



# Poly DA Series USB Audio Processor User Guide

## SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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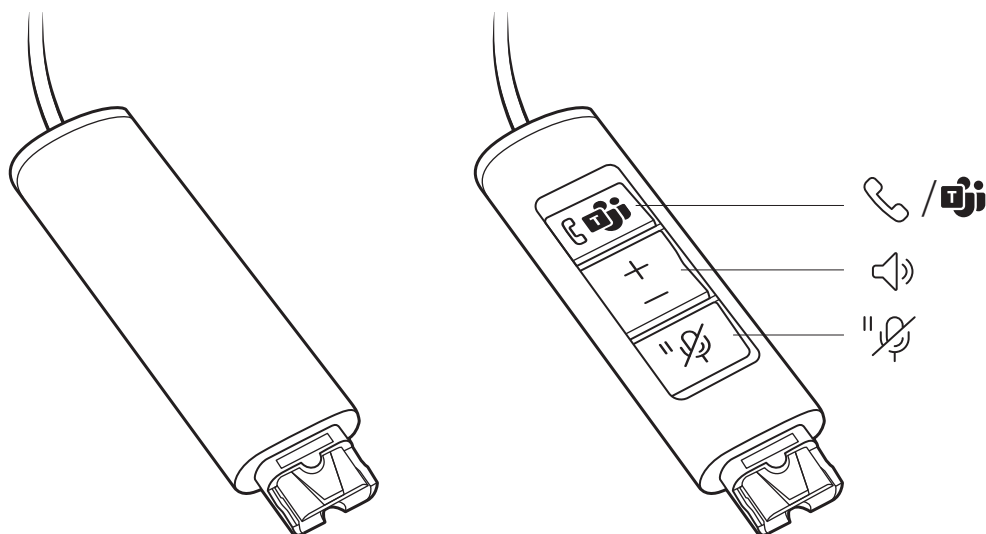
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# Overview



 **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                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------|----------------------------------------------|
| <br> | 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                 |

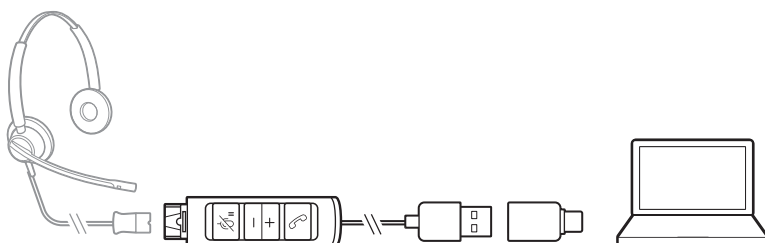
| Icons                                                                             | Inline control           | LEDs         | Function                                   |
|-----------------------------------------------------------------------------------|--------------------------|--------------|--------------------------------------------|
|  | 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

Download HP Poly Studio to get the most out of your device. Some softphones require the installation of HP software to enable device call control (answer or end a call and mute) functionality.



**NOTE:** Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

- Download the HP Poly Studio Desktop app at [hp.com/studio](https://hp.com/studio).

**Table 21** Supported features

| Feature                               | HP Poly Studio Desktop app |
|---------------------------------------|----------------------------|
| Configure call control for softphones | ✓                          |
| Change headset language               | ✓                          |
| Enable features                       | ✓                          |
| Choose preferred Equalizer setting    | ✓                          |
| Battery meter                         | ✓                          |
| Update device firmware                | ✓                          |
| Manage notifications and alerts       | ✓                          |
| Schedule wellbeing reminders          | ✓                          |
| View user guide                       | ✓                          |

**Table 2-1** Supported features (continued)

| Feature       | HP Poly Studio Desktop app |
|---------------|----------------------------|
| FindMyHeadset |                            |

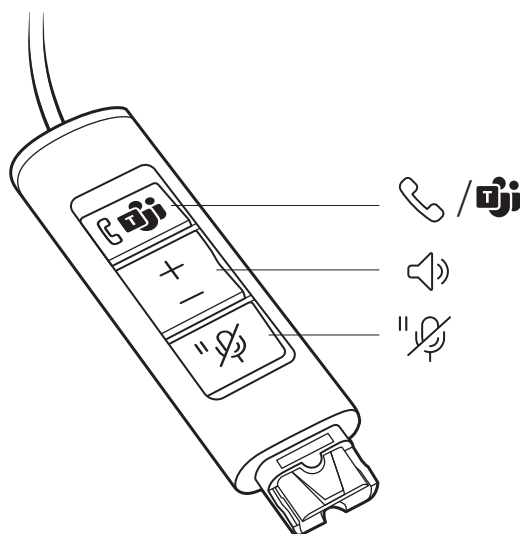
## Update your Poly device

Keep your firmware and software up to date to improve performance and add new features to your Poly device.

Update your device using HP Poly Studio. Download the app at [hp.com/studio](https://hp.com/studio).

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# Daily use



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

## Answer or end a call

- Tap the Call  button or use your softphone.

## Make a call

Use your softphone to make an outgoing call.

- Dial using your softphone app.

## Hold

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

## Listening volume

Adjust your headset volume using the inline controller.

- 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, press the Mute  button to mute or unmute your headset.

## 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 Microsoft Teams app on your computer.
- When the Teams button LED pulses purple, tap to view your Teams notifications or meeting.



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



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**NOTE:** If your Teams button is not responsive, ensure your Poly device is the default audio device in Microsoft Teams settings.

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# Troubleshooting

| Issue                                                                                                  | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The headset audio is not working as expected when connected to my computer.                            | <ul style="list-style-type: none"><li>• Make sure the softphone you are using is supported by viewing <a href="http://hp.com/studio">hp.com/studio</a>.</li><li>• Ensure that only one softphone application is opened at a time.</li><li>• Be sure you have the HP Poly Studio Desktop installed.</li><li>• For best performance, ensure your headset firmware is up-to-date. See <a href="#">Update your Poly device on page 4</a>.</li><li>• Ensure that the headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).</li></ul> |
| I cannot hear the caller.                                                                              | <ul style="list-style-type: none"><li>• 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).</li><li>• Listening volume is too low. Press the volume up button on the headset.</li></ul>                                                                                                                                                                                                                                                |
| Callers cannot hear me.                                                                                | <ul style="list-style-type: none"><li>• Headset is muted. Press the mute button on the DA to unmute the microphone.</li><li>• Headset microphone boom is aligned incorrectly. Align headset boom with your mouth.</li><li>• 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).</li></ul>                                                                                                                                              |
| Sound in headset is distorted. I can hear echo in headset.                                             | <ul style="list-style-type: none"><li>• Reduce speaking and/or listening volume on the computer using your softphone application.</li><li>• Headset microphone boom is aligned incorrectly. Align headset boom with your mouth.</li><li>• If the distortion is still present, lower the volume on the DA.</li></ul>                                                                                                                                                                                                                                                                                  |
| My headset stops responding to button presses.                                                         | <ul style="list-style-type: none"><li>• 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.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>(Teams model only)</b><br>Microsoft Teams does not launch on desktop when I press the Teams button. | Microsoft Teams is not set as your target softphone. Change the target softphone in HP Poly Studio Desktop.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

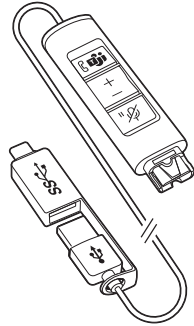
| Issue                                                                                         | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>(Teams model only)</b> Does my Microsoft Teams-enabled headset work with other softphones? | <p data-bbox="778 222 1474 302">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 HP Poly Studio Desktop.</p> <p data-bbox="778 323 1474 352">When you configure another softphone, the Call  button:</p> <ul data-bbox="778 373 1474 499" style="list-style-type: none"> <li data-bbox="778 373 1474 403">• doesn't interact with Teams</li> <li data-bbox="778 424 1474 453">• doesn't go to Teams notifications</li> <li data-bbox="778 474 1474 499">• will not launch Cortana</li> </ul> |

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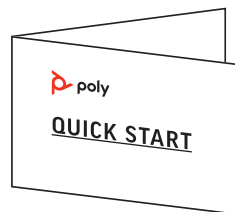
# What's in the box

Contents may vary by product.

**Figure 5-1** DA inline controller with combined USB-A and USB-C cable



**Figure 5-2** Quick start guide



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# Support

## NEED MORE HELP?

[support.hp.com/poly](http://support.hp.com/poly)

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RMN (Regulatory Model Number): DA75, DA85, DA85-M