

## POLY DA85

# Poly DA85 USB-A/USB-C Digital Adapter Instruction Manual

## 1. OVERVIEW

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The Poly DA85 is a versatile USB-A/USB-C digital adapter designed to enhance audio quality and connectivity for Poly Quick Disconnect (QD) headsets in various work environments. It provides seamless integration with leading call center platforms and offers intuitive inline controls for managing calls and audio settings.



Image: The Poly DA85 USB-A/USB-C Digital Adapter, a black inline control unit with red accents on the cables, connected to a headset.

## 2. KEY FEATURES

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- **Universal Connectivity:** Features both USB-A and USB-C connectors for broad compatibility with new and legacy equipment.
- **Intelligent Headset Recognition:** Automatically adjusts audio performance to the specific Poly Quick Disconnect (QD) headset for optimal call quality.
- **Acoustic Protection:** Incorporates technology to manage safe volume levels, protecting user hearing.
- **Integrated Call Controls:** Built-in buttons for call answer/end, volume adjustment, and microphone mute/unmute.
- **Platform Compatibility:** Works with major call center platforms including Avaya, Genesys, and Cisco.

## 3. SETUP INSTRUCTIONS

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### 3.1 Connecting Your Headset

Connect your Poly Quick Disconnect (QD) headset to the QD port on the Poly DA85 digital adapter. Ensure a secure connection.

Video: Demonstrates connecting a Plantronics Quick Disconnect (QD) headset to the Poly DA85 adapter. The video highlights the compatible QD type and shows the secure connection process.

### 3.2 Connecting to Your Computer

Plug the USB connector of the DA85 adapter into an available USB-A or USB-C port on your computer. The adapter is plug-and-play, requiring no additional drivers for most operating systems.

Video: Illustrates connecting the USB-A end of the adapter to a laptop. The video emphasizes the plug-and-play functionality and broad compatibility with various computer systems.

## 4. OPERATING INSTRUCTIONS

The Poly DA85 features an inline control unit for easy management of your calls and audio.



Image: A diagram of the Poly DA85 inline control unit, labeling the Power Indicator, Speaker ON/OFF, Volume Up/Down, Mic ON/OFF, and Mic Mute Indicator buttons.

- **Call Answer/End Button:** Press the phone icon button to answer or end a call.
- **Volume Up/Down Buttons:** Use the '+' and '-' buttons to adjust the listening volume.
- **Microphone Mute Button:** Press the microphone icon button to mute or unmute your microphone. An LED indicator will show the mute status.
- **Speaker Mute Button:** Press the speaker icon button to mute or unmute your speaker.

Video: Demonstrates the functionality of the inline controls on the Poly DA85 adapter, including volume adjustment, microphone mute, and call management.

## 5. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the adapter. Avoid using liquid cleaners or solvents.
- **Storage:** Store the adapter in a cool, dry place when not in use.
- **Cable Care:** Avoid sharp bends or excessive pulling on the cable to prevent damage.

## 6. TROUBLESHOOTING

### 6.1 No Audio or Microphone Not Working

- Ensure the QD headset is securely connected to the adapter.
- Verify the USB connector is fully inserted into your computer's USB port.
- Check your computer's audio settings to ensure the Poly DA85 is selected as the default playback and recording device.
- Confirm that the microphone and speaker mute buttons on the inline control are not activated.
- Try connecting the adapter to a different USB port on your computer.

## 6.2 Call Control Buttons Not Responding

- Ensure your communication software (e.g., Avaya, Genesys, Cisco) is active and properly configured to recognize the Poly DA85.
- Restart your communication software or computer.

## 7. SPECIFICATIONS

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Feature	Detail
Product Dimensions	2.95 x 0.98 x 0.39 inches
Item Weight	1.06 ounces
Item Model Number	218267-01
Manufacturer	Poly
Compatible Devices	Headphone
Specific Uses For Product	Telephone
Connector Type	USB
Color	Black

## 8. WARRANTY AND SUPPORT

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For warranty information and technical support, please refer to the official Poly website or contact your authorized Poly reseller. Keep your purchase receipt for warranty claims.

Online resources and FAQs may also be available on the manufacturer's support pages.