

**Savi™ Go**  
**Wireless headset system**  
**WG100/B**  
User Guide

## Welcome

Congratulations on purchasing your new Plantronics product. This user guide contains instructions for setting up and using your Savi Go WG100/B (BUA-200 USB adapter + WH100/B headset) wireless headset system.

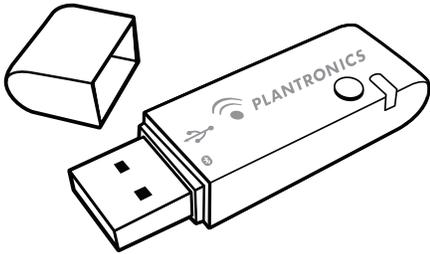
Please refer to the separate [safety instructions](#) for important product safety information prior to installation or use of the product.

# Contents

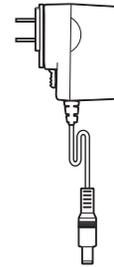
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# 1 Package contents and features

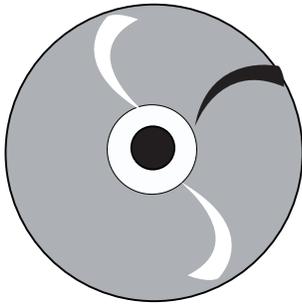
## 1.1 Savi Go USB adapter, charger and CD



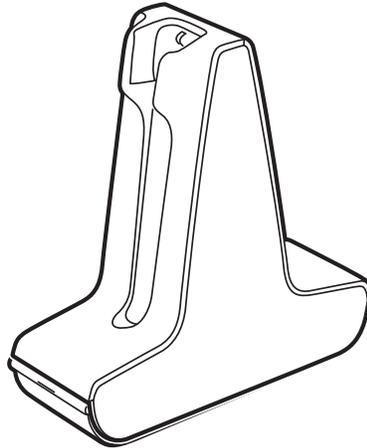
USB adapter



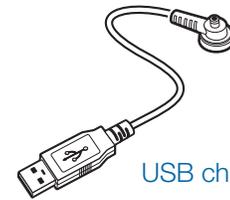
Base power supply



- CD includes:
- PerSono® Suite Software
  - Complete User Guide

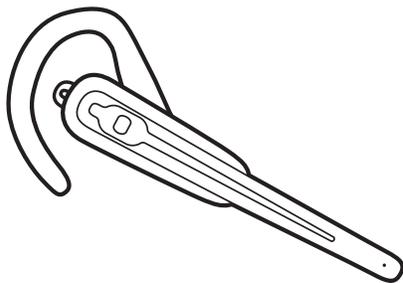


Charger base

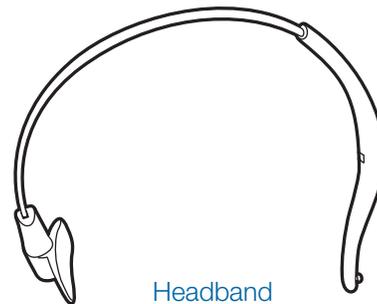


USB charging cable

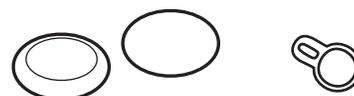
## 1.2 Savi Go WH100/B headset



Headset with pre-installed ear loop



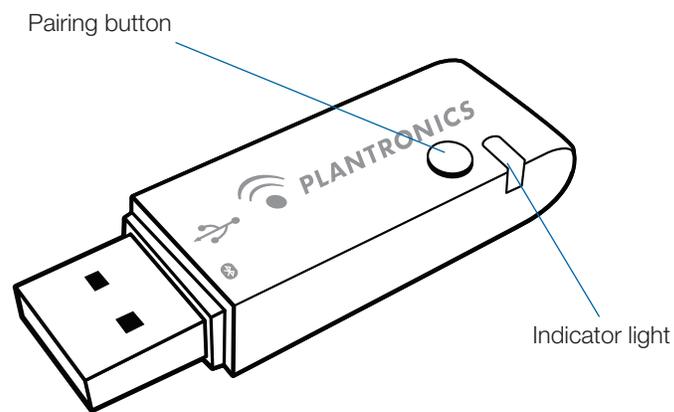
Headband



Foam ear cushions    Extra ear tab

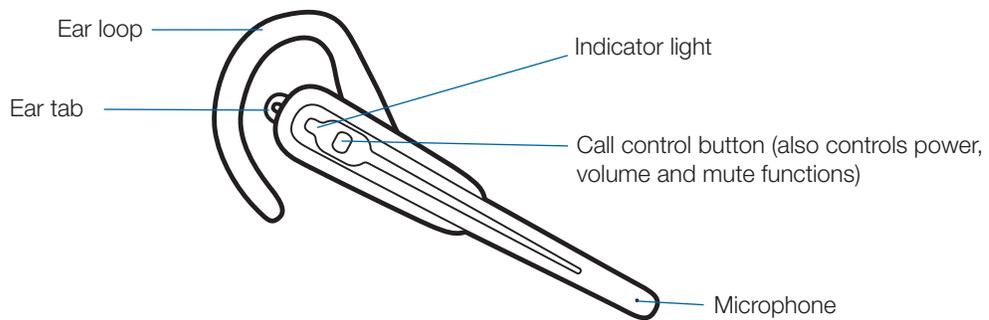
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## Savi Go USB adapter features



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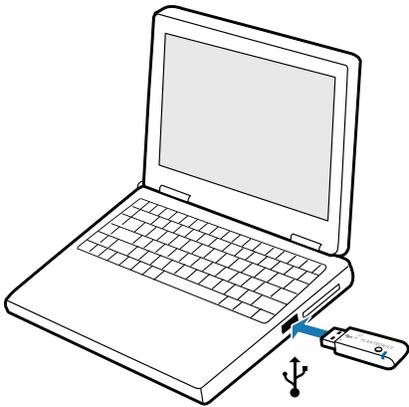
## Savi Go WH100/B headset features



# 2 Set-up

## 2.1 Connecting USB adapter to PC

- 1 **Insert the USB adapter into the USB port on the PC.** The indicator light on the adapter will be solid red to indicate the USB adapter is powered on.

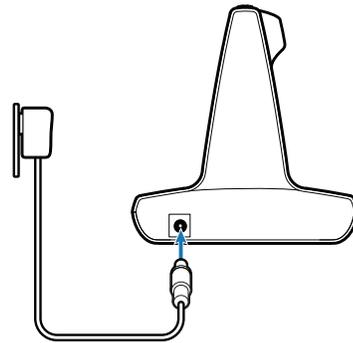


**IMPORTANT NOTE** For best performance, it is recommended that Windows is updated with Service Pack levels listed below:

Microsoft Windows® XP - Service Pack 3 (SP3) or later  
Microsoft Windows Vista® - Service Pack 1 (SP1) or later

## 2.2 Connecting power supply to charger base

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



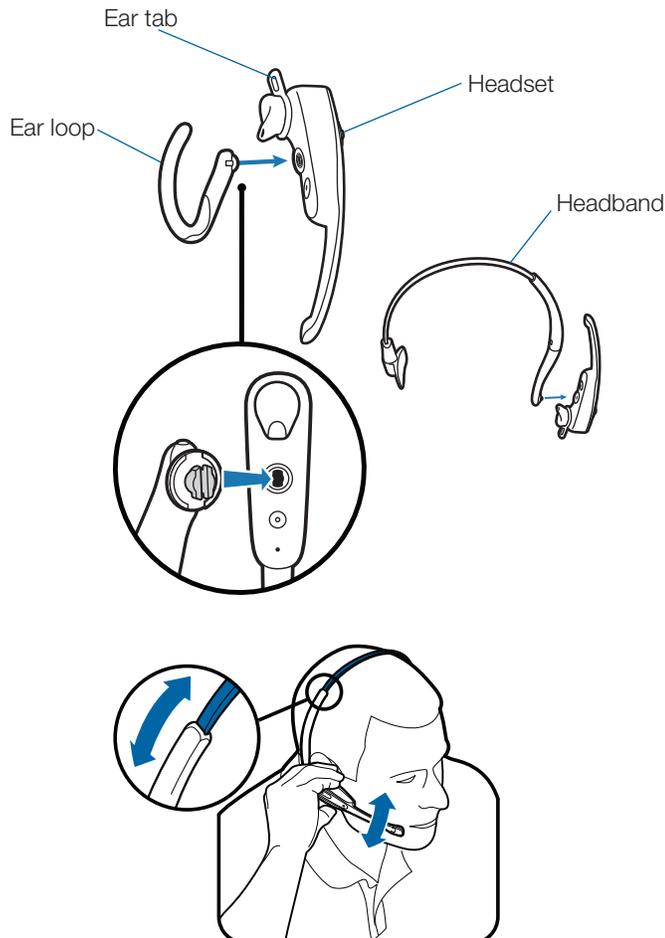
## 2.3 Fitting headset

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

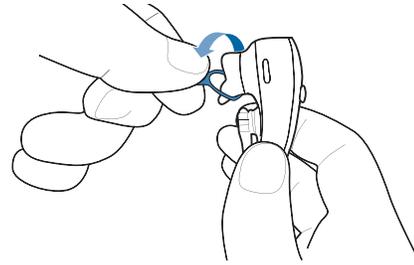
- 1 To install the headband, rotate the pre-installed ear loop so the ear loop and headset are aligned with one another as shown. Gently unsnap the ear loop from the headset.

**NOTE** The headset or ear loop can be damaged if they are not aligned with one another before removing.

- 2 Hold the headband so it is aligned to receive the headset as shown and snap the headband into the headset.
- 3 Adjust the headband to fit.
- 4 For either wearing option, rotate the headset until the microphone is pointed towards your mouth.
- 5 The headset can be converted for wearing on the left or right ear with both ear loop and headband.

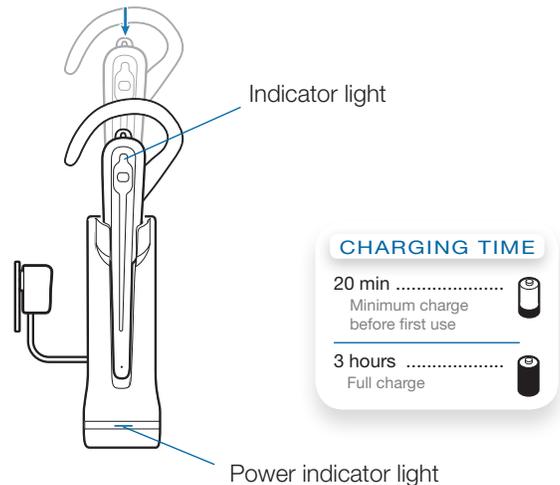


- 6 The ear tab has been designed to maximise stability of the headset. It can be rotated on the headset to optimise its fit and comfort in the ear. If desired, the ear tab can be removed by pulling the tab from the headset.



## 2.4 Docking and charging 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.



**NOTE** The USB charging cable can also be used to charge the headset. To successfully charge your headset with the USB cable, the PC must be on and in an active state (not standby). The charging time will vary according to the number of other devices drawing power from the PC's USB port(s).

# 3 Test call

## 3.1 Making a test call

**1 Power the headset on by pressing the call control button in for four seconds.** The headset indicator light will remain solid blue for two seconds to confirm that the headset is powered on.

**NOTE** The USB adapter indicator light will remain solid blue when the headset is powered on and paired to the headset. The indicator light will remain solid red when the headset is powered on but not paired to the headset.

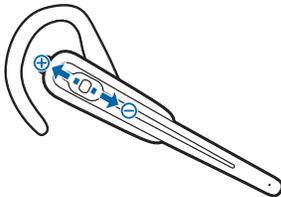
**2 With your headset on, press the call control button on the headset.**

**3 Set the headset and microphone volume to a comfortable level using your softphone or unified communications (UC) application set up.**

**4 Place a test call using your softphone or UC application.**

**5 Adjust the receive and listen volume to comfortable levels using the volume control in your softphone or UC application audio set up.**

**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 it 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.**

**NOTE** Listening and speaking volume levels can also be adjusted using the PC “Sounds and Audio Devices” (Windows XP) or the “Sound Option” (Windows Vista) from your PC Control Panel.



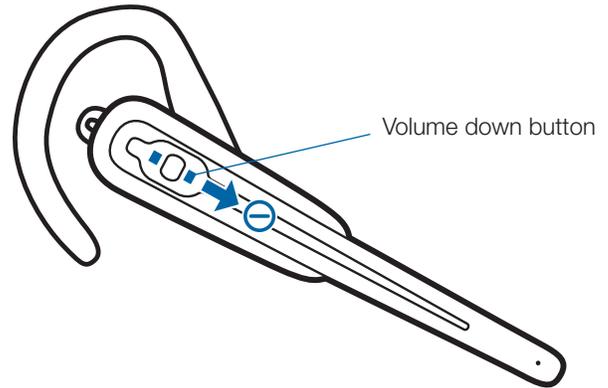
*For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing, visit: [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety).*

# 4 System information

## Muting a headset call

To mute a call, press and hold the call control button down (in the volume down position) for two seconds. You will hear a low-high tone pair indicating the mute is activated.

To unmute a call, push and hold the call control button down (in the volume down position) for two seconds. You will hear a high-low tone pair indicating the mute is deactivated.



## USB adapter indicator light

USB adapter status	Indicator light
Headset in talk mode	Flashes blue
Adapter and headset pairing	Flashes red and blue
Connected, no activity	Solid blue
Powered on - headset not paired	Solid red

## 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	Flashes blue

## 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.

## Low battery warning

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

## Checking battery level

You can check the battery level by moving the call control button to the volume down position, then pressing inwards and holding for two 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 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 moving the call control button to the volume up position, then pressing inwards and holding 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.

## Pairing headset to USB adapter

The headset and USB adapter are supplied paired to each other. However, if you wish to use a replacement headset with your existing USB adapter, the units can be paired 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 pairing mode by pressing and holding the call control button until the indicator light flashes red and blue.**
- 4 Place the USB adapter in pairing mode by pressing and holding the pairing button on the adapter for two seconds.** The pairing light will flash red and blue.
- 5 When the pairing light on the USB adapter goes solid blue, the headset and the USB adapter are paired.**

**NOTE:** Take care when pairing the USB adapter. Do not press hard. Please “press” with both fingers rather than push on the USB adapter to avoid damage to the USB adapter or USB port.

# 5 Using your headset with your Bluetooth® mobile phone

## Pairing your headset to your Bluetooth mobile phone

- 1 Turn on your mobile phone and enable Bluetooth. For most phones, select Settings>Tools>Connections>Bluetooth>On.** See your phone's user guide for more information.
- 2 If the headset is powered on, power the headset off by pressing the call control button in for six seconds.** The headset indicator light will remain solid red for four seconds to indicate that the headset is powered off.
- 3 Press the headset call control button in for six seconds or until the indicator light flashes red and blue alternately.**

**NOTE** The headset will stay in pairing mode for three minutes.

**4 Use the commands on your phone to locate the headset. For most phones select Settings>Tools>Connections>Bluetooth>Search>Savi Go WH100.** See your phone's user guide for more information.

**5 When prompted for a password, enter 0000 (4 zeros).** The headset indicator light will flash blue when paired successfully.

**NOTE** For detailed pairing instructions for popular mobile phones, visit: [www.plantronics.com/easytopair](http://www.plantronics.com/easytopair).

## Placing, answering and ending calls with your headset and Bluetooth mobile phone

To place a call	Dial number on your mobile phone keypad.
To answer a call	Short press call control button.
To answer a call when already on an active UC application call	Short press the call control button to end the UC application call, then press again to answer your mobile phone call.
To end a call	Short press call control button.
Redial last number*	Double tap call control button. There will be a high tone on each press. A final tone indicates the last number has been redialed.
Activate voice dialling*	Press and hold call control button for two seconds. First tone on key press start, followed by a second tone which indicates voice dial is activated.
Reject a call	Press and hold call control button until you hear two tones.
Missed call	Tap any button to clear the indicator light. The indicator light will triple flash purple every 10 seconds for 5 minutes or until cleared.
Transfer a call from your mobile phone to your headset	Press and hold call control button for two seconds until you hear a long tone.
Transfer a call from your headset to your mobile phone	Press and hold call control button for two seconds until you hear a long tone.

\* Only available on mobile phones and carriers that support these features.

# 6 PerSono Suite software

It is highly recommended that you install the PerSono Suite software. Though your Savi Go system will operate without the software running, it will limit the system's capabilities.

PerSono Suite software allows you to do the following with your Savi Go system:

- Answer/end calls from the PC remotely with the headset (requires use of supported softphone)
- Customise your headset and adapter settings to your personal preferences
- Automatically manage your PC multimedia so you never miss a call
- Quickly access links to product support and software/firmware upgrade information

## Softphone support

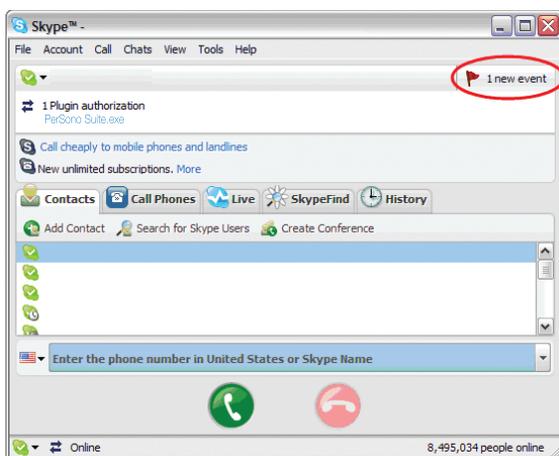
For a list of softphones supported by PerSono Suite, refer to [www.plantronics.com/SoftphoneCompatibility](http://www.plantronics.com/SoftphoneCompatibility) PerSono Suite software supports all the softphones on the list with no additional steps by the user except Skype™.

To allow Skype to be a supported softphone in PerSono Suite, please follow these steps:

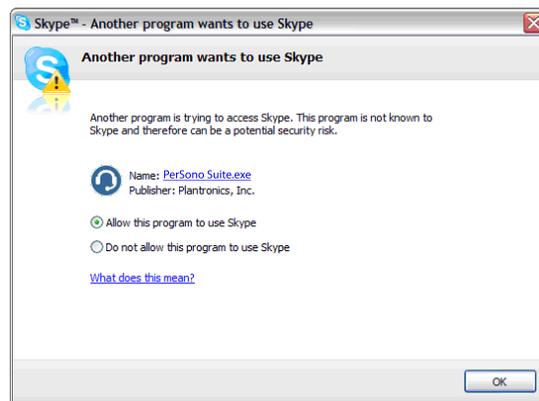
- 1 Ensure PerSono Suite software is running on your PC. You will see a headset icon in the lower right-hand portion of the PC tray bar when PerSono Suite software is running.



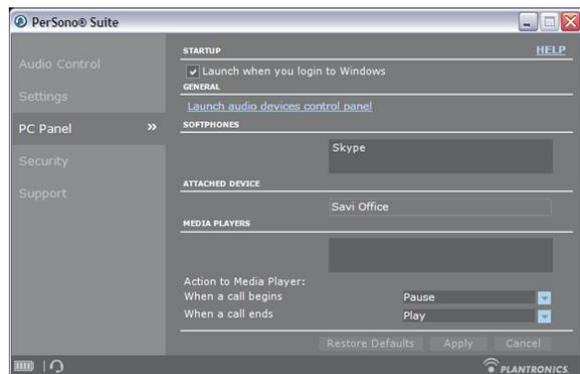
- 2 If Skype is running on your PC, Skype will notify you of the event that "PerSonoSuite.exe wants to use Skype". Go to the "new event" tab located in the upper right of the Skype window and click on the red flag. You then will need to click on the "PerSonoSuite.exe" link to be taken to the "Manage API Access Control" screen.



- 3 The "Manage API Access Control" screen will pop up stating that "Another program is trying to access Skype". The name of the program will appear as "PerSonoSuite.exe" with the publisher "Plantronics, Inc." You must select "Allow this program to use Skype" and click OK.

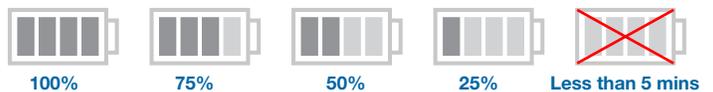


- 4 To confirm that PerSono Suite is now supporting Skype, go to the "PC Panel" tab in PerSono Suite and ensure that Skype is listed under "Softphones".



## Battery life

At the lower left-hand corner of the screen (and for all software screens), you will see one of the following icons indicating the approximate charge left in the headset battery.



## Settings screen – headset and USB adapter

The Settings screen allows you to customise the adapter and headset to your preference. The Savi Go system is supplied with the default settings and can be changed as described in the Settings column below.

**NOTE** Some parameters may appear as greyed out. PerSono Suite automatically greys out parameters that do not apply to a particular Plantronics device.

### Settings – headset

Feature	Settings	Default
Mute tone	On/off	On
Ring tone – PC	Sound 1/sound 2/sound 3	Sound 2
Ring tone volume – PC	On/off	On
Ring tone - mobile	Sound 1/sound 2/sound 3	Sound 1
Ring tone volume - mobile	On/off	On
Second inbound call	Ring continuously/ring once/ignore	Ring continuously

### Settings – USB adapter

Feature	Settings	Default
Audio bandwidth – PC	Wideband/narrowband	Wideband
Ring both headset/PC	On/Off	On

## Help for USB adapter settings

### Audio

The system will support both narrowband and wideband audio from the PC.

### Bandwidth

Wideband audio delivers heightened speech clarity and life-like fidelity. However, wideband audio consumes more battery power and has more stringent access criteria, which reduces the number of systems that can be deployed in a small area.

All PCs support wideband audio.

When switching between narrowband and wideband audio, you must re-establish the audio link for the changes to take effect.

### Wideband PC

## PC panel screen

- Choose whether you want PerSono Suite software to launch when you log in to Windows.
- See a list of supported softphones running on your PC.
- See which Plantronics device is attached to your PC and working with PerSono Suite software.
- Customise how you want the PerSono Suite software to manage your multimedia when a call begins/ends.

## Advanced settings

### Microsoft Office Communicator dial tone enabled

If this feature is set to ON, when a PC radio link is established, Microsoft Office Communicator will assume the user is trying to place a VOIP call and provide a dial tone.

If this feature is set to OFF, when a PC radio link is established, Microsoft Office Communicator will sit idle.

“Microsoft Office Communicator dial tone enabled” can be set to ON or OFF.

Microsoft Office Communicator certified product:

Default setting = ON

Standard product: Default setting = OFF

### Audio sensing enabled

Audio sensing is a special feature supported by Plantronics wireless devices that can detect audio signal at the USB port and automatically establish a PC radio link between the base and wireless headset without the user having to press the PC call control button. If the parameter “Microsoft Office Communicator dial tone enabled” is set to ON, every time the user presses the PC call control button, the Microsoft Office Communicator dial tone will be heard. However, the user may have pressed the PC call control button to listen to music etc., and does not want to hear the dial tone. In this case, if the user sets the “Audio sensing enabled” parameter to “ON”, the radio link will be established automatically when any PC audio is detected at the USB port, thus eliminating the need for the user to press the PC call control button.

“Audio sensing enabled” can be set to ON or OFF.

Microsoft Office Communicator certified product: Default setting = ON

Standard product: Default setting = OFF

## Support screen

The support screen provides on-line access to this printable User Guide, frequently asked questions, details on how to contact Plantronics, and software upgrade information. The version of software and firmware currently running on your system is also shown here.

## Updates

All the required software and firmware for your Plantronics device can be remotely updated if and when updates are available. You can control how frequently the system will check for available updates. When updates are available, you can view all pending updates and decide when to download and install any one of them.

The particular version of PerSono Suite software and headset/base firmware running on your system is always reflected in the VERSIONS fields.

**Notify me when updates are available:** By enabling this check box, you will activate a periodic automatic check for available software and firmware updates.

When this parameter is enabled, automatic check for updates will be activated and the frequency field will be highlighted allowing you to choose the frequency of checking for updates, e.g., once every 3 months, once every month or once every week.

When this parameter is disabled, automatic check for software/firmware updates is disabled.

**Check For Updates:** You can choose to check for available software/firmware updates at any time by clicking on the Check For Updates button.

**Available Updates:** Following an automatic or manual check for updates, this field will be populated with any applicable software and firmware updates.

**Install:** It is important to note that automatic checks for updates does not include automatic download and install. The actual download and install will only occur when you select at least one item for the Available Updates list and click on this Install button.

# 7 Troubleshooting and common questions

## Troubleshooting — UC application usage

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My headset doesn't work with my UC application.

Make sure your headset is charged.  
Make sure your headset is on and connected.  
Press the call control button on your headset.  
Fine-tune the listening volume with the call control button.  
If the volume is still too low, adjust the listening volume on the PC using your UC application.

---

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

Reduce speaking volume on the PC using your UC application.  
Point microphone towards your chin.  
If the distortion is still present, lower the volume using the call control button.

---

While on my UC application call, I want to accept a call from my mobile phone.

Press the call control button for less than 1 second (this will disconnect the UC application call).  
Press the call control button again to connect with your mobile phone.

---

Reconnecting the Bluetooth link between your headset and USB adapter.

If you turn on the headset beyond Bluetooth range and then return within it, you may need to re-establish the Bluetooth link by pressing the USB adapter button.

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

Battery is wearing out. Contact [www.plantronics.com/support](http://www.plantronics.com/support) for factory service information.

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## Troubleshooting — Mobile phone usage

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My headset does not work with my phone.

Ensure that the headset is fully charged.  
Make sure the headset is paired with the Bluetooth phone you are trying to use.  
See “[Pairing your headset to your Bluetooth mobile phone](#)” on page 11.

---

My phone did not locate the headset.

Turn both your phone and headset off and on and then repeat the pairing process on page 11.

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I could not enter my PIN code.

Turn both your phone and headset off and on and then repeat the pairing process on page 11.  
Your PIN code, or password, is 0000.

---

I cannot hear caller/dial tone.

The headset is not turned on. Press the call control button for approximately 4 seconds until you hear a tone or see the indicator glow blue.  
Your headset is out of range. Move the headset closer to the Bluetooth phone.  
Your headset battery is drained. Charge your battery. See “[Docking and charging headset](#)” on page 7.  
The listening volume is too low. Incremental tapping of the call control button will adjust volume.  
Make sure that the headset fits properly. See “[Fitting headset](#)” on page 7.

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Audio quality is poor.

Your headset is out of range. Move the headset closer to the Bluetooth phone.

---

Callers cannot hear me.

Make sure that the headset is sitting correctly on your ear with the boom pointing towards the corner of the mouth.  
See “[Fitting headset](#)” on page 7.

---

My headset falls off my ear.

Make sure that the headset is sitting correctly on your ear with the boom pointing towards the corner of the mouth.  
See “[Fitting headset](#)” on page 7.

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Patents US 5,210,791; Patents Pending.

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