



poly DA Series USB Audio Processor User Guide

[Home](#) » [Poly](#) » poly DA Series USB Audio Processor User Guide 

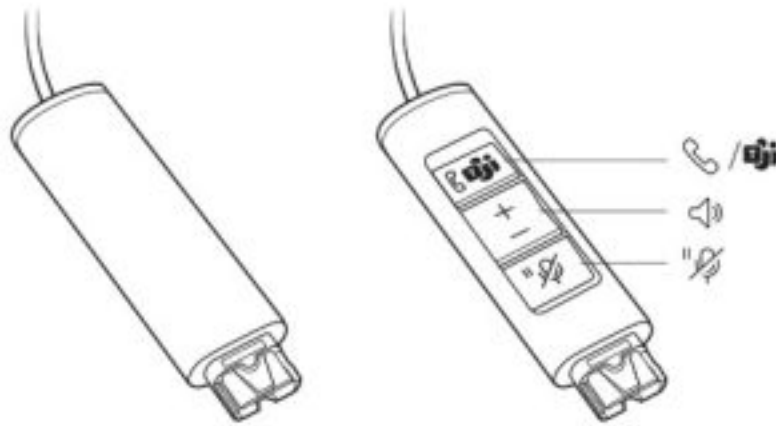


Poly DA Series USB Audio Processor User Guide




Contents




- [1 Overview](#)
- [2 Setup](#)
- [3 Daily use](#)
- [4 Troubleshooting](#)
- [5 What's in the box](#)
- [6 Support](#)
- [7 Documents / Resources](#)
- [8 Related Posts](#)

Overview



NOTE The DA75 does not have any inline buttons. You must use your softphone interface to perform the tasks described here.

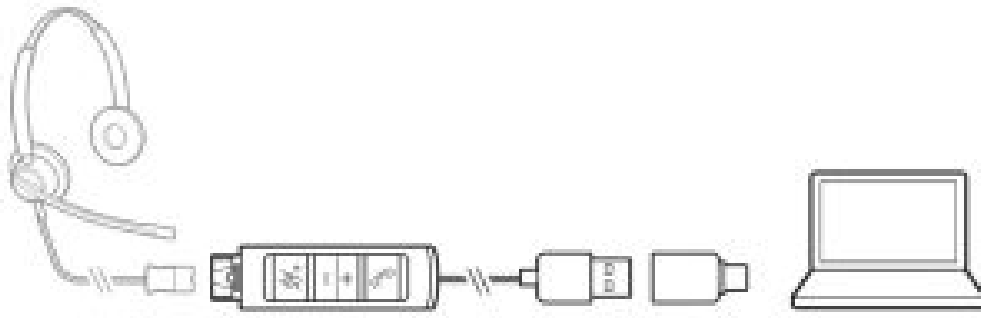
Standard LEDs and functions	Icons	Inline control	LEDs	Function
		Call button	Flashing green	Incoming call
			Solid green	On a call
		Volume up / down buttons		Increases/decreases the listening volume
		Mute / Hold button	Solid red	Headset muted
			Flashing red	Call on hold

Microsoft Teams LEDs and functions* (Teams model only)	Icons	Inline control	LEDs	Function
		Call button / Microsoft Teams button	Solid purple	Headset connected; Microsoft Teams connected
			Flashing blue	Incoming call
			Solid blue	On a call
			Pulsing purple	Microsoft Teams notification
		Volume up / down buttons		Increases/decreases the listening volume
		Mute / Hold button	Solid red	Headset muted
			Flashing red	Call on hold

NOTE * Requires Microsoft Teams variant and application

Setup

Power on your DA Audio Processor by connecting it to your computer.



Compatible headsets

Your DA connects with any Poly/Plantronics EncorePro 300/500/700 Series or Legacy Quick Disconnect (QD) headset.

DA85-M models only For full Teams compatibility, connect to an EncorePro HW510 or HW520 headset.

Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: poly.com/lens.

NOTE Device settings are also available in Plantronics Hub Desktop App.

Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device. Update your device using your computer with Poly Lens Desktop App. Download at poly.com/lens.

While updating:

- Do not use your Poly device until the update is complete.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

Daily use




NOTE The DA75 does not have any inline buttons. You must use your softphone interface to perform the tasks described here.

Make/take/end calls

Headset call control is a software feature and is dependent on a compatible softphone. If you have not installed Poly Lens Desktop App (poly.com/software) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

Answer or end a call

Tap the Call  button or use your softphone.

Make a call

Dial using your softphone application.

Hold

Press and hold the Hold button for 2 seconds to put a call on hold. The Hold LED flashes red.

Volume

Listening volume

Press the Volume up (+) or Volume down (-) button.

Adjust headset microphone volume (softphone)

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.


Mute

During an active call, tap the Mute  button to mute or unmute your headset.


Mute reminder

If the mute reminder is on, an alert repeats when you speak to remind you that mute is activated. Customize your settings in Poly Lens Desktop App.

Launch Microsoft Teams (Teams model only)


Your device has a Teams  button to quickly view and use the Microsoft Teams desktop app. The Teams button

pulses when you have a meeting or notification.

- When not on a call, tap the Teams  button to view the Microsoft Teams app on your computer.
- When the Teams button LED pulses purple, tap to view your Teams notifications or meeting.

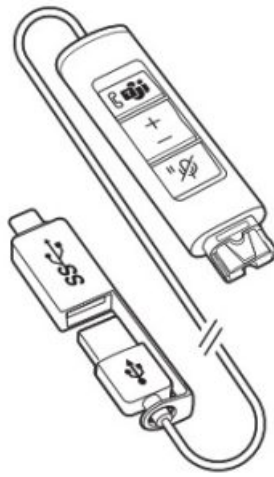
NOTE Teams model and open Teams desktop application required. Teams mobile application is not supported.

Troubleshooting

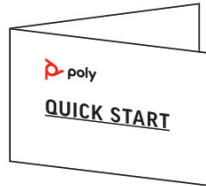
The headset audio is not working as expected when connected to my computer.	<ul style="list-style-type: none"> • Make sure the softphone you are using is supported by viewing poly.com/SoftphoneCompatibility. • Ensure that only one softphone application is opened at a time. • Be sure you have the Poly Lens Desktop App installed. • For best performance, ensure your headset firmware is up-to-date. See Update firmware. • Ensure that the headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
I cannot hear the caller.	<ul style="list-style-type: none"> • Your DA audio processor is not set as the default audio device. Ensure that the DA (DA75/DA85) is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). • The listening volume is too low. Press the volume up button on the headset.
Callers cannot hear me.	<ul style="list-style-type: none"> • A headset is muted. Press the mute button on the DA to unmute the microphone. • The headset microphone boom is aligned incorrectly. Align headset boom with your mouth. • Your DA audio processor is not set as the default audio device. Ensure that the DA (DA75/DA85) is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
The sound in the headset is distorted. I can hear an echo in the headset.	<ul style="list-style-type: none"> • Reduce speaking and/or listening volume on the computer using your softphone application. • The headset microphone boom is aligned incorrectly. Align headset boom with your mouth. • If the distortion is still present, lower the volume on the DA.
My headset stops responding to button presses.	<ul style="list-style-type: none"> • When a PC goes into standby or hibernation, the DA audio processor is no longer powered on. Be sure your PC is in an active state.
(Teams model only) Microsoft Teams does not launch on the desktop when I press the Teams button.	Microsoft Teams is not set as your target softphone. Change the target softphone in Poly Lens Desktop App.
(Teams model only) Does my Microsoft Teams-enabled headset work with other softphones?	<ul style="list-style-type: none"> • Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone with the Poly Lens Desktop App. <p>When you configure another softphone, the Call  button:</p> <ul style="list-style-type: none"> • doesn't interact with Teams • doesn't go to Teams notification • will not launch Cortana

What's in the box

Contents may vary by product.



DA inline controller with combined USB-A and USB-C cable



Quick start guide

Support

NEED MORE HELP?

poly.com/support

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Model ID: DA75, DA85, DA85-M

Documents / Resources

 <small>Poly DA Series USB Audio Processor User Guide</small>	poly DA Series USB Audio Processor [pdf] User Guide DA Series USB Audio Processor
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