

CONFIGURATION BEST PRACTICES FOR THE MDA200

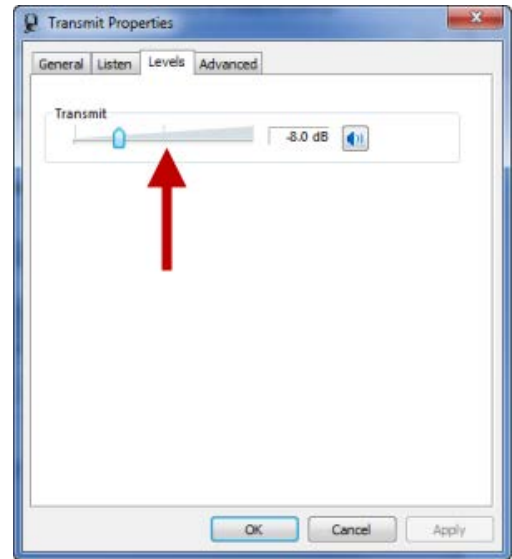
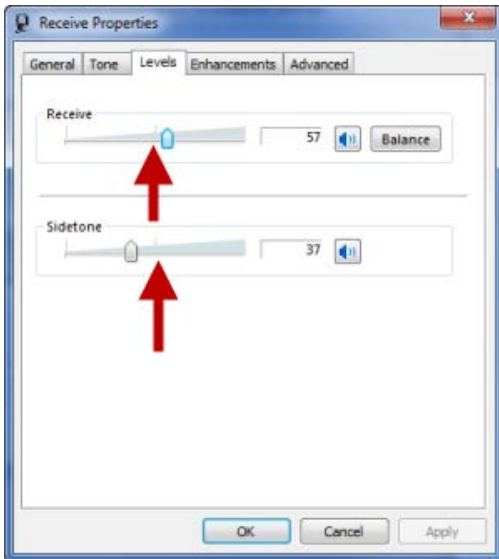
BACKGROUND INFORMATION

- Some customers have reported echo during desk phone calls
- The echo issue can be fixed by adjusting various controls on the MDA200, headset, desk phone and PC
- How the MDA200 is connected to your desk phone (direct connect, EHS cable, or HL10 handset lifter) impacts the recommended settings

AUDIO SETTINGS FOR BEST DESKPHONE AUDIO QUALITY

There are several different places you can adjust audio settings that will affect audio quality. We recommend making adjustments in the order listed below, as it is important to configure PC audio **before** adjusting your desk phone audio. NOTE: The settings listed below are the recommended **starting points** for testing; your windows and MDA200 settings may be quite different post-tuning.

- A. Set both the Receive (speaker) level and Sidetone level in the Windows Receive Properties between 50-75%.
- B. Set the Transmit (microphone) level in the Windows Transmit Properties between 50-75%.

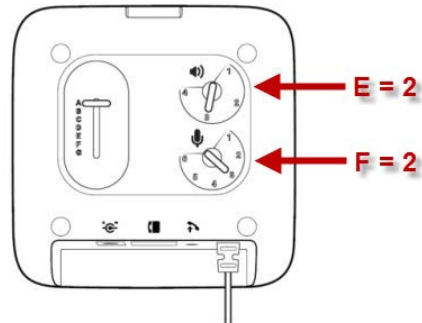


- C. Set the listening volume on desk phone between 50-75%.



On the bottom of the MDA200:

- D. Set the compatibility switch to A, and then adjust as described by the user guide
- E. Set the listening volume to 2
- F. Set the speaking level to 2



- G. Adjust the listening volume on the headset itself as needed



TUNING BEST PRACTICES

1. To properly tune the device, it is critical to call someone during the tuning process and make the speaking (transmit) volume and slide switch adjustments based on the far end person's experience. Adjusting settings locally without performing a test call is likely to yield a sub-optimal experience.
2. Always adjust your computer audio settings before adjusting desk phone audio settings. Do this by making a softphone call (Lync, Avaya, Cisco, etc.) and verify clear communications. If the far end can't hear you or says you are too loud, adjust Windows transmit level appropriately and verify the mic boom is positioned correctly.
3. After the softphone is tuned, make a desk phone call. Compare the receive volume of your handset against the headset, adjust the MDA receive control until it matches reasonably well.
4. If the far end complains you are too loud or too soft (transmit issue), adjust the transmit setting on the MDA200 base (not the Windows audio controls).
5. If you hear a loud echo, first optimize the transmit level (step 4), then adjust the Windows Sidetone control. NOTE: If you adjust the Sidetone control, recheck your softphone settings, as in step 2.
6. If the far end complains of excessive distortion or a loud buzzing or humming noise, try moving the selector switch to other positions. The "right" setting is the clearest and quietest setting, so feel free to experiment.

CONFIGURATION BEST PRACTICES

1. **Don't assume the same settings will be valid for all desk phones and PC's, even if they are the same model at the same site.** It is best to configure each MDA200 installation separately, because the same exact phone at a site can and will require different configuration, due to rolling desk phone hardware changes, firmware load variations, and user preferences, such as local AGC settings and preferred volume settings.
2. In general, set the desk phone listening (receive) level to be between 50-75%, and once set, don't touch it (especially during a call) as that can cause problems with the phone system's echo cancellation. Adjust the volume on the headset instead.
3. Some devices have Windows transmit mute controls that affect the desk phone connection and some do not, so it is best to mute from the headset.
4. If you use MDA200 with the HL10 lifter, you must use an AC power supply (there is a special HL10 bundle that includes the power supply for MDA200, please check Plantronics.com for details).
5. Power cycle (unplug/re-plug) the MDA200 after completing the setup to save the settings within the device.

COMPATIBLE HEADSETS

The following are the **only** Plantronics headsets that are verified through testing as compatible with the MDA200:

Corded UC Products:

Blackwire Current:

- C310/C310M*
- C320/C320M*
- C435/C435-M
- C510/C510M*
- C520/C520M*

Blackwire Discontinued:

- C210/C210-M
- C220/C220-M
- C420/C420-M
- C610/C610-M
- C620/C620-M

Audio Discontinued:

- .Audio 615
- .Audio 630M

Wireless UC Products:

Savi

- W410/W410-M
- W420/W420-M
- W430/W430-M
- W440/W440-M

Voyager Current:

- Voyager Legend UC (B235/B235-M)

Voyager Discontinued:

- Voyager PRO UC
(WG200/WG201/B230/B230-M)

Corded Contact Center Products:

Entera USB

- HW111N-USB-M
- HW121N-USB/UC
- HW121N-USB/M

QD to USB Adapters (for H-series headsets)

- DA40
- DA45/DA45-M
- DA60

* When used with MDA200, these products can experience mute sync issues (meaning the headset and softphone screen may have different mute statuses) when Plantronics Spokes software is installed and the headset mute control button is used to activate mute during a call. To prevent mute sync issues, use the mute function on the softphone screen to activate/deactivate mute. This issue does not occur with Microsoft Lync.