Plantronics MDA220 USB

User Guide

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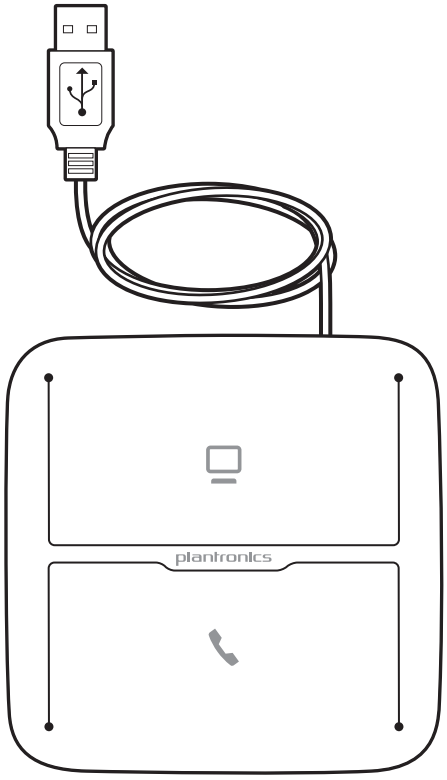
Welcome

Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your MDA220 USB audio switcher.

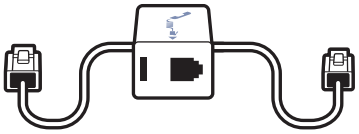
Please refer to the separate safety instructions for important product prior to installation or use of the product.

What's in the box

MDA 220 Audio Switcher

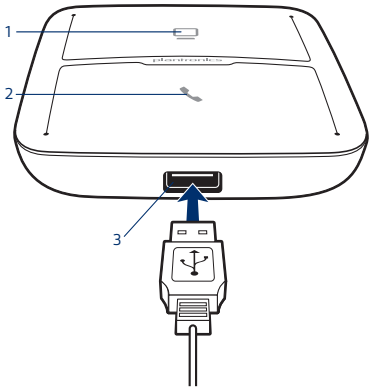


Telephone Interface Cable

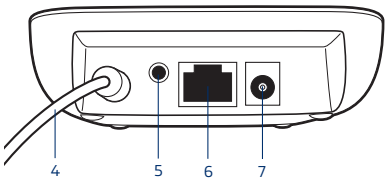


Basics MDA220

Front/Top



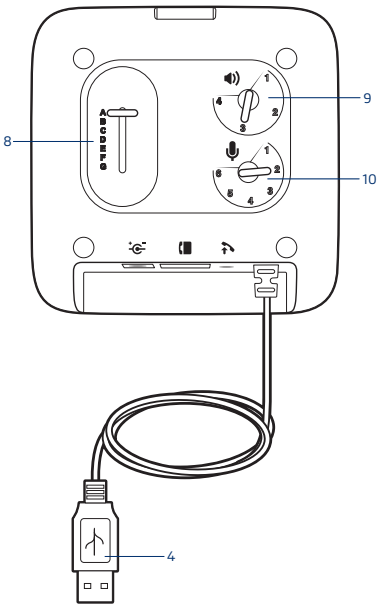
Back



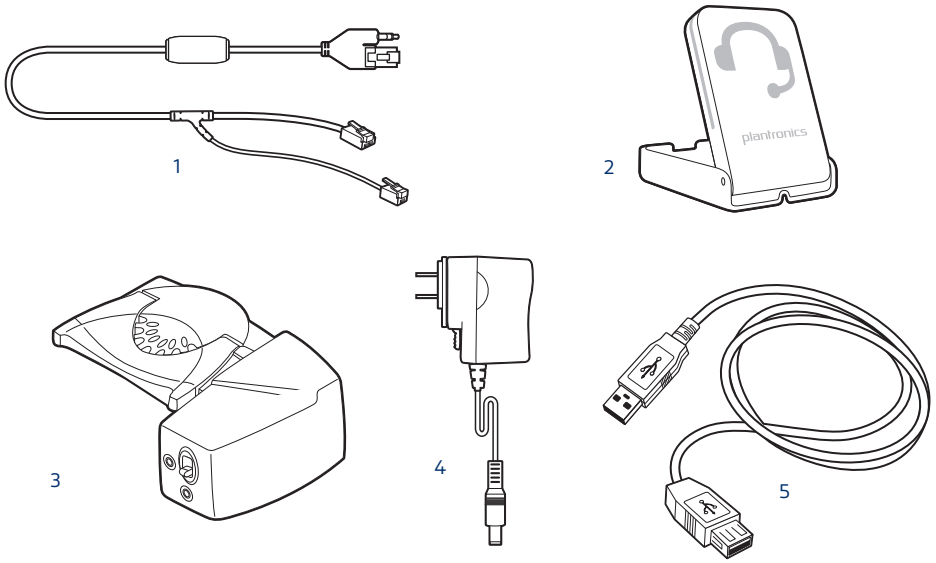
1 Computer audio button
2 Desk phone audio button
3 USB headset/ Bluetooth adapter port*
4 USB cable (connect to computer)
5 Handset lifter/EHS jack*
6 Telephone interface cable jack*
7 Power jack*
8 Configuration slide switch
9 Listening volume dial
10 Speaking volume dial

*Accessories not included

Bottom



Accessories



1 **Electric hookswitch cable** Electronically and automatically takes your desk phone handset off hook. Enables remote call answer/end with your headset.

2 **On-line indicator (OLI)** A light that flashes once a call is activated. It allows others to know when you are on a call.

3 **HL10 lifter** Automatically lifts handset and returns it to the cradle. Enables remote call answer/end with your headset.

4 **AC power supply** Required when using the HL10 lifter.

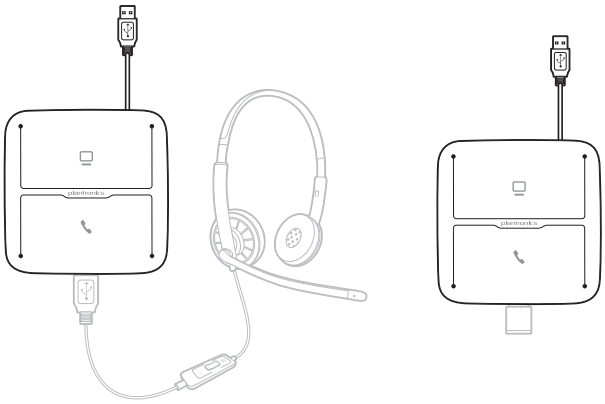
5 **USB Extension Cable** Extends the length of the USB cable between the MDA200 and computer.

Accessories sold separately at plantronics.com/accessories

Connect your Headset

Connect your Plantronics supported USB corded headset or wireless USB headset adapter to the MDA220 USB headset port.*

NOTE *Your headset will continue to function as if it were connected directly to the computer.*



*For a list of supported headsets and wireless USB headset adapters see plantronics.com/support

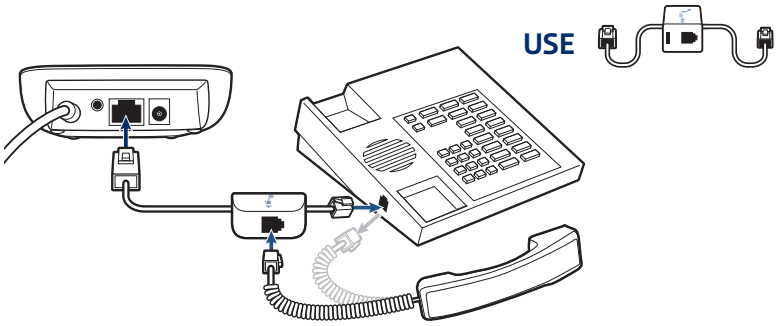
Desk Phone: Connect and Call

There are three options for connecting the MDA220 to your desk phone.

- Desk Phone (standard)
- Desk phone + HL10 lifter and power supply (sold separately)
- Desk phone + EHS cable (sold separately)
  NOTE *If you will be using Desk phone (standard) or Desk phone +HL10 lifter and power supply continue below. If you will be using the Desk Phone + EHS cable, refer to EHS Getting Started guide that came with your EHS cable or at* plantronics.com/accessories *for installation instructions.*

Desk Phone (standard)

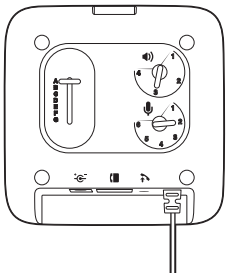
1. Connect one end of the telephone interface cable to the back of the switcher.
2. Disconnect the handset coil cord from the base of the desk phone and re-connect it to the telephone interface cable junction box.
3. Connect the remaining end of the telephone interface cable into the open handset port on the desk phone.
   Your desk phone handset will continue to work; it's just hooked up differently.



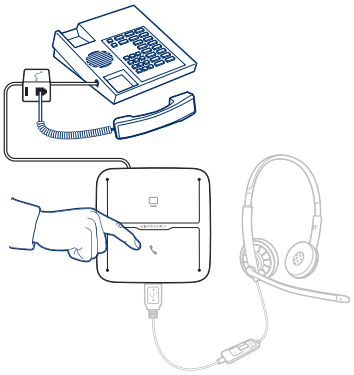
NOTE *If your phone has a built-in headset port, you should only use the headset port if you will not be using the HL10 lifter. In this configuration, you must press both the headset button on your phone and the call button on the headset to answer or end calls*

Check Configuration and Make a Test Call

1. If your desk phone has a volume control set it to middle level-volume.
2. On the bottom of the switcher, ensure the configuration slide switch is set to "A", the listening volume dial is set to 3 and the speaking volume is set to "2".



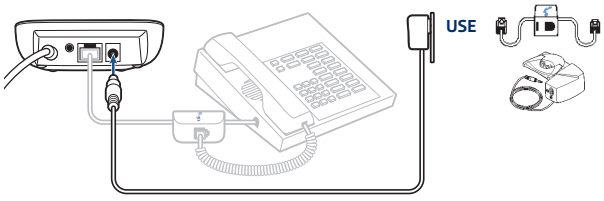
1. Remove the handset from the desk phone cradle (or if you connected your MDA220 product to the headset connection on the bottom of the phone, press the headset button on your phone).
2. While wearing your headset, press the desk phone talk button on the MDA220.



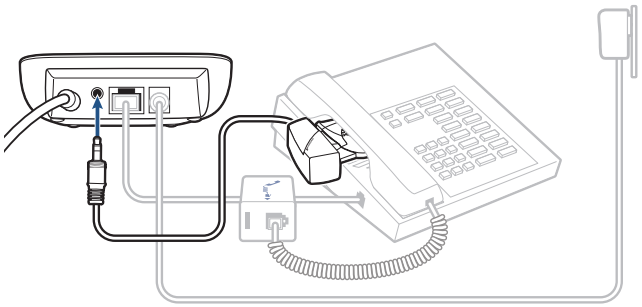
3. If you do not hear a dial tone adjust the configuration switch to each successive position starting with A and ending at G, until you do.
4. Dial a test call from the desk phone. Make sure that the person on the other end can clearly hear you. In some cases the other end will experience extreme momentary or permanent echo, in this case, you have an incorrect setting. Repeat steps 5 and 6 starting with the next candidate switch position where a dial tone is heard.
5. If needed, adjust the listening volume dial if the other person is too loud or distorted. Ask the person on the other end to speak at different volume levels.
6. If needed, adjust the speaking volume dial, while speaking at loud and medium volume levels, ask the person on the other end if the sound is reasonably free from distortion.
7. End call by pressing the headset call button and returning the handset to the desk phone cradle (or pressing the headset button on your phone if connected to a headset specific jack).
   NOTE *If you will be installing the HL10 lifter and power supply, continue below. If not continue with* ***Computer: Connect and Call.***

Desk Phone Plus HL10 and Power Supply (sold separately)

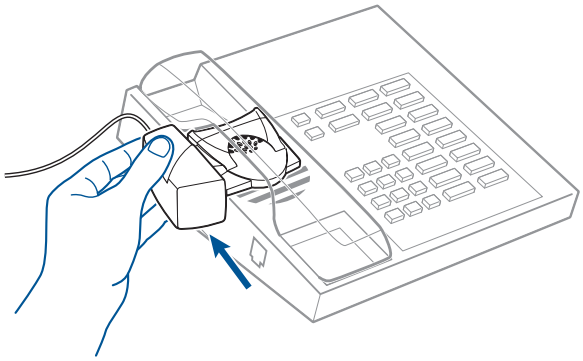
1 Plug one end of the power supply into the power supply jack on the back of the MDA220 and the other end into a working power outlet.



2 Firmly press the handset lifter power cord into the handset lifter jack.



3 While wearing your headset, slide the handset lifter arm until the lifter base touches the side of the phone.



4 Slide the lifter up to where it nearly touches the handset earpiece.

5 Press the call button on your headset to activate the lifter.

6 If you hear a dial tone the lifter is set correctly and needs no adjustment.

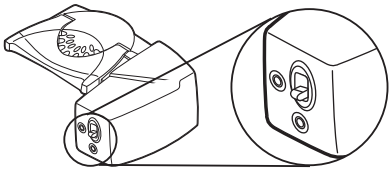
7 Remove the protective strips from the 3 mounting tapes on the underside of the lifter.

8 Gently place the lifter on the desk phone in the pre-determined position.

9 Press firmly to adhere.

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.



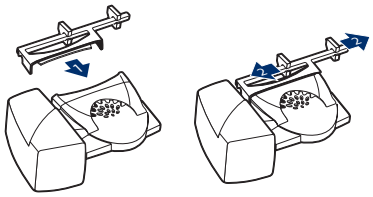
2. Repeat steps 3 through 6 above as necessary until you hear a dial tone.
3. When you hear a dial tone, secure the lifter as described in steps 7 through 9.

Additional parts (If required)

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

Extender Arm

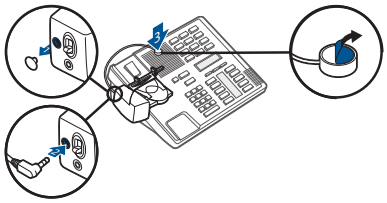
1. Slide extender arm onto lifter.
2. Stabilizers can be shifted left and right. Position stabilizers on outsides of handset to gently grip the phone.



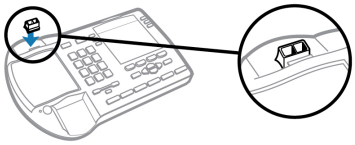
Ringer Microphone

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

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



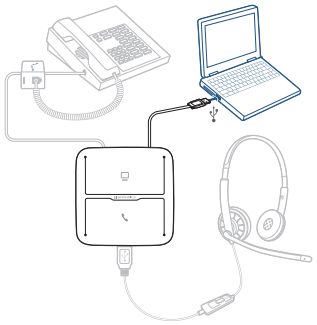
For Nortel Phones Only



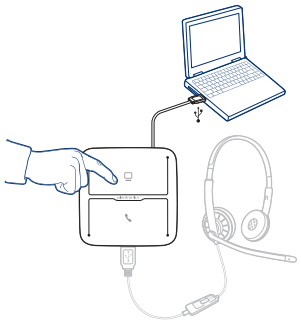
Computer: Connect and Call

Connect Your Computer and Place a Call

1 Connect the USB cable from the MDA220 to the computer. The computer talk button LED will be solid green.



2 While wearing headset, dial test call from computer softphone.



3 End call by pressing the computer talk button on the MDA220.
NOTE *To use the call feature with a softphone on th PC you will need to install Plantronics Hub. See* plantronics.com/software

MDA220 LED Indicators

LED	LED State	Indication
	Solid green	Connected to PC audio (default condition)
	Flashing green	Incoming PC call
	Flashing yellow	Active PC audio on hold
	Flashing green	Incoming desk phone call
	Solid green	Desk phone audio connected
	Flashing yellow	Active phone audio on hold
	Both icons flashing green for 2 seconds	MDA220 is booting up – once complete both LEDs will be off if no headset is connected. If a headset is connected the PC icon will remain lit solid green.
	Solid red	Firmware update in process – follow firmware update instruction to clear once complete.
	Solid red	Over current condition – using HL10 without power supply. Unplug MDA220, add power adapter, re-plug MDA220 to PC.
	Flashing red	Headset fault – replace headset and power cycle the MDA220.

When you press one of the two buttons, you are opening a phone line/audio channel. Depending on the circumstances, you won't necessarily hear a dial tone until you've dialed from your phone. The buttons allow you to switch to a different phone line/channel.

Daily Use

Answer an Incoming Call

The easiest way to answer an incoming call from the desk phone or computer is to press the flashing LED (desk phone or computer) talk button when you hear an incoming call.
Alternatively you can answer an incoming call by pressing the headset in-line control button if the headset is so equipped.
NOTE *Remote answer/end capability for the desk phone requires the use of an EHS cable or HL10 lifter. Visit* plantronics.com/accessories *for more information.*

NOTE *Remote answer/end capability for the PC is a software feature and dependent on a compatible soffphone. If you do not install the software or don't have a compatible softphone you will need to press the headset call button first. Visit* www.plantronics.com/SoftphoneCompatibility *for more information.*

Place an Outgoing Call

Outgoing desk phone calls

1. Wearing your headset, press the desk phone talk button on the MDA220.
2. Remove the headset from the cradle You will hear a dial tone.
   NOTE *This step will be automatic if you install a lifter or EHS accessory. For a complete list of accessorius, visit* plantronics.com/accessories *for more information.*
3. Dial the number using your desk phone.
4. To end the call, press the desk phone talk button and hang up the handset.

Outgoing Softphone Calls

The easiest way to ma a softphone call is to dial the number on your softphone application while wearing your headset. You will be automatically connected to your call. End the call by pressing the computer talk button.

Softphone Compatibility Remote call answer/nd from the headset is available for compatible softphone with no additional steps except when using Skype for Business.

Switch Calls

To switch from a desk phone call to a computer call (or visa versa) simply press the other call button to answer incoming call or place an outgoing call. Active audio left on hold is indicated by a flashing red icon.

Troubleshooting

Desk phone

I can't hear a dial tone in the headset.	Adjust the configuration with on the switcher until a dial tone is heard. Fine tune the listening volume with the headset volume button. If the volume is still too low, adjust the listening volume dial on the switcher. Make sure the lifter is lifting the handset high enough too operate the hookswitch; set to a higher setting if necessary. If you are using a wireless headset, ensure your headset is subscribed to the USB adapter. See subscription instructions that came with your wireless headset. Make sure your headset is charged. Press the call button on your headset.
I hear static.	If you are using a wireless headset, ensure there is at least 12 inches between the switcher and your computer, and 6 inches between the switcher and your desk phone If adjusting the distance doesn't help, your headset is going out of range, move closer to the switcher
The sound is distorted.	Lower the speaking volume dial and/or listening volume dial on the switcher. For most telephone the correct setting is position 3. 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. If the distortion persists lower the listening volume dial on the switcher. If you are using a wireless headset, ensure there is at least 12 inches between the switcher and your computer, and 6 inches between the switcher and your desk phone.
I hear echo in the headset.	Lower the listening volume and the speaking volume dials on the switcher. For most telephone, the correct setting is position 3. If the audio level is too low in this position, adjust the headset volume control to increase the headset speaker 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. Adjust the Configuration Switch. The most commonly used position is "A", which is the default position.
People I talk to can hear a buzz in the background.	If you are using a wireless headset, move the switcher further away from your phone. If the power supply (HL10 lifter only) is plugged into a power strip, plug it into the wall directly.
The handset lifter is installed but does not lift the handset.	Be sure the headset lifter power cord is firmly pushed into the handset lifter jack on the switcher.

Softphone

When I dial from my softphone application, nothing happens.	Ensure that the headset is the default sound device. The control panel will launch the sound devices control panel by going to Control Panels > Sound

	Ensure that you are using a compatible softphone application. For a list of compatible softphones, visit plantronics.com/software. If you are using a wireless headset, ensure your headset is subscribed to the USB adapter. See subscription instructions that came with your wireless headset. Make sure your headset is charged. Ensure the Hub software is installed. To download, visit If the Hub software in 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
Speaking and/or listening volume is too low or too high.	Adjust headset listening volume. Adjust listening/speaking volume 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 chin. If the distortion is still present, lower the volume dal on the headset. If you are using a wireless headset, ensure there is at least 12 inches between the switcher and your computer, and 6 inches between the switcher and your desk phone.
No audio connection to PC.	Unplug USB cable from switcher and then reconnect the cable. Quit and then restart your PC audio or softphone application.
I can no longer hear any audio through my PC Speakers.	For Windows XP systems • Refer to the "Audio" tab of the "Sounds and Audio Devices" option in your PC Control Panel • Under "Sound Playback", change the default setting from Savi office to the PC speakers. Click "OK" to confirm your change. For Windows Vista and Windows 7 systems • Refer to the "Sound" option in your PC Control Panel. • Under the "Playback' tab, change the default settings from "Speakers Savi Office" to your PC speaker. Click "OK" to confirm your change. For Mac OS • Chose Apple menu > System Preferences and click Sound. • Click output, and then select "Internal Speakers" or your speaker choice.

NEED MORE HELP?

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