

Quick Start Guide

POLY

Savi 8200 Series



INTERMEDIA
UNITE™

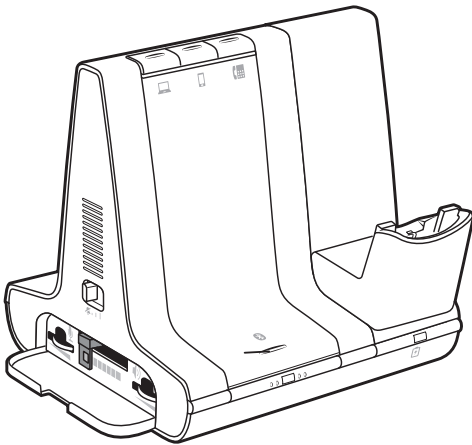
Welcome to Intermedia Unite

What's in the box?

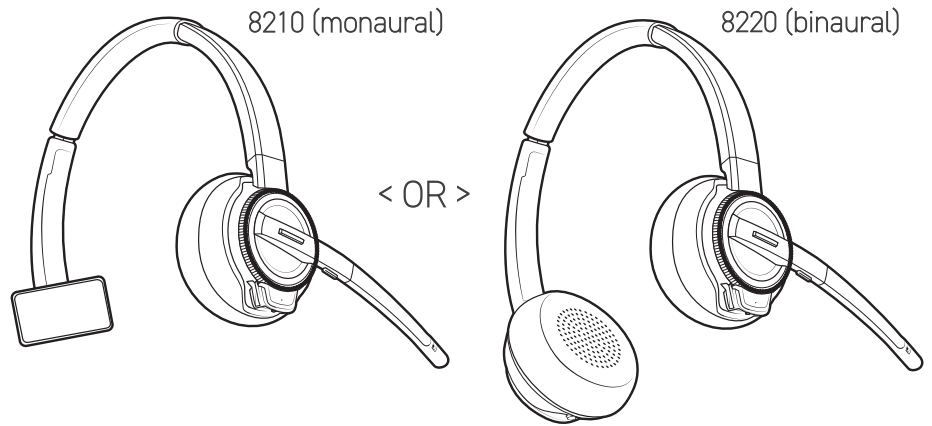
POLY Savi 8200 Series

- A. Base
- B. Headset
- C. Handset Telephone Interface Cable
- D. USB Cable
- E. Power Adapter

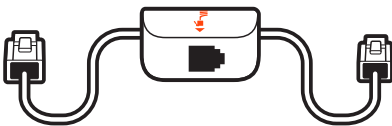
A.



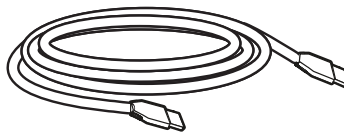
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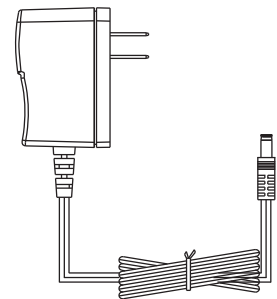
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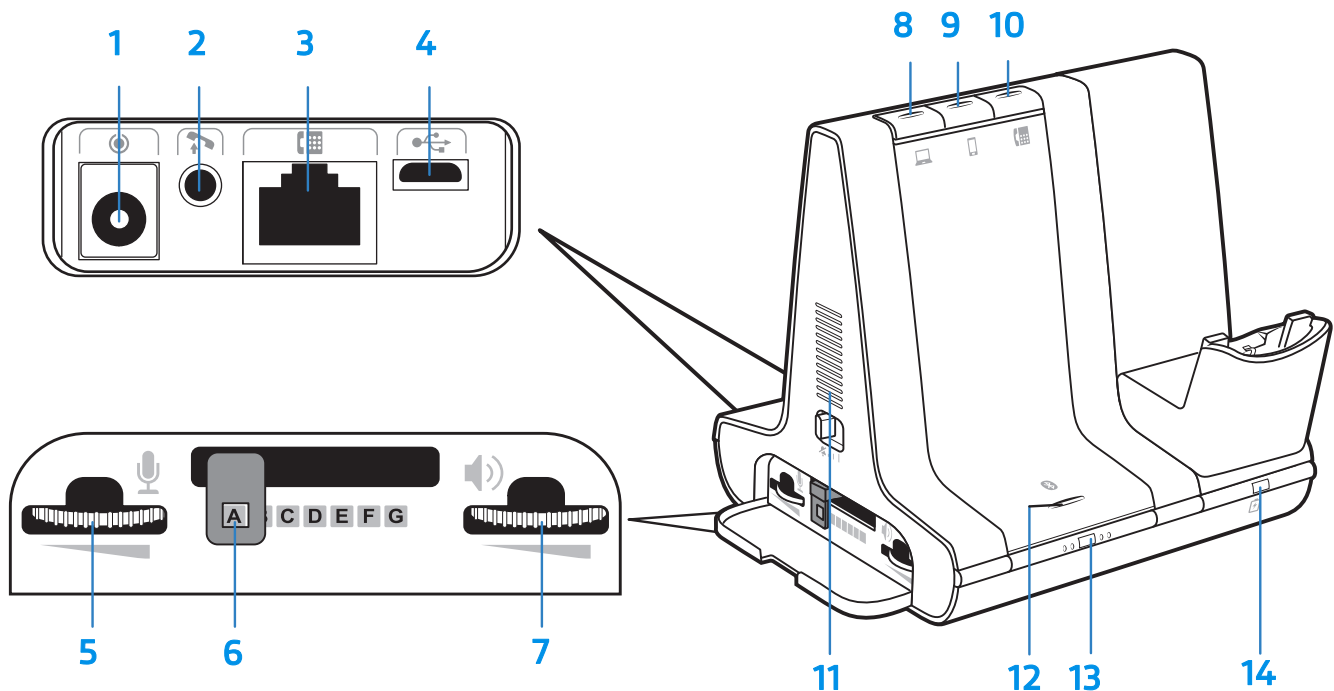


E.



Overview

BASE

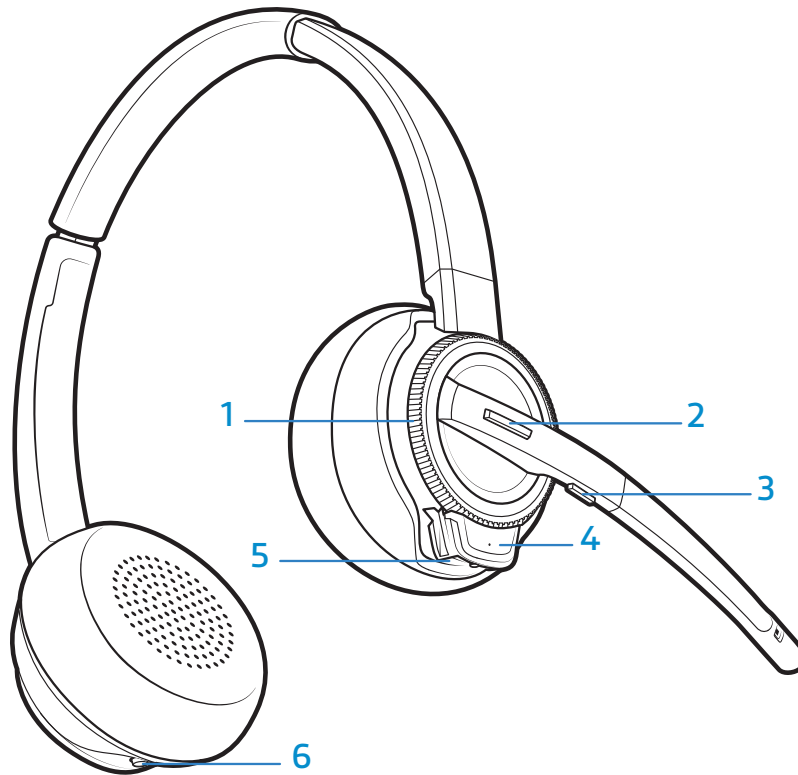


- 1 Power jack
- 2 Handset lifter jack
- 3 Telephone interface cable jack
- 4 USB port
- 5 Desk phone speaking volume
- 6 Desk phone configuration switch
- 7 Desk phone listening volume

- 8 Computer button
- 9 Mobile phone button
- 10 Desk phone button
- 11 Incoming call ringer
- 12 Bluetooth pairing button/LED
- 13 Subscription button/LED
- 14 Charging LED

Overview

HEADSET



- 1 Volume wheel
- 2 Call button
- 3 Mute

- 4 Headset LED
- 5 Power button
- 6 ANC (Active Noise Canceling)

Be safe

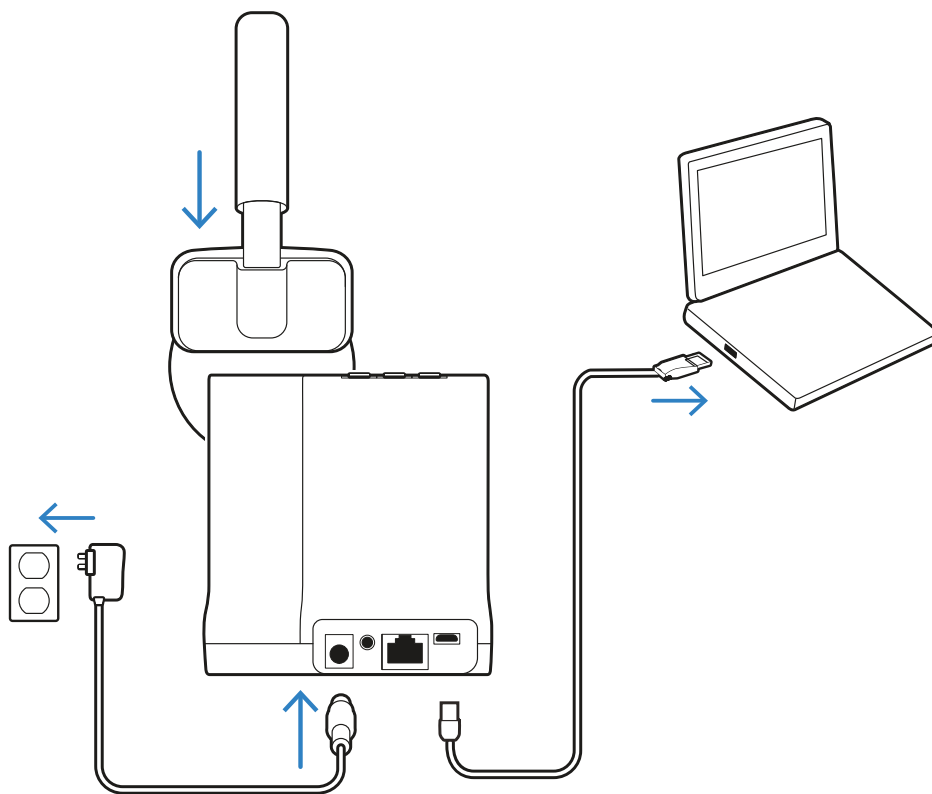
Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

Guided Setup

The Savi 8200 headsets support a variety of connection methods depending on your local setup. Please select from the following options.

PERSONAL COMPUTER

The Savi 8200 headsets work with the Unite Desktop application allowing hands-free answer and hang-up. Use the diagram below to assist in setting up your system



1. Connect the USB-A cable to your personal computer. Connect the other end to the USB port on the back of the base.
2. Connect the power cable to the base and plug the power adapter into an electrical outlet.
3. Place the headset onto the base to charge.
(Please allow at least 20 minutes initial charge time.)

INSTALL SOFTWARE

Plantronics Hub is software that allows you to control the settings on your Savi 8200 headset. Additionally, it enables integration with the Unite Desktop application giving you hands-free control during phone calls. Without Plantronics Hub installed on your computer, your headset will work with the Unite Desktop application, but will not work in a hands-free manner.

To download Plantronics Hub, please navigate to the download website and follow the instructions:

- plantronics.com/software

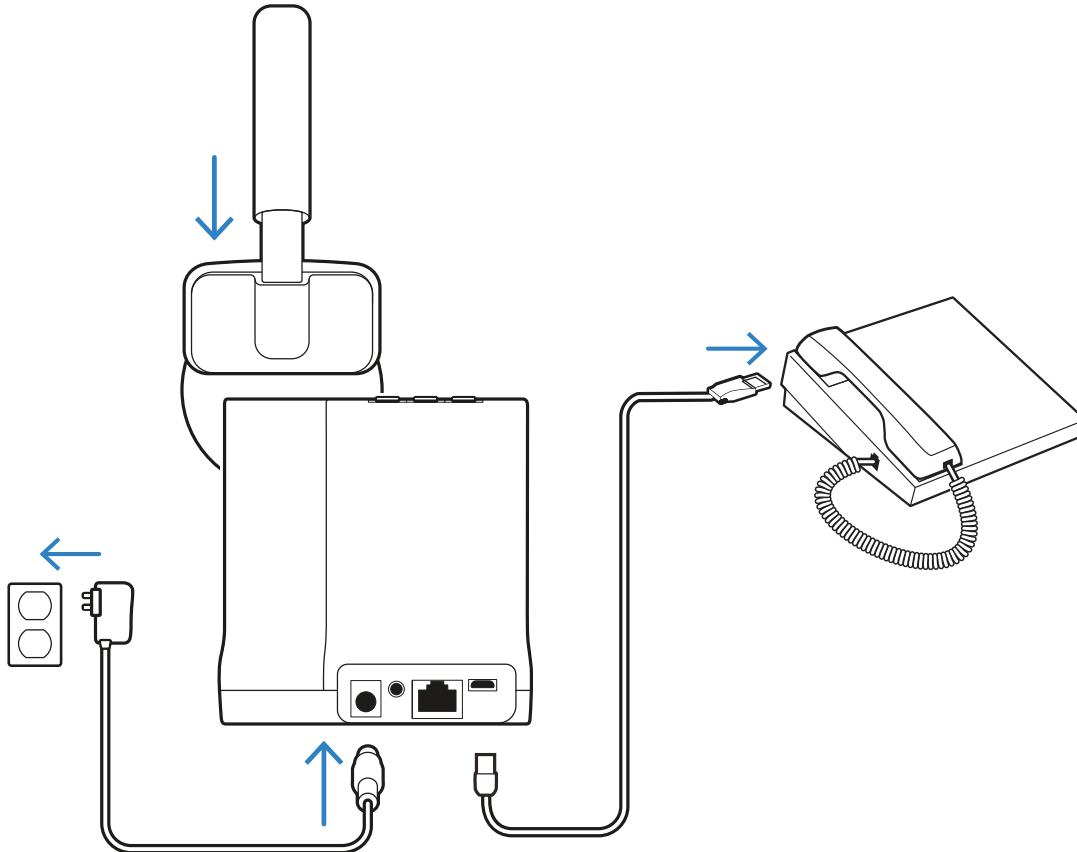
Once Plantronics Hub is installed, we recommend two settings changes. Navigate to Settings -> General and change the following options:

1. Set "Audio Sensing" to "On".
 - a. This will allow your headset to sense when an audio connection is made and connect to it quicker.
2. Set "Default Phone Line" to "PC".
 - a. This ensures any time you use hands-free options the headset will automatically attempt to use them with your computer.

POLYCOM VVX

The Savi 8200 headsets can work with IP Desk Phones with various levels of integration. Polycom VVX desk phones enjoy a deeper level of integration via the included USB-A cable. Use the diagram below to assist in setting up your system.

USB-A CABLE with POLYCOM VVX

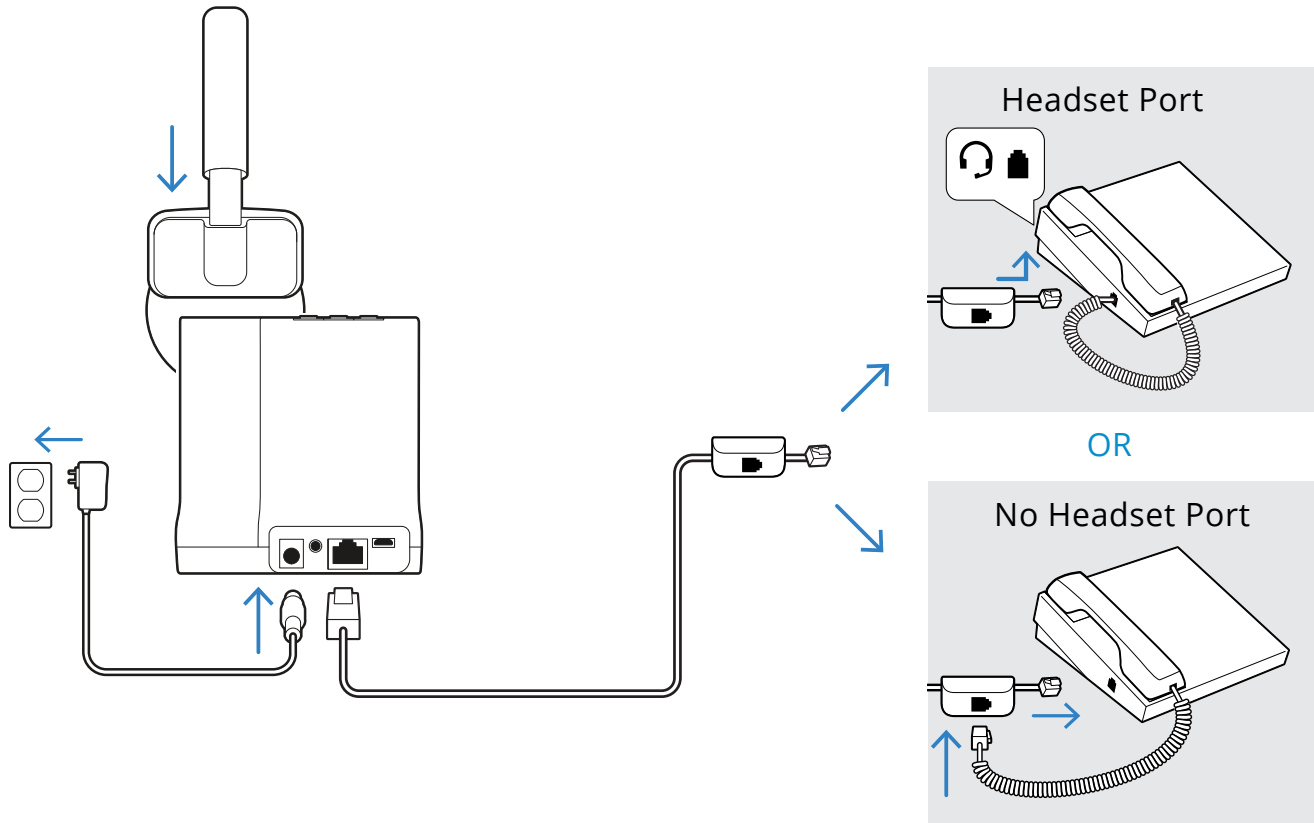


1. Connect the USB-A cable to your Polycom VVX phone's USB port.
2. Connect the power cable to the base and plug the power adapter into an electrical outlet.
3. Place the headset onto the base to charge. Please allow at least 20 minutes initial charge time.
4. Press and hold the Computer button on the base until it flashes green. This will set your default channel to the USB connection.

IP DESK PHONE

All IP desk phones should support basic connectivity and functionality via the included telephone interface cable. Use the diagram below to assist in setting up your system.

TELEPHONE INTERFACE CABLE



1. Connect the large end of the telephone interface cable to the base unit. Connect the other end to your IP desk phone. If your IP Desk phone has a headset port, it is best to use it. If your IP desk phone has no headset port, you may connect the telephone interface cable to the handset cable as shown above.
2. Connect the power cable to the base and plug the power adapter into an electrical outlet.
3. Place the headset onto the base to charge. Please allow at least 20 minutes initial charge time.

IP DESK PHONE (continued...)

TELEPHONE INTERFACE CABLE

Once connected, your IP Desk Phone will work with your headset depending on the method you used:

1. If you connected to the headset port, to use the headset:
 - a. Press the headset button on your phone,
 - b. Press the Phone button on the top of the base,
 - c. You should now hear dial tone and may place a call.
2. If you connected to the handset port:
 - a. Manually pick up the handset,
 - b. Press the phone button on the top of the base,
 - c. You should now hear dial tone and may place a call.

General Use

Call control and general functionality slightly differ between the setup method selected.

MAKING AND RECEIVING CALLS WITH YOUR PERSONAL COMPUTER

Once connected, and Unite Desktop and Plantronics Hub are setup on your computer, your Savi 8200 headset will operate in a hands-free manner.

Answer or end a call on Unite Desktop

Tap the Call button located on the side of the headset.

Place a call on Unite Desktop

Dial the number using the dial pad and press the call button.

- Your headset will automatically connect to the call if “Audio Sensing” was enabled in the previous section

VOLUME

Listening Volume

Rotate the Volume Wheel, behind the microphone boom arm:

- Clockwise increases the volume.
- Counter-clockwise decreases the volume.

MUTE

Press the mute button located on the bottom of the microphone boom arm.

- Press the mute button again to unmute.

MAKING AND RECEIVING CALLS WITH YOUR POLYCOM VVX

Once connected via the USB cable, your Savi 8200 headset will operate in a hands-free manner with your VVX phone.

Answer or end a call

Tap the Call button located on the side of the headset.

Place a call

Dial the number using the dial pad and press the call button.

- Your headset will automatically connect to the call if “Audio Sensing” was enabled in the previous section

VOLUME

Listening Volume

Rotate the Volume Wheel, behind the microphone boom arm:

- Clockwise increases the volume.
- Counter-clockwise decreases the volume.

MUTE

Press the mute button located on the bottom of the microphone boom arm.

- Press the mute button again to unmute.

MAKING AND RECEIVING CALLS WITH YOUR IP DESK PHONE

Once connected via the Telephone Interface Cable, you are allowed to make and receive calls with your IP desk phone.

Answer a call

- Press the Call button located on the side of the headset.
- Press the headset button on your desk phone.
 - If you don't have a headset button, lift the handset.

Place a call

Dial the number using the dial pad and press the call button.

- Your headset will automatically connect to the call if "Audio Sensing" was enabled in the previous section.

End a call

Press the headset button on the desk phone.

- If you don't have a headset button, hang up the handset.

VOLUME

Listening Volume

Rotate the Volume Wheel, behind the microphone boom arm:

- Clockwise increases the volume.
- Counter-clockwise decreases the volume.

MUTE

Press the mute button located on the bottom of the microphone boom arm.

- Press the mute button again to unmute.

Troubleshooting

Headset

I can't hear a dial tone in the headset.

- Make sure your headset is charged.
- Make sure your headset is subscribed to base. See [Subscribe headset to base](#).
- Adjust the configuration switch (A–G) on the side of the base until a dial tone is heard. The default A works for most phones. ATTENTION Use configuration D for Cisco phones. Cisco phones connected with EHS cable use configuration A.
- Make sure your desk phone is connected correctly to your base. See [Desk phone setup details](#).
- If your base is connected to your desk phone's dedicated headset port, press the desk phone's headset button to hear a dial tone.
- If your base is connected to your desk phone's dedicated headset port, press the desk phone's headset button and base's desk phone button to hear a dial tone.
- If your base is connected to your handset port, manually remove the handset to hear a dial tone (if you do not have an EHS cable or HL10 lifter).
- Make sure your HL10 lifter is lifting the handset high enough to operate the hookswitch; set to a higher setting if necessary.
- Adjust the headset's listening volume. See [Adjust volume](#).
- If the volume is still too low, adjust the desk phone listening volume on the base. See [Adjust volume](#).

I hear static.

- Make sure there is at least 12 inches between your base and your computer, and 6 inches between your base and your telephone. If adjusting the distance doesn't help, your headset is going out of range, move closer to the base. See [Position Your Base](#).
-

Headset (continued...)

The sound is distorted.

- Lower the desk phone speaking volume and/or desk phone listening volume on the base. For most telephones the correct setting is position 2. See Adjust volume.
- If your desk phone has a volume control, lower until the distortion disappears.
- If the distortion is still present, adjust the headset volume control to lower the headset speaker volume. See Adjust volume.
- Make sure there is 12 inches between your base and your computer, and 6 inches between your base and your telephone. See Position Your Base.

I hear echo in the headset.

- Lower the desk phone speaking volume and/or desk phone listening volume on the base. For most telephones the correct setting is position 2. See Adjust volume.
- If the audio level is too low in this position, increase the headset volume. See Adjust volume.
- If your speaking volume is too low for your listener in this position, adjust the position of the headset to make sure the microphone is as close as possible to your mouth.

People I talk to can hear a buzz in the background.

- Move the base further away from your phone. See Position Your Base.
 - If the base power supply is plugged into a power strip, plug it into the wall directly.
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Need More Help?

Full user guides and additional information can be found at the manufacturer's website located at:

- <https://www.plantronics.com/us/en/support/product/blackwire-3200>

We are here to help.



www.intermedia.net/knowledgebase/voice



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