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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

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*

*Accessories not included

6 Telephone interface cable jack*
7 Power jack*
8 Configuration slide switch
9 Listening volume dial
10 Speaking volume dial

*Accessories not included
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
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".

![Configuration Switcher](image)

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.

![Headset Connection](image)

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.
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.

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

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

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

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

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

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

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

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

While wearing headset, dial test call from computer softphone.

End call by pressing the computer talk button on the MDA220.

**NOTE** To use the call feature with a softphone on the PC you will need to install Plantronics Hub. See plantronics.com/software
# MDA220 LED Indicators

<table>
<thead>
<tr>
<th>LED State</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>Connected to PC audio (default condition)</td>
</tr>
<tr>
<td>Flashing green</td>
<td>Incoming PC call</td>
</tr>
<tr>
<td>Flashing yellow</td>
<td>Active PC audio on hold</td>
</tr>
<tr>
<td>Flashing green</td>
<td>Incoming desk phone call</td>
</tr>
<tr>
<td>Solid green</td>
<td>Desk phone audio connected</td>
</tr>
<tr>
<td>Flashing yellow</td>
<td>Active phone audio on hold</td>
</tr>
<tr>
<td>Both icons flashing green for 2 seconds</td>
<td>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.</td>
</tr>
<tr>
<td>Solid red</td>
<td>Firmware update in process – follow firmware update instruction to clear once complete.</td>
</tr>
<tr>
<td>Solid red</td>
<td>Over current condition – using HL10 without power supply. Unplug MDA220, add power adapter, re-plug MDA220 to PC.</td>
</tr>
<tr>
<td>Flashing red</td>
<td>Headset fault – replace headset and power cycle the MDA220.</td>
</tr>
</tbody>
</table>

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.
Quarterly Test
# 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 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 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 dial 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.