

Plantronics MDA524 QD Plantronics MDA526 QD

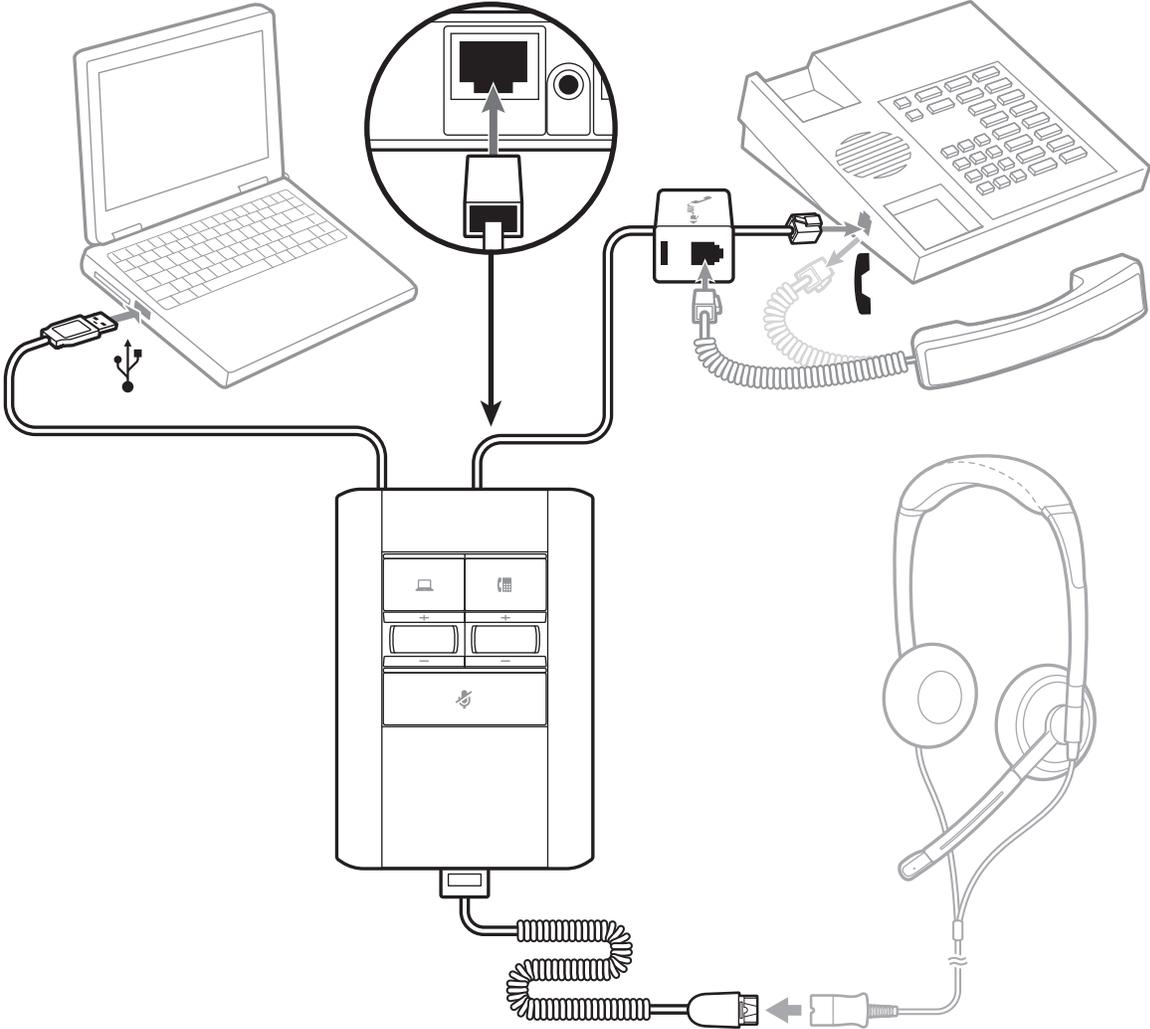
User guide

Contents

Connect your system	3
Load software	4
Daily use	5
Answer, end and make calls	5
Adjust volume	5
Mute	5
Hold	5
Merge a call	5
Switch calls	5
Advanced audio mixing	6
LED Indicators	7
Troubleshooting	8
Desk phone	8
Softphone	8
Support	9

Connect your system

Using the diagram, connect your system.



Load software

To optimise setting, download Plantronics Hub Desktop software by visiting plantronics.com/software.

Manage your settings from your computer:

- Use computer audio mixing*
- Call control for softphones
- Update firmware
- Turn features on/off
- View user guide

* *Plantronics Hub Desktop software is required to use the audio mixing features.*

Daily use

Answer, end and make calls

To answer or end a call on the PC, tap the PC icon button on the MDA500.

To make a call on the PC, tap the PC icon button on the MDA500 and dial the number in the 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 at plantronics.com/software.

To answer or end a call on the desk phone, tap the Desk phone button on the MDA500. If you don't have an HL10 lifter or EHS cable, remove the handset when answering a call or hang up the handset when ending a call.

To make a call on the desk phone, tap the Desk phone button on the MDA500 and dial the number. Manually remove the handset if you don't have an HL10 lifter or EHS cable.

Adjust volume

While on an active call, roll the appropriate volume wheel up or down.

Mute

During a call, press the mute button to mute the microphone. To unmute press the button again.

Hold

To put an active call on hold, press and hold the call button for 2 seconds. To take a call off hold, press the call button.

Merge a call

While on an active call, press and hold the PC and Desk phone buttons for 2 seconds. The calls will merge.

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.

Advanced audio mixing

Plantronics Hub for Window/Mac software is required to use the audio mixing features. Load the software by visiting plantronics.com/software.

Play greeting

This setting allows the user to select a voice file to play when answering a call. Open Plantronics Hub for Windows/Mac and choose **Settings > General > Software settings>Play greeting**. The drop-down menu values are OFF (default) and ON. When the user selects On, he will be prompted to select an audio (.wav) file.

Once the Play greeting feature is turned on, it remains on until it is turned off.

NOTE *Adjusting the PC volume will adjust the volume that the desk phone caller hears. Adjust the volume to a safe level with the volume wheel.*

Record voice notes*

This setting mutes a desk phone call so that the user can record voice notes to the PC that the customer on the desk phone cannot hear. Select Record voice notes from the Mac top bar or PC system tray.

Play PC Audio*

This setting allows the user to play PC audio in his headset that the desk phone caller cannot hear. Select Play PC audio from the Mac top bar or PC system tray.

*These settings are dynamic, which means that they are turned on during a call and will turn off when that call ends.

LED Indicators

LED	LED State	Indication
	Flashing green	Incoming PC call
	Solid green	Active PC call
	Flashing red (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 red (slow)	Active desk phone call on hold
	Solid red	Desk phone call on mute
	Flashing yellow	Updating firmware
	Solid red	Active call on mute

When you press one of the two buttons, you are opening a phone line/audio channel. Depending on the circumstances, you may not hear a dial tone until you have dialed 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 on the switcher until a dial tone is heard.
If the volume is 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.

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 2.
If your desk phone has a volume control, lower until the distortion disappears.

I hear echo in the headset.

Lower the listening volume and the speaking volume dials on the switcher. For most telephones, the correct setting is position 2.
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 that the optional AC power adapter is firmly pushed into the handset power jack on the switcher.

Softphone

When I dial from my softphone application, nothing happens.

Ensure that the MDA500 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 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 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 switcher.

Support

NEED MORE HELP?

plantronics.com/support

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214988-07 (07.19)