



MDA500 QD Series

Make customer conversations count

Agents focus on customers, not equipment.

MDA500 QD Series

MDA500 QD SERIES

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



Supports Plantronics standard QD headsets, Plantronics digital QD headsets and Y-training cables.

For more information about MDA500 QD Series and Plantronics Manager Pro, please visit [plantronics.com](https://www.plantronics.com).

PLANTRONICS CUSTOMER CARE

Backed by Plantronics industry-leading global service and support. [plantronics.com/contactsupport](https://www.plantronics.com/contactsupport).

Plantronics MDA500 QD Series smart audio processors seamlessly integrate mixed call environments and make it easy for CSRs to provide a better customer experience. Independent volume and mute controls allow for audio channel mixing to improve customer experience because customers can hear and be heard clearly.

GREATER INSIGHTS WITH PLANTRONICS MANAGER PRO*

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

COMPATIBLE AND ADAPTABLE

- Allows customer service representatives to take calls on desk phones or softphones
- Supports Plantronics standard Quick Disconnect (QD) headsets, Plantronics digital QD headsets and Y-training cables
- Two models available: MDA524 QD for Plantronics standard 4 pin QD headsets and MDA526 QD for Plantronics digital 6 pin QD headsets
- Comprehensive desk phone compatibility with electronic hook switch (EHS) integration (available separately)
- Superior noise and echo cancellation
- Backed by industry-leading Plantronics Customer Service

SPECIFICATIONS

Connects to	Traditional desk phones and PC softphones; Plantronics Quick Disconnect (QD) headsets (not included)
Desk phone compatibility	All major desk phones
Softphone compatibility	Built for UC applications and softphones from Microsoft, Cisco, Avaya and others
Headset compatibility	MDA524 QD: EncorePro 500/700 4 pin/QD standard tops MDA526 QD: EncorePro 500/700 Series 6 pin/QD digital tops
Audio performance	Advanced noise and echo cancellation ensure a clear and natural sound. Please see your respective headset product page on plantronics.com for more details.
Models	MDA524 QD, MDA526 QD

HARDWARE FEATURES

Feature	MDA524 QD	MDA526 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 MDA500 QD Series*	Yes	Yes
Asset tracking for MDA500 QD Series and headset*	No	Yes
Weight	0.31 lbs/140 g	0.31 lbs/140 g

*Plantronics Manager Pro subscription required.