

## POLY Blackwire 5220

# Poly Blackwire 5220 Wired Headset Instruction Manual

Model: Blackwire 5220 (2024 Version USB-C & USB-A)

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## 1. INTRODUCTION

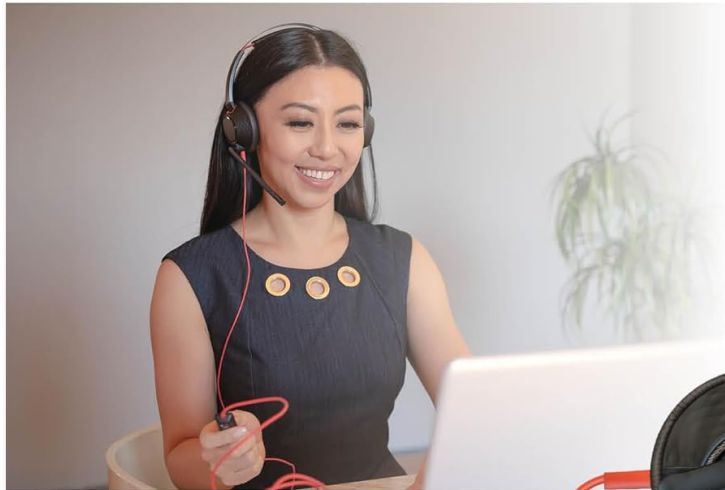
The Poly Blackwire 5220 is a wired headset designed for professionals requiring clear communication and comfort throughout the day. It features a flexible noise-canceling boom microphone, ergonomic over-ear design, and versatile connectivity options for PC, Mac, and mobile devices.

## 2. WHAT'S IN THE BOX

- Poly Blackwire 5220 Headset
- USB-C to USB-A adapter
- Carrying case

# DESIGNED FOR HYBRID WORKING

Ideal for professionals who need a corded solution to connect at home, in the office, or both.



Case for easy storage and portability



Image: The Poly Blackwire 5220 headset, USB-C to USB-A adapter, and carrying case as packaged in the box.

The headset comes with essential accessories to ensure immediate usability and portability. The included carrying case protects your headset during travel, and the USB-C to USB-A adapter provides broad compatibility.

## 3. SETUP

### 3.1 Connecting to a PC/Mac

1. Locate the USB-C connector on your headset cable.
2. If your computer has a USB-C port, plug the headset directly into it.
3. If your computer has only USB-A ports, attach the provided USB-C to USB-A adapter to the headset's USB-C connector, then plug the adapter into a USB-A port on your computer.
4. The headset is plug-and-play and should be recognized automatically by your operating system.

### 3.2 Connecting to a Mobile Device

1. Locate the 3.5mm audio jack on your headset cable.
2. Plug the 3.5mm audio jack directly into the compatible port on your mobile phone or tablet.

Image: The headset demonstrating its versatile connectivity options, showing connections to a laptop via USB-A and a smartphone via 3.5mm audio jack.


For optimal performance, ensure your device's audio settings are configured to use the Blackwire 5220 as the input and output device.

## 4. COMFORT AND DESIGN

The Blackwire 5220 is engineered for all-day wear, featuring an ergonomic over-ear design with soft, conforming ear cushions and a padded headband. This design provides passive noise isolation, helping you focus by reducing ambient distractions.


### IT'S YOUR CALL

Noise-canceling mic with immersive audio, dynamic EQ, and echo cancellation lets you clearly hear and be heard.



#### Flawless Audio

PC wideband audio and high-quality telephony with noise-canceling mic masks nearby talkers for maximum privacy.



#### Stress-free Controls

One-touch call answer/end, volume +/-, and mute buttons.




Image: A user wearing the Blackwire 5220 headset, illustrating its comfortable fit for extended use in a work environment.

The headset's lightweight construction and adjustable headband ensure a secure yet comfortable fit for various head sizes, minimizing fatigue during long conference calls or work sessions.

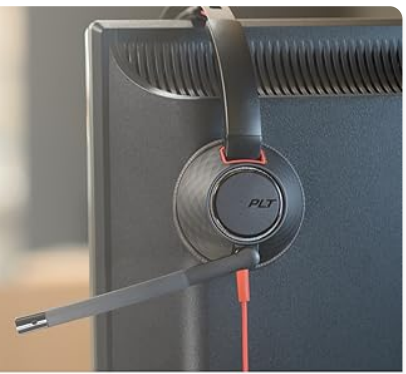
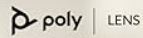
## 5. AUDIO QUALITY

Experience clear audio with the Blackwire 5220's noise-canceling boom microphone, designed to block out unwanted background noise so your voice comes through clearly. Dynamic EQ technology optimizes sound for both voice and multimedia, adapting to your usage for the best possible audio experience.



# BLACKWIRE 5220

USB stereo headset



## PROTECT YOUR SENSES

Make those long conference calls a little easier. SoundGuard® DIGITAL protects against sound levels above 118 dBA. Anti-startle detects and eliminates any sudden increase in sound during your calls.



Image: A visual representation of the headset's clear audio quality and noise-canceling capabilities, with sound waves around the microphone.

SoundGuard® DIGITAL protects against sound levels above 118 dBA, and anti-startle technology eliminates sudden increases in sound during calls, ensuring a safe listening experience.

## 6. CONTROLS

The headset features intuitive inline controls for easy call management. These controls allow you to:

- **Answer/End Calls:** A single click on the call button.
- **Mute Microphone:** Press the mute button to toggle microphone on/off.
- **Adjust Volume:** Use the '+' and '-' buttons to control the listening volume.

# SIMPLE CONTROLS

Optimize every call with intuitive inline controls.



Answer/end calls  
with a single click



Mute your  
microphone



Control volume with  
+/- buttons

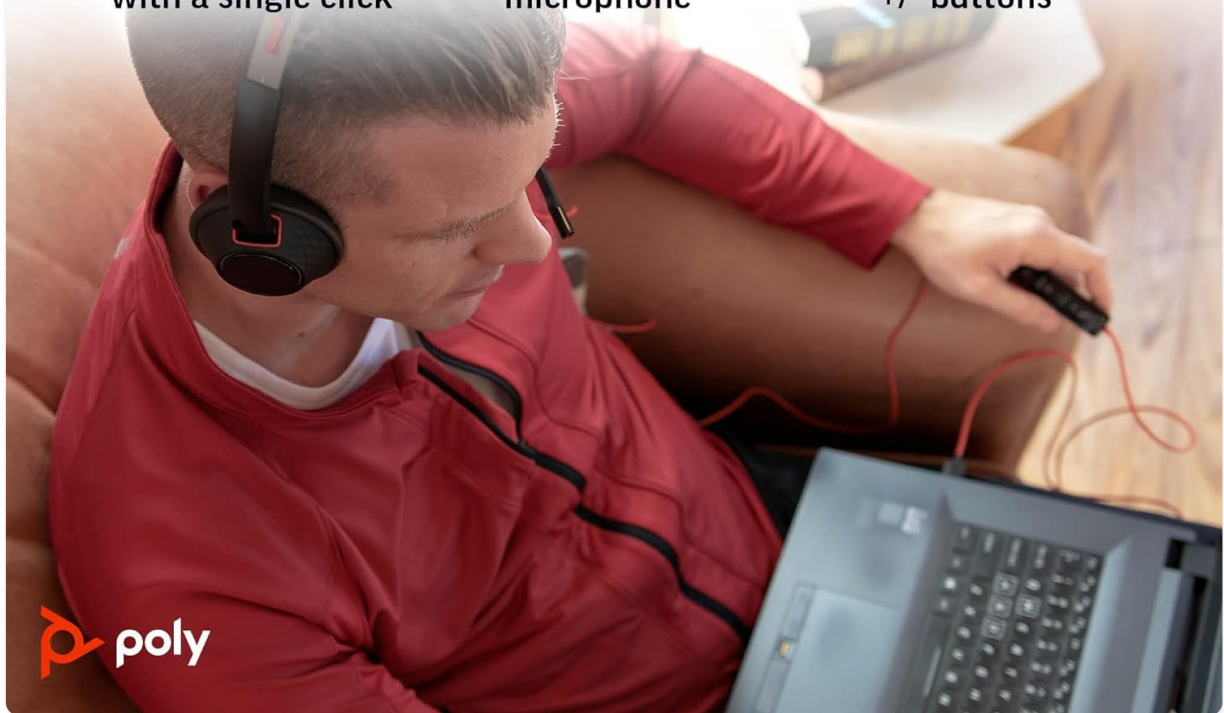
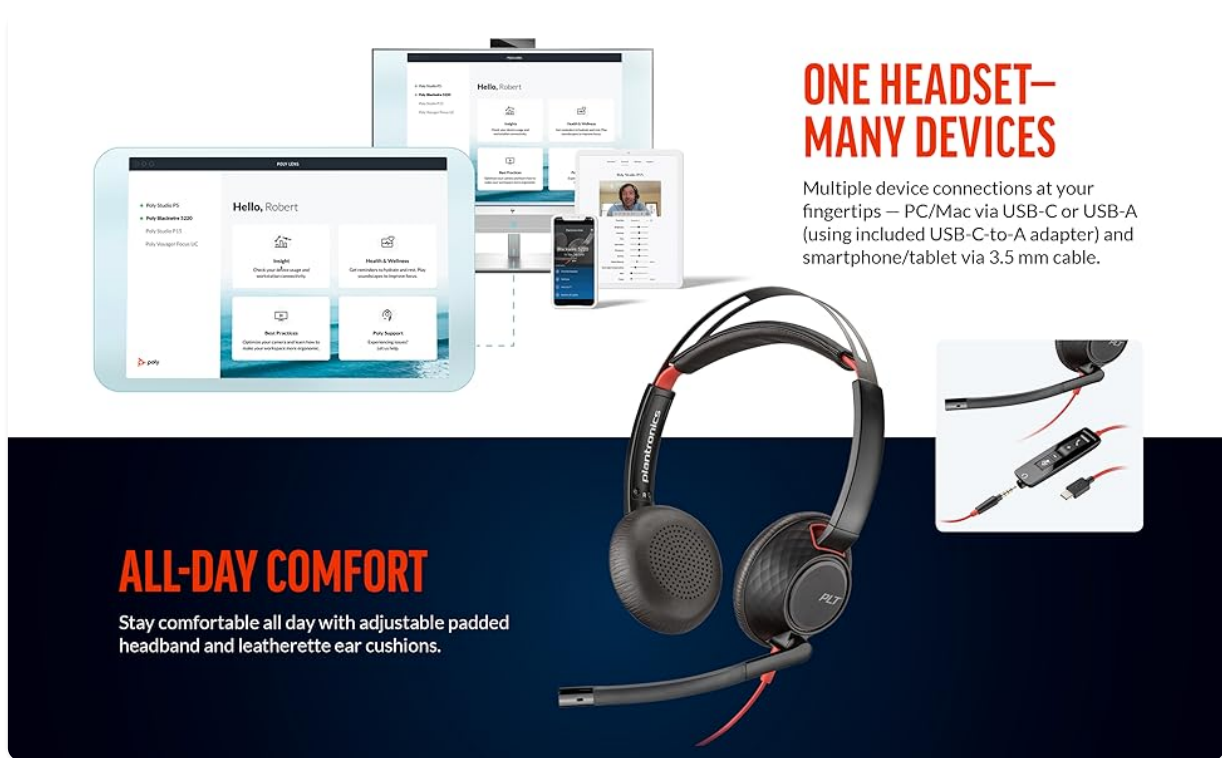


Image: A detailed view of the inline control unit, showing buttons for call answer/end, volume adjustment, and microphone mute.

These controls are designed for quick and easy access, allowing you to manage your calls without interrupting your workflow.

## 7. CONNECTIVITY

The Blackwire 5220 offers flexible connectivity, allowing you to seamlessly switch between various devices. It supports connections via USB-C, USB-A (with adapter), and 3.5mm audio jack, making it compatible with PCs, Macs, smartphones, and tablets.



**ONE HEADSET—  
MANY DEVICES**

Multiple device connections at your fingertips — PC/Mac via USB-C or USB-A (using included USB-C-to-A adapter) and smartphone/tablet via 3.5 mm cable.

**ALL-DAY COMFORT**

Stay comfortable all day with adjustable padded headband and leatherette ear cushions.

Image: The headset displayed with icons representing compatibility with Windows, Mac, iPhone, Android, Microsoft Teams, Zoom, Cisco, AWS, and Avaya platforms.

The headset is certified for popular communication platforms like Microsoft Teams and Zoom, ensuring plug-and-play compatibility and optimized performance for your virtual meetings and calls.

## 8. OPERATING INSTRUCTIONS

### 8.1 Making and Receiving Calls

- To make a call, dial from your connected device (PC, Mac, or mobile).
- To answer an incoming call, press the call button on the inline control.
- To end an active call, press the call button again.

### 8.2 Adjusting Audio Settings

- Use the volume up (+) and volume down (-) buttons on the inline control to adjust your listening volume.
- To mute your microphone, press the mute button on the inline control. The LED indicator on the control will typically change color to indicate mute status.

### 8.3 Microphone Positioning

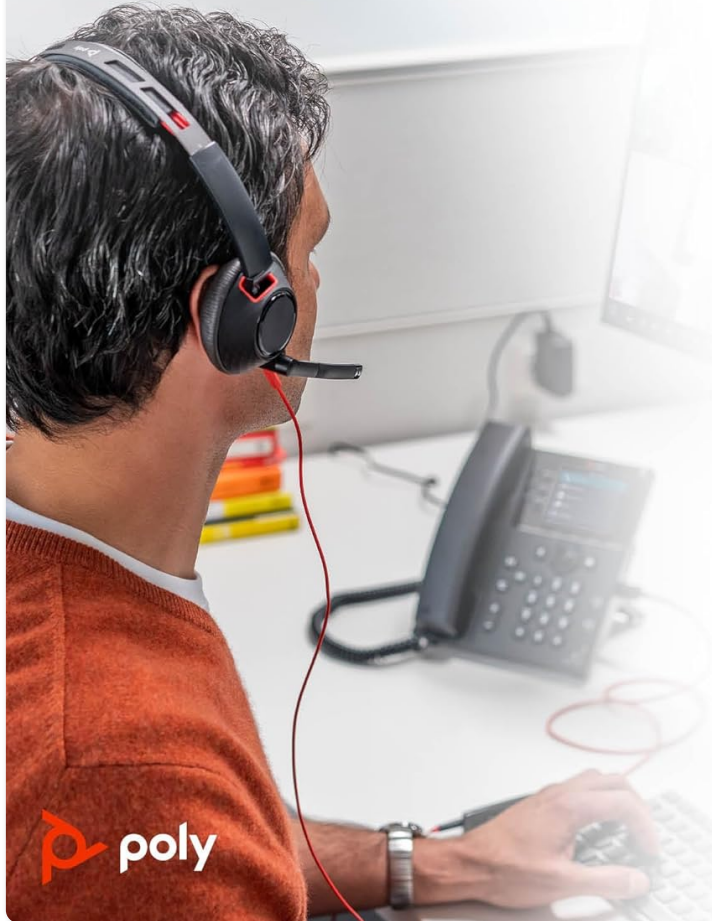
For optimal voice clarity, position the flexible boom microphone approximately two finger-widths from the corner of your mouth. The boom can be rotated to be worn on either the left or right side.

## 9. MAINTENANCE

- **Cleaning:** Wipe the headset with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headset in its provided carrying case to protect it from dust and damage.
- **Cable Care:** Avoid sharp bends or excessive pulling on the cables to prevent internal damage.

# MULTI-COMPATIBLE

Ready for your call using the voice platform  
of your choice.



**Works with**  
Windows, Mac,  
iPhone, and Android



zoom



aws partner  
network

AVAYA

Compatible with all major  
communication platforms.

Image: The headset neatly folded and placed inside its protective carrying case, emphasizing portability and proper storage.

## 10. TROUBLESHOOTING

Problem	Possible Solution
No audio from headset	<ul style="list-style-type: none"><li>• Ensure the headset is securely connected to your device.</li><li>• Check your device's audio settings to confirm the Blackwire 5220 is selected as the output device.</li><li>• Increase the volume using the inline controls and your device's volume settings.</li></ul>
Microphone not working	<ul style="list-style-type: none"><li>• Ensure the microphone is not muted via the inline control.</li><li>• Check your device's audio settings to confirm the Blackwire 5220 is selected as the input device.</li><li>• Verify the microphone boom is properly positioned.</li></ul>

Problem	Possible Solution
Poor audio quality	<ul style="list-style-type: none"><li>• Ensure the connection is secure and free from damage.</li><li>• Test the headset with another device to rule out device-specific issues.</li><li>• Check for software updates for your device or communication platform.</li></ul>

## 11. SPECIFICATIONS

Feature	Detail
Model Name	Blackwire 5220 USB-C with USB-C to USB-A Adapter
Brand	POLY
Connectivity Technology	Wired (USB-C, USB-A, 3.5mm)
Noise Control	Noise-canceling mic
Ear Placement	On Ear
Form Factor	On Ear
Item Weight	138 Grams (4.9 ounces)
Included Components	Headset, USB-C to USB-A adapter, carrying case
Compatible Devices	Cellphones, Desktops, Laptops, Tablets
Control Type	Call Control (Inline Remote)
Frequency Response	10 KHz
Impedance	32 Ohms

## 12. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation included with your product or visit the official Poly website. You may also find additional resources and FAQs on the [POLY Store on Amazon](#).

## 13. OFFICIAL PRODUCT VIDEOS

### Product Overview Video

Your browser does not support the video tag.

This video provides a general overview of the Poly Blackwire 5220 headset, highlighting its key features and design elements.

