

# Plantronics MDA480 QD/ MDA490 QD

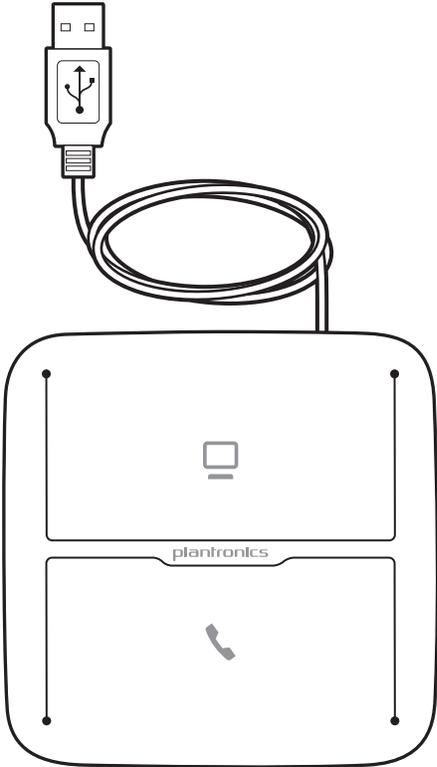
User guide

# Contents

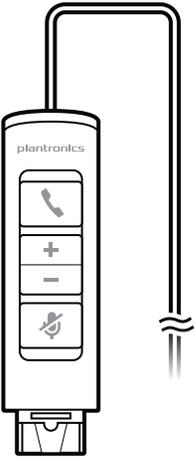
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# What's in the box

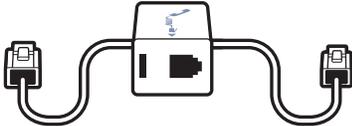
MDA400 Audio switcher



DA Inline controller

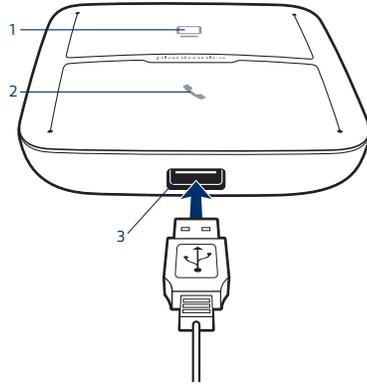


Telephone interface cable

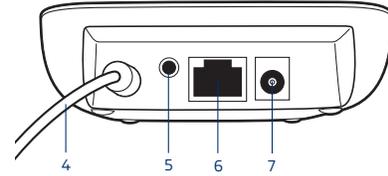


# Basics MDA400

Front/Top

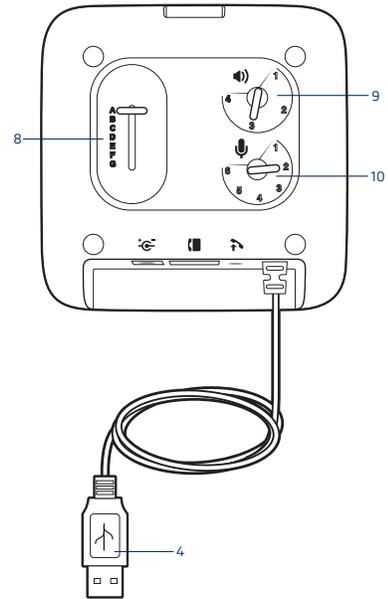


Back



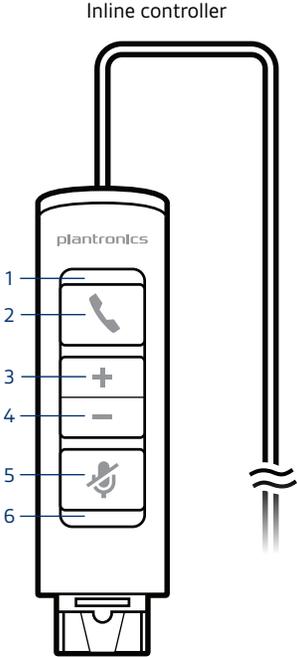
- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| 1 Computer audio button           | 6 Telephone interface cable jack* |
| 2 Desk phone audio button         | 7 Power jack*                     |
| 3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

Bottom

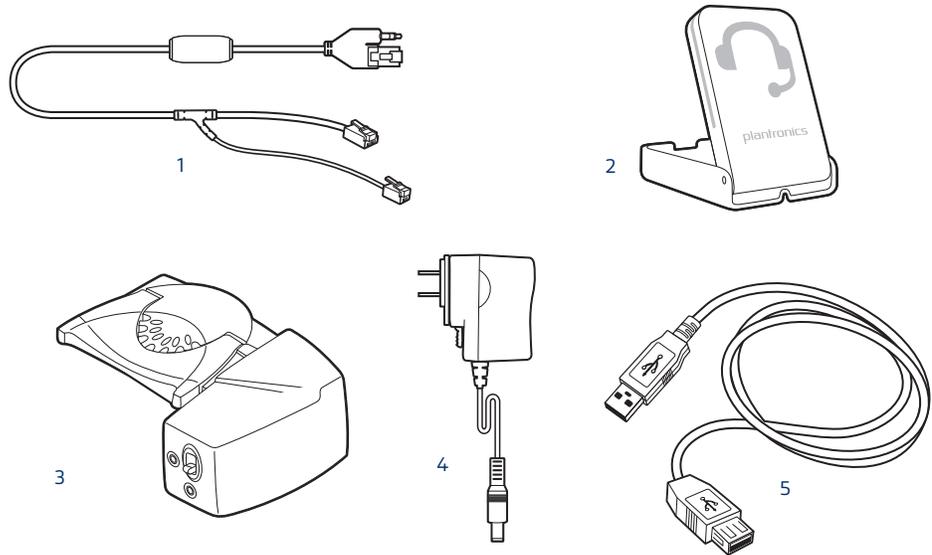


# Basics Inline Controller

- 1 Green LED
- 2 Call button
- 3 Volume up
- 4 Volume down
- 5 Mute
- 6 Red LED



# Accessories

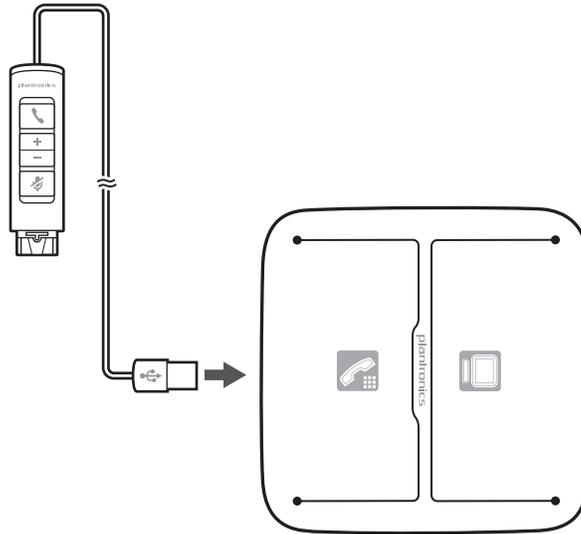


Accessories sold separately at [plantronics.com/accessories](http://plantronics.com/accessories)

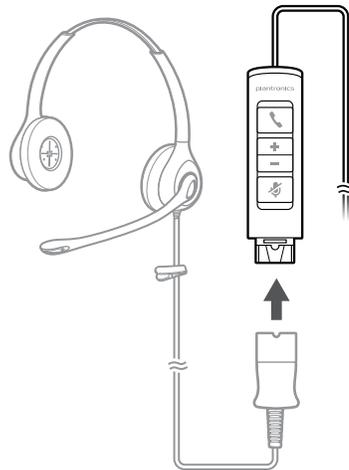
- 1 Electric hookswitch cable** Electronically and automatically takes your desk phone handset off the hook. Enables remote call answer/end with your headset.
- 2 Online indicator (OLI)** A light that flashes once a call is activated. It allows others to know when you are on a call.
- 3 HL10 lifter** 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 MDA400 and computer.

# Connect your headset

- 1 Connect the inline controller to the MDA400 switcher.



- 2 Connect your Plantronics supported QD corded headset to the inline controller.



# Load software

**IMPORTANT** *Some softphones require the installation of Plantronics Hub for Windows/Mac to enable headset call control (answer/end and mute) functionality.*

Download Plantronics Hub for Windows/Mac by visiting [plantronics.com/software](https://plantronics.com/software).

Manage your headset settings on your computer with Plantronics Hub:

- Call control for softphones
- Update firmware
- Turn features on/off
- View user guide

# Desk Phone: Connect

There are three options for connecting the MDA400 to your desk phone.

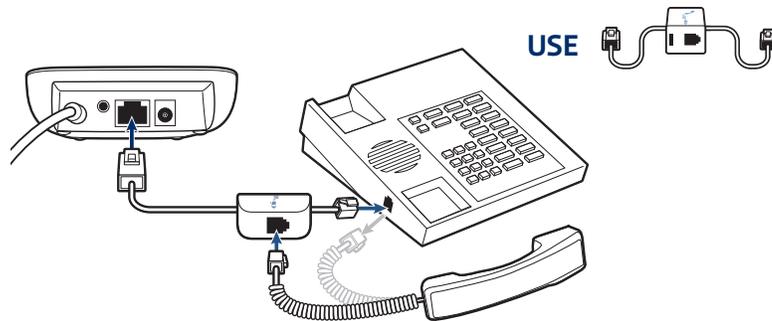
- Desk phone (standard)
- Desk phone + HL10 lifter and power supply (sold separately)
- Desk phone + EHS cable (sold separately)

**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](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.

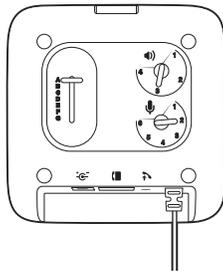
Your desk phone handset will continue to work; it's just hooked up differently.



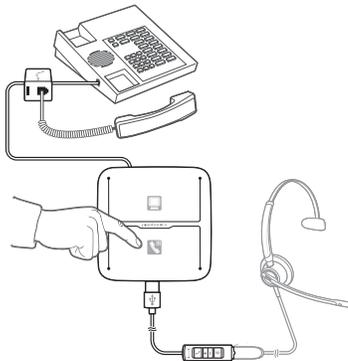
**NOTE** If your phone has a built-in headset port, you should only use the headset port if you will not be using the HL10 lifter. In this configuration, you must press both the headset button on your desk phone and the call button on the inline controller to answer or end calls

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 MDA400 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 MDA400.

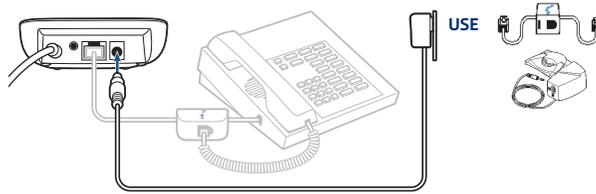


- 3 If you do not hear a dial tone, adjust the configuration switch to each successive position starting with A and ending at G, until you do.
- 4 Dial a test call from the desk phone. Make sure that the person on the other end can hear you clearly. In some cases the other end will experience extreme 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).

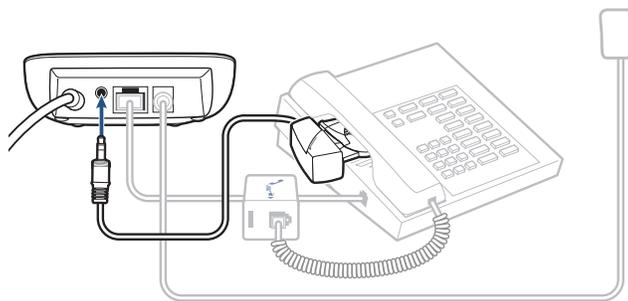
**NOTE** If you will be installing the HL10 lifter and power supply, continue below. If not continue with Computer: Connect and Call.

Desk Phone Plus HL10  
and Power Supply (sold  
separately)

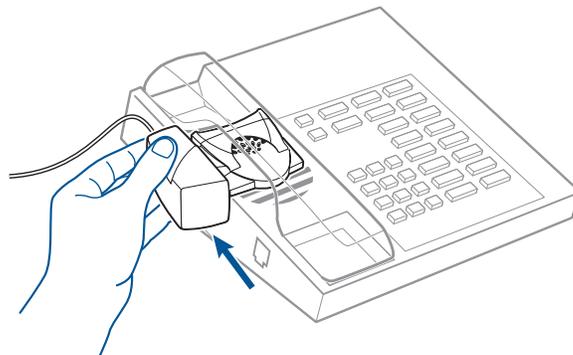
- 1 Plug one end of the power supply into the power supply jack on the back of the MDA400 and the other end into a working power outlet.



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



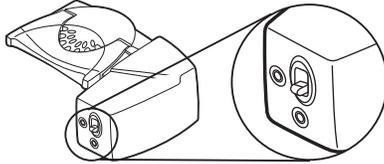
- 3 While wearing your headset, slide the handset lifter arm until the lifter base touches the side of the phone.



- 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

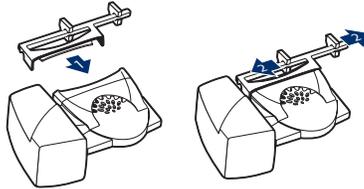
- 1 If you do not hear a dial tone, raise the lifter height switch to the next highest position.



- 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 to 9.  
Additional parts (If required)  
Use the extender arm when the headset lifter needs additional stability lifting and returning headset to cradle.

#### Extender arm

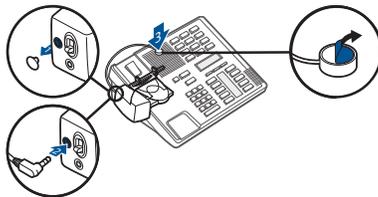
- 1 Slide extender arm onto lifter.
- 2 Stabilisers can be shifted left and right. Position stabilisers on outside of handset to gently grip the phone.



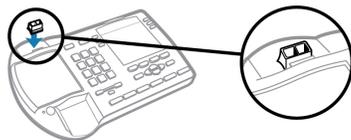
#### Ringer microphone

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

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



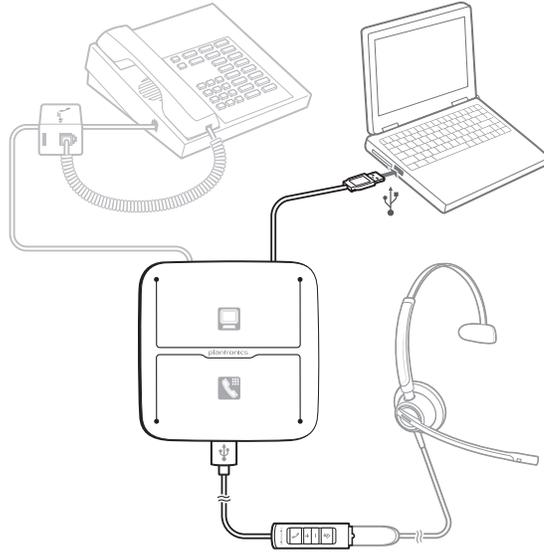
#### For Nortel phones only



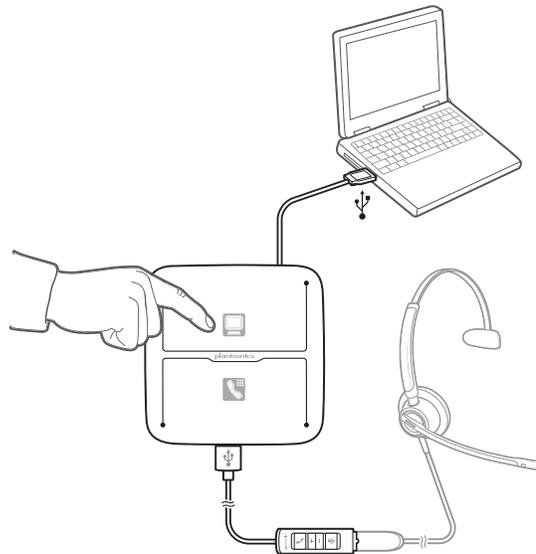
# Computer: Connect

Connect your computer and place a call

- 1 Connect the USB cable from the MDA400 to the computer.



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



- 3 End a call by pressing the computer talk button on the MDA400 or the call button on the inline controller.

**NOTE** To use the call feature with some softphones on the PC you will need to install Plantronics Hub. See [plantronics.com/software](http://plantronics.com/software)

# Daily use

## Answer, end and make calls

**To answer or end a call on the PC**, do one of the following

- Tap the PC button on the MDA400.
- Tap the Call control button on the inline controller.
- Use your softphone application.

**To make a call on the PC**, do one of the following.

- Tap the PC button on the MDA400 and dial the number in the softphone application.
- Tap the Call control button on the inline controller and dial the number in the softphone application.
- Use your softphone application.

Headset call control is dependent on a compatible softphone. If you have not installed Plantronics Hub or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application. Download Plantronics Hub for Windows or Mac at [plantronics.com/software](http://plantronics.com/software).

**To answer or end a call on the desk phone**, do the following.

- Tap the Desk phone button on the MDA400.
- Tap the Call button on the inline controller.

**To make a call on the desk phone**, do the following.

- Tap the Desk phone button on the MDA400 and dial the number.

## Put a call on hold using a PC

If your softphone has this feature, holding down the Call control button on the inline controller for 2 seconds will place the call on hold. Refer to your phone's user guide for additional features available while on hold. Pressing the Call control button on the inline controller will take the call off hold.

## Adjust volume

To increase or decrease listening volume, on the inline controller, press the upper end (+) of the volume button or press the lower end (-) of the volume button on the inline controller.

To adjust the listen or speak volume of the softphone, please refer to the softphones user documentation.

## Mute

During a call, briefly press the mute button to mute the microphone on the inline controller. To unmute, press the button again.

## Switch calls

To switch from a desk phone call to a computer call (or vice versa) press the other call button to answer an incoming call or place an outgoing call. Or, you can press and hold the Headset button on the inline controller for two seconds.

# MDA400 LED Indicators

LED	LED State	Indication
	Solid green	Active PC call
	Flashing green	Incoming PC call
	Flashing green (slow)	Active PC call on hold
	Solid red	PC call on mute
	Flashing green	Incoming desk phone call
	Solid green	Active desk phone call
	Flashing green (slow)	Active desk phone call on hold
	Solid red	Desk phone call on mute
 	Both icons flashing red	MDA400 is booting up – once complete there will be a flash of green on the default line then both LEDs will go off.
	Solid yellow	Over current condition – using HL10 without power supply. Unplug MDA400, add power adapter, re-plug MDA400 to PC.

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.

# 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 inline controller volume button.

If the volume is still too low, adjust the listening volume dial on the bottom of the switcher.

Make sure the lifter is lifting the handset high enough to operate the hookswitch; set to a higher setting if necessary.

Press the call button on the inline controller.

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 inline controller volume down button to lower the headset speaker volume. If the distortion persists lower the listening volume dial on the bottom of the switcher.

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 inline controller volume up button to increase the headset speaker volume.

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 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 inline controller 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](http://plantronics.com/software).

If the Hub 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

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

Adjust the inline controller 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 on the inline controller.

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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.

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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 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 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.

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My MDA disappeared from the Hub interface.

If you are using Windows 8 or above you will not see the MDA in Hub. Use the MDA wall power plug to update your firmware.

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My MDA died after I attempted to download the updates using DFU.

If you are using Windows 8 or above, plug a wall power adapter into the MDA220 USB and then proceed to update your firmware via our Plantronics software.

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## NEED MORE HELP?

[plantronics.com/support](http://plantronics.com/support)

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