

Savi[®] W445

Wireless headset system

User Guide

Welcome

Congratulations on purchasing your new Plantronics product. This user guide contains instructions for setting up and using your Savi W445 (D100 USB Adapter + WH500 Headset) Wireless Headset System.

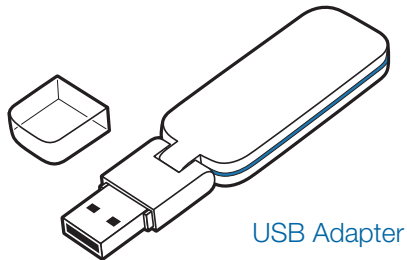
Please refer to the separate [safety instructions](#) for important product safety information prior to installation or use of the product.

Contents

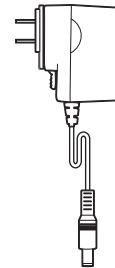
1 Package Contents.....	4	7 Plantronics Control Panel.....	15
2 System Features.....	5	Devices Tab	15
3 Headset Setup.....	6	Applications Tab	17
Installing the Headset Battery.....	6	Preferences Tab	18
Customize the Headset	6	About Tab	18
Wearing the Headset	7	8 Plantronics Update Manager.....	19
Fitting the Headset with a Headband	7	Check for Updates Automatically.....	19
4 System Setup	8	Check for Updates Now	19
Connecting the Power Supply	8	Install Checked Updates.....	19
Docking and Charging the Headset.....	8	9 Troubleshooting and Common Questions.....	20
Charging the Spare Battery	8	10 Appendix	21
Connecting the USB Adapter to your PC	9	Left Ear Headset/Savi System Button Functions	21
USB Adapter Indicator Light.....	9	Right Ear Headset/Savi System Button Functions.....	22
Loading software	9		
5 Using Your Headset System.....	10		
Powering Up the Headset.....	10		
Talk Time.....	10		
Muting a Headset During A Call	10		
Right Ear Headset Button Functions	10		
Replacing Your Headset Battery.....	11		
Placing the Headset in Sleep Mode	11		
Battery Storage Time.....	11		
Headset Tones	11		
Battery Life.....	11		
Headset Indicator Light	12		
Subscribing a Headset	12		
Ending Subscription	12		
6 Making Calls With your Headset and PC	13		
Software Installation	13		
Making Calls With Your Headset and PC	13		
Auto Answer	13		

1 Package Contents

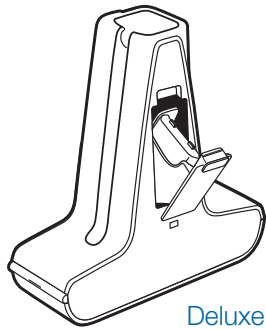
Savi W445 USB Adapter and Charger



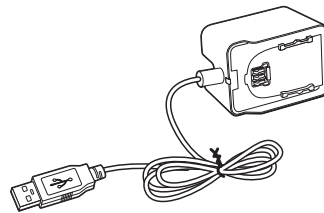
USB Adapter



Base Power Supply

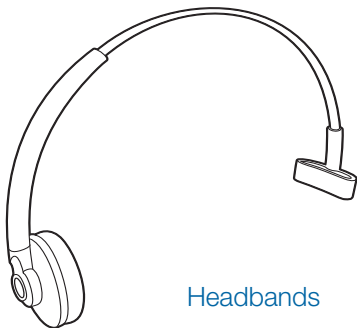


Deluxe Charger Base with Spare Battery



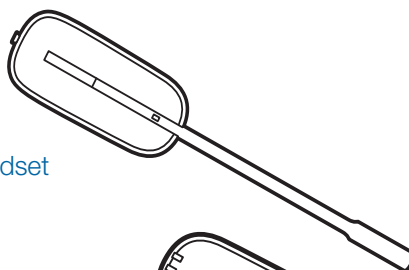
Deluxe USB Charging Cable

Savi WH500 Headset

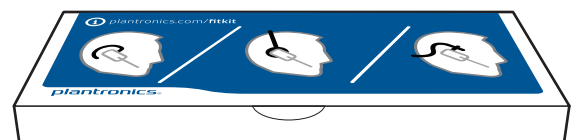
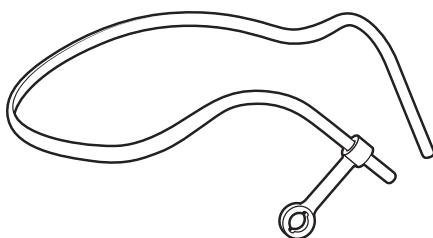


Headbands

Headset



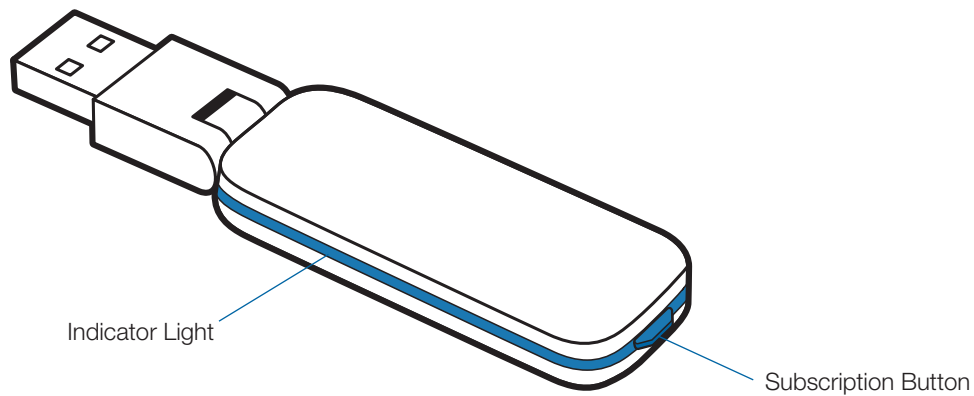
Battery



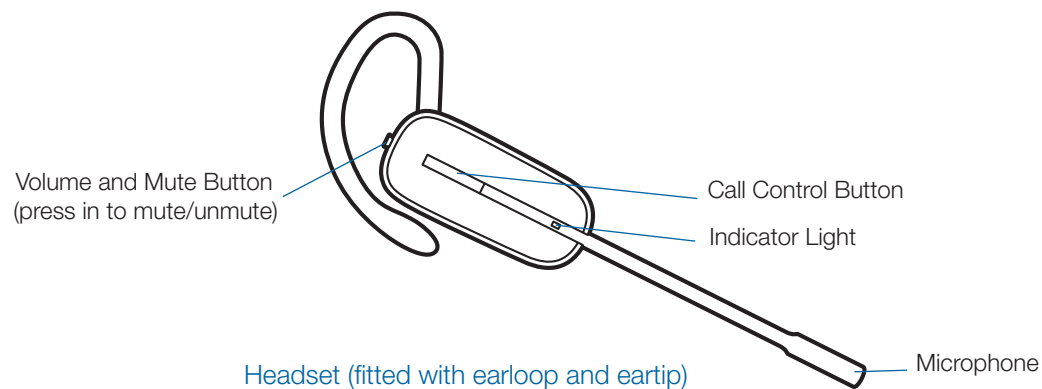
Fit kit with earloops, eartips and foam sleeve

2 System Features

Savi USB Adapter Features



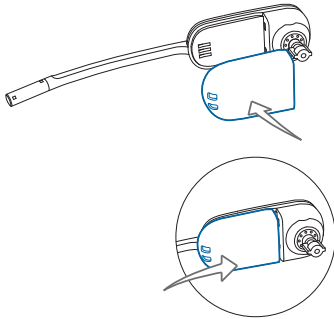
Savi WH500 Headset Features



3 Headset Setup

Installing the Headset Battery

Position the battery as shown on the headset and slide into position until the battery snaps into place.



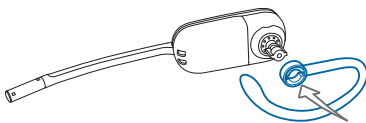
NOTE This product has a replaceable battery. Use only the battery type supplied by Plantronics.

Customize the Headset

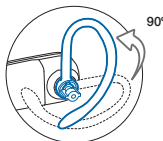
The headset can be converted for wearing on the left or right ear with either an earloop or headband.

Right earloop configuration

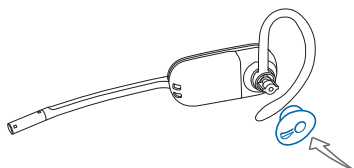
- 1 Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset.



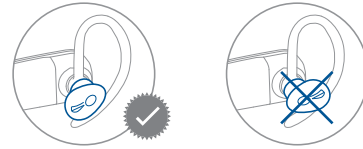
- 2 Rotate the earloop up 90 degrees.



- 3 Choose the size and style of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown.

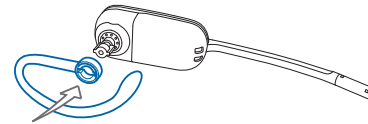


- 4 Press in to attach.

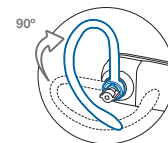


Left earloop configuration

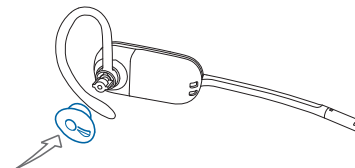
- 1 Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset.



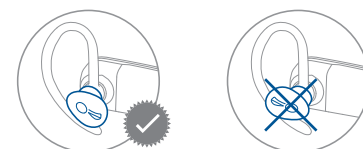
- 2 Rotate the earloop up 90 degrees.



- 3 Choose the size and style of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown.



- 4 Press in to attach.



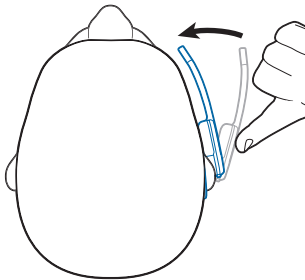
Wearing the Headset

When you wear the headset, the microphone should rest as close to your cheek as possible without touching. The microphone can be adjusted inward by the pivoting earpiece to optimize the position of the headset.

- 1 **Slide the headset over and behind your ear and fit the ear tip into your ear.**



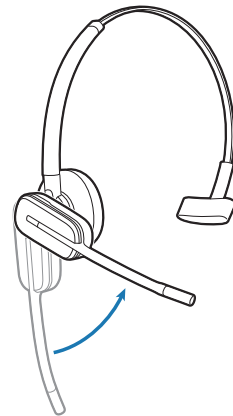
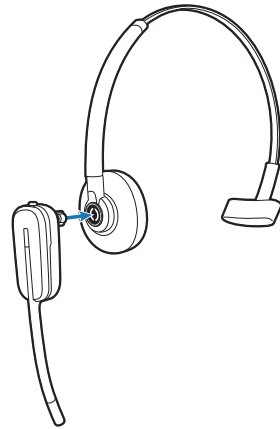
- 2 **Place your index finger on the headset indicator light and gently push in towards your cheek.** As the headset is pushed in, you will feel soft clicks as the pivoting earpiece moves the microphone close to your mouth.



Fitting the Headset with a Headband

The headset can be rotated for wearing on the left or right ear.

- 1 **Hold the headband so it is aligned to receive the headset as shown and insert the headset into the headband.**

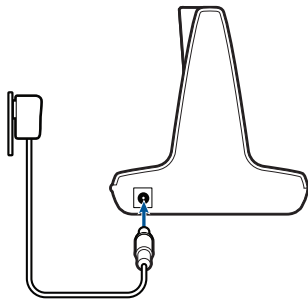


- 2 **Rotate the headset up.**
- 3 **To optimize the position of the headset, push the headset in so the microphone is close to your mouth.**

4 System Setup

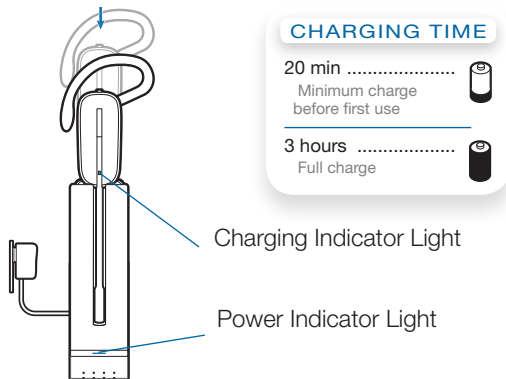
Connecting the Power Supply

- 1 **Connect the base power supply into the power jack on the Deluxe Charger Base.**
- 2 **Connect the power supply to the outlet.** The power indicator light will be solid green.



Docking and Charging the Headset

- 1 **Gently push the headset into the charging cradle.**
The charging indicator light on the headset will flash white to indicate that the headset battery is charging and will turn solid white when fully charged.
- 2 **Charge for at least 20 minutes prior to first use.** A full charge takes 3 hours.



NOTE The USB charging cable can also be used to charge the headset.

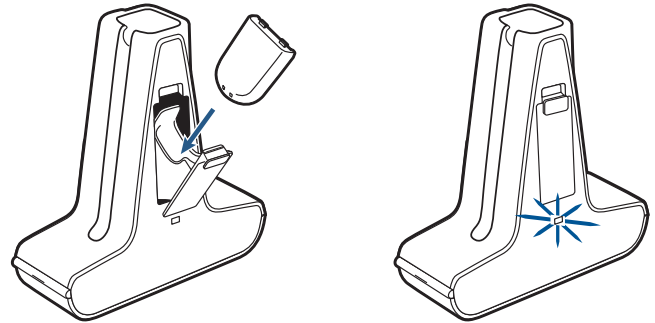
To successfully charge your headset with the USB cable the PC must be on and in an active state (not standby). The charging time will vary according to the number of other devices drawing power from the PC's USB port(s).

Charging the Spare Battery

Both the Deluxe Charge Base and Deluxe Charging Cable can charge both the headset battery and the spare battery simultaneously or independently if desired. The spare battery is shipped with Savi 445 in the Deluxe Charger Base battery compartment. See [“Replacing Your Headset Battery”](#) for details on replacing your battery even during a call.

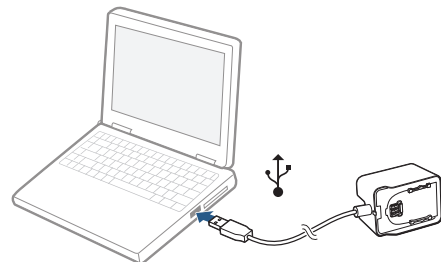
Charging the Battery in the Charge Base.

- 1 **Ensure the deluxe charger base is powered on and the battery is correctly seated in the battery compartment.**
While charging the battery charge indicator will flash green; once fully charged the charge indicator will be solid green.

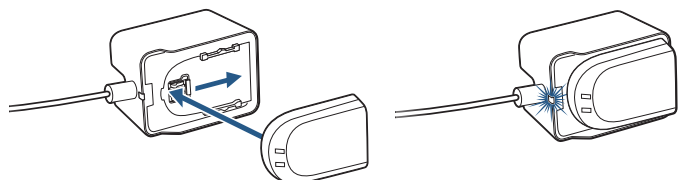


Charging the Battery in the Deluxe USB Charger.

- 1 **Connect the USB charger to an available USB port on PC.**

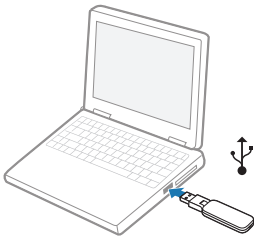


- 2 **Set the battery on the battery-shaped receptacle and gently push down. Then slide the battery in the direction shown until the battery clicks into place.** While charging the battery charge indicator will flash green; once fully charged the charge indicator will be solid green.

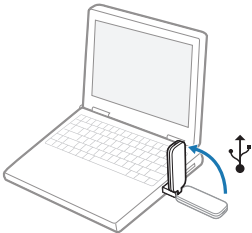


Connecting the USB Adapter to your PC

- 1 Insert the USB adapter into USB Port on PC.** The indicator light on the USB adapter will be solid red to indicate the USB adapter is powered on and will turn solid green when it finds the headset.



- 2 USB adapter can be folded as shown.**



IMPORTANT NOTE For best performance it is recommended that Windows is updated with Service Pack levels listed below:

Microsoft Windows® XP Service Pack 3 (SP3) or later
Microsoft Windows Vista® Service Pack 1 (SP1) or later

NOTE The headset may have to be charged before the USB adapter can find it.

Loading software

- 1 Load Plantronics software by visiting plantronics.com/software and click on the download button.**

USB Adapter Indicator Light

USB Adapter Status	USB Indicator Light
Headset subscribed, no activity	Solid green
Headset in talk mode	Flashes green
Headset muted	Flashes red
Incoming call	Flashes red and yellow
Headset not subscribed	Solid red
USB adapter subscription	Flashes green and red
USB adapter conference subscription	Flashes green and yellow
On conference call with one or more guest headsets subscribed	Flashes yellow

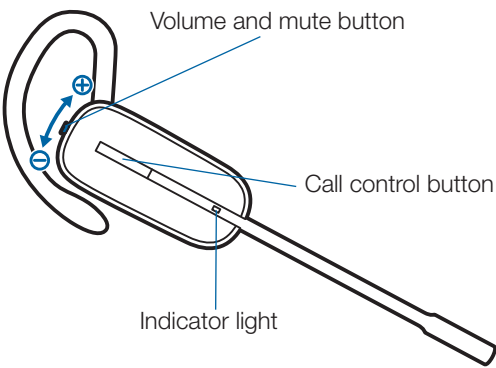
5 Using Your Headset System

Powering Up the Headset

If the headset battery is charged and connected to the headset, the headset is automatically on. The headset does not have an on/off button.

Talk Time

With a single full charge, the Savi W445 will provide up to 7 hours of talk time in narrowband mode. Talk time will be reduced when operating in wideband mode and/or if the headset is used consistently at a far distance from the adapter. The battery can be replaced, even mid-call, giving essentially unlimited talk time. See “Replacing Your Headset Battery.”



Muting a Headset During A Call

To mute/unmute the call, press the volume/mute button in. The USB adaptor light will flash red when the headset is muted.

When mute is activated, you will hear three high tones. When unmuted, you will hear three low tones.

After the Plantronics software is loaded, the mute tones can be turned off by going to Start > Programs > Plantronics Control Panel > Devices > Device Settings > Headset – Mute Tone.



For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing visit: plantronics.com/healthandsafety.

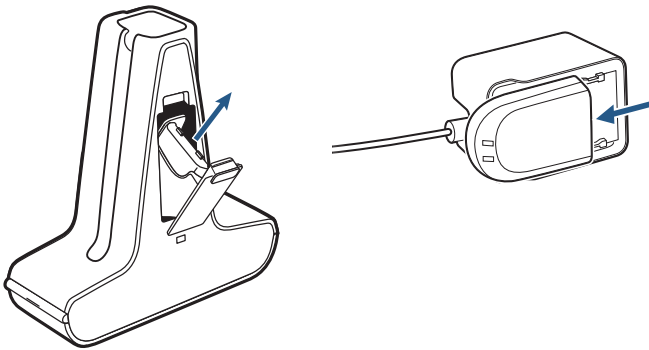
Right Ear Headset Button Functions

This table shows the headset button functions when you are wearing the headset on the right ear. If you wear the headset on the left ear, the volume button presses are opposite. See the appendix for a left ear headset button functions table.

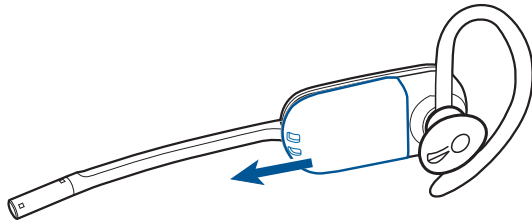
Function	Type of Press	Tones/Lights
Place, answer, or end calls	Short press call control button	1 mid-tone USB adaptor flashes green when headset in use
Increase volume	Short press volume up	1 tone with pitch increase
Decrease volume	Short press volume down	1 tone with pitch decrease
Flash between calls	While on a call, long press volume up or down (at least 1½ sec)	1 mid-tone
Mute/unmute headset	While on a call, press the volume/mute button in	USB adaptor flashes red when muted 3 high tones when muted 3 low tones when unmuted
Low battery warning		Idle: 1 low tone/15 secs On call: 3 low tones

Replacing Your Headset Battery

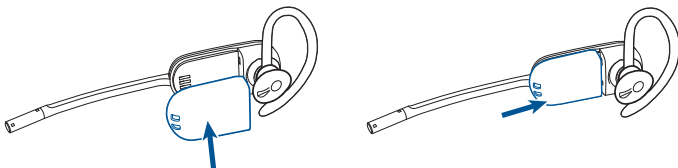
- 1 **Once your spare battery is fully charged, remove the spare battery from the battery compartment on the side of the Deluxe Charging Cradle or from the back of the Deluxe USB Charging Cable.** Because the battery is hot-swappable, you won't lose an active call if you replace the battery within five minutes.



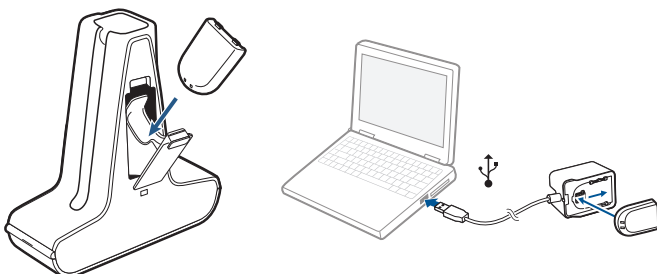
- 2 **Disconnect the battery from the headset.**



- 3 **Slide the charged battery onto the headset until you hear a click.**



- 4 **Charge the spent battery by placing it in the Deluxe Charge Cradle battery compartment and closing the door, or on the Deluxe USB Charging cable as shown.**



Placing the Headset in Sleep Mode

If you won't be using the headset for a long period of time and the headset will not be in the charging cradle, you can put the headset in sleep mode. With the headset idle, press the call control button for three seconds until you see the headset flash white twice. To wake the headset, press the call control button again and you will see two white flashes.

Battery Storage Time

If you remove a fully charged battery from the headset, it will provide up to 75 hours of battery storage time if stored under normal storage conditions.

Headset Tones

Out of range warning

If you are on a call and go out of the operating range, you will hear three low tones. You will hear a single mid tone when you are back in range.

If you stay out of range, active calls will be suspended. Calls will be re-established when you walk back into range. If you remain out of range for more than 5 minutes, the system will drop the call.

If you are not on a call and go out of the operating range and press the call control button, you will hear a single tone for the button press and three low tones for the failure to make a link.

Low battery warning

If you are on a call, you will hear a repeated single low tone every 15 seconds indicating that the battery is low. You should recharge the headset immediately.

If you are not on a call and press the call control button, you will hear three low tones indicating that the battery is low. You should recharge the headset immediately.

Battery Life

At the lower right corner of your screen in your system tray, your headset battery status will be indicated with one of the following icons:



A warning will be issued if your headset is critically low.

Headset Indicator Light

If you are not on a call, you can toggle the headset in-use indicator light on and off by pressing the headset volume down button (press volume up for left ear configuration) for three seconds.

Subscribing a Headset

The headset and USB adapter that are supplied together are already subscribed to each other. However, if you wish to use a new headset with your existing USB adapter or you need to restore subscription to your current headset, the units can be subscribed to each other by the following method:

- 1 Ensure your headset is charged.**
- 2 Double press the subscription button on the USB adapter.** The USB adapter will flash red and green.
- 3 Press the volume up button (press volume down for left ear configuration) on the headset for three seconds until the headset indicator light turns solid white.**

- 4 When the indicator light on the USB adapter goes solid green, the headset and the USB adapter are subscribed to one another.**

To ensure subscription was successful, press the call control button: the headset will flash white and the USB adapter will flash green.

NOTE If the subscription process times out after two minutes or if the subscription process fails, the USB adapter indicator light will become solid red for four seconds and then return to its previous state. If this occurs, try to re-subscribe the headset again.

Ending Subscription

If the USB adapter is in subscription mode and you want to stop the adapter from searching for a headset, press the subscription button again. The subscription light will turn solid red for four seconds and then go to its previous state.

6 Making Calls With your Headset and PC

Software Installation

It is highly recommended that you install the Plantronics software. Though your Savi system will operate without the software, it will limit the system's full capabilities.

Install the Plantronics software to enable remote call answer/end with compatible softphones. The software can be downloaded at plantronics.com/software.

After installation, to visit the Plantronics control panel, click on Start > Programs > Plantronics > Plantronics Control Panel.

Making Calls With Your Headset and PC

	With Plantronics Software and a Compatible Softphone	Without Plantronics Software
To place a call	Dial number from a compatible softphone application	1. Short press call control button on headset 2. Dial number from softphone application
To answer a call	Short press call control button on headset	1. Short press call control button on headset 2. Answer call using softphone application
To end a call	Short press call control button on headset	1. Short press call control button on headset 2. Hang up call using softphone application

Softphone Compatibility

Remote call answer/end from the Savi headset is available for all softphones with no additional steps by the user except Skype™. For a list of compatible softphones visit plantronics.com/software.

For Skype support, please follow these steps:

- 1 Skype will display the following message during the install of Plantronics Unified Runtime Engine "PlantronicsURE.exe wants to use Skype". Choose "Allow Access" to connect.
- 2 You can also check Savi W445 Skype connection status by going to Skype and checking the Tools > Options > Advanced > Advanced Settings > "Manage Other Programs Access" setting.

Auto Answer

Auto answer saves the user a button press to establish the radio link between headset and adapter.

The Savi W445 is supplied with auto answer NOT SELECTED as the default. When auto answer is set to NOT SELECTED you must press the headset call control button to answer an incoming call. When Auto Answer is set to SELECTED an incoming call will be answered when the headset is removed from the charge cradle.

To change the setting, go to: Start > Programs > Plantronics > Plantronics Control Panel > Device Settings – USB adapter.

Conferencing Up to Three Guest Headsets

While on a call, you can subscribe up to three guest headsets to your USB adapter for conferencing. As you add headsets to the adapter, an additional headset icon will appear in the Plantronics Control Panel with a number from 1 to 3 indicating the number of guest headsets subscribed to the adapter.

Guests may conference in as described below:

- 1** While you are on a call, place the guest's headset into subscription mode.
- 2** Short press (less than one second) the subscription button on the USB adapter. The USB adapter light will flash yellow and green.
- 3** The USB adapter light will then turn solid yellow and you will hear a tone in the master headset indicating a guest wishes to join the call.
- 4** If you press the call control button on the master headset within five seconds, the guest is joined to the call.

If you do not press the call control button within five seconds, the request to join the call is rejected and the guest will hear an error tone in their headset.

- 5** Guests may leave the conference call by pressing their call control button.

When they do you will hear a single tone in the master headset as each guest leaves the call.

To see how many headsets are subscribed to the adapter, refer to the lower left-hand corner of the Plantronics Control Panel. The first headset is the master headset and the number inside the next headset is the number of guest headsets subscribed to the adapter. The examples below show 1, then 2, then 3 guest headsets subscribed to the adapter in addition to the master headset.



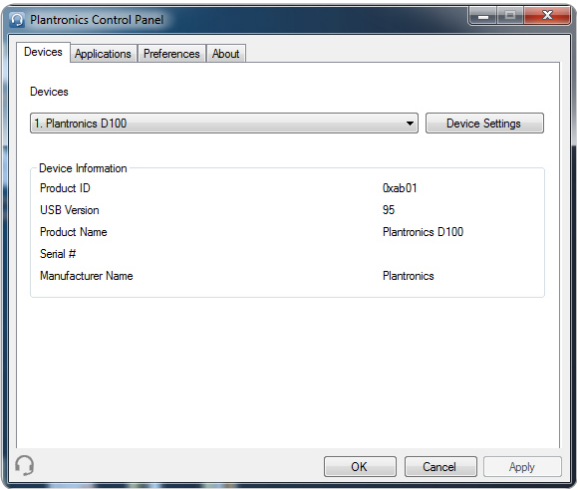
7 Plantronics Control Panel

User preferences and various device settings can be changed using the Plantronics Control Panel. To start this program, click Start > Programs > Plantronics > Plantronics Control Panel.

Devices Tab

To configure your settings, select Plantronics D100 from the pull down menu and click the Device Settings box. Below are the setting options and defaults for the USB adapter and headset.

NOTE Some parameters that do not apply to a particular Plantronics device may appear grayed out.



Device Settings – USB Adapter Tab

Options	Feature	Settings	Default
General	Range	High/Med/Low	High
	Auto Answer	Selected/Not selected	Not selected
Audio	PC Audio Bandwidth	Wideband/Narrowband	Narrowband
Feature Set Lock	Password (required)	Locked/Unlocked	Unlocked

Range

The Savi W445 is supplied with high range set as the default. Range can be minimized to help with PC buzzing, improve user density, or restrict range of users.

To change the Range default in the software, go to : Start > Programs > Plantronics > Plantronics Control Panel > Device Settings – USB adapter. You can also change the range setting by holding in the subscription button of the USB adapter for three seconds while it is in an idle state. The USB adapter light will flash green for high range, yellow for medium range and red for low range.

When Range is set to HIGH a user will have up to 300 feet of range. When Range is set to MEDIUM a user will have up to 150 feet of range. When Range is set to LOW a user will have up to 50 feet of range.

Auto Answer

The Savi W445 is supplied with auto answer NOT SELECTED as the default. Auto answer saves the user a button press to establish the radio link between headset and adapter.

When auto answer is set to NOT SELECTED you must press the headset call control button to answer an incoming call. When Auto Answer is set to SELECTED an incoming call will be answered when the headset is removed from the charge cradle.

To change the default, go to: Start > Programs > Plantronics > Plantronics Control Panel > Device Settings – USB adapter.

PC Audio Bandwidth

The Savi W445 is supplied with narrowband audio as the default. Wideband audio delivers heightened speech clarity and life-like fidelity. However, wideband audio consumes more battery power and has more stringent access criteria which reduces the number of systems that can be deployed in a small area. All PCs support wideband audio.

To change the PC Audio Bandwidth default in the software, go to: Start > Programs > Plantronics > Plantronics Control Panel > Device Settings – USB adapter. You also can toggle between narrowband and wideband audio by doing a short press (less than one second) followed by a long press (more than three seconds) on the USB adapter subscription button while it is in an idle state. The USB adapter light will flash red for four seconds upon entering narrowband mode and flash green for four seconds upon entering wideband mode. When switching between narrowband and wideband audio, you must re-establish the audio link for the changes to take effect.

Feature Set Lock

See the Device Settings – Security Tab for more information.

Device Settings – Headset Tab

Options	Feature	Settings	Default
General	Mute Tone	Standard/Low/Off	Off
	Ringtone	Sound 1/Sound 2/Sound 3	Sound 2
	PC Volume	Standard/Low/Off	Standard
	System Tones	Standard/Low/Off	Standard
	Second Inbound Call	Ring Continuously/Ring Once/Ignore	Ring Continuously

Device Settings – Advanced Tab

Options	Feature	Settings	Default
Audio Protection	Anti-Startle	Selected/Not selected	Not selected
	G616*	Selected/Not selected	Not selected
	Audio Limiting*	80 dB/85dB/Off	Off
	Hours on Phone Per Day	2/4/6/8	8
Feature Set Lock	Password (required)	Locked/Unlocked	Unlocked

*The Audio and G616 Limiting features are supported in over-the-head mode only and are based on a typical headset and recommended acoustic coupling between the headset and the ear. Please see Headset setup for optimal wearing position.

Anti-Startle

Anti-startle provides advanced hearing protection against sudden loud sounds. When Anti-startle is SELECTED, the system identifies and eliminates sudden loud sounds and rapidly reduces them to a comfortable level. When Anti-startle is NOT SELECTED, the headset limits sound levels at 118 dBA to protect your hearing.

G616

G616 Acoustic Limiting provides additional hearing protection against acoustic shock. When G616 Acoustic Limiting is SELECTED, the system provides additional acoustic shock protection. Sound levels are limited to 102 dBA as recommended in the G616:2006 guideline issued by the Australian Communications Industry Forum (ACIF). When G616 Audio-Limiting is NOT SELECTED, the headset limits sound levels at 118 dBA to protect your hearing.

Audio Limiting

Audio Limiting provides advanced hearing protection for daily noise exposure. When Audio-Limiting is SELECTED, the system monitors and controls sound to ensure audio levels do not exceed 80 dBA or 85 dBA (whichever is selected) specified by current and imminent EU legislation. When Audio-Limiting is set to NOT SELECTED, the headset limits sound levels at 118 dBA to protect your hearing.

Feature Set Lock

See the Device Settings – Security Tab for more information.

Hours on Phone Per Day

The default is 8 hours. If you change the setting to 2/4/6 hours, the system will adjust the audio limiting algorithm accordingly.

Device Settings – Security Tab

Options	Feature	Default
Feature Set Lock	Create new password	None
	Change password	None

Feature Set Lock

The Plantronics software allows the following device settings to be locked by the IT staff and prevent end users from changing them.

- Range
- Auto Answer
- PC Audio Bandwidth
- Audio Protection (Anti-Startle, G616, Audio Limiting and Hours on phone per day)

The ability to lock/unlock these settings requires a password. In order to lock/unlock any setting follow these steps:

1 Create a new password

From the Security screen, create and confirm your new password and press Set. This will store the password directly in the device.

2 Lock/unlock a device setting

From the USB Adaptor or Advanced screen, enter your password in Feature Set Lock, lock/unlock each feature as desired and click Apply.

Change Your Password

You can always change the old password to a new one in the Change Password section. You will only be able to change a password if there is a previous password set in the device.

NOTE In case you forget your password, you will need to call your local Plantronics Technical Support for assistance.

Applications Tab

The Applications Tab displays the status of Plantronics support for various applications such as softphones and media players. The status will only show as “enabled and running” for softphones and media players installed and running.

Preferences Tab

The Preferences Tab allows you to set preferences for the media player as well as other general settings.

Options	Feature	Settings	Default
Media Player	Action to Media Player – When a call begins – When a call ends	Mute/pause/do nothing Play/do nothing	Pause Play
General	Launch audio devices control panel	(Provides a shortcut to the Windows Sounds and Audio Devices control panel.)	
	Ring Both Headset and PC	Selected/Not selected	Not selected
	Microsoft OC/Lync Dial-tone Enabled	Selected/Not selected	Not selected
	Audio Sensing Enabled	Selected/Not selected	Not selected
	Maintain Headset to PC Link	Selected/Not selected	Not selected

Ring Both Headset and PC

This parameter gives you the option to have the PC ringtone played on both the headset as well as the PC speaker.

When this parameter is selected, the PC ringtone will be heard on both the PC speaker as well as the headset.

When this parameter is not selected, the PC ringtone will only be heard on either the headset or the PC speaker based on how the PC audio has been set up.

Microsoft OC/Lync Dial-tone Enabled

If this feature is selected, when a PC radio link is established, Microsoft OC/Lync will assume the user is trying to place a VoIP call and provide a dial tone.

If this feature is not selected, when a PC radio link is established, Microsoft OC/Lync will sit idle.

Audio Sensing Enabled

Audio Sensing is a special feature supported by Plantronics wireless devices that can detect an audio signal at the USB port and automatically establish a PC radio link between the USB adapter and wireless headset without the user having to press the PC call control button. If the parameter “Microsoft OC/Lync Dial-tone Enabled” is selected, then every time a PC radio link is established the Microsoft OC/Lync dial tone will be heard. However, the user may have pressed the PC call control button

to listen to music, etc., and does not want to hear the dial-tone. In this case, if the user selects the “Audio Sensing Enabled” parameter, the radio link will be established automatically when any PC audio is detected at the USB port, thus eliminating the need for the user to press the PC call control button.

Maintain Headset to PC Link

This parameter forces the radio link to the PC to stay active even after the call has ended. This can eliminate the need to re-establish the radio link when switching between PC audio applications.

About Tab

The About Tab provides on-line access to this printable user guide and also includes Plantronics contact information. The current version of software and firmware currently running on your system is also shown here.

8 Plantronics Update Manager

All required software for Savi W445 can be remotely updated when updates are available. Start Plantronics Update Manager from Windows Start Programs menu to change settings such as automatic or manual check for updates.

Check for Updates Automatically

By enabling this check box, you will activate a periodic automatic check for available software updates.

Check for Updates Now

You can choose to check for available software updates at any time by clicking on the Check For Updates Now button in Update Manager. From the Start menu > Programs > Plantronics > Plantronics Update Manager.

Install Checked Updates

Following an **Automatic** or **Manual Check For Updates**, this field will be populated with any applicable software updates and the **Install Checked Updates** will begin installation.

9 Troubleshooting and Common Questions

My headset is unstable.

When you wear the headset, the microphone should rest as close to your cheek as possible without touching. The microphone can be adjusted inward by the pivoting earpiece to optimize the position of the headset. See [Wearing the Headset](#).

When I dial from my softphone application, nothing happens.

Ensure your headset is charged.

Ensure your headset is subscribed to the USB adapter. See [Subscribing a Headset](#).

Ensure that the Plantronics software is installed. To download, visit plantronics.com/software.

Ensure that you are using a compatible softphone application. For a list of compatible softphones, visit plantronics.com/software.

If the Plantronics software is not installed and you do not have a compatible softphone, you must first press the call control button and then use the softphone interface to place/answer/end calls.

Ensure that the headset is the default sound device. The Plantronics control panel will launch the sound devices control panel by going to Plantronics Control Panel > Preferences > General – Launch Audio Devices Control Panel.

Disconnect and re-connect the USB adapter. It will be solid red until it subscribes to the headset; it will be solid green when successfully subscribed to the headset.

Restart your computer.

Speaking and/or listening volume is too low or too high.

Adjust headset listening volume with volume button.

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 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.

For Windows XP systems

- Refer to the “Audio” tab of the “Sounds and Audio Devices” option in your PC Control Panel.
- Under “Sound Playback”, change the default setting from “Plantronics D100” to your PC speakers. Click “OK” to confirm your change.

For Windows Vista systems

- Refer to the “Sound” option in your PC Control Panel.
- Under “Sound Playback”, change the default setting from “Plantronics D100” to your PC speakers. Click “OK” to confirm your change.

For Mac OS X

- Choose Apple menu > System Preferences and click Sound.
- Click Output, and then select “Internal Speakers” or your speaker choice.

Talk time performance is significantly degraded even after a full recharge.

The replaceable battery is wearing out. Contact plantronics.com to purchase a new battery. Use only the battery type supplied by Plantronics.

10 Appendix

Left Ear Headset/Savi System Button Functions

This table shows the headset button functions when you are wearing the headset on the left ear.

Headset function	Type of Press	Tones/Lights
Place, answer, or end calls	Short press call control button	1 mid-tone Headset flashes white USB adapter flashes green when in use
Increase volume	Short press volume down	1 tone with pitch increase
Decrease volume	Short press volume up	1 tone with pitch decrease
Flash between calls	While on a call, long press volume up or down (at least 1½ seconds)	1 mid-tone
Mute/unmute headset	While on a call, press the volume/mute button in	USB: Flashes red
Sleep/wake headset	To sleep: While idle, press call control button until flashes white twice To wake: Press call control until flashes white twice	2 white flashes
Headset subscription mode	1. While idle, double press USB subscription button 2. While idle, press volume down until headset light is solid white	USB: Flashes red and green Headset: Solid white Subscribed = USB solid green
Turns headset indicator light ON or OFF	While idle, press volume up until headset flashes white twice	2 white flashes
Low battery warning		Idle: 1 low tone/15 secs On call: 3 low tones
Out of range		Idle: 1 tone plus 3 low tones On call: 3 low tones
Back in range		On call: 1 mid-tone

USB function

Headset subscribed, no activity		USB: Solid green
Headset in talk mode		USB: Flashes green
Headset muted		USB: Flashes red
Incoming call		USB: Flashes red and yellow
Headset not subscribed		USB: Solid red
USB adapter subscription		USB: Flashes green and red
USB adapter conference subscription		USB: Flashes green and yellow
Conference call with 1+ guest headsets		USB: Flashes yellow
Toggle between wideband/narrowband	While in idle, short press USB (<1 sec.) plus long press (>3 sec.)	Narrowband = USB flashes red 4 sec. Wideband = USB flashes green 4 sec.
Range setting	While in idle, press USB for three seconds	High range = USB flashes green Medium range = USB flashes yellow Low range = USB flashes red

Right Ear Headset/Savi System Button Functions

This table shows the headset button functions when you are wearing the headset on the right ear.

Headset function	Type of Press	Tones/Lights
Place, answer, or end calls	Short press call control button	1 mid-tone Headset flashes white USB adapter flashes green when in use
Increase volume	Short press volume up	1 tone with pitch increase
Decrease volume	Short press volume down	1 tone with pitch decrease
Flash between calls	While on a call, long press volume up or down (at least 1½ seconds)	1 mid-tone
Mute/unmute headset	While on a call, press the volume/mute button in	USB: Flashes red
Sleep/wake headset	To sleep: While idle, press call control button until flashes white twice To wake: Press call control until flashes white twice	2 white flashes
Headset subscription mode	1. While idle, double press USB subscription button 2. While idle, press volume down until headset light is solid white	USB: Flashes red and green Headset: Solid white Subscribed = USB solid green
Turns headset indicator light ON or OFF	While idle, press volume down until headset flashes white twice	2 white flashes
Low battery warning		Idle: 1 low tone/15 secs On call: 3 low tones
Out of range		Idle: 1 tone plus 3 low tones On call: 3 low tones
Back in range		On call: 1 mid-tone

USB function

Headset subscribed, no activity		USB: Solid green
Headset in talk mode		USB: Flashes green
Headset muted		USB: Flashes red
Incoming call		USB: Flashes red and yellow
Headset not subscribed		USB: Solid red
USB adapter subscription		USB: Flashes green and red
USB adapter conference subscription		USB: Flashes green and yellow
Conference call with 1+ guest headsets		USB: Flashes yellow
Toggle between wideband/narrowband	While in idle, short press USB (<1 sec.) plus long press (>3 sec.)	Narrowband = USB flashes red 4 sec. Wideband = USB flashes green 4 sec.
Range setting	While in idle, press USB for three seconds	High range = USB flashes green Medium range = USB flashes yellow Low range = USB flashes red

Plantronics, Inc.
345 Encinal Street
Santa Cruz, CA 95060
United States
plantronics.com



For product support contact us at plantronics.com/support or call 1-800-544-4660.

© 2013 Plantronics, Inc. All rights reserved. Plantronics, D100, Savi, WH500, and W445 are trademarks or registered trademarks of Plantronics, Inc. Microsoft, Internet Explorer, Windows XP, Windows Vista, and Windows 7 are trademarks or registered trademarks of Microsoft Corporation in the US and other countries. Pentium is a trademark of Intel Corporation in the U.S. and other countries. All other trademarks are the property of their respective owners.

Patents: US, 7,633,963; D643,834; D635,962; BR DI70057796; CN ZL201030674530.7; ZL201030710900.8; EM 001788878-0001; 001792276-0003; IN 233102; KR 30-655804; TW D143596; D143955.

200887-06 (08.13)

plantronics®