Savi 8240/8245 UC Wireless DECT headset system for computer User Guide

SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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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 wireless product uses restricted wireless radio frequencies which vary by country. Use of this DECT product in unauthorized countries is a violation of law, may disrupt telecommunications networks and devices, and can subject you to fines and penalties by regulatory agencies.

DECT Enhanced Security

Poly is a member of the DECT Forum and has fully adopted 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.

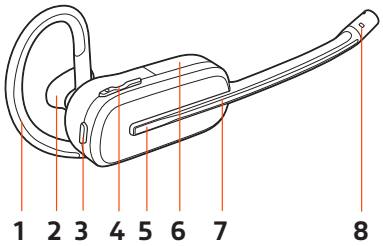
Poly DECT products have been tested against and passed the DECT Forum security certification requirements and consequently have been granted 'DECT Forum security' logo certification.

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



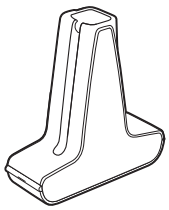
1. Earloop
2. Eartip
3. Mute button
4. Volume button
5. Call button/Press to interact with Microsoft Teams (app required)
6. Battery
7. Headset LED
8. Microphone

Be safe

Please read the safety guide for important safety and regulatory information before using your new device.

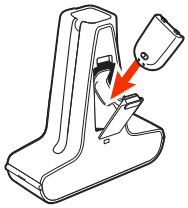
Charge stand

Figure 2-1 Savi 8240 UC



NOTE: Charges headset

Figure 2-2 Savi 8245 UC



NOTE: Charges headset and battery

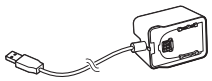
Charge accessory

Figure 2-3 Savi 8240 UC



NOTE: Charges headset

Figure 2-4 Savi 8245 UC

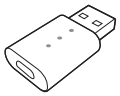


NOTE: Charges headset and battery

DECT adapter overview

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

D400 DECT USB adapter



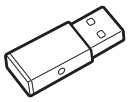
NOTE: The DECT adapter connects to a USB-A port on your computer. To connect to a USB-C port, first connect your DECT adapter to the accessory USB-C adapter and plug into your computer.

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.

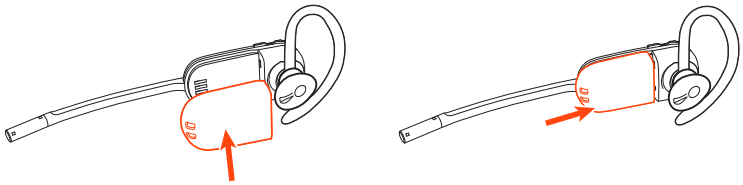
USB LEDs	Status
Solid red	Headset is powered off
Solid red	Headset is not subscribed (if headset is powered on)
Red and blue flashes	Subscribe mode
Solid blue	Subscription successful; connected
Triple blue flashes	Incoming call
Blue flashes	On a call or streaming media
Solid red	Call is muted
Red flashes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

Fit and charge

Customize Your Headset

Install the headset battery

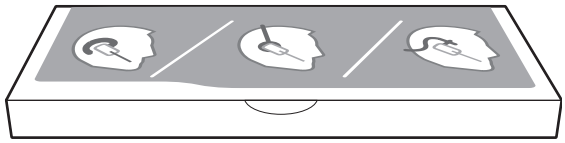
- Position the battery as shown on the headset and slide into position until the battery snaps into place.



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

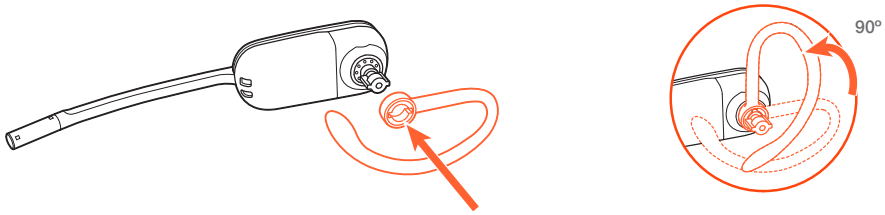
Use the fit kit to assemble your headset

- Choose a headset wearing style and use the fit kit to assemble it over-the-ear, over-the-head or behind-the-head.



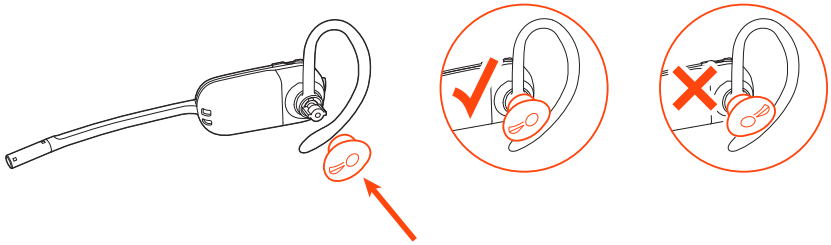
Right over-the-ear assembly

1. Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset. Rotate the earloop up 90°.



NOTE: Ensure the earloop is flat against the headset before rotating.

2. Choose the size and style of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.

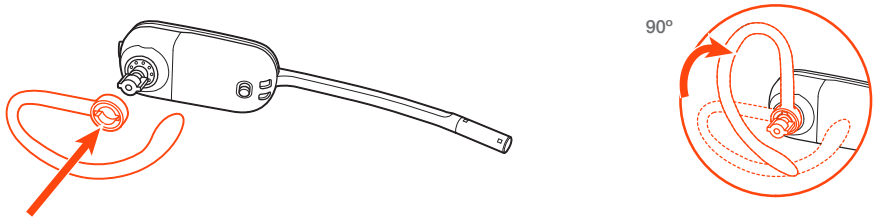


NOTE: Ensure the large end of the eartip points to the microphone.

3. To correctly position your headset, see Position Your Headset. on page 7

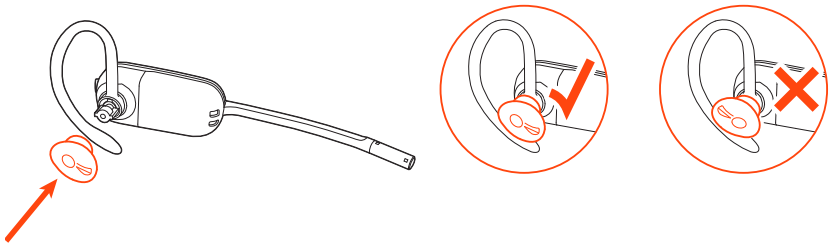
Left over-the-ear assembly

1. Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset. Rotate the earloop up 90°.



NOTE: Ensure the earloop is flat against the headset before rotating.

2. Choose the size and style of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.



NOTE: Ensure the large end of the eartip points to the microphone.

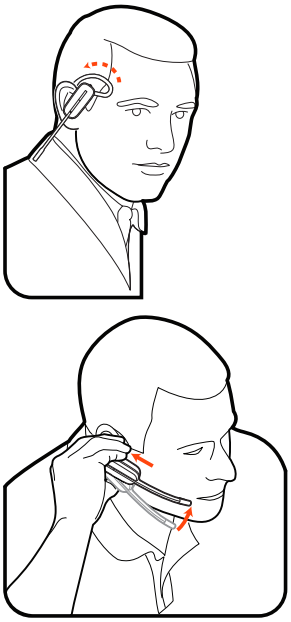
3. To correctly position your headset, see Position Your Headset. on page 7

Position your 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.

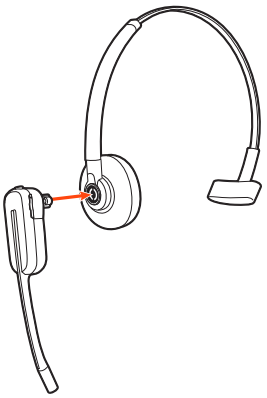
1. Slide the headset over and behind your ear and fit the eartip into your ear.

2. Holding the base of the headset, push it in and back towards your ear to allow the pivoting earpiece to bring the microphone close to your mouth. As the base of the headset moves backwards, you will feel soft clicks until the microphone rests close to your cheek.

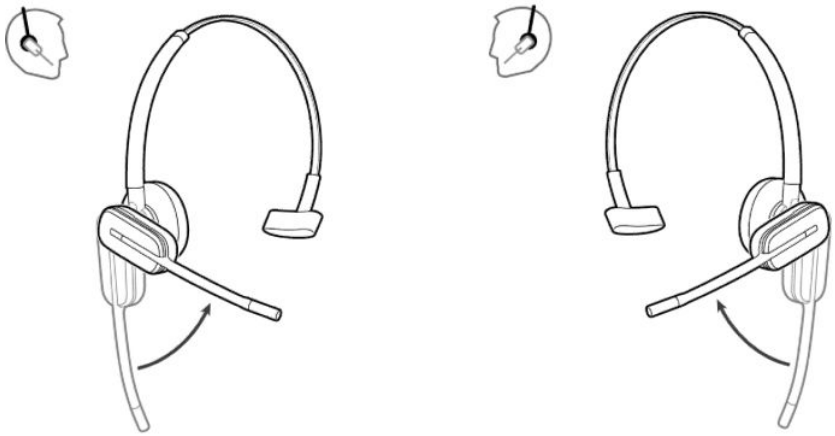


Over-the-head assembly

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



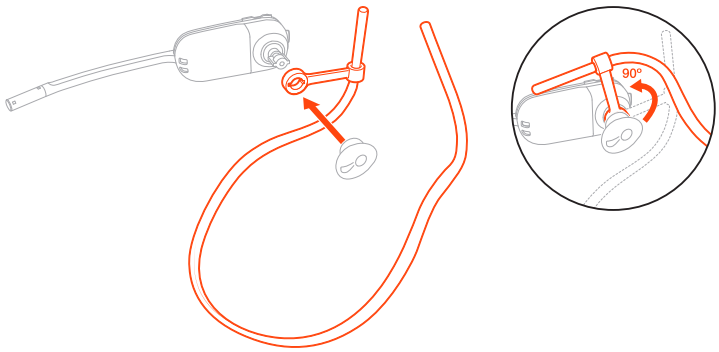
2. Rotate the headset up. The headband can be worn on the right or left side.



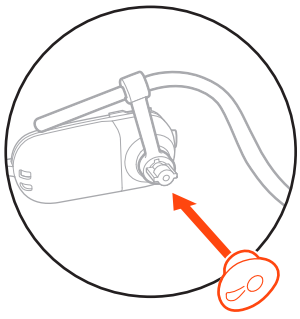
3. To optimize the position of the headset, push the headset in so the microphone is close to your mouth.

Behind-the-head assembly

1. Align the headband as shown. Ensure the headband sits flat against the headset, then rotate it up 90°. If you want to wear it on the left, switch the stem to the left side of the headband.

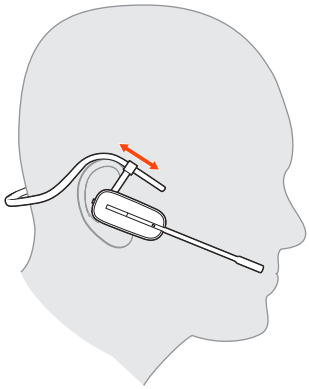


2. Choose the size and style of the eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.

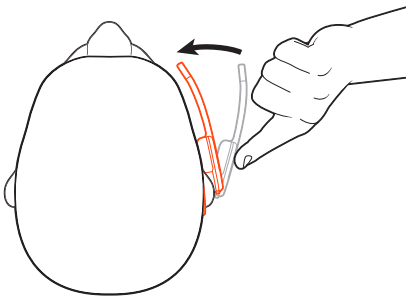


NOTE: Ensure the large end of the eartip points to the microphone.

3. To position your headset correctly, first slide the stem of the headband so the headset fits comfortably.



4. With a finger on the headset indicator light, push in until the microphone rests as close to your cheek as possible without touching.



Charge your headset and spare battery

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 up to 3 hours.

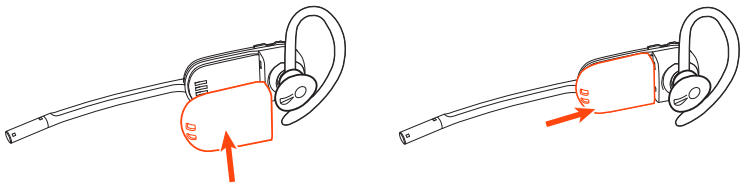
Charge spare battery

Charge spare battery, if applicable, by placing in the battery compartment of your charge stand or charge accessory and connecting to USB power source.

Replace battery during a call

You can replace your headset battery even during active calls.

1. While on a call, remove your headset battery. Your headset mutes.
2. Replace with a charged spare battery.
3. You hear "base connected" and "mute off" when the battery is replaced and you are reconnected to your call.



Talk time

With a full charge, the headset provides up to 4.5 hours of continual talk time in *wideband* mode and up to 6.5 hours in *narrowband* mode. Changing batteries mid-conversation provides unlimited talk time.

Headset battery status

Determine your headset battery status:

- Listen to the voice prompts after powering on the headset
- View in HP Poly Studio

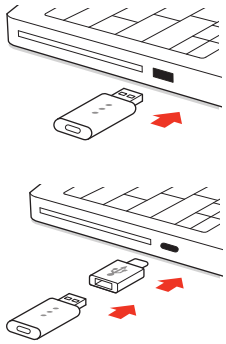
Replace rechargeable battery

Replace your rechargeable battery after 3 years or 300 charge cycles, whichever occurs first.

To ensure replacement batteries meet high quality standards and for optimal performance, use only Poly batteries.

Connect to PC

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



NOTE: 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

- 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 HP Poly Studio to get the most out of your device. Some softphones require the installation of HP software to enable device call control (answer or end a call and mute) functionality.

NOTE: Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

- Download the HP Poly Studio Desktop app at hp.com/studio.

Table 6-1 Supported features

Feature	HP Poly Studio Desktop app
Configure call control for softphones	√
Change headset language	√
Enable features	√
Choose preferred Equalizer setting	√
Battery meter	√
Update device firmware	√
Manage notifications and alerts	√
Schedule wellbeing reminders	√
View user guide	√
FindMyHeadset	

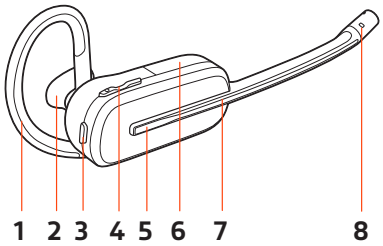
Update your Poly device

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

Update your device using HP Poly Studio. Download at hp.com/studio.

The basics

Headset Basics



1. Earloop
2. Eartip
3. Mute button
4. Volume button
5. Call button/Press to interact with Microsoft Teams (app required)
6. Battery
7. Headset LED
8. Microphone

Power on/off

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

Make, answer, end calls

Make a call

Use your softphone to make an outgoing call.

- Dial using your softphone app.

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

Use your headset to quickly open and use Microsoft Teams desktop app.

- Tap the headset's Call button to interact (Teams desktop application required).

NOTE: Set your target softphone in HP Poly Studio Desktop.

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 HP Poly Studio Desktop.

Optimize audio quality

There are 2 audio modes: wideband (conversation) and narrowband.

- 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 HP Poly Studio Desktop.

Limit office noise

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

- Customize feature in HP Poly Studio Desktop.

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 HP Poly Studio Desktop.

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

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.

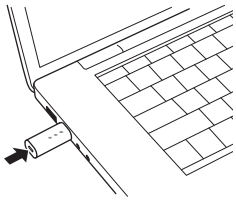
2. On guest headset, press and hold the Volume up button or turn the Volume wheel up until the headset LED lights up. Method varies by model.

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 HP Poly Studio Desktop. 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

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, 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.

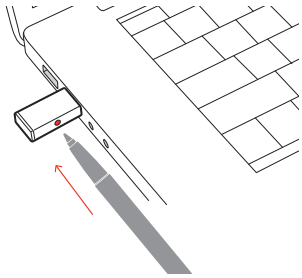
4. Subscription is successful when you hear "pairing successful" and "base connected" and the DECT USB adapter LED is solid green.

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

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, 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 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 HP Poly Studio Desktop.

Troubleshooting

Headset

Issue	Resolutions
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 Customize Your Headset on page 6
Talk time performance is significantly degraded even after a full recharge.	Battery is wearing out. Contact us at support.hp.com/poly.
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 on page 17.

Softphone

Issue	Resolutions
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 on page 17. Ensure that the HP Poly Studio Desktop 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 HP Poly Studio Desktop 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 HP Poly Studio Desktop.
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 HP Poly Studio Desktop 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.

Issue	Resolutions
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.

Figure 10-1 Headset

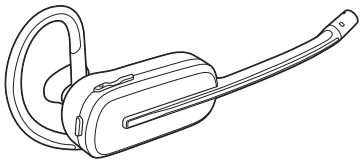


Figure 10-2 DECT USB adapter (model may vary)

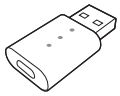


Figure 10-3 Optional USB-C adapter



Figure 10-4 Charge stand

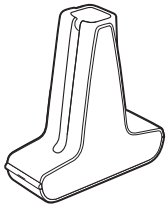


Figure 10-5 Charge accessory



Figure 10-6 Savi 8245 UC: accessory battery



Figure 10-7 Over-the-head headband



Figure 10-8 Behind-the-head headband

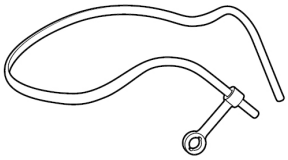


Figure 10-9 Power supply and plug adapters

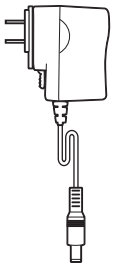


Figure 10-10 Headset Fit Kit with earloops, eartips and foam sleeve

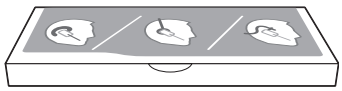


Figure 10-11 Carrying case

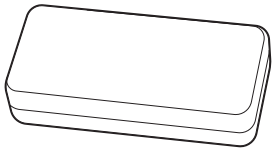
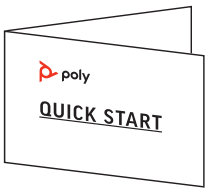


Figure 10-12 Quick start guide



Support

NEED MORE HELP?

support.hp.com/poly

HP Inc.

1501 Page Mill Road

Palo Alto, CA 94304, U.S.A.

650-857-1501

HP REG 23010, 08028

Barcelona, Spain

HP Inc UK Ltd

Regulatory Enquiries, Earley West

300 Thames Valley Park Drive

Reading, RG6 1PT

United Kingdom

台灣惠普資訊科技股份有限公司

臺北市南港區經貿二路 66 號 10 樓

電話：02-37899900

RMN (Regulatory Model Number):S8240 C/S8240-M C USB-A/USB-C (may be followed by /A or /S), S8245 C/S8240-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 8240/8245 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 S8240T headset (may be followed by /A, /J, /P or /S).