Savi 7310/7320 UC

Wireless DECT headset system for computer

User Guide

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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 6.0 wireless product uses restricted wireless radio frequencies which vary by country. DECT 6.0 devices are generally authorized for use in the US/Canada/ Mexico. 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.

DECT Enhanced Security

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

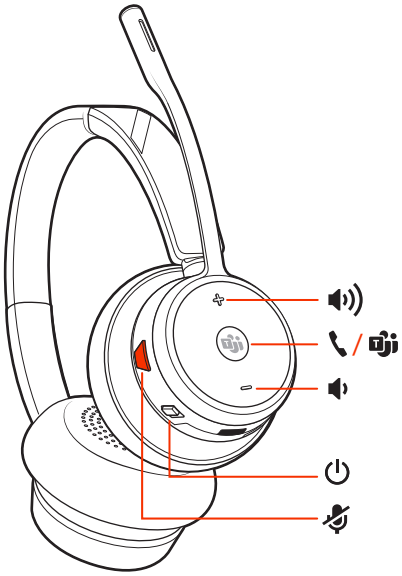
Poly DECT-based products now fully incorporate the latest recommendations on Enhanced Security from the DECT Forum and ETSI. These improvements cover registration, authentication, authorization and encryption procedures. Poly DECT products are now secure against known vulnerabilities that were highlighted 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 overview



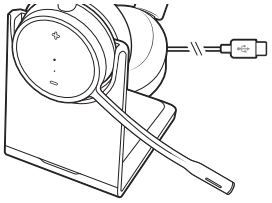
Note: Headset design may vary but function is the same.

	Volume up
/	Call / Press to interact with Microsoft Teams (Teams model only, app required)
	Volume down
	Power
	Mute/unmute

Be safe

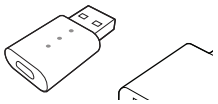
Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

Charge stand (select models only)



Note: The charge stand plugs into a computer or wall charger's USB port.

D400 DECT USB adapter



Note: The DECT adapter connects to a USB-A port on your computer. To connect to a USB-C port, first connect your DECT adapter to the accessory USB-C adapter and plug into your computer.

Standard LEDs	
USB LEDs	**Status**
Solid green	Headset connected; subscription successful
Fast flashing green	Incoming call
Flashing green	On a call; call on hold; streaming media
Solid red	Call is muted
Flashing red and green	Subscribe mode
Flashing green	Update in progress
Red for 4 seconds	Subscription failed

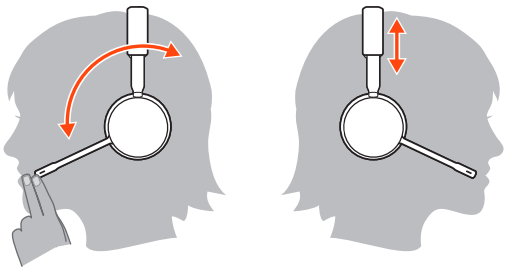
LEDs when Microsoft Teams* is detected	
USB LEDs	**Status**
Solid white	Connected to Teams
Pulsing white	Teams notification
Flashing white for 10 seconds	Teams connection failed

Note: *Requires Microsoft Teams desktop application.

Fit and charge

Wear on the right or left

- To position the microphone on the right or left side, rotate the microphone boom up and over. Bend the boom so it is approximately 2 finger widths from the corner of your mouth.
- Gently flex the headband wider if the fit is uncomfortable on your ears.



Charge your headset

Place the headset in the charge cradle. The charging LED flashes when charging the headset and remains steady when the headset is fully charged. Charge for at least 20 minutes prior to the first use.

Talk Time

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

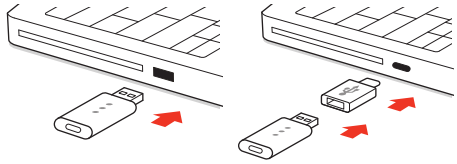
Battery

This product has a replaceable battery. To ensure replacement batteries meet high quality standards and for optimal performance, only use replacement batteries provided by Poly.

Connect to PC

Your DECT™ USB adapter is pre-subscribed (connected) to your headset.

1 Turn on your headset and insert the DECT USB adapter into your laptop or PC.



D400 adapter: To connect your DECT adapter to a USB-C port, use it with the optional USB-C adapter.

2 The USB adapter LED is solid red when inserted and then turns solid green or 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 green or blue. When not on a call the LED is solid green or blue. LED color varies by USB adapter model.

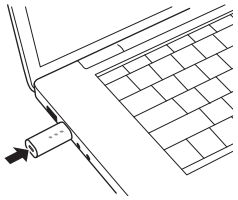
Subscribe D400 USB adapter again

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 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, press and hold the Volume up button for 4 seconds. Your headset LED lights up.

3 To put your DECT USB adapter into subscribe mode, double press the subscription button until the USB adapter flashes red and green.



Note: To connect your DECT adapter to a USB-C port, use it with the optional USB-C adapter.

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

Note: If the USB adapter LED goes solid red after flashing red and green, 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 subscription button once. The subscription light will be solid red for four seconds and then go to its previous state.

Configure USB adapter for streaming audio

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 **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 **Start menu > Control Panel > Sound > Communications tab** and select the desired parameter.

Mac

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

Load software

Download Poly Lens App to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: poly.com/lens.

- Enable features
- Change settings
- Configure call control for softphones
- Update device firmware
- Manage notifications and alerts
- Schedule health and wellness reminders

Update firmware

Keep your firmware up-to-date to improve performance and add new features to your Poly device.

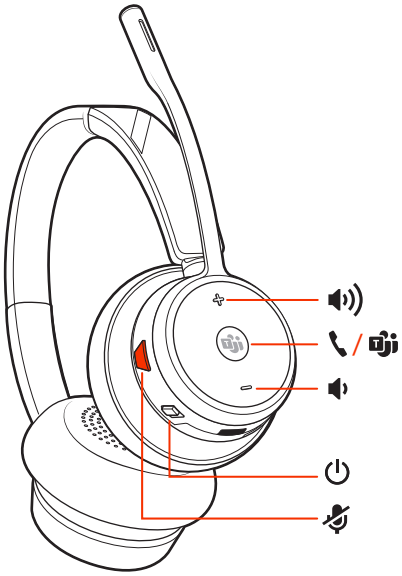
Update your firmware using your computer with Poly Lens Desktop App. Download at poly.com/lens.

While updating firmware:

- Do not use your Poly device until the update is complete.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

The basics

Headset overview



Note: Headset design may vary but function is the same.

	Volume up
/	Call / Press to interact with Microsoft Teams (Teams model only, app required)
	Volume down
	Power
	Mute/unmute

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.

Switch between calls (flash)

To switch between 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 Teams

Press the Teams button to interact with Microsoft Teams when not on a call (model and application required).

Note: Your headset's Call button is also the Microsoft Teams button.

View Microsoft Teams notifications

Your USB Adapter Microsoft Teams LED pulses when you have a Teams notification.

Tap your headset Call button to view notifications on your computer.

More Features

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.

Set up a conference call

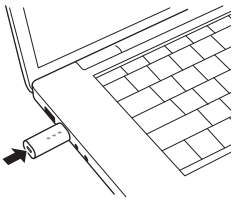
You can set up a conference call with 3 additional Savi headsets.

1. While on a call, press the USB adapter subscription button. D200 adapter: press the USB adapter's recessed subscription button with a pen or paper clip.
   The adapter subscription LED flashes red and green or red and blue.
2. On guest headset, press and hold the Volume up button or turn the Volume wheel up until the headset LED lights up. Method varies by model.
3. 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. Guest headsets can remain as guests through multiple calls.
4. To remove a guest headset, either press the guest headset's Call button or dock the primary user's headset in the charge cradle.

Subscribe D400 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 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, press and hold the Volume up button for 4 seconds. Your headset LED lights up.
3. To put your DECT USB adapter into subscribe mode, double press the subscription button until the USB adapter flashes red and green.



   Note: To connect your DECT adapter to a USB-C port, use it with the optional USB-C adapter.

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

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

End subscription mode

End subscription mode to stop the USB adapter from searching for a headset. Method varies by adapter model.

- D400 adapter: Press the subscription button once.
- D200 adapter: Press the recessed subscription button once with a pen or paperclip.

Subscription mode ends and the USB adapter LED is solid red for 4 seconds and reverts to its previous state.

Online indicator

Your headset LED illuminates red to inform others that you are on a call. Manage settings in Poly Lens App.

Out of Range Warning Tones

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 button, you will hear a single tone for the button press and three low tones for the failure to make a link.

Troubleshooting

Headset

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 DECT USB adapter. See Subscribe D400 USB adapter again on page 7.
When should I replace my rechargeable battery?	Replace your rechargeable battery after 3 years or 300 charge cycles, whichever occurs first.
Talk time performance is significantly degraded even after a full recharge.	Battery is wearing out. Contact us at poly.com/support.

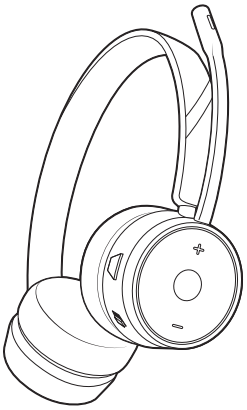
Softphone

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 DECT USB adapter. See Subscribe D400 USB adapter again on page 7. 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 softphone by going to Poly Lens Desktop App.

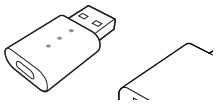
Does my Microsoft Teams-enabled headset work with other softphones?	Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone by going to Poly Lens Desktop App When you configure another softphone, the Call button: • doesn't 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 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 USB adapter and then reconnect it. Quit and then re-start your PC or softphone application.

What's in the box

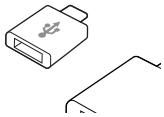
Contents may vary by product.



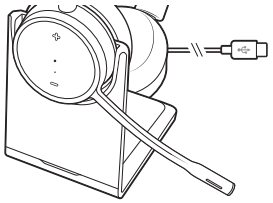
Headset



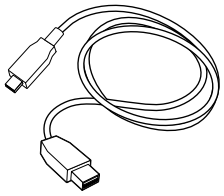
DECT USB adapter



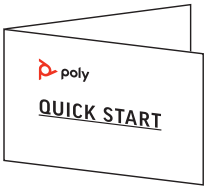
Optional USB-C adapter



Charge stand



USB cable



Quick start guide

Carrying case

Support

NEED MORE HELP?

poly.com/support

Manufacturer:

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Plantronics Ltd.

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United Kingdom

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Model ID: S7310/S7310-M (may be followed by /A, /J, /P or /S), S7320/S7320-M (may be followed by /A, /J, /P or /S), D400 (may be followed by /A, /J, /P or /S). System sentence: Savi 7310/7320 UC (-M) has a D400 adapter (may be followed by /A, /J, /P or /S) and a W7310T/W7320T headset (may be followed by /A, /J, /P or /S).

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