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› Poly DA75 USB-A/USB-C Digital Adapter User Manual

POLY 218266-01

Poly DA75 USB-A/USB-C Digital Adapter User Manual

Model: 218266-01

INTRODUCTION

The Poly DA75 is a versatile USB-A/USB-C digital adapter designed to connect Poly Quick Disconnect (QD) headsets to computers. It ensures clear audio quality for call center environments, supporting both USB-A and USB-C connections for compatibility with various systems. This adapter is engineered to work seamlessly with platforms such as Avaya, Genesys, and Cisco, providing a reliable audio solution for professionals.

Key features include:

- **Universal Connectivity:** Equipped with both USB-A and USB-C connectors on the cable for broad compatibility with new and legacy equipment.
- **Intelligent Headset Recognition:** Automatically adjusts audio performance to the specific Poly Quick Disconnect headset for optimized call quality.
- **Acoustic Protection:** Incorporates features to manage safe volume levels, protecting user hearing.
- **Platform Integration:** Fully compatible with leading call center platforms including Avaya, Genesys, and Cisco.



Image: The Poly DA75 USB-A/USB-C Digital Adapter, showing its dual USB-A and USB-C connectors and the Quick Disconnect port for headsets.

WHAT'S IN THE BOX

The Poly DA75 package typically includes the following items:

- Poly DA75 USB-A/USB-C Digital Adapter
- Documentation (Quick Start Guide, Safety Information)

Note: Headsets are sold separately and are not included with the DA75 adapter.

SETUP

Follow these steps to set up your Poly DA75 Digital Adapter:

1. **Connect Headset:** Connect your Poly Quick Disconnect (QD) headset to the QD port on the Poly DA75 adapter. Ensure the connection is secure.
2. **Connect to Computer:**
 - If your computer has a USB-A port, use the USB-A connector on the DA75 cable.
 - If your computer has a USB-C port, use the USB-C connector on the DA75 cable.

Plug the appropriate USB connector into an available USB port on your computer.

3. **Driver Installation:** The DA75 is a plug-and-play device. Your operating system (Windows, macOS) should automatically detect the device and install the necessary drivers. This process may take a few moments.
4. **Verify Device Recognition:**
 - **Windows:** Go to *Settings > System > Sound or Control Panel > Sound*. The Poly DA75 should appear as an audio input and output device.
 - **macOS:** Go to *System Settings > Sound*. The Poly DA75 should appear as an input and output device.

Select the Poly DA75 as your default communication device for both playback and recording.

5. **Software Configuration:** If you are using communication software (e.g., Avaya, Genesys, Cisco, Microsoft Teams, Zoom), ensure that the Poly DA75 is selected as the audio device within the application's settings.

OPERATING INSTRUCTIONS

The Poly DA75 adapter facilitates audio communication through your connected Poly QD headset. Its operation is primarily managed through your computer's operating system and communication software.

- **Making/Receiving Calls:** Use your communication software to initiate or answer calls. The audio will be routed through your connected Poly QD headset via the DA75 adapter.
- **Volume Control:** Adjust the listening volume using your computer's system volume controls or the volume controls within your communication application.
- **Microphone Mute:** Mute and unmute your microphone using the controls provided by your communication software.
- **Audio Optimization:** The DA75 automatically optimizes audio for your specific Poly QD headset. No manual adjustments are typically required for audio profiles.

MAINTENANCE

To ensure the longevity and optimal performance of your Poly DA75 Digital Adapter, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the adapter with a soft, dry, anti-static cloth. Do not use liquid cleaners or abrasive materials.
- **Storage:** Store the adapter in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid bending or twisting the cable excessively, especially near the connectors, to prevent internal damage.
- **Connectivity:** Ensure the Quick Disconnect (QD) connection and USB connections are clean and free of debris before connecting.

TROUBLESHOOTING

If you encounter issues with your Poly DA75 Digital Adapter, refer to the following troubleshooting steps:

Problem	Possible Cause	Solution
No audio from headset	<p>Adapter not properly connected.</p> <p>Headset not properly connected.</p> <p>Incorrect audio device selected.</p> <p>Computer volume too low or muted.</p>	<p>Ensure the DA75 is firmly plugged into a USB port.</p> <p>Ensure the QD headset is securely connected to the DA75.</p> <p>Verify "Poly DA75" is selected as the default playback device in your computer's sound settings and communication software.</p> <p>Increase computer volume and check for mute settings.</p>
Microphone not working	<p>Incorrect microphone device selected.</p> <p>Microphone muted.</p> <p>Headset microphone issue.</p>	<p>Verify "Poly DA75" is selected as the default recording device in your computer's sound settings and communication software.</p> <p>Check for mute settings in your communication software.</p> <p>Test the headset with another device if possible to rule out a headset-specific issue.</p>
Adapter not recognized by computer	<p>Loose USB connection.</p> <p>Faulty USB port.</p> <p>Driver issue.</p>	<p>Try plugging the DA75 into a different USB port on your computer.</p> <p>Restart your computer.</p> <p>Check Device Manager (Windows) or System Information (macOS) to see if the device is listed. If there are errors, try updating or reinstalling drivers (though typically automatic).</p>

SPECIFICATIONS

Feature	Detail
Model Number	218266-01
Brand	POLY
Connector Type	USB-A, USB-C (dual connector)
Compatible Devices	Poly Quick Disconnect (QD) Headsets
Specific Uses	PC, Call Center Platforms (Avaya, Genesys, Cisco)
Color	Black
Item Dimensions (L x W x H)	0.98 x 0.39 x 2.95 inches

Feature	Detail
Item Weight	30 Grams
Number of Ports	2 (USB-A/USB-C to QD)
UPC	197029650054, 017229175112

WARRANTY AND SUPPORT

Warranty Information: The Poly DA75 Digital Adapter comes with a **2-year manufacturer's limited warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

Technical Support: For technical assistance, product inquiries, or warranty service, please contact Poly customer support. Visit the official Poly website for the most up-to-date support contact information, FAQs, and additional resources.

Online Resources: [Poly Support Website](#)