Savi 8210/8220 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.

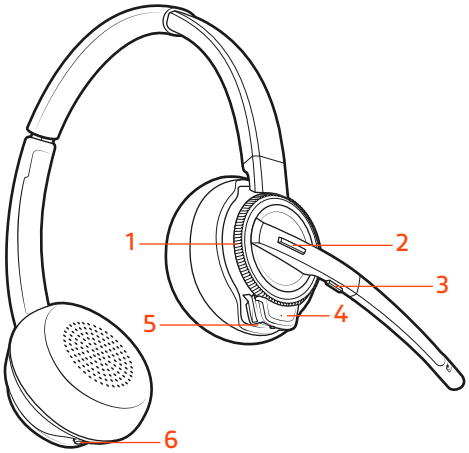
Poly DECT-based products now fully incorporate the latest recommendations on Enhanced Security from the DECT Forum and ETSI. These improvements cover registration, authentication, authorization and encryption procedures. Poly DECT products are now secure against known vulnerabilities that were highlighted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

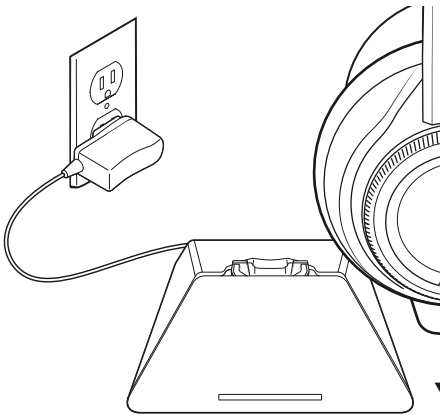
Headset Basics



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

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

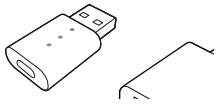
Charge stand



DECT adapter overview

Your headset system ships with one of the following DECT USB adapters.

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

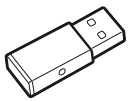
USB LEDs	Status
Solid green	Headset connected; subscription successful
Fast flashing green	Incoming call
Flashing green	On a call; call on hold; streaming media
Solid red	Call is muted
Flashing red and green	Subscribe mode
Flashing green	Update in progress
Red for 4 seconds	Subscription failed

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.*

D200 DECT USB adapter



NOTE *Design varies for USB-A and USB-C models, but function is the same.*

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

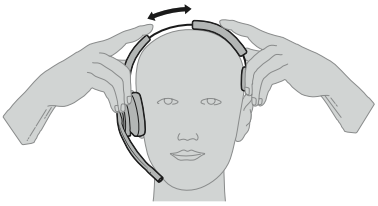
Fit and charge

Customize Your Headset

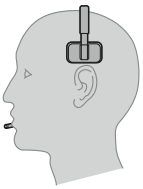
Optimize the comfort and fit of your headset.

Adjust the Headband

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



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



Adjust the Boom

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

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

Charge your headset

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

Talk Time

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

Headset battery status

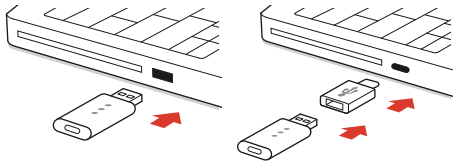
Determine your headset battery status:

- Listen to the voice prompts after powering on the headset
- View in Poly Lens App

Connect to PC

Your DECT™ USB adapter 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.

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

1 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

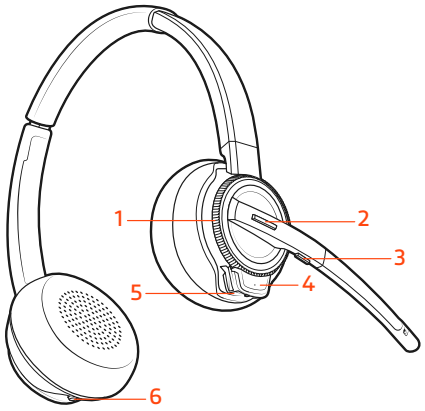
Update your Poly device

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

Update your device using Poly Lens App. Download at poly.com/lens.

The basics

Headset Controls



1Volume wheel Toggle repeatedly forward or backward to adjust volume

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

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

4Headset LED Flashes when in use

5Power button Toggle on and off

6ANC (Active Noise Canceling) Toggle on and off

Power on/off

To turn on the headset, slide the Power button to reveal green.

Make, answer, end calls

Make a call

Dial from your softphone.

Answer or end a call

Tap the Call button.

Answer a second call

1. While on a call, press the headset Call button for 2 seconds to answer the second call. This will place the first call on hold.
2. To switch between the calls, press the headset Call button for 2 seconds.

Adjust volume

Fine-tune your headset volume by adjusting the volume controls.

Adjust headset microphone volume (softphone)

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

Mute

During an active call, tap the Mute button to mute or unmute your headset.

Interact with Microsoft softphone

- For Microsoft Teams, tap the headset's Call button to interact (Teams desktop application required).
- For Skype for Business, press and hold the headset's Call button for 2 seconds to interact (Skype for Business desktop application required).
- Set your target phone in Poly Lens Desktop App.

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

Change voice prompt language

Change the voice prompt language on your headset in Poly Lens Desktop App.

Optimize audio quality

There are 3 audio modes: wideband stereo (hybrid), wideband (conversation) and multimedia (music).

To optimize your audio quality for your activity, with the system idle, press the headset Mute button for 4 seconds. The headset cycles through the modes with each 4 second press. Also configurable in Poly Lens Desktop App.

Limit office noise

You can limit the amount of nearby conversation that is transmitted during your calls.

Customize feature in Poly Lens Desktop App.

Set the range

Changing the range can help with PC audio quality, improve user density or restrict range of users.

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

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

ANC

Active Noise Canceling (ANC) reduces external noise and enhances your music and sound quality.

Your headset ships with ANC on. To turn ANC off, slide the switch away from "ANC."

Set 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 USB adapter again

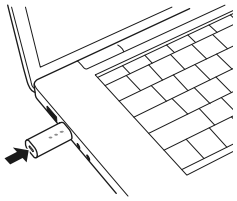
Typically, your DECT USB adapter is subscribed (connected) to your headset. In the event that your adapter is disconnected or bought separately, you will need to subscribe the adapter to your headset. The adapter subscription method depends on which USB adapter you use.

Subscribe D400 USB adapter again

1. Insert the DECT USB adapter into your laptop or computer and wait for the LED to light up.

2 To put your headset in subscribe mode, turn the Volume wheel up for 4 seconds. Your headset LED lights up.

3 To put your DECT USB adapter into 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.*

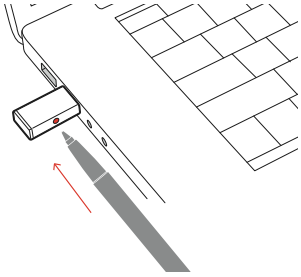
4 Subscription is successful when you hear "pairing successful" and "base connected" and the DECT USB adapter LED is solid green.
NOTE *If the USB adapter LED goes solid red after flashing red and green, the subscription attempt has failed and should be repeated.*

Subscribe D200 USB adapter again

1 Insert the DECT USB adapter into your laptop or computer and wait for the LED to light up.

2 To put your headset in subscribe mode, turn the Volume wheel up for 4 seconds. Your headset LED lights up.

3 To put your DECT USB adapter into subscribe mode, double press the recessed subscription button with a pen or paperclip until the USB adapter flashes red and blue.



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

4 Subscription is successful when you hear "pairing successful" and "base connected" and the DECT USB adapter LED is solid blue.
NOTE *If the USB adapter LED goes solid red after flashing red and blue, the subscription attempt has failed and should be repeated.*

End subscription 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.

Disabling over-the-air subscription

The Savi system ships with the over-the-air headset subscription enabled. In a multi-shift environment, you may want to disable this mode of subscription.

Manage settings in Poly Lens Desktop App.

Troubleshooting

Headset

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 Position Your Headset.
Talk time performance is significantly degraded even after a full recharge.	Battery is wearing out. Contact us at poly.com/support.
When should I replace my rechargeable battery?	Replace your rechargeable battery after 3 years or 300 charge cycles, whichever occurs first.
I can't hear anything in the headset.	Ensure your headset is powered on. Press the headset Call button. Make sure your headset is charged. Fine tune the listening volume. Ensure that your headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). Make sure your headset is subscribed to the USB adapter. See Subscribe USB adapter again.

Softphone

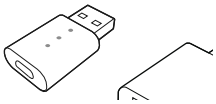
When I dial from my softphone application, nothing happens.	Ensure your headset is powered on. Press the headset Call button. Make sure your headset is charged. Fine tune the listening volume. Ensure that your headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). Make sure your headset is subscribed to the USB adapter. See Subscribe USB adapter again. Ensure that the Poly Lens Desktop App is installed. To download, visit poly.com/software. Ensure that you are using a compatible softphone application. For a list of compatible softphones, visit poly.com/software. If the Poly Lens Desktop App is not installed and you do not have a compatible softphone, you must first press the headset Call button and then use the softphone interface to place/answer/end calls. Restart your computer.
How do I interact with Microsoft Teams or Skype for Business?	• For Microsoft Teams, tap the Call button to interact (Teams app required). • For Skype for Business, press and hold the Call button for 2 seconds to interact (Skype for Business app required). • Set your target phone by going to Poly Lens Desktop App.

Does my Microsoft 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.

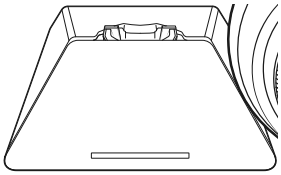
What's in the box

Contents may vary by product.

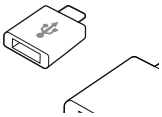
Headset



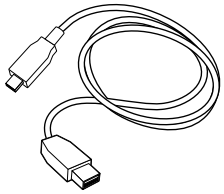
DECT USB adapter (model may vary)

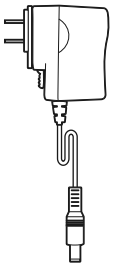


Charge stand

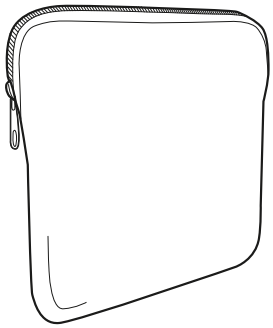


Optional USB-C adapter (D400 model only)

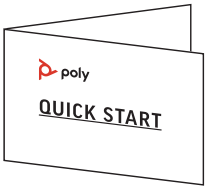




USB cable, power supply and plug adapters



Carrying case



Quick start guide

Support

NEED MORE HELP?

poly.com/support

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Model ID: S8210 C/S8210-M C USB-A/USB-C (may be followed by /A or /S), S8220 C/S8220-M C USB-A/USB-C (may be followed by /A or /S), D200 USB-A/USB-C (may be followed by /A or /S), D400 (may be followed by /A, /J, /P or /S). System sentence: Savi 8210/8220 UC (-M) has a D200 USB-A/USB-C adapter (may be followed by /A or /S) or a D400 adapter (may be followed by /A, /J, /P or /S), and a W8210T/W8220T headset (may be followed by /A, /J, /P or /S).

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