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poly Savi 8210 UC Wireless DECT Headset System for Computer User Guide

Savi 8210/8220 UC
Wireless DECT headset system for computer
User guide

Contents [**hide**]

DECT information

DECT products should never be used outside the region in which they were originally purchased and intended to be used.
The enclosed DECT wireless product uses restricted wireless radio frequencies which vary by country. Use of this DECT product in unauthorized countries is a violation of law,
may disrupt telecommunications networks and devices, and can subject you to fines and penalties by regulatory

agencies.

DECT Enhanced security

Poly is a member of the DECT Forum and has fully adopted its recommendations for enhancements to security within all DECT products.

Poly DECT-based products now fully incorporate the latest recommendations on Enhanced Security from the DECT Forum and ETSI. These improvements cover registration, authentication, authorization, and encryption procedures. Poly DECT products are now secure against known vulnerabilities that were highlighted by the public announcements of the Chaos Communication Congress in 2009.

Poly DECT products have been tested against and passed the DECT Forum security certification requirements and consequently have been granted 'DECT Forum security' logo certification.

Poly DECT products using the new enhanced version of DECT that includes these security improvements are marked on the base with the DECT Forum security logo.
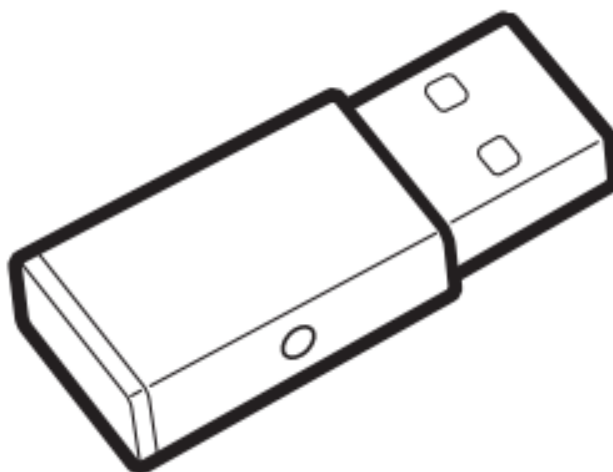
Overview

Headset basics

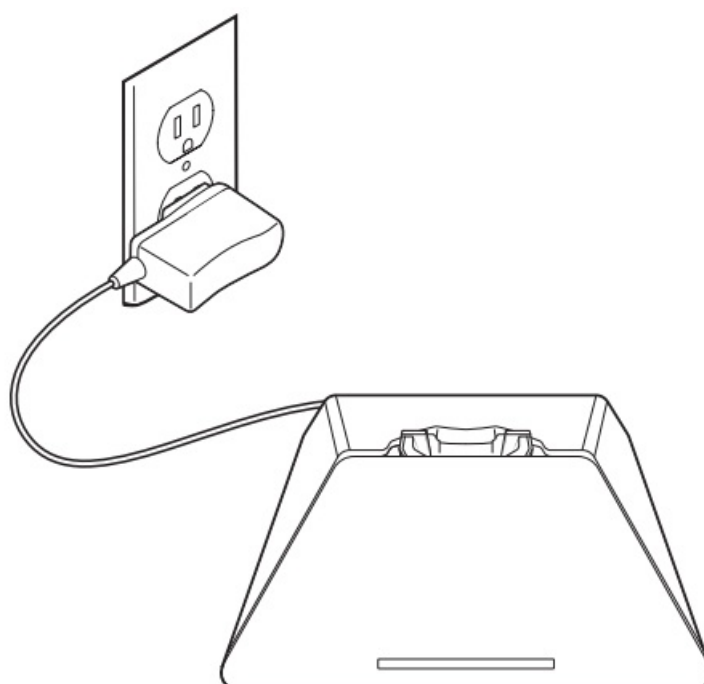|	
1 Volume wheel	4 Headset LED
2 Call button/Press to interact with Microsoft Teams (app required)	5 Power button
3 Mute	6 ANC (Active Noise Cancelling

DECT USB adapter

The NOTE USB connection may vary but the function is the same

USB LEDs	Status
Solid red	A headset is powered off
Solid red	A headset is not subscribed (if the headset is powered on)
Red and blue flashes	Subscribe mode
Solid blue	Subscription successful; connected
Triple blue flashes	Incoming call
Blue flashes	On a call or streaming media
Solid red	Call is muted
Red flashes	Call on hold
Red flashes	Update in progress

Charge stand
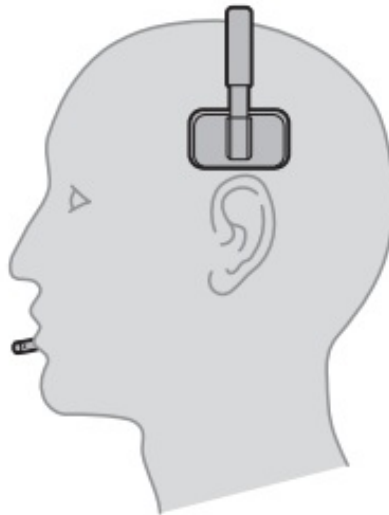
Fit and charge

Customize your headset
Optimize the comfort and fit of your headset.

Adjust the headband

1. To adjust the headband, lengthen or shorten the band until it fits comfortably. Position the ear cups so that the foam cushions sit comfortably over the center of your ears.

2. Position the stabilizer T-bar above your ear, if applicable.

Adjust the Boom
For optimum audio, bend the boom so it is approximately two finger widths from the corner of your mouth.

NOTE For true stereo listening when wearing the boom on the left, adjust the wearing preference setting in Poly Lens Desktop App.

Charge your headset

Place the headset in the charging cradle. The headset charging LED flashes when charging the headset and turns off when the headset is fully charged. Charge for at least 20 minutes prior to the first use. A full charge takes 3 hours.

Talk time

With a single full charge, the headset provides up to 13 hours of continuous talk time in wideband mode.
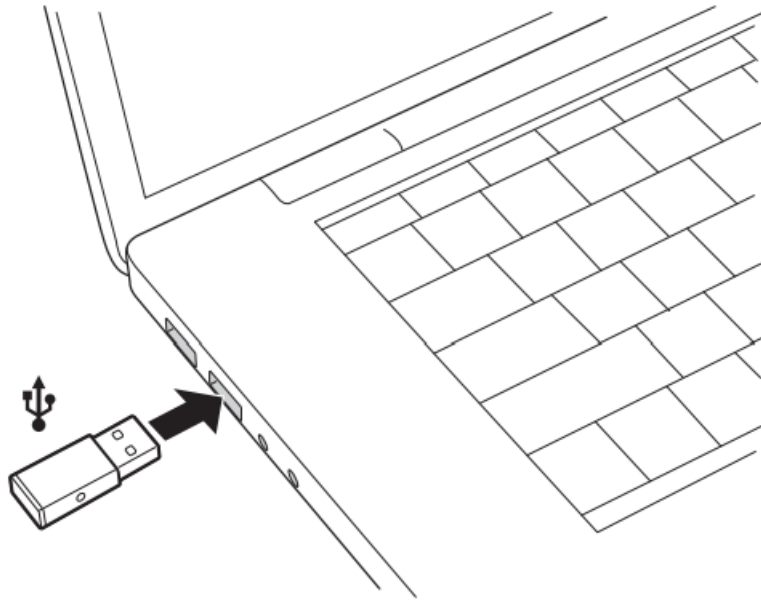
Headset battery status

Determine your headset battery status:

- Listen to the voice prompts after powering on the headset

- View in Poly Lens App

Connect to PC

Your DECT™ USB adapter comes pre-subscribed to your headset.

1. Turn on your headset and insert the DECT USB adapter into your laptop or PC.
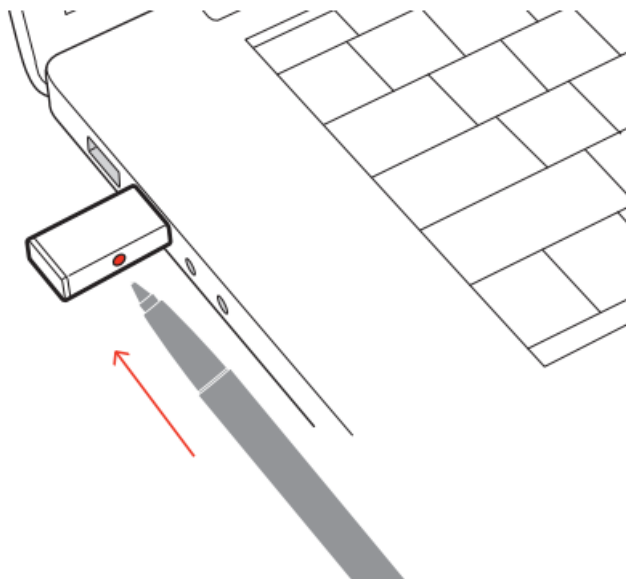
2. The USB adapter LED is solid red when inserted and then turns solid blue to indicate the headset is connected to the USB adapter. If you are wearing your headset you will hear "Base connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid blue.

   NOTE Also configurable in Poly Lens Desktop App.

Subscribe USB adapter again

Typically, your DECT USB adapter is subscribed (connected) to your headset. In the event that your adapter is disconnected or bought separately, you will need to subscribe to the adapter to your headset.

1. Insert the DECT USB adapter into your laptop or computer and wait for the LED to light up.
2. To put your headset in subscribe mode, turn the Volume wheel up for 4 seconds. Your headset LED lights up.
3. To put your DECT USB adapter into subscribing mode, double press the recessed subscription button with a pen or paperclip until the USB adapter flashes red and **blue.**

   NOTE USB connection may vary but the function is the same

4. Subscription is successful when you hear "pairing successful" and "base connected" and the DECT USB adapter LED is solid blue.

   NOTE If the USB adapter LED goes solid red after flashing red and blue, the subscription attempt has failed and should be repeated.

End subscription
If the USB adapter is in subscription mode and you want to stop the adapter from searching for a headset, press the recessed subscription button once with a pen or paperclip. The subscription light will be solid red for four seconds and then go to its previous state.

Disabling over-the-air subscription
The Savi system ships with the over-the-air headset subscription enabled. In a multi-shift environment, you may want to disable this mode of subscription.
Manage settings in Poly Lens Desktop App.

Configure USB adapter
Your DECT USB adapter comes ready to take calls. If you want to listen to music, you will need to configure your DECT USB adapter.
Windows

1. To configure your DECT USB adapter to play music, go to the Start menu > Control Panel > Sound > Playback tab. Select your headset and set it as the Default Device and click OK.

2. To pause music when you place or receive calls, go to the Start menu > Control Panel > Sound > Communications tab and select the desired parameter.

Mac

1. To configure the DECT USB adapter, go to the Apple menu > System Preferences > Sound. On both the Input and Output tabs, select your headset.

Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: poly.com/lens.
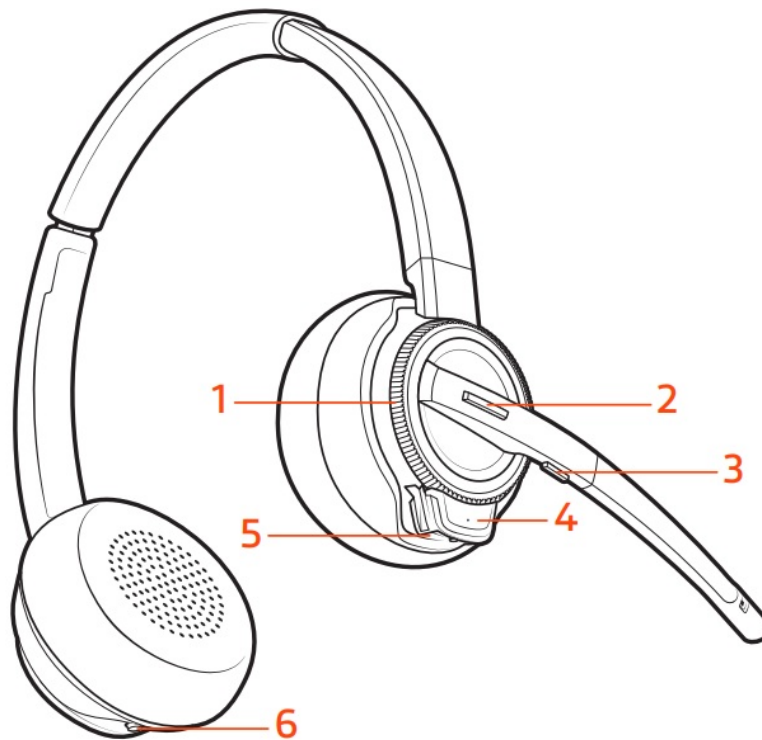**NOTE** Device settings are also available in Plantronics Hub Desktop App.

Update your Poly device
Keep your firmware and software up-to-date to improve performance and add new features to your Poly device. Update your device using Poly Lens App. Download at **poly.com/lens**.

The basics

Headset controls

1. The volume wheel Toggle repeatedly forwards or backward to adjust the volume

2. Call / Teams button Press to place, answer, end a call or interact with Microsoft Teams (app required)

3. Mute button During a call, press to mute and unmute

4. Headset LED Flashes when in use

5. The power button Toggle on and off

6. ANC (Active Noise Cancelling) Toggle on and off

Power on/off	To turn on the headset, slide the Power ⏻ button to reveal green.
Make, answer, end calls	**Make a call** Dial from your softphone. **Answer or end a call** Tap the Call ☎ button. **Answer a second call** 1 While on a call, press the headset Call button for 2 seconds to answer the second call. This will place the first call on hold. 2 To switch between the calls, press the headset Call button for 2 seconds.
Adjust volume	Fine-tune your headset volume by adjusting the volume controls. Adjust headset microphone volume (softphone) Place a test softphone call and adjust softphone volume and PC sound volume accordingly.
Mute	During an active call, tap the Mute ⌀ button to mute or unmute your headset.
Interact with Microsoft softphone	• For Microsoft Teams, tap the headset's Call ☎ button to interact (Teams desktop application required). • For Skype for Business, press and hold the headset's Call ☎ button for 2 seconds to interact (Skype for the Business desktop application required). • Set your target phone in Poly Lens Desktop App.
Set up a conference call	You can set up a conference call with 3 additional headsets. Join Savi headsets manually 1 While on a call, press the USB adapter's recessed subscription button with a pen or paper clip. The adapter subscription LED flashes red and blue. 1 On a guest headset, press and hold the Volume up button or turn the Volume wheel up until the headset LED lights up. The method varies by model. 1 The primary user will hear "Conference requested." To accept the request, press the primary user's headset Call button. Both users hear "Conference accepted." View conference call status by going to Poly Lens Desktop App. Exit a conference call 1 Guest headsets can remain as guests through multiple calls. To remove a guest headset, either press the guest headset's Call button or dock the primary user's headset in the charging cradle.

More Features

Change voice prompt language	Change the voice prompt language on your headset in Poly Lens Desktop App.
Optimize audio quality	There are 3 audio modes: wideband stereo (hybrid), wideband (conversation), and multimedia (music). To optimize your audio quality for your activity, with the system idle, press the headset Mute button for 4 seconds. The headset cycles through the modes with each 4-second press. Also configurable in Poly Lens Desktop App.
Limit office noise	You can limit the amount of nearby conversation that is transmitted during your calls. Customize feature in Poly Lens Desktop App.
ANC	Active Noise Cancelling (ANC) reduces external noise and enhances your music and sound quality. Your headset ships with ANC on. To turn ANC off, slide the switch away from "ANC".
Set the range	Changing the range can help with PC audio quality, improve user density or restrict range of users.

You can adjust the range setting in Poly Lens Desktop App.

Setting	Range
High (Default)	up to 300 ft.
Medium	up to 150 ft.
Low	up to 50 ft.

Troubleshooting

Headset

My headset is unstable.	When you wear the headset, the microphone should rest as close to your cheek as possible without touching it. The microphone can be adjusted inward by the pivoting earpiece to optimize the position of the headset. See Position your headset.
Talk time performance is significantly degraded even after a full recharge.	The battery is wearing out. Contact us at poly.com/support.
When should I replace my rechargeable battery?	Replace your rechargeable battery after 3 years or 300 charge cycles, whichever occurs first.
I can't hear anything in the headset.	Ensure your headset is powered on. Press the headset Call button. Make sure your headset is charged. Fine-tune the listening volume. Ensure that your headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). Make sure your headset is subscribed to the USB adapter. See Subscribe USB adapter again.

Softphone

When I dial from my softphone application, nothing happens.	Ensure your headset is powered on. Press the headset Call button. Make sure your headset is charged. Fine-tune the listening volume. Ensure that your headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). Make sure your headset is subscribed to the USB adapter. See Subscribe USB adapter again. Ensure that the Poly Lens Desktop App is installed. To download, visit **poly.com/software**. Ensure that you are using a compatible softphone application. For a list of compatible softphones, visit poly.com/software. If the Poly Lens Desktop App is not installed and you do not have a compatible softphone, you must first press the headset Call button and then use the softphone interface to place/answer/end calls. Restart your computer.

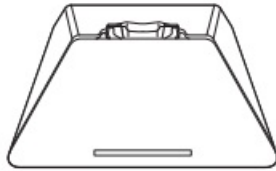| How do I interact with Microsoft Teams or Skype for Business?	• For Microsoft Teams, tap the Call button to interact (Teams app required). • For Skype for Business, press and hold the Call button for 2 seconds to interact (Skype for Business app required). • Set your target phone by going to Poly Lens Desktop App.
Does my Microsoft Teamsenabled headset work with other softphones?	Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone by going to Poly Lens Desktop App When you configure another softphone, the Call button: • doesn't interact with Teams • doesn't go to Teams notifications • will not launch Cortana
Speaking and/or listening volume is too low or too high.	Adjust headset listening volume. Adjust listening/speaking volumes in the computer's sound control panel/system preferences. Adjust listening/speaking volumes in the softphone application.
The sound is distorted or I hear an echo in the headset.	Reduce speaking and/or listening volume on the computer using your softphone application. Point the microphone towards your chin. If the distortion is still present, lower the volume on the headset.
I can no longer hear any audio through my PC Speakers.	Change the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac) and selecting your PC speakers or internal speakers.
No audio connection to PC.	Unplug the USB adapter and then reconnect it. Quit and then restart your PC or softphone application.

What's in the box

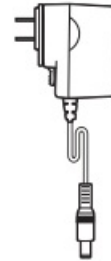Contents may vary by product.

Headset

DECT USB adapter (USB-A or USB-C, design varies)

Charge stand

Power supply and plug adapters

USB cable

Carrying case

Quick start guide

Support

NEED MORE HELP?
poly.com/support

Manufacturer: Plantronics, Inc. 345 Encinal Street Santa Cruz, CA 95060 United States	Plantronics B.V. Scorpius 171 2132 LR Hoofddorp Netherlands	Plantronic Building 4, F Cannon Lar Maidenhead United King

Documents / Resources

poly **Savi 8210/8220 UC** Wireless DECT headset system for computer User guide	**poly Savi 8210 UC Wireless DECT Headset System for Computer** [pdf] User Guide Savi 8210 UC, Savi 8220 UC, Savi 8210 UC Wireless DECT Headset System for Computer

References

- **Poly Lens App - Make it your own | Poly, formerly Plantronics & Polycom**