



MDA400 QD SERIES

Gain more insights. Engage more customers.

Better manage your call center with analytics and insights from desk phones and softphones.

Compatible and insightful

MDA400 QD SERIES

Advanced audio processors that manage desk phone and softphone calls—and support analytics on both.



Compatible with Plantronics standard 4 pin QD headsets (MDA480 QD) and Plantronics digital 6 pin headsets (MDA490 QD).

Advanced audio processors

For more information about MDA400 QD Series and Plantronics Manager Pro, please visit plantronics.com.

PLANTRONICS CUSTOMER CARE

Backed by Plantronics industry-leading global service and support. plantronics.com/contactsupport.

MDA400 QD SERIES

MDA400 QD Series advanced audio processors, combined with Plantronics compatible headsets and Plantronics Manager Pro (an additional software-as-a-service) provide detailed analytics from both desk phones and softphones.

GREATER INSIGHTS WITH PLANTRONICS MANAGER PRO*

- Track analytics and gain insights from both desk phones and softphones with Plantronics Manager Pro
- Benefit from Plantronics software technology that detects and reports on call events, revealing insights to help make operations run more efficiently

*Software subscription service offered separately. Contact your sales representative for details.

COMPATIBLE AND INSIGHTFUL

- Allows customer service representatives to take calls on desk phones or softphones
- Superior noise and echo cancellation
- Meets Noise at Work and G616/AAL regulatory compliance
- Easy-to-use in-line call controls
- Two variants are available: MDA480 QD for Plantronics standard QD headsets and MDA490 QD for Plantronics digital QD headsets
- Backed by industry-leading Plantronics Customer Service

SPECIFICATIONS

Connects to	Traditional desk phones and PC softphones; Plantronics Quick Disconnect (QD) headsets (not included)
Ideal for	Contact center managers seeking to improve customer engagement and agent performance on desk phones and softphones by using Plantronics analytics
Desk phone compatibility	All major desk phones
Softphone compatibility	Built for UC applications and softphones from Avaya, Cisco, Skype and others
Headset compatibility	MDA480 QD: EncorePro 500/700 Series, SupraPlus and other Plantronics standard QD headsets MDA490 QD: EncorePro 500/700 Digital Series, SupraPlus Digital
Audio performance	Varies by headset. Please see your respective product page on plantronics.com for more details.
Models	MDA480 QD, MDA490 QD

HARDWARE FEATURES

Feature	MDA480 QD	MDA490 QD
Call answer/end, mute, vol +/-	Yes	Yes
Advanced audio processing:		
Noise at Work and G616 support	Yes	Yes
Anti-startle	Yes	Yes
Automatic gain control	Yes	Yes
Transmit noise suppression	Yes	Yes
Hi-fi stereo support	No	Yes
*Asset tracking for MDA400	Yes	Yes
*Asset tracking for MDA400 and headset	MDA400 Only	Yes
Weight (without adapter)	230 g/0.5 lbs.	230 g/0.5 lbs.
Weight (with adapter)	261 g/0.6 lbs.	261 g/0.6 lbs.

*Plantronics Manager Pro subscription required.