

Savi™ Talk WT100/T
Professional wireless headset system
(WT1/T base + WH100/T headset)
with optional HL10 lifter
User Guide

Welcome

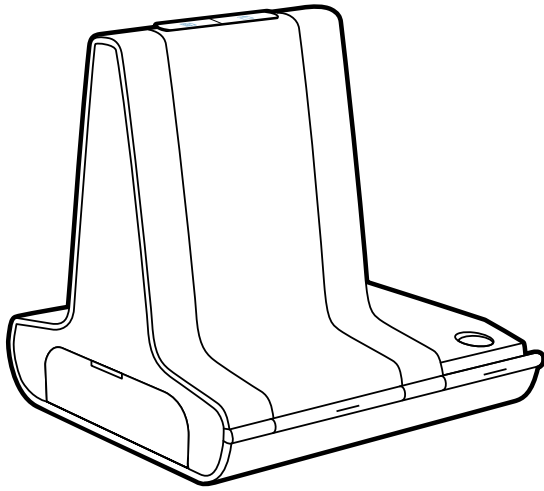
Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Savi Talk professional wireless headset system.

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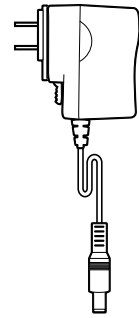
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1 Package contents and features

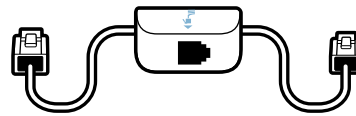
1.1 Base



Base

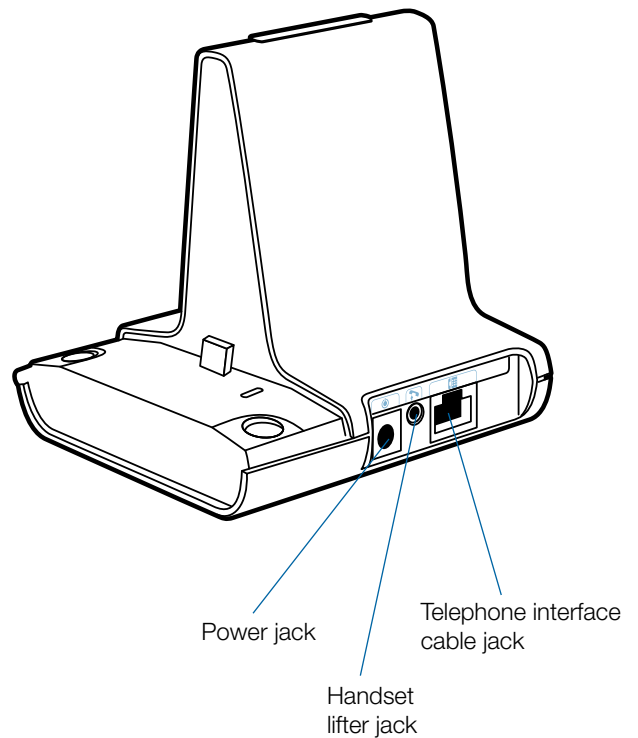
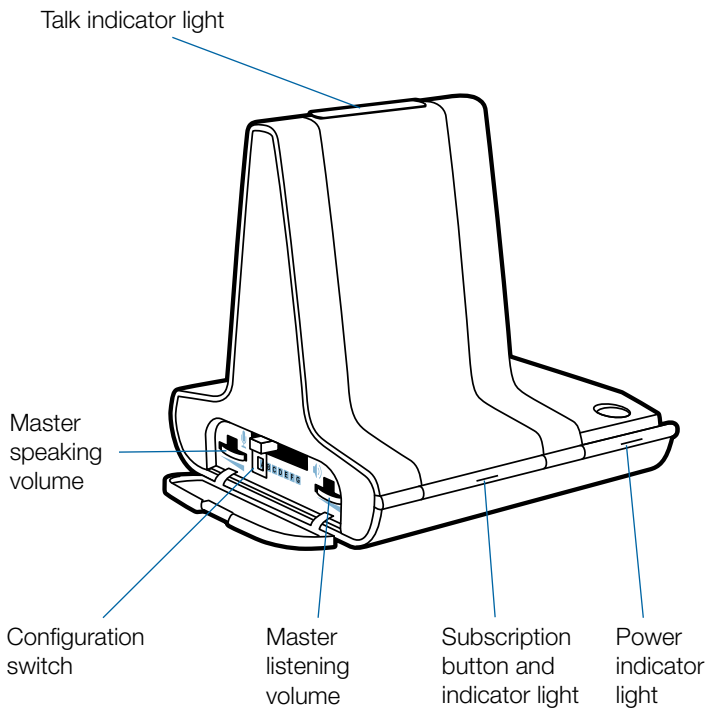


Base power supply

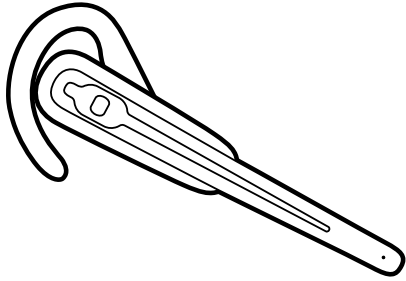


Telephone interface cable

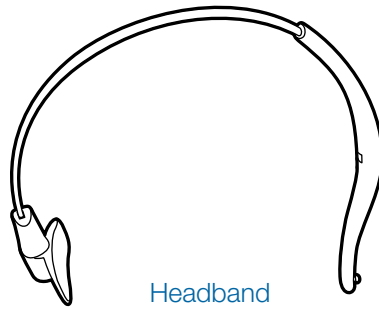
Savi WT1/T base features



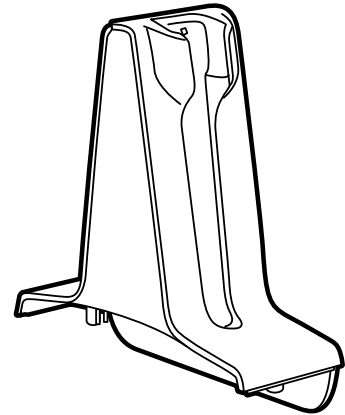
1.2 Savi WH100/T headset



Headset with pre-installed ear loop

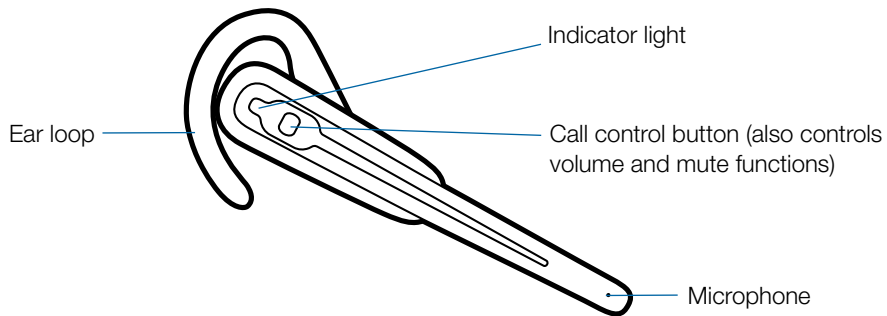


Headband

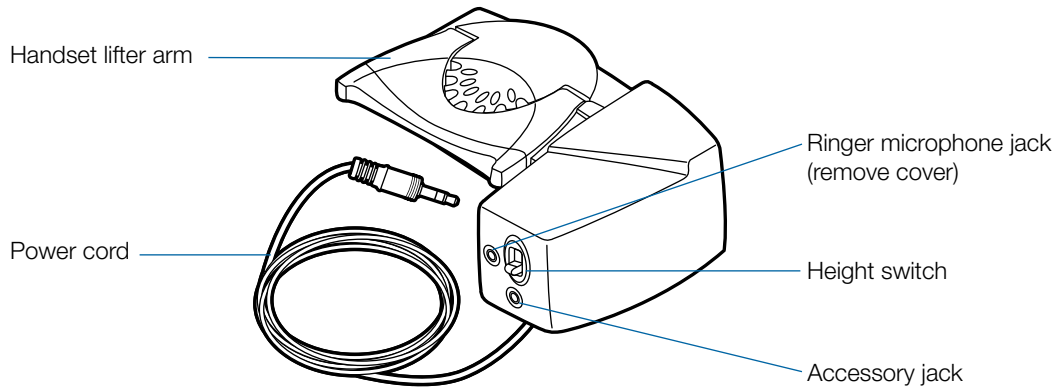


Charging cradle

Savi WH100/T headset features

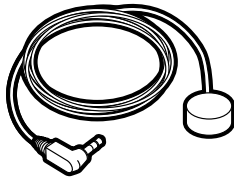


1.3 HL10 lifter and features (optional)

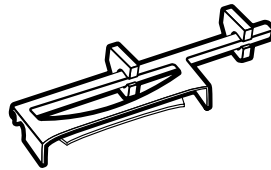


HL10 lifter

Additional HL10 lifter parts (if required)



Ringer microphone



Extender arm

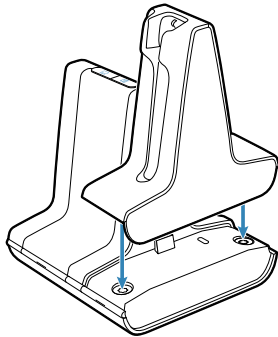


For Nortel i2004 phones only

2 Base set-up

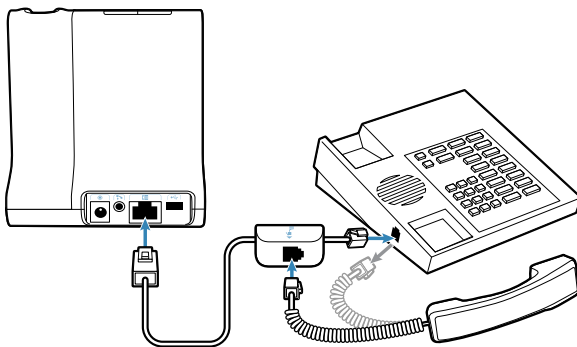
2.1 Attaching charging cradle to base

- 1 **Connect the headset charging cradle to the base.** Push firmly on the cradle until the cradle snaps into place.



2.2 Connecting base to desk phone

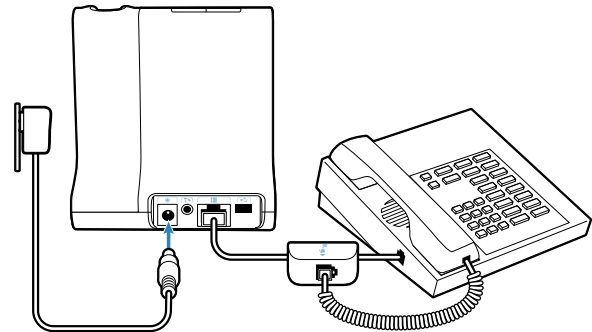
- 1 **Connect the telephone interface cable to the telephone interface cable jack on the base.**
- 2 **Disconnect the handset coil cord from the desk phone.**
- 3 **Connect the telephone interface cable to the now open handset port on the desk phone.**
- 4 **Connect the handset coil cord to the telephone interface cable junction box.**
- 5 **Place the handset back on the telephone cradle.**



NOTE If your phone has a built-in headset port, you should only use the headset port if you will not be using the HL10 lifter. In this configuration, you must press both the call control button on your phone and the call control button on the headset to answer or end calls.

2.3 Connecting power supply to base

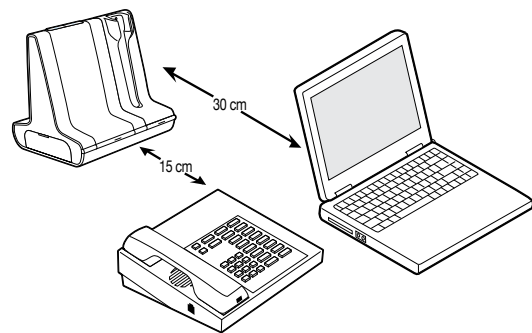
- 1 **Connect the base power supply into the power jack on the base.**
- 2 **Connect the power supply to outlet.** The power indicator light will be solid red.



2.4 Positioning base

The minimum recommended separation between your desk phone and the base is 15 cm.

The minimum recommended separation between the base and computer is 30 cm. Incorrect position can cause noise and interference problems.

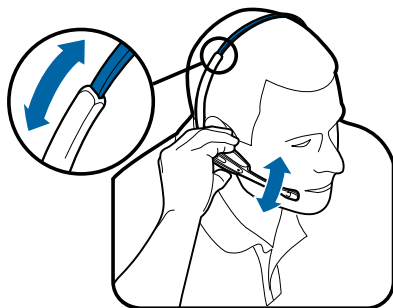
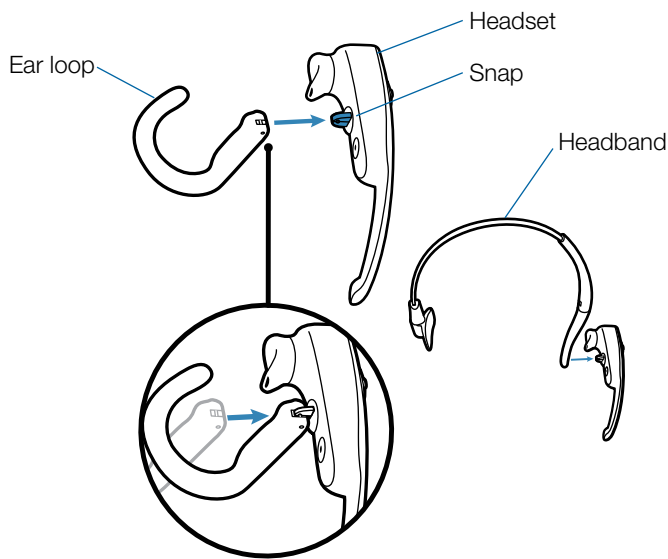


3 Headset set-up

3.1 Fitting headset

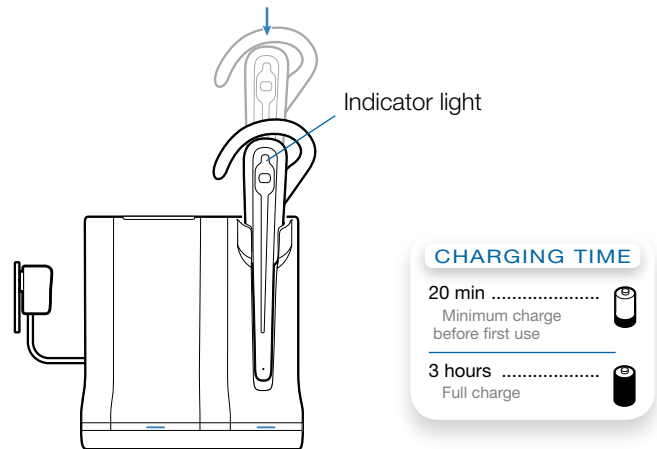
The headset comes with a pre-installed ear loop. An optional headband is also provided.

- 1 To install the headband, gently unsnap the pre-installed ear loop from the headset.**
- 2 Snap the headband into the headset.** The headband can be adjusted to fit.
- 3 For either wearing option, rotate the headset until the microphone is pointed towards your mouth.**
- 4 The headset can be converted for wearing on the left or right ear with both ear loop and headband.**



3.2 Docking and charging the headset

- 1 Gently push the headset into the charging cradle.**
The indicator light on the headset will be solid red to indicate that the headset battery is charging
- 2 Charge for at least 20 minutes prior to the first use.**
A full charge takes 3 hours.

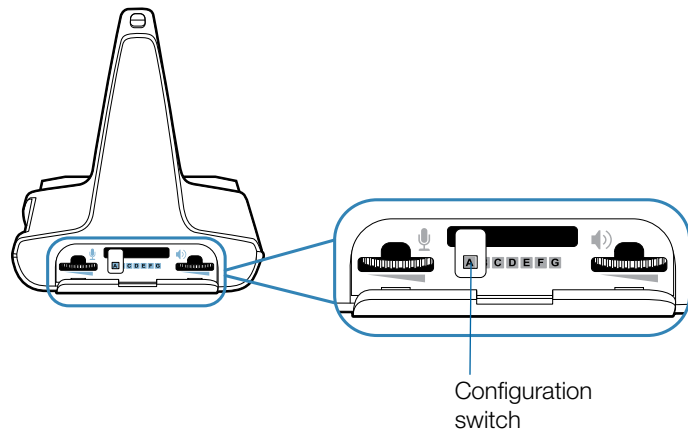


4 Configuration and test call

4.1 Checking configuration

- 1 Set volume on desk phone to mid-range.
- 2 Remove handset from desk phone cradle.
- 3 With your headset on, press the call control button on the headset.
- 4 Listen for a normal dial tone. If you hear a dial tone and the dial tone sounds normal, continue with Step 4.2 [Making a test call](#).
- 5 If you do not hear a dial tone or the dial tone is distorted, adjust the configuration switch until the dial tone sounds normal.

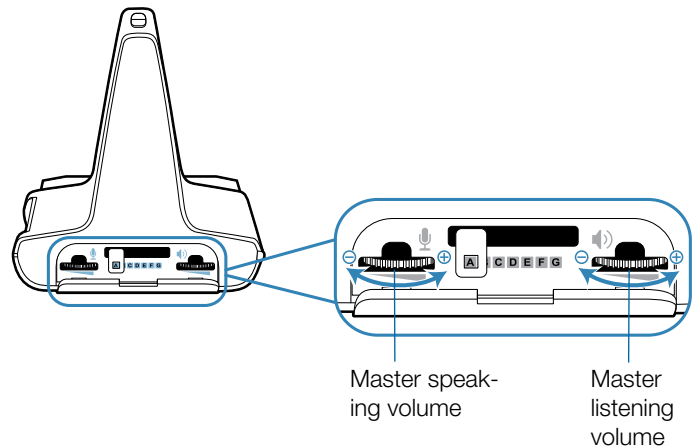
NOTE Multiple settings might work with your phone; however, only one is the optimal position



4.2 Making a test call

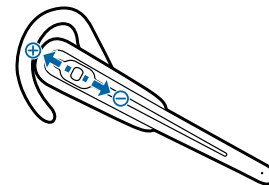
- 1 Remove handset from desk phone cradle.
- 2 With your headset on, press the call control button on the headset.
- 3 Dial using your desk phone.
- 4 Adjust the master speaking volume on base to the best setting for your listener. A setting that is too high can produce an uncomfortable echo for you and a distorted sound for your listener. A setting of 3 or 4 is ideal.

- 5 Adjust the master listening volume on base. A setting of 2 or 3 is ideal.



- 6 You can also fine-tune the listening volume on the headset by pushing the call control button up to increase the volume and pushing down to decrease the volume.

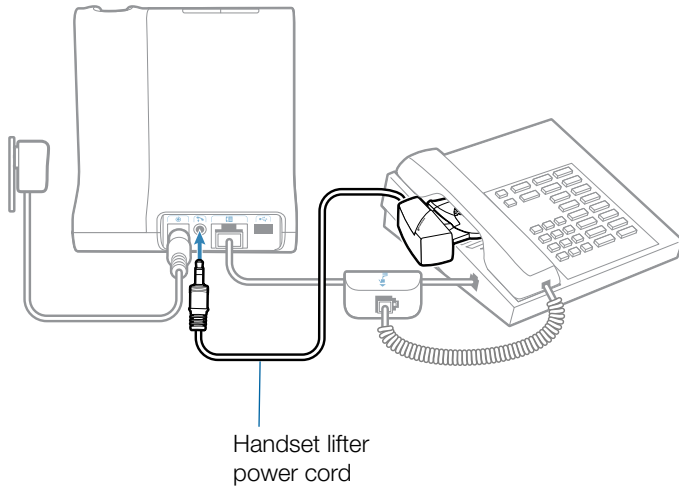
NOTE Do not press the call control button in when adjusting the volume; otherwise, the call can be ended accidentally.



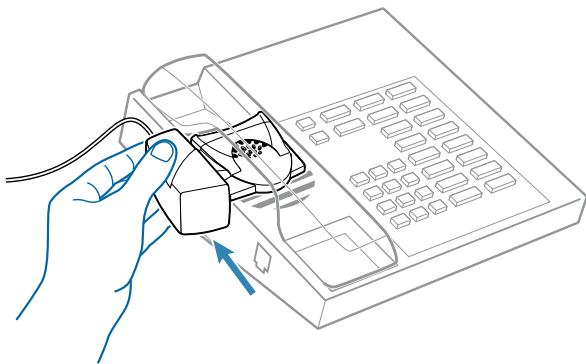
- 7 To end the test call, press the call control button on the headset.
- 8 Replace the handset in the desk phone cradle.

5 Lifter set-up (optional)

5.1 Installing lifter

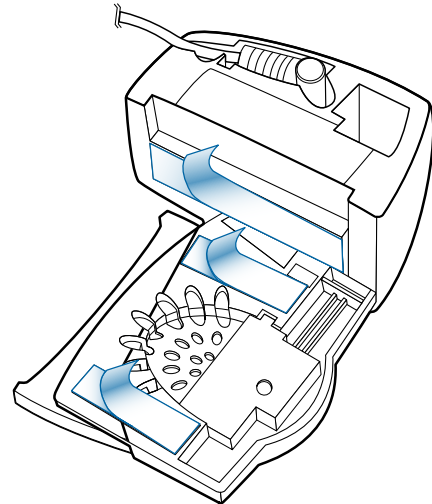


- 1** Firmly press the handset lifter power cord into the handset lifter jack.
- 2** While wearing your headset, slide the handset lifter arm under the handset until the lifter base touches the side of the phone.
- 3** Slide the lifter up to where it nearly touches the handset earpiece.



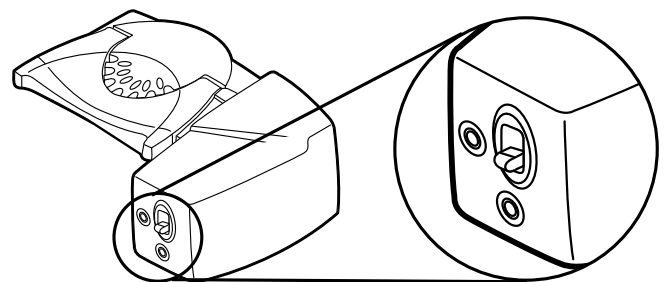
- 4** Press the call control button on your headset to activate the lifter.
- 5** If you hear a dial tone, the lifter is set correctly and needs no adjustment.
- 6** Remove the protective strips from the 3 mounting tapes on the underside of the lifter.

- 7** Gently place the lifter on the desk phone in the pre-determined position.
- 8** Press firmly to adhere.



5.2 If you do not hear a dial tone

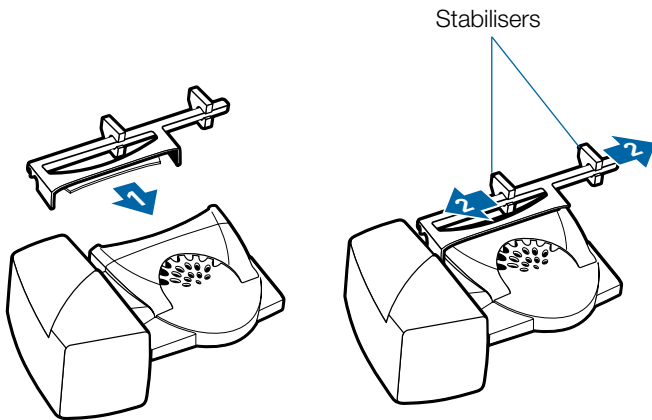
- 1** If you do not hear a dial tone, raise the lifter height switch to the next highest position.



- 2** Repeat Steps 2 to 5 in Section 5.1 as necessary until you hear a dial tone.
- 3** When you hear a dial tone, secure the lifter as described in Steps 6 to 8.

5.3 Additional parts (if required)

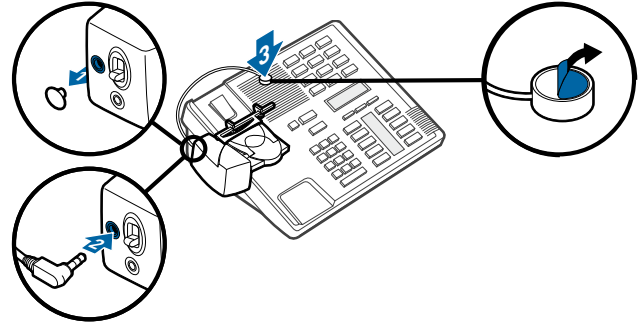
Extender arm



Use extender arm when the handset lifter needs additional stability lifting and returning handset to cradle.

- 1 Slide extender arm onto lifter.**
- 2 Stabilisers can be shifted left and right.** Position stabilisers on outside of handset to gently grip the phone.

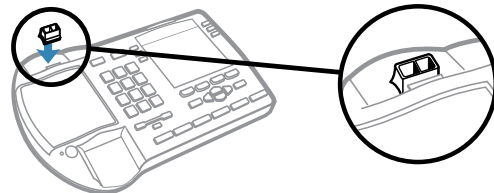
Ringer microphone




Use ringer microphone when the telephone speaker is not located directly under the handset.

- 1 Remove cover from ringer microphone jack on back of lifter.**
- 2 Connect ringer microphone plug.**
- 3 Place ringer microphone over phone speaker.** Remove adhesive tape and attach.

For Nortel i2004 phones only



6 Using your Savi Talk professional wireless headset system

 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: www.plantronics.com/healthandsafety

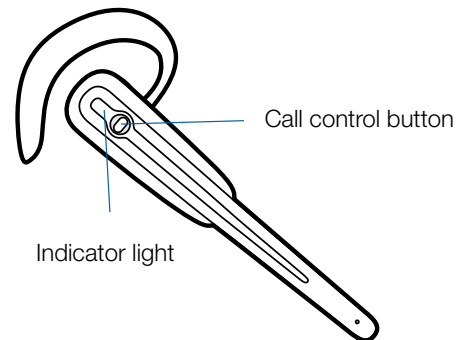
NOTE: If your desk phone has a volume control, set it to mid-range.

Powering headset on/off

The headset will be ready to use once it has been charged in the base as described in Section 3.2.

To conserve power, you may optionally power the headset off by pressing and holding the call control button for six seconds. The headset indicator light will be lit red for four seconds to confirm that the headset is powered off. Note: Once powered off you will not be able to use the headset.

To power the headset back on, press and hold the call control button for four seconds; the headset indicator will light blue for two seconds, then flash red a number of times to indicate the remaining battery charge (see Checking the battery level).



Placing, answering and ending calls with desk phone

	Phones with handset lifter or electronic hookswitch	Phones without handset lifter or electronic hookswitch
To place a call*	<ol style="list-style-type: none">1. Short press call control button2. Dial number	<ol style="list-style-type: none">1. Short press call control button2. Remove handset from cradle3. Dial number
To answer a call*	<ol style="list-style-type: none">1. Short press call control button	<ol style="list-style-type: none">1. Short press call control button on headset2. Remove handset from cradle
To end a call*	<ol style="list-style-type: none">1. Short press call control button	<ol style="list-style-type: none">1. Short press call control button2. Return handset to cradle

* To place, answer or end calls with desk phones that have a headset button and without a handset lifter, you will need to press the headset button on the desk phone after you short press the headset call control button.

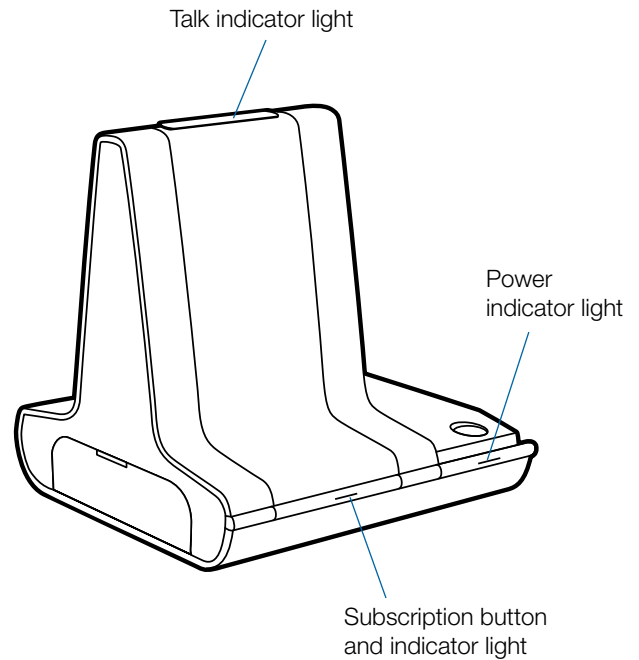
Muting a call

To mute a call, push and hold the headset volume down button for two seconds. You will hear a low/high tone pair indicating the mute is activated. The talk indicator light on the base will flash blue.

To un-mute a call, push and hold the headset volume down button for two seconds. You will hear a high/low tone pair indicating the mute is deactivated. The talk indicator light on the base will be solid blue.

Base indicator lights

NOTE: The Savi WT1/T power indicator light will be solid red whenever power is supplied to the base.



Base status	Subscription button and indicator light	Talk indicator light
Headset in talk mode	On	Solid blue
Headset muted	On	Flashes blue
Base and headset subscribing	Flashes red and blue	Off

Headset indicator lights and tones

Headset status	Headset indicator light
Headset charging	Solid red
Headset fully charged	Off
Headset battery low	Flashes double red
Headset ready	Slow blue flash (every 10 sec.)
Incoming call	Flashes purple
Active call	Fast blue flash (every 2 sec.)

Out of range warning

If you are on a call, you will hear the audio degrade as you move out of 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 10 minutes, the system will drop the call.

Low battery warning

A repeating high/low tone pair every 10 seconds indicates the battery is low. You should recharge the headset immediately.

Checking the battery level

You can check the battery level by pressing the call control button inwards then holding in the volume down position for 2 seconds. The headset indicator will flash red to indicate the remaining battery charge level.

One red flash = low charge level

Two red flashes = medium charge level

Three red flashes = high charge level

Turning the headset indicator blue flash on/off

By default, the headset indicator flashes blue to indicate the headset state as described in the section [Headset indicator lights and tones](#). This feature may be disabled by pressing the call control button inwards then holding in the volume up position for two seconds. The headset indicator will show a short burst of blue flashes.

Repeat this operation to turn the headset blue flashing indicator back on.

Mute warning

When mute is activated, you will hear a single low tone which will repeat every 30 seconds.

Subscription

The headset and base unit are supplied subscribed to each other. However, if you wish to use a replacement headset with your existing base, the units can be subscribed to each other by the following method:

- 1 Ensure your replacement headset is fully charged.**
- 2 Power the headset off by pressing and holding the call control button for six seconds.** The headset indicator light will be red for four seconds.
- 3 Place the headset in subscription mode by pressing and holding the call control button until the indicator light flashes red and blue.**
- 4 Place the base in subscription mode by pressing and holding the subscription button on the base for two seconds, the subscription light will flash red and blue.**
- 5 When the subscription light on the base goes solid blue, the headset and the base are subscribed to each other.**

7 Troubleshooting and common questions

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

Make sure your headset is charged.
Make sure your headset is subscribed to base. See page 14.
Press the call control button on your headset.
Make sure the lifter is lifting the handset high enough to operate the hookswitch; set to a higher setting if necessary.
Adjust the configuration switch on the base until a dial tone is heard.
Fine-tune the listening volume with the call control button.
If the volume is still too low, adjust the master listening volume on the base.

I hear static.

Make sure there is at least 30 cm between your base and your computer, and 15 cm 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.

The sound is distorted or I hear an echo in the headset.

Reduce speaking volume by adjusting the master speaking volume on the base.
Point microphone towards your chin.
Listening volume may be too high on desk phone. If your desk phone has a volume control, lower until the distortion disappears.
If the distortion is still present, lower the volume using the call control button on the headset. If the distortion persists, lower the master listening volume on the base.
Make sure there is 30 cm between your base and your computer, and 15 cm between your base and your telephone.

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

Move the base further away from your phone.
Base power supply is plugged into a power strip. Plug the power supply into the wall directly.

Talk time performance is significantly degraded even after a full recharge.

Battery is wearing out. Call Plantronics at 1-800 544-4660 for factory service information.

The handset lifter is installed, but does not lift the handset.

Ensure the handset lifter power cord is firmly pushed into the handset lifter jack on the base.

The call is dropped.
(Subscription light on base is off)

Headset lost subscription. See page 14.



FCC Regulatory Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The base should be installed and operated with minimum distance 20 cm between the radiator and your body.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Regulatory Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Plantronics, Inc.
345 Encinal Street
Santa Cruz, CA 95060
United States
Tel: 800-544-4660
www.plantronics.com

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Patents US D555,153; EM 000674601; Taiwan D121333 and Patents Pending

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