



poly 5200 Series Blackwire USB-C Headset User Guide

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poly 5200 Series Blackwire USB-C Headset



Specifications

- Product Name: Blackwire 5200 Series
- Type: Corded USB headset with 3.5 mm connection

Product Usage Instructions

Setup

1. Power on your headset by connecting it to your computer or mobile device via USB or 3.5 mm connector.
2. Ensure that your 3.5 mm connector is fully connected to the headset controller.
3. Load software:
 - Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones may require the installation of Poly software to enable device call control functionality. You can download the Poly Lens Desktop App at poly.com/lens.
 - Note: Device settings are also available in the Plantronics Hub Desktop App.
4. 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. You can download it at poly.com/lens.

Fit

1. Adjust the headband:
 - Lengthen or shorten the band until it fits comfortably.

- The cushions should sit comfortably over the center of your ears.
2. Position the boom:
- The headset can be worn with the boom on your left or right side.
 - For true stereo listening, wear the boom on your left side.
 - Rotate the boom to align with your mouth.
3. Adjust the boom:
- Gently bend the boom in or out so it is approximately one finger width from the corner of your mouth.

Basics

- Make/take/end calls:
 - Headset call control is a software feature and dependent on a compatible softphone.
 - If you have not installed Poly Lens Desktop App (poly.com/lens) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.
- Volume:
 - Press the Volume up (+) or Volume down (-) button to adjust the listening volume.
- Mute:
 - Press the Mute button to mute the headset.
 - To unmute, press the Mute button again.

Troubleshooting

Headset

- I cannot hear the caller: Check if the headset is properly connected and the volume is not muted. Adjust the listening volume using the Volume buttons.
- Callers cannot hear me: Ensure that the microphone is not muted and properly positioned. Adjust the headset microphone volume using the mute button on the inline controller.
- The sound in the headset is distorted: Check if the headset is properly connected and adjust the listening volume using the Volume buttons.
- When I use my headset with a softphone, the headset call control and mute buttons don't work: Make sure you have installed the required software (Poly Lens Desktop App or Plantronics Hub Desktop App) and that it is compatible with your softphone.
- Listening to music does not work on Windows: Use the audio settings in your sound control panel or preferences to change the audio device.
- My phone is not finding my headset during a call or while listening to music: Ensure that your headset is properly paired with your phone and within range.

FAQ

Q: How can I adjust the microphone volume during a call?

A: Place a test call using a softphone and adjust the softphone volume and PC sound volume accordingly. During a call, briefly press the mute button to mute the microphone on the inline controller. To unmute, press the button again.

Q: Where can I download the Poly Lens Desktop App?

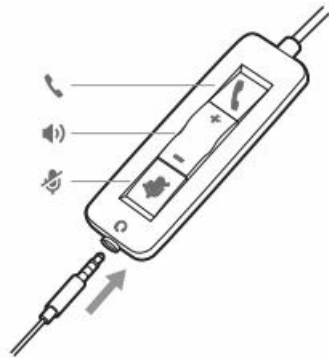
A: You can download the Poly Lens Desktop App at poly.com/lens.

Blackwire 5200 Series

Corded USB headset with 3.5 mm connection

User Guide

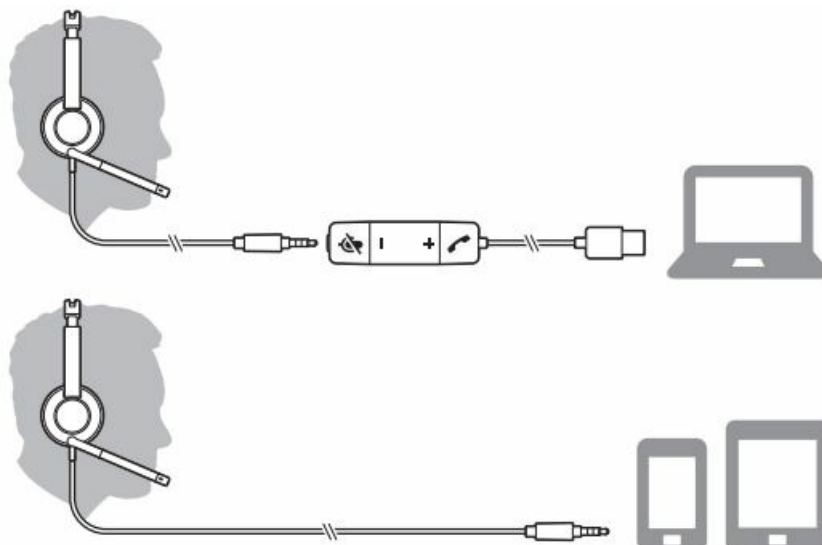
Overview



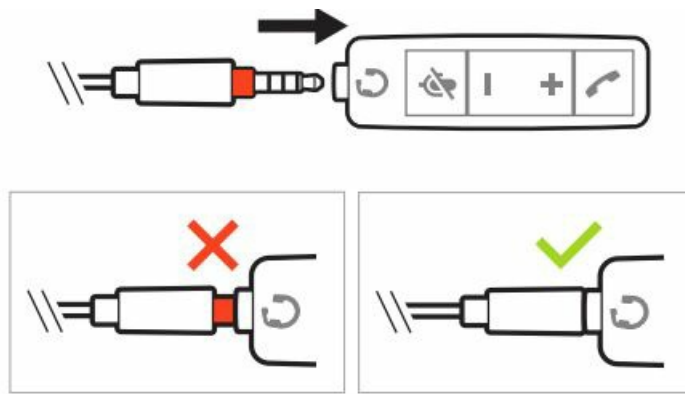
Icons	Inline control	LEDs	Function
	Call button	Triple flash green	Incoming call
		Double flash green	Call on hold
		Solid green	On a call
+	Volume up button		Increases the listening volume
-	Volume down button		Decreases the listening volume
	Mute button	Solid red	Headset is muted

Setup

- Power on your headset by connecting to your computer or mobile device via USB or 3.5 mm connector.



- IMPORTANT** Ensure that your 3.5 mm connector is fully connected to the headset controller.



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

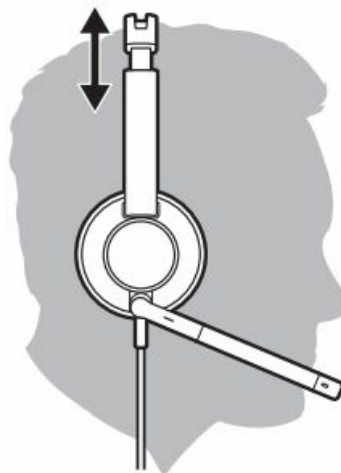
Keep your firmware and software up-to-date to improve performance and add new features to your Poly device. Update your device using your computer with Poly Lens Desktop App. Download at poly.com/lens.

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.

Adjust the headband

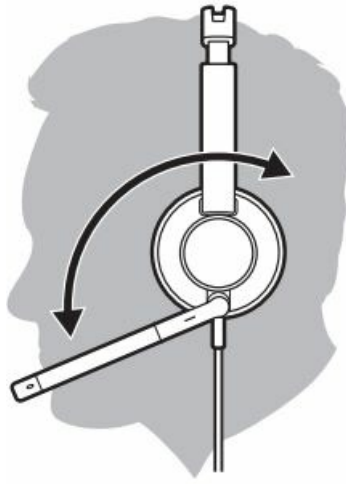
Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



Position the boom

The headset can be worn with the boom on your left or right side. For true stereo listening, wear the boom on your left side.

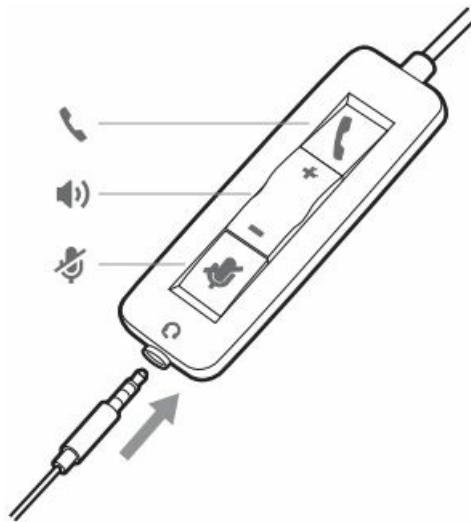
Rotate the boom to align with your mouth.



Adjust the boom

Gently bend the boom in or out so it is approximately one finger width from the corner of your mouth.

Basics



Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Lens Desktop App (poly.com/lens) 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.

Redial

When not on an active call, double-tap the call button to redial the last call.

Hold

Double-tap the Call button to put a call on hold.

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.

During a call, briefly press the mute button to mute the microphone on the inline controller. To unmute press the button again.

Troubleshooting

NEED MORE HELP?

poly.com/support

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Documents / Resources

 <small>Blackwire 5200 Series Corded USB headset with 3.5 mm connection User Guide</small>	poly 5200 Series Blackwire USB-C Headset [pdf] User Guide 805H4A6, 5200 Series, 5200 Series Blackwire USB-C Headset, Blackwire USB-C Headset, USB-C Headset, Headset
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References

- plantronics.com/softphonecompatibility
- [Poly Lens App - Make it your own | Poly, formerly Plantronics & Polycom](#)
- [User Manual](#)