



Frequent User Guide Topics

>>> Place a ShoreTel Call

1. Wearing your headset, press the desk phone talk button on the MDA switch.
2. Press the headset talk button on the ShoreTel desk phone talk button. You will hear a dial tone.
3. Dial the number using your ShoreTel phone.
4. To end the call, press your ShoreTel talk button and hang up the handset.



>>> Using the MDA Switch To Listen To Audio and Video On Your PC

- Press the computer talk button on the MDA switch to select the audio channel to your desktop/laptop/tablet.



>>> Answer a ShoreTel or Skype for Business Call

- The easiest way to answer an incoming call from your ShoreTel phone or computer is to press the flashing LED (ShoreTel phone or computer) talk button.
 - When answering a ShoreTel call, you must also press the headset button on your ShoreTel desk phone to answer the call. The button will turn green indicating the line has been opened.

>>> Join a Skype for Business Meeting

- For more information on how to schedule or join a Skype for Business Meeting visit the [Video Interviewing](#) page on BobNet.

>>> Switch Calls

- To switch from a ShoreTel 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

LED Status Indicator Lights

- 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. The chart listed below is an overview of all the possible statuses of the MDA switch.

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 process – 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.



MDA Troubleshooting Guide

MDA Troubleshooting Issues

If you have not visited roberthalfvew.com for instructions on how to install your Video-Enabled-Workstation, please do so. Don't assume the same settings will be valid for all desk phones and PCs, even if they are the same model at the same site. When installing your MDA switch it is advised that you take 30 minutes at the end of the business day to assure that you successfully adjust your hardware.

>>> Echo

- Lower the microphone volume dial on the bottom of the MDA switch. A good setting to start from is level 3 for both listener and microphone volume. Each user will need to adjust these settings for their personal environment.

>>> Caller Unable To Hear You

- Make sure your headset microphone is not muted (red light). Check the headset cord for volume, mute and new call (new call works on computer only for Skype for Business).
- The microphone boom may be aligned incorrectly. Align the headset microphone boom parallel to your mouth.
- Unplug power plug cord from the back of the MDA switch.
 - a. Plug them back in and make a test phone call
- ShoreTel Call - Make sure the phone buttons on MDA switch and headset button on ShoreTel phones are green.
- Video Call - Make sure the computer button is green on the MDA switch. If you have a touch screen monitor, you will need to be unplugged from the dock.

>>> Sound Is Distorted

- Lower the speaking and/or listening volume dial on the switch. A good setting to start from is level 3 for both listener and microphone volume. Each user will need to adjust these settings for their personal environment.

- If your desk phone has a volume control, lower until the distortion disappears.
 - a. If the distortion persists, lower the listening volume dial on the MDA switch.
- If the distortion is still present, adjust the headset volume control to lower the headset microphone volume. If the distortion persists, lower the listening volume dial on the MDA switch.

>>> No Headset Audio

- Make sure your headset microphone is not muted (red light on the headset hand control unit).

>>> Hear Yourself Breathing

- Your microphone might be too close, try adjusting the microphone arm closer to your chin.

>>> Loud Beeping In Your Headset

1. Open the ShoreTel Communicator application on your computer.
2. Click **Tools** in the toolbar; click **Options** in the dropdown menu.
3. Select **Sounds** in the left hand menu.
4. Click **New Voice Message**.
5. Change **<default sound>** under Sound file: to **<none>**
6. Do this for the remaining sounds to disable the audio notifications.
7. Click **Apply** when finished
8. Click **OK** to close the options window.