poly

DA SERIES FAQ
(DA75, DA85, DA85-M, DA90)

What are the products in the DA Series?

The DA Series are digital adapters that go from USB to QD. They enable call centers to take their existing headsets that work on legacy on-premises desk phones, and move them to cloud connected soft phones on a PC.

What models are available?

The DA75 is a streamlined design with no controls, ensuring there are no distractions for anyone using it. The DA85 adds controls that are recessed to ensure they are not accidentally activated, but are incredibly clear to understand and use. The DA85-M brings native Microsoft Teams functionality to the call center for the first time.

What is the difference between each of the models?

FEATURE	DA75	DA85	DA85-M
QD	✓ (4pin)	✓ (4pin)	✓ (4pin)
INLINE CONTROLS	—	✓	✓
TEAMS CERTIFICATION	—	—	✓
USB-A AND USB-C ON CABLE	✓	✓	✓
ASSET TRACKING (MANAGERPRO)	DA only (not headset)	DA only (not headset)	DA only (not headset)
FIRMWARE UPDATES	DA only (not headset)	DA only (not headset)	DA only (not headset)
DYNAMIC AUDIO ADJUSTMENT	✓	✓	✓

Do these products replace the old ones?

Yes, the DA70 and DA80 will no longer be available. The DA90 will continue to be available for slightly longer to support customers with digital EncorePro headsets.

Does the DA Series have acoustic protection?

Yes, they feature SoundGuard Digital technology which offers advanced acoustic limiting, including daily noise exposure, G616, and anti-startle functionality. More details can be found on **www.poly.com/soundguard** including a customer white paper.

Will the new DA Series work with existing headsets?	The new DA Series works with any Poly or Plantronics headset with a 4 pin QD. If the headset has a 6 pin QD (a digital headset), then an accessory can be purchased to convert the QD from 4 to 6 pin. The new DA Series will automatically recognize the headset model and adapt the audio to match.
Why doesn't the DA75 have any buttons?	In some call centers, the employees have no choice on whether an incoming call is answered (emergency control rooms for example) so the buttons aren't necessary. Other call centers want to remove as many distractions as possible from the user, hence a model has been created with no buttons.
Why are USB-A and USB-C included on the cable?	Call centers are implementing hybrid working, with employees working on legacy equipment in the office, and new equipment at home. IT may also face challenges of mixed estates with older and newer laptops. There is no guarantee which type of USB port will be used or even available on a device. The DA75 and DA85 have built-in USB-A and USB-C connectors. This gives IT and end users complete flexibility on which USB port they use on their device, and ensures the adapter can not be lost.
Can I use a Blackwire headset instead of the EncorePro USB models?	The Blackwire Family range of USB headsets are ideal for office collaboration or communication and are not recommended for intensive phone usage. The enhanced design and materials used within EncorePro are the recommended corded solution for call centers, customers service, and intensive phone usage.

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For more information about Poly DA Series, visit www.poly.com/da-series