Savi 445
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.

DECT INFORMATION

Plantronics is a member of the DECT Forum has fully adopted their recommendations for enhancements to security within all DECT products.

Plantronics 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. Plantronics DECT products are now secure against all the known vulnerabilities that were highlighted by the public announcements of the Chaos Council in 2009.

Plantronics Savi 400 Series DECT products have been tested against and passed the DECT Forum security certification requirements and consequently have been granted ‘DECT Forum security’ logo certification. Plantronics products using the new enhanced version of DECT that includes these security improvements are marked on the base with the DECT Forum security logo.

The enclosed DECT 6.0 wireless product uses restricted wireless radio frequencies which vary by country. DECT 6.0 devices are generally authorized for use in The Americas. Use of this DECT 6.0 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. For specific countries in which DECT 6.0 devices may be lawfully used, please consult: http://www.dect.org
# Contents

1 Package Contents ........................................... 4
2 System Features ............................................... 5
3 Headset Setup .................................................. 6
   Installing the Headset .................................. 6
   Customize the Headset .................................. 6
   Wearing the Headset .................................... 7
   Fitting the Headset with a Headband ............... 7
4 System Setup ................................................... 8
   Connecting the Power Supply ....................... 8
   Docking and Charging the Headset ............... 8
   Charging the Spare Battery ......................... 8
   Connecting the USB Adapter to your PC ......... 9
   USB Adapter Indicator Light ....................... 9
   Loading software ....................................... 9
5 Using Your Headset System ............................. 10
   Powering Up the Headset ............................ 10
   Talk Time ............................................... 10
   Conserve Talk Time: .................................. 10
   Muting a Headset During A Call .................. 10
   Right Ear Headset Button Functions .............. 10
   Replacing Your Headset Battery .................. 11
   Conserving Battery Life ............................. 11
   Battery Storage Time .................................. 11
   Headset Tones .......................................... 11
   Battery Life Status .................................... 11
   Power consumption .................................... 12
   Headset Indicator Light ............................... 12
   Subscribing a Headset ................................ 12
   Ending Subscription ................................... 12
   Listening to Other PC Audio ....................... 12
6 Making Calls With your Headset and PC ............ 13
   Software Installation ................................ 13
   Making Calls With Your Headset and PC .......... 13
   Softphone Compatibility ............................ 13
   Auto Answer .......................................... 13
   Conferencing Up to Three Guest Headsets ........ 14
   Conferencing Additional Headsets and Security Levels .......... 14
7 Advanced Use ............................................... 15
   Install Plantronics Hub ............................. 15
   Start Hub .............................................. 15
   Hub Tabs ............................................... 15
   Devices Tab ............................................ 15
8 Update Firmware and Software ....................... 20
9 Troubleshooting and Common Questions ............ 21
10 Appendix .................................................... 22
1 Package Contents

Savi W445 USB Adapter and Charger

USB Adapter

Base Power Supply

Deluxe USB Charging Cable

Deluxe Charger Base with Spare Battery

Savi WH500 Headset

Headset

Headbands

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 Set headset battery to Off when not in use.

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.

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.

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).
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 connects to the headset.

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

2 USB adapter can be folded as shown.

Loading software

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

USB Adapter Indicator Light

<table>
<thead>
<tr>
<th>USB Adapter Status</th>
<th>USB Indicator Light</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headset subscribed, no activity</td>
<td>Solid green</td>
</tr>
<tr>
<td>Headset in talk mode</td>
<td>Flashes green</td>
</tr>
<tr>
<td>Headset muted</td>
<td>Flashes red</td>
</tr>
<tr>
<td>Incoming call</td>
<td>Flashes red and yellow</td>
</tr>
<tr>
<td>Headset not subscribed</td>
<td>Solid red</td>
</tr>
<tr>
<td>USB adapter subscription</td>
<td>Flashes green and red</td>
</tr>
<tr>
<td>USB adapter conference subscription</td>
<td>Flashes green and yellow</td>
</tr>
<tr>
<td>On conference call with one or more guest headsets subscribed</td>
<td>Flashes yellow</td>
</tr>
</tbody>
</table>
5 Using Your Headset System

Powering Up the Headset

Assure a charged battery is attached to the headset and the battery on/off switch is set to the “on” position.

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.”

Conserve Talk Time:

1 Turn the battery power switch to Off when not in use.
2 Switch audio to narrowband (see PC Audio Bandwidth on pg. 14, 15 for instructions)
3 Removing the battery from the headset when not in use provides up to 75 days standby time.

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.

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

Plantronics Savi User Guide 10
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.

Conserving Battery Life

Turn the headset battery off when not in use.

Battery Storage Time

If you remove a fully charged battery from the headset, it will maintain a charge for up to 75 days 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 Status

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:

NOTE Plantronics Hub Software must be installed for system tray icon. (See next section)

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

Once the headset battery is fully charged the product enters a networked standby mode. The period of time taken to enter this mode depends on how long the battery takes to fully charge. In networked standby mode the product consumes 2.0 Watts.

The wireless network port(s) of this product are designed to be always active.

**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.

**Listening to Other PC Audio**

Ensure the PC audio you are trying to listen to is being routed to your Savi 400 device.

1. Go to “Windows” and open “Sound”.
2. Select your Savi 400 device under “Sound Playback”.
3. Launch the application that contains the PC audio and hit play.
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 Hub 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 > Plantronics > Plantronics Hub.

Making Calls With Your Headset and PC

<table>
<thead>
<tr>
<th>With Plantronics Software and a Compatible Softphone</th>
<th>Without Plantronics Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>To place a call</td>
<td>1. Short press call control button on headset</td>
</tr>
<tr>
<td></td>
<td>2. Dial number from softphone application</td>
</tr>
<tr>
<td>To answer a call</td>
<td>1. Short press call control button on headset</td>
</tr>
<tr>
<td></td>
<td>2. Answer call using softphone application</td>
</tr>
<tr>
<td>To end a call</td>
<td>1. Short press call control button on headset</td>
</tr>
<tr>
<td></td>
<td>2. Hang up call using softphone application</td>
</tr>
</tbody>
</table>

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, you can see the number of Conferenced headsets in the Plantronics Hub “About” tab under “Connections.”

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.

Conferencing Additional Headsets and Security Levels

Your Savi 400 Series headset system (v28 or later) supports DECT Forum recommendations for Enhanced Security. Products with Enhanced Security are marked with the DECT Forum security logo on the base.

Both your headset and USB adapter are compatible with older (prior to v28) headset bases and headsets supporting older versions of DECT. Below is helpful information if you plan to use Enhanced Security and older DECT components together.

If your Enhanced Security headset or USB adapter is conferenced with an older headset or headset base the resulting security level for the mixed headset and base combination will be set to the level of the older version of DECT for all calls. This is because older system components are not able to support Enhanced Security.

All subscription details above apply when conferencing an Enhanced Security headset to an older USB adapter, or visa versa, however there are unique system alerts indicating that the system is changing the security level from Enhanced Security to the older version of security.

If an older headset is subscribed to an Enhanced Security USB adapter:
- The subscription LED (on USB adapter) will flash GREEN 3 times followed by YELLOW 2 times. This flash pattern repeats 2 times.

If an Enhanced Security headset is subscribed to an older USB adapter:
- The Enhanced Security headset will play a security notification tone.
- The mono-colored LED on the headset will flash 3 times, then 2 times. This flash pattern is repeated 2 times.
7 Advanced Use

Plantronics Hub resides on your computer system and allows you to customize your settings and get visible status of your Plantronics audio device on your desktop. Plantronics Hub provides users with an easy way to change device and software settings and install software and firmware updates.

This section provides information specific to Savi 400 Series products, with an emphasis on covering all of the available settings for your Savi 400 headset system.

Plantronics Hub has its own comprehensive Plantronics Hub User Guide which can be found: www.plantronics.com/us/product/plantronics-hub-desktop/#support.

Install Plantronics Hub

To access the Plantronics Hub, load Plantronics software by visiting plantronics.com/us/support/software-downloads/ and click on download button.

Start Hub

To start Hub, click Start > Programs > Plantronics > Hub

Hub Tabs

When you first start Plantronics Hub the About Tab will be displayed. If you have at least one Plantronics device connected to your computer using a USB connector you will see an image of your device along with information about that device. You will also see tabs across the top of the application that read “About”, “Updates”, “Settings”, and “Help” which are described below.

Devices Tab

To configure your settings, select Plantronics D100-M 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.

About Tab

Provides information about your connected device or devices; switch between devices or set primary device (pull down menu, upper left, appears when multiple devices present).

Updates tab

Check for device firmware and Hub software updates; get information about updates when available, install as necessary

Settings tab

Configure available settings for your device or devices, Hub software

Help tab

Support, contact, and troubleshooting information and resources
### Hub Settings Options

<table>
<thead>
<tr>
<th>Feature</th>
<th>Settings</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>General (software)</td>
<td>Maintain Headset to PC Radio Link</td>
<td>Active Only During Call/Always Active/Active Only During Call</td>
</tr>
<tr>
<td>Software Log Level Detail</td>
<td>Low/Med/High/Verbose</td>
<td>Low</td>
</tr>
<tr>
<td>Metrics Collection to Help Improve Hub</td>
<td>Off/On</td>
<td>On</td>
</tr>
<tr>
<td>General (Savi 400 Series)</td>
<td>Auto Answer</td>
<td>Off</td>
</tr>
<tr>
<td>Audio Sensing</td>
<td>Off/On</td>
<td>Off</td>
</tr>
<tr>
<td>Second Inbound Call</td>
<td>Ring Continuously/Ring Once/Ignore</td>
<td>Ring Continuously</td>
</tr>
</tbody>
</table>

**Maintain Headset to PC Link**
This feature 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.

**Software Log Level Detail**
Adjust the level of detail captured in log files.

**Metrics Collection to Help Improve Hub**
When selected, this will allow Plantronics to collect data on feature usage pattern. This information will only be used by Plantronics to improve the quality of our future software and hardware products.

**Auto Answer**
When enabled, this feature will configure your headset to automatically answer a call when it is removed from the charge cradle.

**Audio Sensing**
Audio Sensing is a special feature supported by Plantronics wireless devices that can detect an audio signal at the USB port and automatically establish the radio link between the base and the wireless headset without the user having to press the call control button. When the Configure Lync Dial Tone parameter is set to On, every time the user presses the call control button, the Lync dial tone will be heard (assuming the user wants to make a softphone call). However, the user may have pressed the call control button to listen to PC music, etc., and does not want to hear the dial tone. In this case, if the user sets the Audio Sensing parameter to On, 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 call control button.
Second Inbound Call
When you are on a call and a second call comes in, this feature enables you to control the ring behavior for the second call. The options are for the call to Ring Continuously until answered (default), for the call to Ring Once and then be silent until answered, or for the call to be ignored completely if Ignore Ring is selected.

Ring Tones and Volumes

<table>
<thead>
<tr>
<th>Feature</th>
<th>Settings</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC ringtone</td>
<td>Tone 1/Tone 2/Tone 3</td>
<td>Tone 2</td>
</tr>
<tr>
<td></td>
<td>Default/Low/Off</td>
<td>Default Volume</td>
</tr>
<tr>
<td>Mute Reminder Volume</td>
<td>Default Volume/Low</td>
<td>Off</td>
</tr>
<tr>
<td></td>
<td>Volume/Off</td>
<td></td>
</tr>
<tr>
<td>System tone</td>
<td>Default/Low/Off</td>
<td>Default volume</td>
</tr>
<tr>
<td>Wearing Preference for Volume Control</td>
<td>No change/Left ear/Right ear</td>
<td>No change</td>
</tr>
<tr>
<td>NOTE For Savi 440/445 models only</td>
<td>Headset, Headset/PC</td>
<td>Headset only</td>
</tr>
</tbody>
</table>

PC Ringtone
Select the ringtone and volume that your hear when your PC softphone rings.

Mute Reminder Volume
Controls the volume of the tone to remind you your microphone is muted, or turn the mute tone off.

System Tone
Sets the volume of your computer’s system tones.

Wearing Preference (enabled for Savi 440/445 only)
Volume controls are oriented up/down for right-ear wearing; when switched to left-ear wearing the volume controls will be reversed. This setting allows for the reversal of the up/down volume orientation for left-ear wearing.

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

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

When this feature 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.
### Presence

<table>
<thead>
<tr>
<th>Feature</th>
<th>Settings</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aware for Lync &amp; Skype for Business</td>
<td>Off/On</td>
<td>Off</td>
</tr>
</tbody>
</table>

**Auto Update my Presence for Microsoft OC/Lync and Skype**

Update your Microsoft Office Communicator / Lync and Skype presence status when you are on a phone call with your mobile phone, deskphone, or Plantronics supported softphone. Plantronics plugin for Lync must also be installed for this feature to work.

### Wireless

<table>
<thead>
<tr>
<th>Feature</th>
<th>Settings</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range</td>
<td>Low/Med/High</td>
<td>High</td>
</tr>
<tr>
<td>PC audio Bandwidth</td>
<td>Narrowband/Wideband</td>
<td>Narrowband</td>
</tr>
</tbody>
</table>
**Range**

Changing the range can help with desk phone/PC audio quality, improve user density or restrict range of users. To change the range with the base see Setting the Range.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>up to 350 ft.</td>
</tr>
<tr>
<td>Medium</td>
<td>up to 150 ft.</td>
</tr>
<tr>
<td>Low</td>
<td>up to 50 ft.</td>
</tr>
</tbody>
</table>

**PC Audio Bandwidth**

Wideband audio delivers heightened speech clarity and life-like fidelity, but consumes more battery power, resulting in reduced talk time.

**Advanced**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Settings</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-Startle (G616)</td>
<td>Off/On</td>
<td>Off</td>
</tr>
<tr>
<td>Anti-Startle (Plantronics Enhanced)</td>
<td>Off/On</td>
<td>Off</td>
</tr>
<tr>
<td>Daily Noise Exposure Limiting</td>
<td>Off/80dB/85dB</td>
<td>Off</td>
</tr>
</tbody>
</table>

**Anti-Startle (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.

**Anti-Startle (Plantronics Enhanced)**

Plantronics enhanced anti-startle goes beyond G616, and 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.

**Daily Noise Exposure Limiting**

Daily noise exposure 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.

**Updates**

On the “upates” tab click “check for updates” to determine if any new updates are available for system firmware or Hub software.
8 Update Firmware and Software

All required software for Savi W440-M can be remotely updated when updates are available. From time to time, updates will be available for the firmware in your headset and for Plantronics Hub software. When an update is available, there will be a number in the Updates tab. Click the Updates tab to see the available updates. When there is an update, it will display in a list on that page. Click "Update" for each update that you want to install. We recommend installing all the updates to keep your device and software functioning at its best.
# 9 Troubleshooting and Common Questions

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>My headset is unstable.</td>
<td>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.</td>
</tr>
<tr>
<td>When I dial from my softphone application, nothing happens.</td>
<td>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 &gt; Preferences &gt; 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.</td>
</tr>
<tr>
<td>Speaking and/or listening volume is too low or too high.</td>
<td>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.</td>
</tr>
<tr>
<td>The sound is distorted or I hear an echo in the headset.</td>
<td>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.</td>
</tr>
</tbody>
</table>
| 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.

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

### USB function

<table>
<thead>
<tr>
<th>USB function</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Headset subscribed, no activity</td>
<td>USB: Solid green</td>
</tr>
<tr>
<td>Headset in talk mode</td>
<td>USB: Flashes green</td>
</tr>
<tr>
<td>Headset muted</td>
<td>USB: Flashes red</td>
</tr>
<tr>
<td>Incoming call</td>
<td>USB: Flashes red and yellow</td>
</tr>
<tr>
<td>Headset not subscribed</td>
<td>USB: Solid red</td>
</tr>
<tr>
<td>USB adapter subscription</td>
<td>USB: Flashes green and red</td>
</tr>
<tr>
<td>USB adapter conference subscription</td>
<td>USB: Flashes green and yellow</td>
</tr>
<tr>
<td>Conference call with 1+ guest headsets</td>
<td>USB: Flashes yellow</td>
</tr>
<tr>
<td>Toggle between wideband/narrowband</td>
<td>While in idle, short press USB ( &lt;1 sec.) plus long press ( &gt;3 sec.)</td>
</tr>
<tr>
<td>Range setting</td>
<td>While in idle, press USB for three seconds</td>
</tr>
</tbody>
</table>
# Right Ear Headset/Savi System Button Functions

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

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

## USB function

<table>
<thead>
<tr>
<th>USB function</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Headset subscribed, no activity</td>
<td>USB: Solid green</td>
</tr>
<tr>
<td>Headset in talk mode</td>
<td>USB: Flashes green</td>
</tr>
<tr>
<td>Headset muted</td>
<td>USB: Flashes red</td>
</tr>
<tr>
<td>Incoming call</td>
<td>USB: Flashes red and yellow</td>
</tr>
<tr>
<td>Headset not subscribed</td>
<td>USB: Solid red</td>
</tr>
<tr>
<td>USB adapter subscription</td>
<td>USB: Flashes green and red</td>
</tr>
<tr>
<td>USB adapter conference subscription</td>
<td>USB: Flashes green and yellow</td>
</tr>
<tr>
<td>Conference call with 1+ guest headsets</td>
<td>USB: Flashes yellow</td>
</tr>
<tr>
<td>Toggle between wideband/narrowband</td>
<td>While in idle, short press USB (&lt;1 sec.) plus long press (&gt;3 sec.)</td>
</tr>
<tr>
<td>Range setting</td>
<td>While in idle, press USB for three seconds</td>
</tr>
</tbody>
</table>