing the stereo headset docked on its black base station. The base station features a digital display and control buttons for phone, computer, and mobile connectivity.

Charging the Headset

Place the headset into the charging cradle on the base station. The headset will begin charging automatically. A full charge takes approximately 3 hours and provides up to 13 hours of talk time.



Image: The black Poly Plantronics Savi 8420 Office DECT Headset System base station, viewed from the front. It has a digital display showing '12:00 AM' and icons for phone, computer, and mobile connections. Control buttons are visible on either side of the display.

OPERATING INSTRUCTIONS

Basic Call Management

- **Answering/Ending Calls:** Press the call control button on the headset or the corresponding phone/computer/mobile button on the base station.
- **Volume Adjustment:** Use the volume controls on the headset or the base station to adjust listening volume.
- **Mute:** Press the mute button on the headset to mute or unmute your microphone. The base station display may indicate mute status.

Switching Between Devices

The Savi 8420 Office system allows you to seamlessly switch between connected devices. Use the dedicated buttons on the base station (phone, computer, mobile) to select the active audio source.

Advanced Features

- **Active Noise Cancellation (ANC):** The headset features Active Noise Cancellation to reduce background noise for improved focus. Refer to the headset controls for ANC activation.
- **Microphone:** The integrated microphone is designed for clear voice transmission. Ensure the microphone boom is positioned correctly for optimal performance.
- **Remote Control:** The headset offers remote control capabilities for call management, allowing you to move freely while on a call.

MAINTENANCE

Cleaning

Regular cleaning helps maintain the performance and hygiene of your headset system.

- Wipe the headset and base station with a soft, dry, anti-static cloth.
- Avoid using harsh chemicals, cleaning solvents, or strong detergents.

- Do not immerse any part of the system in water.

Battery Care

The headset contains a rechargeable Lithium Ion battery. To prolong battery life:

- Charge the headset fully before first use.
- Avoid extreme temperatures.
- Store the headset in a cool, dry place if not used for extended periods.

TROUBLESHOOTING

If you experience issues with your Savi 8420 Office system, refer to the following common solutions:

- **No Audio/Headset Not Working:**
 - Ensure the base station is powered on and the headset is charged.
 - Verify the correct device (phone, PC, mobile) is selected on the base station.
 - Check all cables are securely connected.
 - For PC connection, ensure the Savi 8420 is selected as the default audio device in your computer's sound settings.
 - For mobile connection, re-pair the Bluetooth connection if necessary.
- **Difficulty Switching Between PC and Phone:**
 - Ensure both the PC and phone connections are properly established and recognized by the base station.
 - Confirm that the base station's firmware is up to date. Check the manufacturer's support website for the latest updates.
 - A brief delay or lag can occur during switching; allow a few seconds for the connection to stabilize.
- **Bluetooth Connectivity Issues (Mobile):**
 - Ensure your mobile device is within range of the base station.
 - If the headset connects to your mobile device when you are far away, consider disabling Bluetooth on your mobile device when not in use or when you are out of the intended range.
 - Remove and re-pair the Bluetooth connection on both the base station and your mobile device.
- **Base Station Display Brightness:**
 - The base station display is designed to be continuously on. There are no user-adjustable settings for dimming or turning off the screen.

SPECIFICATIONS

Model Name	Savi 8420-M Office
Item Model Number	2-221104-201
Brand	Plantronics (Poly)
Connectivity Technology	DECT
Wireless Communication Technology	DECT, Bluetooth 5.2

Included Components	Headset, Base Station, Cables
Compatible Devices	Telephones, Computers, Mobile Devices
Charging Time	3 Hours
Battery Life	13 Hours
Control Method	Remote
Special Feature	Microphone Included, Active Noise Cancellation
Earpiece Shape	Over-ear cup
Product Dimensions	7.4 x 4.7 x 8.2 inches
Item Weight	1.76 pounds (0.8 Kilograms)
UPC	017229181946



WARRANTY INFORMATION





This Poly Plantronics product is covered by a manufacturer's limited warranty. Specific warranty terms and conditions, including duration and coverage details, are typically provided with your product packaging or can be found on the official Poly website. Please retain your proof of purchase for warranty claims.

CUSTOMER SUPPORT

For further assistance, technical support, or to inquire about service, please visit the official Poly website or contact their customer service department. You may need your product model number (2-221104-201) and serial number when contacting support.

Related Documents - Savi 8420 Office

	<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>
	<p>Plantronics Savi 7210/7220 Office Headset User Guide</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>Plantronics Savi 8210/8220 Office Wireless DECT Headset User Guide</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>Plantronics Savi 8210/8220 UC Wireless Headset System User Guide</p> <p>Comprehensive user guide for the Plantronics Savi 8210/8220 UC Wireless Headset System, covering setup, features, troubleshooting, and software.</p>
	<p>Savi 8240/8245 Office User Guide</p> <p>Comprehensive user guide for the Plantronics Savi 8240/8245 Office headset system, covering setup, features, troubleshooting, and DECT security.</p>
	<p>Guía del Usuario del Auricular Inalámbrico Savi 8240/8245 Office Plantronics/Poly</p> <p>Guía completa para el sistema de auricular inalámbrico Plantronics/Poly Savi 8240/8245 Office, que cubre la configuración, características, solución de problemas y más.</p>