

# MDA200™

Audio switcher

## User guide

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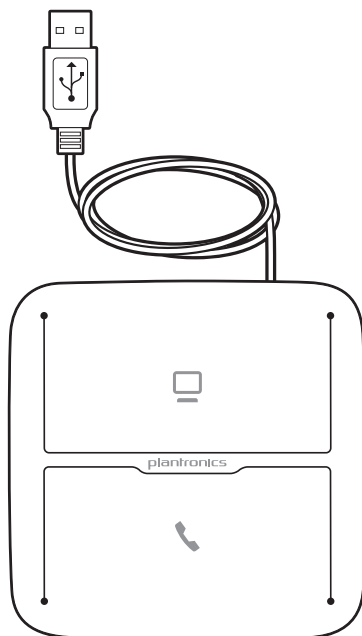
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## Welcome

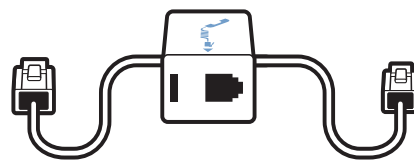
Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your MDA200 audio switcher.

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

## What's in the box



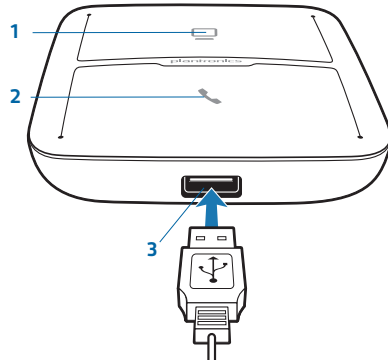
MDA200 Audio Switcher



Telephone interface cable

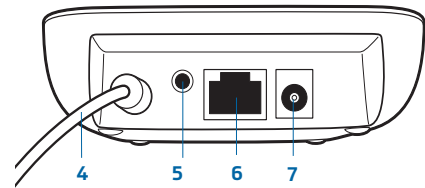
# MDA200 Basics

FRONT/TOP

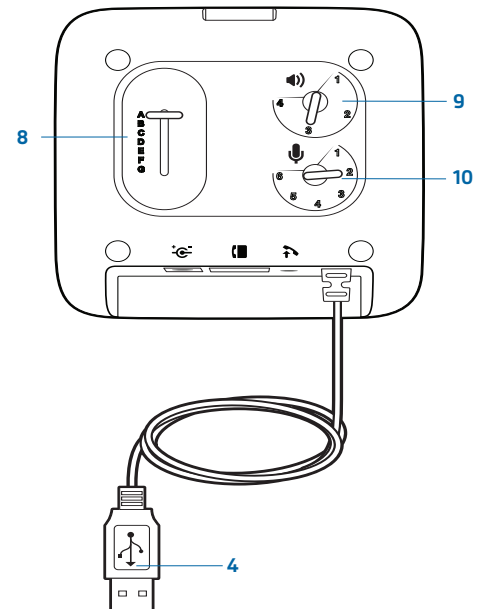


- 1 Computer talk button
- 2 Desk phone talk button
- 3 USB headset/USB wireless adapter port (headset and adapter not included)
- 4 USB cable (connect to computer)
- 5 Handset lifter/EHS cable jack
- 6 Telephone interface cable jack
- 7 Power jack
- 8 Configuration slide switch
- 9 Listening volume dial
- 10 Speaking volume dial

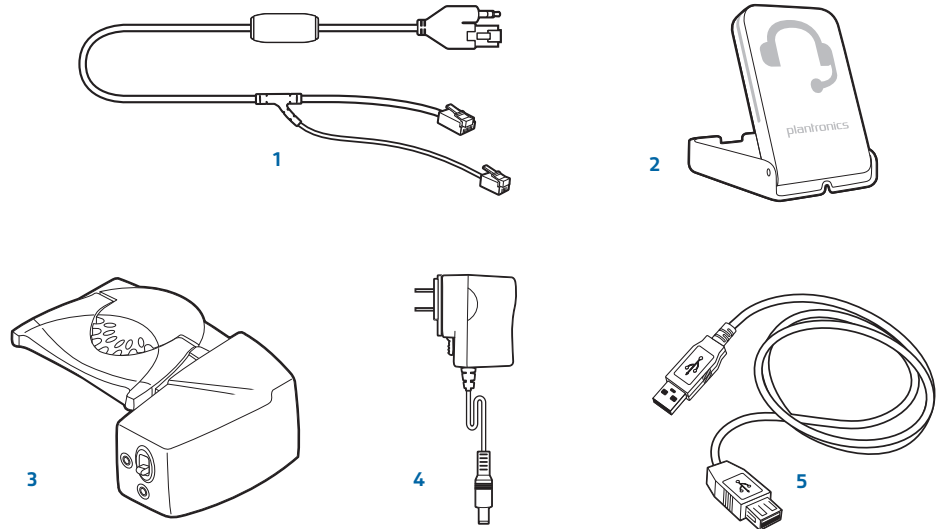
BACK



BOTTOM



# Accessories



**1 Electronic Hookswitch Cable** Electronically and automatically takes your desk phone handset off the 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.

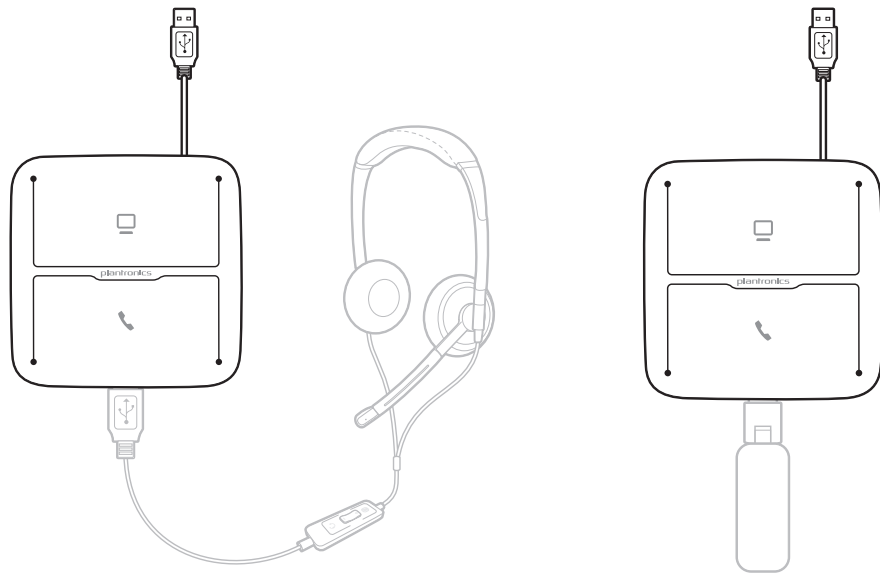
**5 USB Extension Cable** Extends the length of the USB cable between the MDA200 and computer.

See [plantronics.com/accessories](https://plantronics.com/accessories) for more information on all accessories.

# Connect your headset

- 1 Connect your Plantronics supported USB corded headset or wireless USB headset adapter to the MDA200 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](https://plantronics.com/support).

# Desk phone: connect and call

There are three set-up options for connecting the MDA200 to your desk phone. Select one of the following and continue.

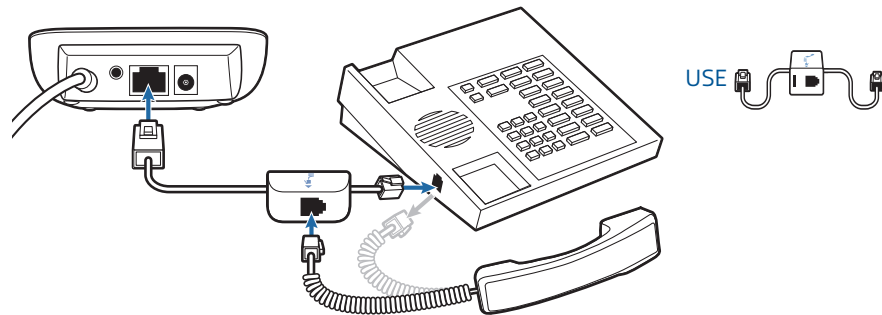
- Desk phone (standard)
- Desk phone + HL10™ lifter and power supply (sold separately)
- Desk phone + EHS cable (sold separately)

**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](http://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.

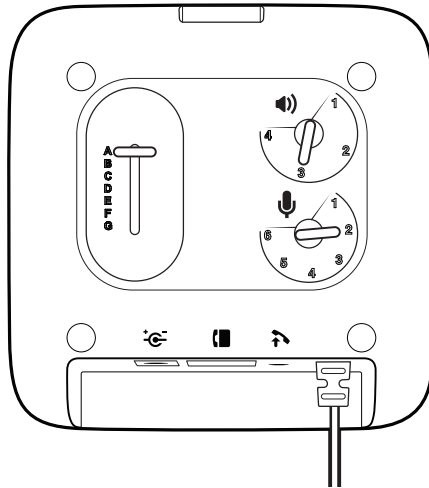
**NOTE** Your desk phone handset will continue to work; it's just hooked up differently.



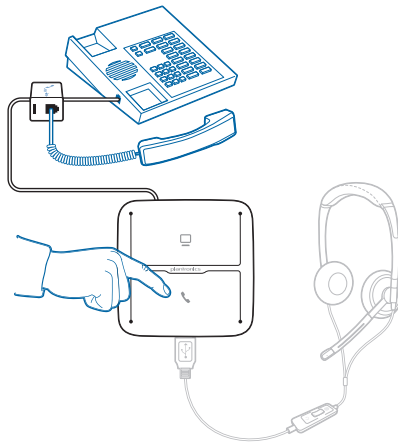
**NOTE** If your phone has a built-in headset port, you should only use the headset port if you will not be using the HL10 lifter. In this configuration, you must press both the headset button on your phone and the call control button on the headset to answer or end calls.

### Check configuration and make a test call

- 1 If your desk phone has a volume control, set it to mid-range.
- 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 dial is set to 2.



- 3 Remove the handset from the desk phone cradle.
- 4 While wearing your headset, press the desk phone talk button on the MDA200.



- 5 If you do not hear a dial tone, adjust the configuration switch (A-G) until you do.
- 6 Dial a test call from the desk phone. If needed, fine-tune the volume with the headset volume controls. You can also adjust the desk phone speaking and listening volumes on the bottom of the MDA200.
- 7 End call by pressing the headset call control button and returning the handset to the desk phone cradle.

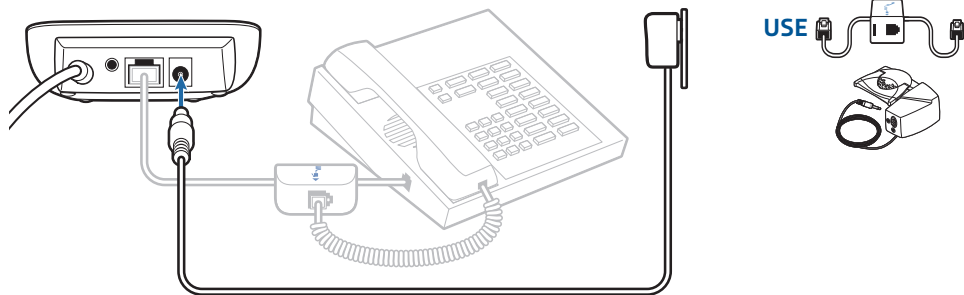


For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing visit: [plantronics.com/healthandsafety](https://www.plantronics.com/healthandsafety).

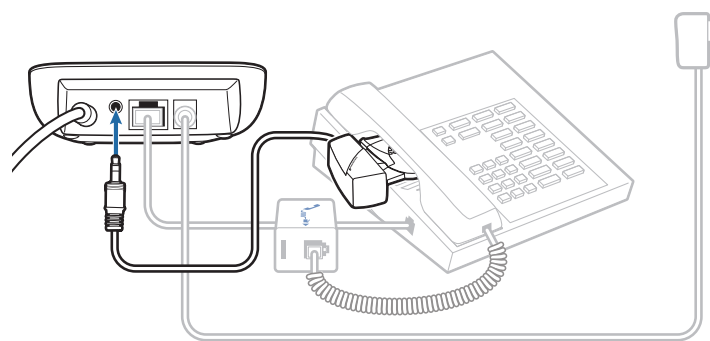
**NOTE** If you will be installing the HL10 lifter and power supply, continue below. If not, continue with **Computer: Connect and Call**.

### Desk Phone Plus HL10 lifter and Power Supply (sold separately)

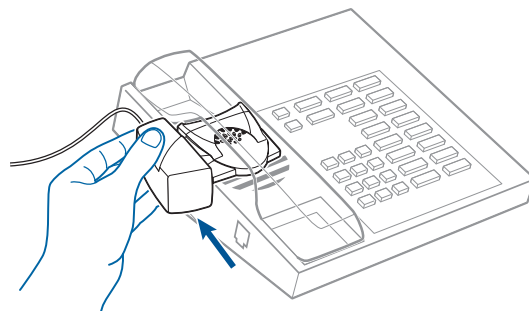
- 1 Plug one end of the power supply into the power jack on the back of the MDA200 and the other end into a working power outlet.



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

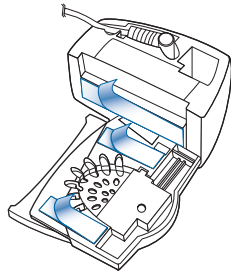


- 3 While wearing your headset, slide the handset lifter arm under the handset until the lifter base touches the side of the phone.



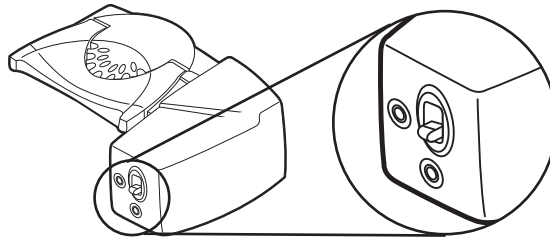
- 4 Slide the lifter up to where it nearly touches the handset earpiece.
- 5 Press the call control button on your headset to activate the lifter.
- 6 If you hear a dial tone the lifter is set correctly and needs no adjustment.
- 7 Remove the protective strips from the 3 mounting tapes on the underside 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.



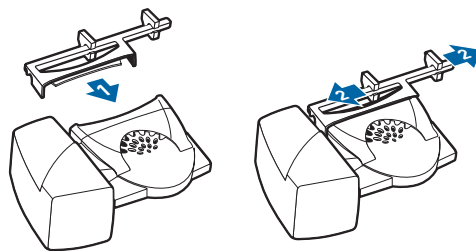
- 2 Repeat steps 3 to 6 above as necessary until you hear a dial tone.
- 3 When you hear a dial tone, secure the lifter as described in steps 7 to 9.

#### Additional parts (If Required)

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

#### Extender arm

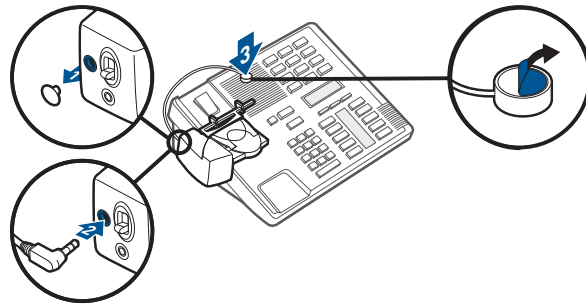
- 1 Slide extender arm onto lifter.
- 2 Stabilisers can be shifted left and right. Position stabilisers on outside of handset to gently grip the phone.



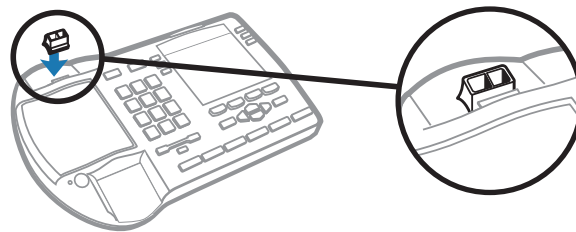
### Ringer microphone

Use ringer microphone only 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.

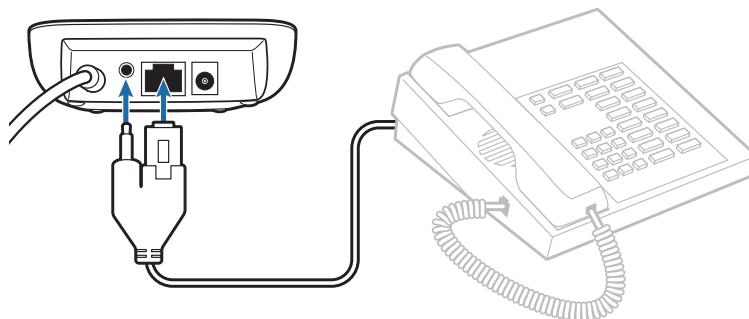


### For Nortel phones only



### Desk Phone Plus EHS Cable

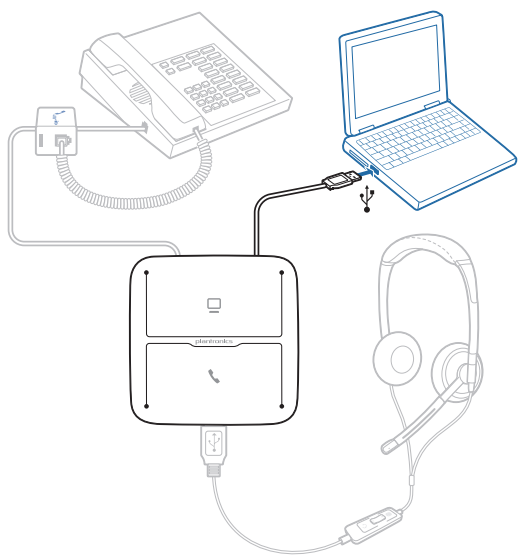
- 1 Connect the end of the EHS cable to the MDA200 and the other end to the desk phone as described in the EHS Adapter Getting Started guide.



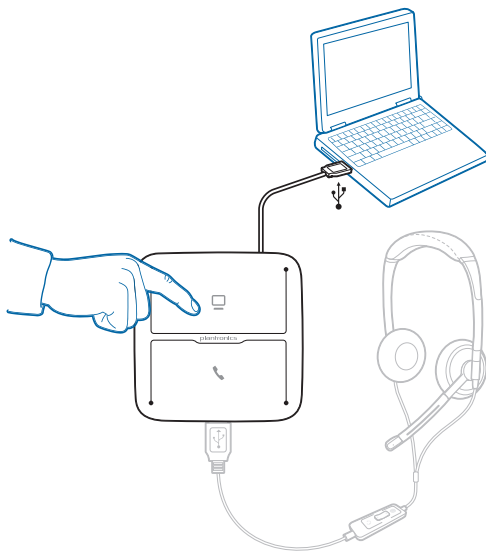
# Computer: connect and call

## Connect your computer and place a call

- 1 Connect the USB cable from the MDA200 to the computer. The computer talk button LED will be solid green.



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













- 3 End call by pressing the computer talk button on the MDA200.

**NOTE** To use call control feature with a soft phone on the PC you will need to install Plantronics Control Panel Software. See [plantronics.com/software](http://plantronics.com/software).

# MDA200 LED Indicators

## MDA200 LED Buttons

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	MDA200 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 progress – follow firmware update instructions to clear once complete.
	Solid red	Over current condition – using HL10 without power supply. Unplug MDA200, add power adapter, re-plug MDA200 to PC.
	Flashing red	Headset fault - replace headset and power cycle the MDA200.

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 dialled 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](http://plantronics.com/accessories) for more information.

**NOTE** Remote answer/end capability for the PC is a software feature and dependent on a compatible softphone. 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 [plantronics.com/software](http://plantronics.com/software) for more information.

## Place an outgoing call

### Outgoing desk phone calls

- 1 Wearing your headset, press the desk phone talk button on the MDA200.
- 2 Remove the handset from the cradle. You will hear a dial tone.

**NOTE** This step will be automatic if you install a lifter or EHS cable accessory. For a complete list of accessories, visit [plantronics.com/accessories](http://plantronics.com/accessories).

- 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 make 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/end from the headset is available for compatible softphones with no additional steps except when using Skype™. For a list of compatible softphones visit [plantronics.com/software](http://plantronics.com/software).

For Skype support, please follow these steps:

- 1 Skype will display the following message during the install of Plantronics Unified Runtime Engine "PlantronicsURE.exe wants to use Skype". Choose "Allow Access" to connect.
- 2 You can also check Skype connection status by going to Skype and checking the Tools > Options > Advanced > Advanced Settings > "Manage Other Programs Access" setting.

## 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

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

Adjust the configuration switch 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 to 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.

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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 telephones, 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.

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I hear echo in the headset.

Lower the listening volume and speaking volume dials on the switcher. For most telephones, 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.

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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.

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

Be sure the handset lifter power cord is firmly pushed into the handset lifter jack on the switcher.

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## Softphone

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When I dial from my softphone application, nothing happens.

Ensure that the headset is the default sound device. The Plantronics control panel will launch the sound devices control panel by going to Plantronics control panel > Preferences > General – Launch audio devices control panel.

Ensure that you are using a compatible softphone application.

For a list of compatible softphones, visit [plantronics.com/software](http://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.

Ensure your headset is charged.

Ensure that the Plantronics software is installed. To download, visit [plantronics.com/software](http://plantronics.com/software).

If the Plantronics software is 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.

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Speaking and/or listening volume is too low or too high.

Adjust headset listening volume.

Adjust listening/speaking volumes in the computer's sound control panel/system preferences.

Adjust listening/speaking volumes in the softphone application.

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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 your chin.

If the distortion is still present, lower the volume on the headset.

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No audio connection to PC.

Unplug USB cable from switcher and then reconnect the cable. Quit and then re-start your PC audio or softphone application.

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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 your 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 setting from "Speakers Savi Office" to your PC speakers. Click "OK" to confirm your change.

For Mac OS X

- Choose Apple menu > System preferences and click Sound.
  - Click Output, and then select "Internal Speakers" or your speaker choice.
-

## NEED MORE HELP?

**plantronics.com/support**

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EEE Yönetmeliğine Uygundur

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