



Savi® Office to Savi 700 Series Transition: FAQ

1. Why are we refreshing?

- We are upgrading the Savi family with additional features
- The spread of Unified Communications has fueled a need for consolidated hands-free communication across the devices used within the course of the working day (desk phone, PC and mobile phone)
- With the new Savi family, we have streamlined our portfolio of wireless offerings to include not only the Savi 700 Series, and Savi 440 but also the new CS500™ Series – all featuring an exciting new headset design

2. Which products are being refreshed?

Savi Office becomes Savi 700 Series:



3. What is the transition timeline?

- Early July: Savi 700 Series Samples available for evaluation
- July: Savi 700 Series ships (End-of-life announced for current Savi Office)
- Nov 30, 2011: Last order date for current Savi Office
- December 31, 2011: Transition complete to Savi 700 Series

4. How long will Plantronics support old Savi Office models?

Plantronics will support spares and accessories for 2 years after product end-of-life. If product is returned under warranty it will be replaced with the same model (while supplies last).

5. What are the new Savi part numbers and pricing that I should know (for North America)?

Part #	Description	MSRP
83542-01	W740, SAVI 3IN1, CONVERTIBLE, UC, DECT 6.0, NA	\$399.95
84001-01	W740-M*, SAVI 3IN1, CONVERTIBLE, MOC, DECT 6.0, NA	\$399.95
83543-01	W730, SAVI 3IN1, OTE, UC, DECT 6.0, NA	\$399.95
84002-01	W730-M*, SAVI 3IN1, OTE, MOC, DECT 6.0, NA	\$399.95
83545-01	W710, SAVI 3IN1, OTH MON, UC, DECT 6.0, NA	\$399.95
83544-01	W720, SAVI 3IN1, OTH BIN, UC, DECT 6.0, NA	\$421.95

* -M model numbers indicate optimized for Microsoft® version

6. What are the new features in Savi 700?

- Multi-device support: PC, desk and now mobile phone
 - Easily switch between and mix audio across devices
 - Wideband audio support for desk phone and PC
 - Intelligently reconnect to mobile phone when in range
- New convertible headset (Savi 740)
 - Unlimited talk time with hot swappable battery
 - Lightest DECT™ headset in the market (21 grams)
 - Includes three customizable wearing styles
 - Elegant magnetic docking and instant mute
- Power in the base
 - Synchronized call presence across all three connected devices
 - Automatically subscribe a new headset simply by docking into base
 - Up to 3 guest headsets can now stay on through multiple calls

7. How does the old convertible (WO100) compare to the new convertible (Savi 740)?



Feature Comparison	WO100	Savi 740
Connectivity	Desk phone + PC	Desk phone + PC + Mobile phone
Wearing Options	Over-the-ear, Over-the-head	Customizable: Over-the-ear, Over-the-head, Behind-the-head
Wideband Audio	PC only	PC and desk phone
Talk Time	Up to 9 hrs.	Unlimited*
Headset weight	23 grams	21 grams
Range	Up to 350 feet	Up to 350 feet
Noise-canceling mic	Yes	Yes
Dedicated Vol/Mute	No	Yes
Adaptive power	Yes	Yes
Conferencing	Up to 4 headsets	Up to 4 headsets
Elegant docking	No	Yes (magnetic)
Automatic Presence Update	Yes, PC and desk phone	Yes, PC, desk phone and mobile

*Up to 7 hours on a single charge; unlimited talk time with hot swappable battery kit (sold separately)

8. How can the talk time be ‘unlimited’ with the Savi 740?

Savi 740 features a hot swappable battery that can provide the user with **unlimited talk time**. The Savi 740 has a series of accessory options to provide this functionality. Savi 740 can give up to 7 hours of talk time on a single charge which is sufficient for the majority of users.

9. Can I use my existing Savi Office headset tops on the new Savi 700 base?

A firmware update will be made available for the Savi Office headsets via the Plantronics.com support site so they are fully operational with the Savi 700 bases. It will also be possible to use the new Savi 740 headset (WH500) on the current Savi Office base.

10. What does this transition mean for the EHS cables or other accessories used with current Savi Office?



The current HL10 handset lifter is compatible with the Savi 700 wireless bases.



The Savi Office EHS cables are **all** compatible with the Savi 700 bases.

11. What is adaptive power and why is it a benefit in the office?

DECT wireless technology can give you a range up to 350 ft. in the office environment, but there is a limit to the number of concurrent users and this is called “user density”. The adaptive power feature detects how far you are from the base unit and turns the DECT radio power down to match your distance. Therefore the closer to the base unit the less radio power is emitted. This has two benefits, you can have more DECT users in the same area (better user density) and the headset uses less battery power thus improving talk and standby time.

12. What is audio benefit of wideband over narrowband?

Traditional desk phones are limited in their audio bandwidth (300 to 3.6KHz). As a comparison the human voice has a bandwidth of approximately 100 to 5KHz so the very low and high voice frequencies are lost making you sound less natural. More modern telephones such as IP desk phones and PC softphones enable a much wider range of voice frequencies to be transmitted and received. Current mobile phones in the market only support narrowband audio.

13. Can I mix audio and conference in other wireless headsets with the new Savi 700 series like I could with Savi Office?

Yes, you can mix audio between any two of your three phone devices at a given time. As for conferencing guest headsets, if they have the same style of headset your guest can simply dock their headset in your cradle to join your call. If they have a different style of headset they can also join your call using over the air subscription process as detailed in the full user guide. You can conference with up to 3 additional Savi or even CS500 DECT headsets and the guests can now stay on through multiple calls.