

Cisco Headset Compatibility Guide

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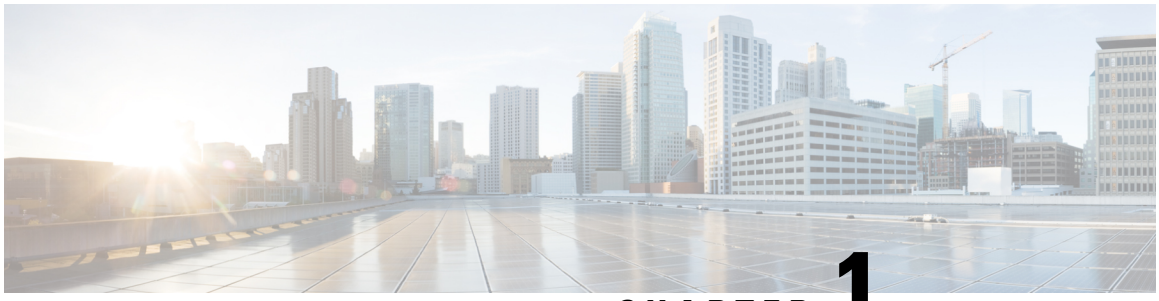

CHAPTER 1

Introduction

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About this guide

This guide provides information on the following aspects of Cisco Headsets:

- Compatible Cisco IP Phones, call devices, and soft clients
- Minimum firmware requirements
- Available calling and serviceability features

The supported Cisco Headsets are:

- Cisco Headset 320 Series
- Cisco Headset 520 Series
- Cisco Headset 530 Series
- Cisco Headset 560 Series
- Cisco Headset 720 Series
- Cisco Headset 730
- Bang & Olufsen Cisco 950
- Bang & Olufsen Cisco 980

For further information about the headsets, including installation, use and troubleshooting, see the following locations:

- https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-500-series/tsd-products-support-series-home.html
- https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-700-series/tsd-products-support-series-home.html
- https://help.webex.com/en-us/landing/ld-ns42o72-CiscoWebexDevices/Cisco-Headsets

Terminology

This guide uses the following terms to describe the minimum firmware needed for headset and device compatibility.

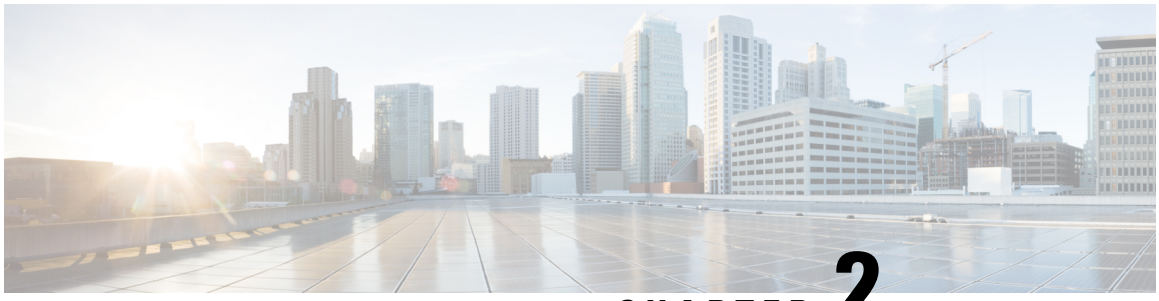
- **Headset Model**—Headset model, device, or soft client
- **Minimum Firmware**—Minimum required firmware to be compatible with the devices covered in the proceeding table.

This guide uses the following terms to describe headset and device compatibility.

- **Model**—Device or soft client model
- **Minimum Firmware**—Minimum required firmware for headsets to have basic call and volume control.
- **Recommended Firmware**—Minimum required firmware to enable all headset features and headset serviceability.
- **Connection**—Available headset connection

This guide uses the following terms to describe headset administration availability.

- **Remote Firmware Upgrades**—Deploy and manage headset firmware upgrades.
- **Remote Configuration**—Define the default headset settings such as volume and microphone gain.
- **Log collection**—Collect logs to diagnose and troubleshoot headset issues.
- **Inventory**—Track deployed headsets by mode, serial number, firmware version, connection status, and connection duration.
- **Usage Metrics**—View headset use trends and analytic data.



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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 6800 Series for Multiplatform Phones through the RJ-9 port. You can also connect to the Cisco IP Phone 6871 through the USB port.

The following table shows the minimum and recommended firmware versions that support the Cisco Headset 320 Series.

Table 1: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 2: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	RJ-9
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6851	N/A	N/A	RJ-9
Cisco IP Phone 6861	N/A	N/A	RJ-9
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 3: Cisco Headset 320 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No

The following table lists the available Cisco Headset 320 Series serviceability features through the Cisco IP Phone 6871.

Table 4: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco IP DECT Phone 6825 through the 3.5 mm port and the Cisco IP Phone 6871 through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series

Table 5: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 6: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	3.5 mm
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 7: Cisco Headset 520 Series Features

Feature	3.5 mm	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	Yes
Adjust microphone gain	No	Yes
Adjust equalizer	No	Yes
Reset settings	No	No

Feature	3.5 mm	USB
Headset upgrades	No	Yes

The following table lists the available Cisco Headset 520 Series serviceability features through the Cisco IP Phone 6871.

Table 8: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 6800 Series for Multiplatform Phones through the RJ-9 port. You can also connect to the Cisco IP Phone 6871 through the USB port.

The following table shows the minimum and recommended firmware versions that support the Cisco Headset 530 Series.

Table 9: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 10: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	RJ-9
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	RJ-9
Cisco IP Phone 6851	N/A	N/A	RJ-9
Cisco IP Phone 6861	N/A	N/A	RJ-9
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 11: Cisco Headset 530 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	Yes
Adjust microphone gain	No	Yes
Adjust equalizer	No	Yes
Reset settings	No	No
Headset upgrades	No	Yes

The following table lists the available Cisco Headset 530 Series serviceability features through the Cisco IP Phone 6871.

Table 12: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

More Information

- For more information about the Cisco IP Phone 6800 Series Multiplatform Phones see https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 6871 through the USB cable and Y-Cable.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 560 Series.

Table 13: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later

Table 14: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(3)	Y-Cable USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 15: Cisco Headset 560 Series Features

Feature	Y-Cable	USB
Answer and end calls*	Yes	Yes
Hold/resume calls	Yes	Yes
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	Yes	Yes
Adjust microphone gain	Yes	Yes
Adjust equalizer	Yes	Yes
Reset settings	No	No
Headset upgrades	No	Yes

The following table lists the available Cisco Headset 560 Series serviceability features through the Cisco IP Phone 6871.

Table 16: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 720 Series

While the Cisco Headset 720 Series can connect to Cisco IP Phone 6871 Multiplatform Phones through the USB port, full headset support isn't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 720 Series.

Table 17: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 18: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	USB cable USB Adapters

The following table lists the available headset features on the Cisco IP Phone 6871.

Table 19: Cisco Headset 720 Features

Feature	3.5 mm	USB Adapters	USB
Answer and end calls	No	Yes	Yes
Hold/resume calls	No	Yes	Yes
Mute/unmute calls	No	Yes	Yes
Volume control	No	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	N/A	No	N/A

The following table lists the available Cisco Headset 720 serviceability features through the Cisco IP Phone 6871.

Table 20: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco IP DECT Phone 6825 through the 3.5 mm port. While the Cisco Headset 730 can connect to Cisco IP Phone 6871 Multiplatform Phones through the USB port, full headset support isn't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 730

Table 21: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-7-0-138 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 22: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	3.5 mm
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(5)	Multiplatform Phone Firmware 11.3(5)	USB cable USB Adapters

The following table lists the available headset features on the Cisco IP Phone 6871.

Table 23: Cisco Headset 730 Features

Feature	3.5 mm	USB Adapters	USB
Answer and end calls	No	Yes	Yes
Hold/resume calls	No	Yes	Yes
Mute/unmute calls	No	Yes	Yes
Volume control	No	Yes	Yes

Feature	3.5 mm	USB Adapters	USB
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	Yes
USB Adapter upgrades	N/A	No	N/A

The following table lists the available Cisco Headset 730 serviceability features through the Cisco IP Phone 6871.

Table 24: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco IP Phone 6871 Multiplatform Phones via USB Adapters.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco IP DECT Phone 6825 through the 3.5 mm port. The B&O Cisco 980 can also connect to Cisco IP Phone 6871 Multiplatform Phonesvia USB adapters.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980.

Table 25: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 26: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	3.5 mm
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	USB cable USB Adapters

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 27: B&O Cisco 980 Features

Feature	3.5 mm	USB Adapters	USB
Answer and end calls	No	Yes	No
Hold/resume calls	No	No	No
Mute/unmute calls	No	Yes	No
Volume control	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No

Feature	3.5 mm	USB Adapters	USB
USB Adapter upgrades	N/A	No	N/A

The following table lists the available B&O Cisco 980 serviceability features through the Cisco IP Phone 6871.

Table 28: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

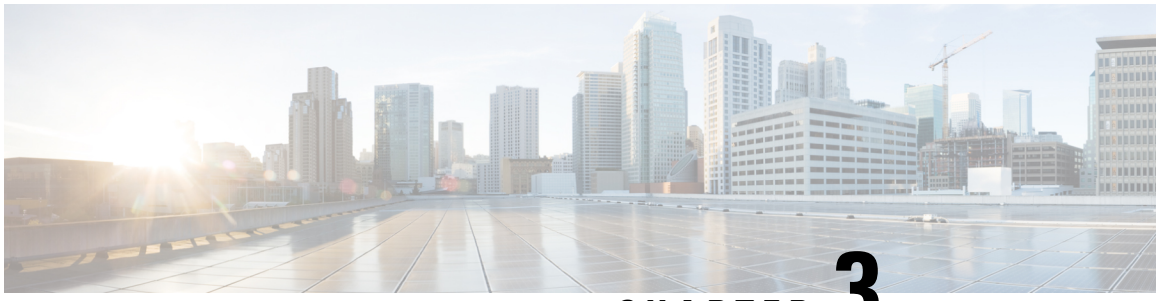
Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 6800 Series Documentation

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html



CHAPTER 3

Cisco IP Phone 7800 Series

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 7800 Series through the RJ-9 port.

There is no minimum recommended firmware for the Cisco Headset 320 Series on the Cisco IP Phone 7800 Series.

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 29: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A
Cisco IP Phone 7821	N/A	N/A	RJ-9
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7861	N/A	N/A	RJ-9

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 30: Cisco Headset 320 Series Features

Feature	RJ-9
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 520 Series

The Cisco Headset 520 Series isn't compatible with the Cisco IP Phone 7800 Series.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 7800 Series through the RJ-9 port.

There is no minimum recommended firmware for the Cisco Headset 530 Series on the Cisco IP Phone 7800 Series.

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 31: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7821	N/A	N/A	RJ-9
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	RJ-9
Cisco IP Phone 7861	N/A	N/A	RJ-9

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 32: Cisco Headset 530 Series Features

Feature	RJ-9
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 7800 Series with the Y-Cable included with the headset.

Important The Cisco Headset 560 Series Multibase is incompatible with Cisco IP Phone 7800 Series phones using Power over Ethernet (PoE). Use the external power supply if you intend to connect the multibase.

The following table contains information on which phone firmware versions are compatible with the Cisco Headset 560 Series.

Not all phone release versions may be available at the same time. For latest product version availability, see individual product support pages at Support and Downloads.

Table 33: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later

Table 34: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A
Cisco IP Phone 7821	On-Premises Firmware 12.5(1)SR2 or later (call control only)	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	On-Premises Firmware 12.5(1)SR2 or later (call control only)	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable
Cisco IP Phone 7861	On-Premises Firmware 12.5(1)SR2 or later (call control only)	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 35: Cisco Headset 560 Series Features

Feature	Y-Cable
Answer and end calls*	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 7800 Series.

Table 36: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Yes
Remote Configuration	Unified CM 12.5(1)SU1 or later	Yes
Log Collection	Unified CM 12.5(1)SU1 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later	Yes
Headset Metrics	Unified CM 12.5(1)SU1 or later	Yes

Cisco Headset 720 Series

The Cisco Headset 720 Series isn't compatible with the Cisco IP Phone 7800 Series.

Cisco Headset 730

The Cisco Headset 730 isn't compatible with the Cisco IP Phone 7800 Series.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 isn't compatible with the Cisco IP Phone 7800 Series.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 isn't compatible with the Cisco IP Phone 7800 Series.

Related Documentation

Use the following sections to obtain related information.

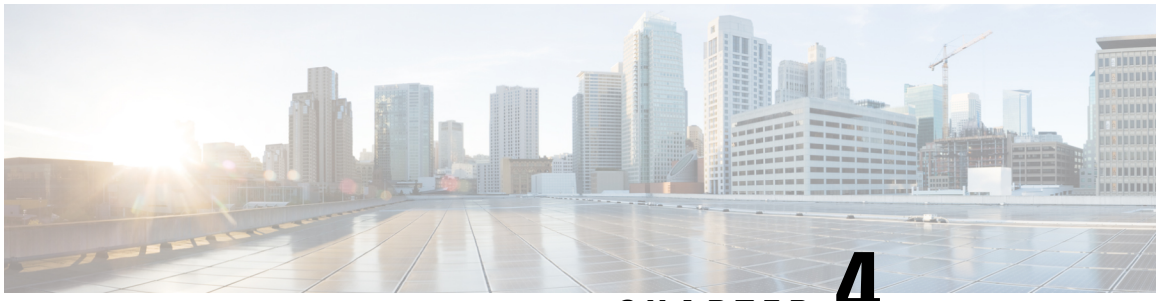
Cisco IP Phone 7800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 7800 Series.

Cisco IP Phone 7800 Series Multiplatform Phones Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-series-home.html



CHAPTER 4

Cisco IP Phone 7800 Series with Multiplatform Firmware

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 7800 Series through the RJ-9 port.

There is no minimum recommended firmware for the Cisco Headset 320 Series on the Cisco IP Phone 7800 Series.

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 37: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A
Cisco IP Phone 7821	N/A	N/A	RJ-9
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7861	N/A	N/A	RJ-9

The following table lists the available headset features on the Cisco IP Phone 7800 Series with Multiplatform Firmware.

Table 38: Cisco Headset 320 Series Features

Feature	RJ-9
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 520 Series

The Cisco Headset 520 Series isn't compatible with the Cisco IP Phone 7800 Series.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 7800 Series through the RJ-9 port.

There is no minimum recommended firmware for the Cisco Headset 530 Series on the Cisco IP Phone 7800 Series.

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 39: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7821	N/A	N/A	RJ-9
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	RJ-9
Cisco IP Phone 7861	N/A	N/A	RJ-9

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 40: Cisco Headset 530 Series Features

Feature	RJ-9
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 7800 Series with the Y-Cable included with the headset.

Important The Cisco Headset 560 Series Multibase is incompatible with Cisco IP Phone 7800 Series phones using Power over Ethernet (PoE). Use the external power supply if you intend to connect the multibase.

The following table contains information on which phone firmware versions are compatible with the Cisco Headset 560 Series.

Not all phone release versions may be available at the same time. For latest product version availability, see individual product support pages at Support and Downloads.

Table 41: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later

Table 42: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A
Cisco IP Phone 7821	Multiplatform firmware 11.3.(3) or later	Multiplatform firmware 11.3.(3) or later	Y-Cable
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	Multiplatform firmware 11.3.(3) or later	Multiplatform firmware 11.3.(3) or later	Y-Cable
Cisco IP Phone 7861	Multiplatform firmware 11.3.(3) or later	Multiplatform firmware 11.3.(3) or later	Y-Cable

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 43: Cisco Headset 560 Series Features

Feature	Y-Cable
Answer and end calls	Yes
Hold/resume calls	Yes
Mute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 720 Series

The Cisco Headset 720 Series isn't compatible with the Cisco IP Phone 7800 Series.

Cisco Headset 730

The Cisco Headset 730 isn't compatible with the Cisco IP Phone 7800 Series.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 isn't compatible with the Cisco IP Phone 7800 Series.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 isn't compatible with the Cisco IP Phone 7800 Series.

Related Documentation

Use the following sections to obtain related information.

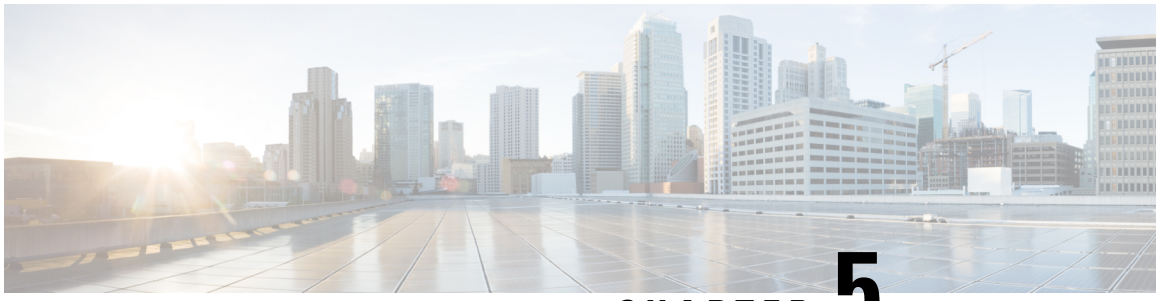
Cisco IP Phone 7800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 7800 Series.

Cisco IP Phone 7800 Series Multiplatform Phones Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-series-home.html



CHAPTER 5

Cisco IP Phone 8800 Series

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 8800 Series through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 320 Series.

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 44: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 45: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	RJ-9
Cisco Wireless IP Phone 8821	N/A	N/A	N/A
Cisco IP Phone 8832	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	RJ-9
Cisco IP Phone 8845	N/A	N/A	RJ-9
Cisco IP Phone 8851	On-premises Firmware 14.1(1) or later	On-premises Firmware 14.1(1) or later	RJ-9 USB
Cisco IP Phones 8851NR	On-premises Firmware 14.1(1) or later	On-premises Firmware 14.1(1) or later	RJ-9 USB
Cisco IP Phone 8861	On-premises Firmware 14.1(1) or later	On-premises Firmware 14.1(1) or later	RJ-9 USB
Cisco IP Phone 8865	On-premises Firmware 14.1(1) or later	On-premises Firmware 14.1(1) or later	RJ-9 USB
Cisco IP Phone 8865NR	On-premises Firmware 14.1(1) or later	On-premises Firmware 14.1(1) or later	RJ-9 USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 46: Cisco Headset 320 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone*	No	Yes
Adjust microphone gain*	No	Yes
Adjust equalizer*	No	Yes
Reset settings*	No	Yes
Headset upgrades	No	Yes

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 47: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU3 or later	Yes
Remote Configuration*	Unified CM 12.5(1)SU3 or later	Yes
Log Collection	Unified CM 12.5(1)SU3 or later	Yes
Inventory	Unified CM 12.5(1)SU3 or later	Yes
Headset Metrics	N/A	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco IP Phone 8800 Series through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series

Table 48: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 49: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	N/A
Cisco Wireless IP Phone 8821	N/A	N/A	3.5 mm
Cisco IP Phone 8832	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	N/A
Cisco IP Phone 8845	N/A	N/A	N/A
Cisco IP Phone 8851	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	USB
Cisco IP Phone 8851NR	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	USB
Cisco IP Phone 8861	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	USB
Cisco IP Phone 8865	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	USB
Cisco IP Phone 8865NR	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 50: Cisco Headset 520 Series Features

Feature	3.5 mm	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone*	No	Yes
Adjust microphone gain*	No	Yes
Adjust equalizer*	No	Yes
Reset settings*	No	Yes
Headset upgrades	No	Yes

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 51: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU3 or later	Yes
Remote Configuration*	Unified CM 12.5(1)SU3 or later	Yes
Log Collection	Unified CM 12.5(1)SU3 or later	Yes
Inventory	Unified CM 12.5(1)SU3 or later	Yes
Headset Metrics	N/A	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 8800 Series through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 530 Series

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 52: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 53: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	RJ-9
Cisco Wireless IP Phone 8821	N/A	N/A	N/A
Cisco IP Phone 8832	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	RJ-9
Cisco IP Phone 8845	N/A	N/A	RJ-9
Cisco IP Phone 8851	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	RJ-9 USB
Cisco IP Phones 8851NR	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	RJ-9 USB
Cisco IP Phone 8861	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	RJ-9 USB
Cisco IP Phone 8865	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	RJ-9 USB
Cisco IP Phone 8865NR	On-premises Firmware 12.1(1) or later	On-premises Firmware 12.5(1)SR3 or later	RJ-9 USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 54: Cisco Headset 530 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone*	No	Yes
Adjust microphone gain*	No	Yes
Adjust equalizer*	No	Yes
Reset settings*	No	Yes
Headset upgrades	No	Yes

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 55: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Yes
Remote Configuration*	Unified CM 12.5(1)SU1 or later	Yes
Log Collection	Unified CM 12.5(1)SU1 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later	Yes
Headset Metrics	N/A	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 8800 Series through the included USB cable or Y-Cable.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 560 Series

Table 56: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 57: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable
Cisco Wireless IP Phone 8821	N/A	N/A	Bluetooth (Multibase only)

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable
Cisco IP Phone 8845	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable Bluetooth (Multibase only)
Cisco IP Phone 8851	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8851NR	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable USB
Cisco IP Phone 8861	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865NR	On-Premises Firmware 12.5(1)SR2 or later	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	Y-Cable USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 58: Cisco Headset 560 Series Features

Feature	Y-Cable	USB	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone*	Yes	Yes	No
Adjust microphone gain*	Yes	Yes	No
Adjust equalizer*	Yes	Yes	No
Reset settings*	Yes	Yes	No
Headset upgrades	Yes	Yes	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 59: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Yes
Remote Configuration*	Unified CM 12.5(1)SU1 or later	Yes
Log Collection	Unified CM 12.5(1)SU1 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later	Yes
Headset Metrics	Unified CM 12.5(1)SU1 or later	Yes

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Cisco IP Phone 8800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 720 Series

Table 60: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 61: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	N/A
Cisco Wireless IP Phone 8821	N/A	N/A	Bluetooth
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	N/A
Cisco IP Phone 8845	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.2(1) or later	Bluetooth
Cisco IP Phone 8851	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.2(1) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8851NR	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.2(1) or later	USB USB Adapter
Cisco IP Phone 8861	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.2(1) or later	USB USB Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8865	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.2(1) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865NR	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.2(1) or later	USB USB Adapter
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapter

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 62: Cisco Headset 720 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	No
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone*	No	No	No
Adjust microphone gain*	No	No	No
Adjust equalizer*	No	No	No
Reset settings*	No	No	No
Headset upgrades	Yes	No	No
USB Adapter upgrades	N/A	No	N/A

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 63: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB
Remote Configuration*	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB USB Adapters
Log Collection	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB USB Adapters
Inventory	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB USB Adapters
Headset Metrics	N/A	N/A	USB

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco IP Phone 8800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 730

Table 64: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-7-0-138 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 65: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless IP Phone 8821	N/A	N/A	Bluetooth
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	N/A
Cisco IP Phone 8845	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	Bluetooth
Cisco IP Phone 8851	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapters Bluetooth
Cisco IP Phone 8851NR	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapters
Cisco IP Phone 8861	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapters Bluetooth
Cisco IP Phone 8865	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapters Bluetooth
Cisco IP Phone 8865NR	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapters
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapters Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapters

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 66: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	Yes	Yes	No
Adjust sidetone*	Yes	Yes	No
Adjust microphone gain*	Yes	Yes	No
Adjust equalizer*	Yes	Yes	No
Adjust Active Noise Cancellation*	Yes	Yes	No
Reset settings*	Yes	Yes	No
Headset upgrades	Yes	No	No
USB Adapter upgrades	N/A	No	N/A

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 67: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB
Remote Configuration*	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB USB Adapters
Log Collection	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB USB Adapters
Inventory	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	USB USB Adapters

Feature	Minimum Firmware	Recommended Firmware	Availability
Headset Metrics	N/A	N/A	USB

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco IP Phone 8800 Series over Bluetooth® or through the USB port using the USB Adapters. Advanced control and settings through the Cisco IP Phone 8800 Series aren't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 950.

Table 68: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 69: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	Bluetooth
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	Bluetooth
Cisco IP Phone 8851	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8851NR	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB Adapter

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8861	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8865	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8865NR	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB Adapter
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 70: B&O Cisco 950 Features

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	—

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 71: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Remote Configuration*	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later USB	No
Log Collection	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Inventory	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	Yes
Headset Metrics	—	—	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco IP Phone 8800 Series and supports basic call controls through USB or over Bluetooth®. Advanced control and settings through the Cisco IP Phone 8800 Series aren't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980

Table 72: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 73: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	Bluetooth
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.1(1) or later	Bluetooth
Cisco IP Phone 8851	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.1(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8851NR	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.1(1) or later	USB Adapter
Cisco IP Phone 8861	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.1(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8865	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.1(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8865NR	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.1(1) or later	USB Adapter
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 74: B&O Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	No	Yes	Yes
Mute/unmute calls	No	Yes	Yes

Feature	USB	USB Adapters	Bluetooth
Volume control	No	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings*	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	—	No	—

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 75: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Remote Configuration*	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later USB	No
Log Collection	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Inventory	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	Yes
Headset Metrics	—	—	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 8800 Series.

For help information about Cisco Video Phone 8875, see Cisco Video Phone 8875.

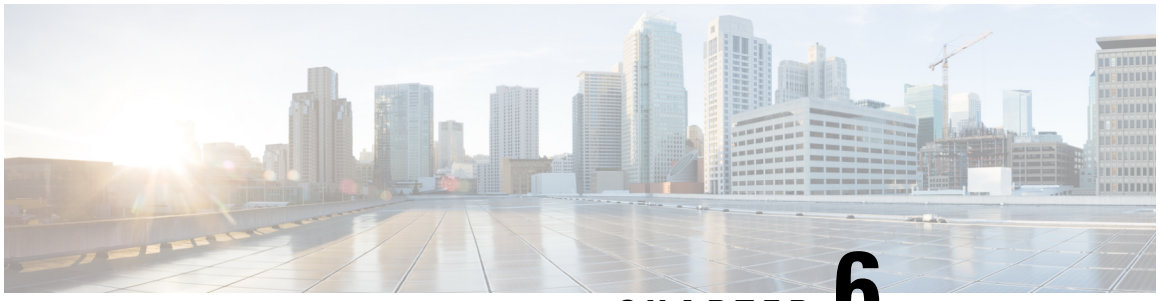
The Deployment Guide is located at the following URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-implementation-design-guides-list.html

Cisco IP Phone 8800 Series Multiplatform Phones Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/tsd-products-support-series-home.html



CHAPTER 6

Cisco IP Phone 8800 Series with Multiplatform Firmware

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 8800 Series Multiplatform Phones through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 320 Series.

Multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 76: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 77: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless IP Phone 8821	N/A	N/A	N/A
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	RJ-9
Cisco IP Phone 8845	N/A	N/A	RJ-9
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phones 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 78: Cisco Headset 320 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	No

Feature	RJ-9	USB
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	Yes

The following table lists the available Cisco Headset 320 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 79: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco IP Phone 8800 Series Multiplatform Phones through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series

Table 80: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 81: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	N/A
Cisco Wireless IP Phone 8821	N/A	N/A	3.5 mm
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8841	N/A	N/A	N/A
Cisco IP Phone 8845	N/A	N/A	N/A
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 82: Cisco Headset 520 Series Features

Feature	3.5 mm	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone*	No	Yes
Adjust microphone gain*	No	Yes
Adjust equalizer*	No	Yes
Reset settings*	No	No
Headset upgrades	No	Yes

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available Cisco Headset 520 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 83: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 8800 Series Multiplatform Phones through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 530 Series

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 84: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 85: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	RJ-9
Cisco Wireless IP Phone 8821	N/A	N/A	N/A
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	RJ-9
Cisco IP Phone 8845	N/A	N/A	RJ-9
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phones 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 86: Cisco Headset 530 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone*	No	Yes
Adjust microphone gain*	No	Yes
Adjust equalizer*	No	Yes
Reset settings*	No	No
Headset upgrades	No	Yes

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available Cisco Headset 530 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 87: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 8800 Series through the included USB cable or Y-Cable.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 560 Series

Table 88: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 89: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable
Cisco Wireless IP Phone 8821	N/A	N/A	Bluetooth (Multibase only)
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable
Cisco IP Phone 8845	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable Bluetooth (Multibase only)

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	Y-Cable USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 90: Cisco Headset 560 Series Features

Feature	Y-Cable	USB	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	No
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone*	Yes	Yes	No
Adjust microphone gain*	Yes	Yes	No

Feature	Y-Cable	USB	Bluetooth
Adjust equalizer*	Yes	Yes	No
Reset settings*	No	No	No
Headset upgrades	Yes	Yes	No

*Not supported on Cisco IP Phone 8875 and Cisco IP Phone 8875NR.

The following table lists the available Cisco Headset 560 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 91: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Cisco IP Phone 8800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 720 Series

Table 92: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 93: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless IP Phone 8821	—	—	Bluetooth
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	Bluetooth
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8851NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapter Bluetooth

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 94: Cisco Headset 720 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	Yes*	No	No
USB Adapter upgrades	N/A	No	N/A

*Supported on Cisco IP Phone 8875 and 8875NR only.

The following table lists the available Cisco Headset 720 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 95: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

*Supported on Cisco IP Phone 8875 and 8875NR only. You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco IP Phone 8800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 730.

Table 96: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-7-0-138 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 97: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	Bluetooth
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	Bluetooth
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8851NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB USB Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB USB Adapter

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 98: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No

Feature	USB	USB Adapters	Bluetooth
Reset settings	No	No	No
Headset upgrades	Yes	No	No
USB Adapter upgrades	N/A	No	N/A

The following table lists the available Cisco Headset 730 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 99: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco IP Phone 8800 Series over Bluetooth or through the USB port using the USB Adapters. Advanced control and settings through the Cisco IP Phone 8800 Series aren't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 950.

Table 100: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 101: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless IP Phone 8821	—	—	Bluetooth
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	Bluetooth
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB Adapter Bluetooth
Cisco IP Phone 8851NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB Adapter
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB Adapter Bluetooth
Cisco IP Phone 8865NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB Adapter
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 102: B&O Cisco 950 Features

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Presence LED Light Sync	No	No

Feature	USB Adapters	Bluetooth
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	—

The following table lists the available B&O Cisco 950 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 103: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco IP Phone 8800 Series and supports basic call controls through USB or over Bluetooth. Advanced control and settings through the Cisco IP Phone 8800 Series aren't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980

Table 104: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 105: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	—
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	Bluetooth
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB Adapter Bluetooth
Cisco IP Phone 8851NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB Adapter
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB Adapter Bluetooth
Cisco IP Phone 8865NR	Multiplatform Firmware 12.0(5) or later	Multiplatform Firmware 12.0(5) or later	USB Adapter
Cisco IP Phone 8875	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter Bluetooth
Cisco IP Phone 8875NR	PhoneOS 3.2(1) or later	PhoneOS 3.3(1) or later	USB Adapter

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 106: B&O Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	No	Yes	Yes
Mute/unmute calls	No	Yes	Yes

Feature	USB	USB Adapters	Bluetooth
Volume control	No	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	—	No	—

The following table lists the available B&O Cisco 980 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 107: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 8800 Series.

For help information about Cisco Video Phone 8875, see Cisco Video Phone 8875.

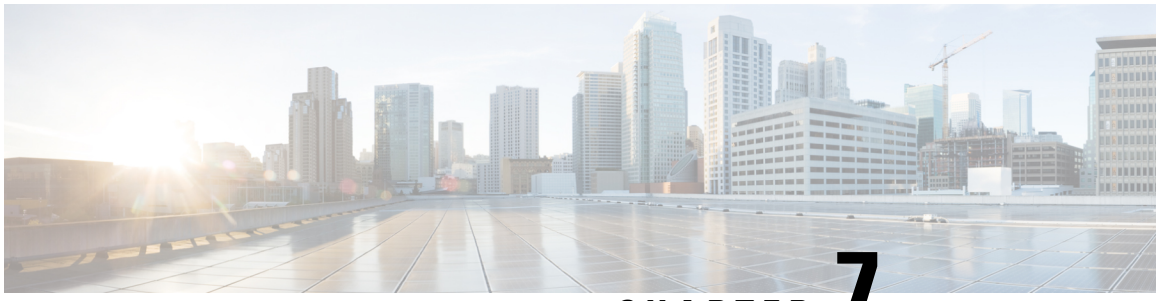
The Deployment Guide is located at the following URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-implementation-design-guides-list.html

Cisco IP Phone 8800 Series Multiplatform Phones Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/tsd-products-support-series-home.html



CHAPTER 7

Cisco Desk Phone 9800 Series

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco Desk Phone 9800 Series through USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 320 Series.

Table 108: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	version 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 109: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9811	N/A	N/A	RJ-9
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB

The following table lists the available headset features on the Cisco Desk Phone 9800 Series

Table 110: Cisco Headset 320 Series Features

Feature	USB	RJ-9
Answer and end calls	Yes	No
Hold/resume calls	Yes	No
Mute/unmute calls	Yes	No
Volume control	Yes	No
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	Yes*	No

*The firmware version must be PhoneOS 3.3(1) or later. You must download the latest headset firmware package. See Upgrade Cisco headset firmware on phones for detailed instructions.

The following table lists the available Cisco Headset 320 Series serviceability features through the Cisco Desk Phone 9800 Series.

Table 111: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Desk Phone 9800 Series through USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series.

Table 112: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset firmware 2.3(1) or later

Table 113: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 114: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	Yes*

*The firmware version must be PhoneOS 3.3(1) or later. You must download the latest headset firmware package. See Upgrade Cisco headset firmware on phones for detailed instructions.

The following table lists the available Cisco Headset 520 Series serviceability features through the Cisco Desk Phone 9800 Series.

Table 115: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco Desk Phone 9800 Series through USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 530 Series.

Table 116: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset firmware 2.3(1) or later

Table 117: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9811	N/A	N/A	RJ-9
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 118: Cisco Headset 530 Series Features

Feature	USB	RJ-9
Answer and end calls	Yes	No
Hold/resume calls	Yes	No
Mute/unmute calls	Yes	No
Volume control	Yes	No
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	Yes*	No

*The firmware version must be PhoneOS 3.3(1) or later. You must download the latest headset firmware package. See Upgrade Cisco headset firmware on phones for detailed instructions.

The following table lists the available Cisco Headset 530 Series serviceability features through the Cisco Desk Phone 9800 Series.

Table 119: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco Desk Phone 9800 Series through USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 560 Series.

Table 120: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset firmware 2.3(1) or later

Table 121: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB

Note To prevent overcurrent problems when using Cisco Bluetooth Headsets with Cisco Desk Phone 9841, do one of the following actions:

- Plug the USB dongle to the phone and connect the headset through Bluetooth.
- Fully charge the headset before connecting it to the phone with a USB cable.
- Connect your phone to a wall socket for power, as USB over PoE provides less power.

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 122: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No

Feature	USB
Reset settings	No
Headset upgrades	Yes*

*The firmware version must be PhoneOS 3.3(1) or later. You must download the latest headset firmware package. See Upgrade Cisco headset firmware on phones for detailed instructions.

The following table lists the available Cisco Headset 560 Series serviceability features through the Cisco Desk Phone 9800 Series.

Table 123: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	Yes**
Log Collection	Yes
Inventory	Yes
Headset Metrics	Yes

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

**Supported via CUCM only. The software version must be Unified CM 12.5(1)SU3 or later.

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Cisco Desk Phone 9800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 720 Series.

Table 124: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Headset firmware 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 125: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB USB Adapter
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB USB Adapter
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter Bluetooth
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter Bluetooth
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter

Note To prevent overcurrent problems when using Cisco Headset 720 Series with Cisco Desk Phone 9841, do one of the following actions:

- Recommended: Connect to the phone utilizing the headset USB Adapter.
- Fully charge the headset before connecting it to the phone with a USB cable.
- Connect your phone to a wall socket for power, as USB over PoE provides less power.

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 126: Cisco Headset 720 Series Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone	No	No	No

Feature	USB	USB Adapter	Bluetooth
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	Yes*	No	No
USB Adapter upgrades	N/A	No	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only. You must download the latest headset firmware package. The firmware version must be PhoneOS 3.3(1) or later. See Upgrade Cisco headset firmware on phones for detailed instructions.

The following table lists the available Cisco Headset 720 Series serviceability features through the Cisco Desk Phone 9800 Series.

Table 127: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Resmote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco IP Phones through USB connection only.

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco Desk Phone 9800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 730.

Table 128: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Headset firmware 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 129: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB USB Adapter
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB USB Adapter
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter Bluetooth
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter Bluetooth
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB USB Adapter



Note To prevent overcurrent problems when using Cisco Headset 730 with Cisco Desk Phone 9841, do one of the following actions:

- Recommended: Connect to the phone utilizing the headset USB Adapter.
- Fully charge the headset before connecting it to the phone with a USB cable.
- Connect your phone to a wall socket for power, as USB over PoE provides less power.

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 130: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone	No	No	No

Feature	USB	USB Adapter	Bluetooth
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	Yes*	No	No
USB Adapter upgrades	N/A	No	No

*The firmware version must be PhoneOS 3.3(1) or later. You must download the latest headset firmware package. See Upgrade Cisco headset firmware on phones for detailed instructions.

The following table lists the available Cisco Headset 730 serviceability features through the Cisco Desk Phone 9800 Series.

Table 131: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Resmote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*You can upgrade the headset firmware on Cisco Desk Phone 9800 Series through USB connection only.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco Desk Phone 9800 Series through the USB port using the USB Adapter.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 950.

Table 132: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	Firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 133: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB Adapter
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB Adapter
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter Bluetooth
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter Bluetooth
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 134: Cisco Headset 950 Features

Feature	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes
Hold/resume calls	No	No
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	No

The following table lists the available Cisco Headset 950 serviceability features through the Cisco Desk Phone 9800 Series.

Table 135: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No

Feature	Availability
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco Desk Phone 9800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980.

Table 136: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	Firmware version 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 137: Cisco Desk Phone 9800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB Adapter
Cisco Desk Phone 9851	PhoneOS 3.0(1)	PhoneOS 3.3(1)	USB Adapter
Cisco Desk Phone 9861	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter Bluetooth
Cisco Desk Phone 9861NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter
Cisco Desk Phone 9871	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter Bluetooth
Cisco Desk Phone 9871NR	PhoneOS 3.1(1)	PhoneOS 3.3(1)	USB Adapter

Note To prevent overcurrent problems when using B&O Cisco 980 with Cisco Desk Phone 9841, do one of the following actions:

- Recommended: Connect to the phone utilizing the headset USB Adapter.
- Connect your phone to a wall socket for power, as USB over PoE provides less power.

The following table lists the available headset features on the Cisco Desk Phone 9800 Series.

Table 138: B&O Cisco 980 Features

Feature	USB Adapter	Bluetooth
Answer and end calls	Yes (answer only)	Yes
Hold/resume calls	No	No
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No
USB HD Adapter upgrades	No	N/A

The following table lists the available B&O Cisco 980 serviceability features through the Cisco Desk Phone 9800 Series.

Table 139: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

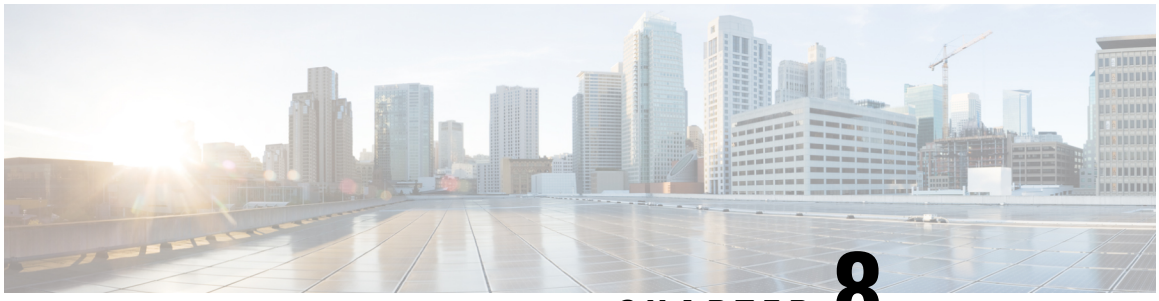
Related Documentation

Use the following sections to obtain related information.

Cisco Desk Phone 9800 Series Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

https://cisco.com/go/dp9800help



CHAPTER 8

Cisco Wireless Phone 9821

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Cisco Headset 320 Series

The Cisco Headset 320 Series is not compatible with Cisco Wireless Phone 9821.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Wireless Phone 9821 through the 3.5 mm port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series.

Table 140: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	N/A

Table 141: Cisco Wireless Phone 9821

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 9821	PhoneOS 5.0(1)	PhoneOS 5.0(1)	3.5 mm

The following table lists the available headset features on Cisco Wireless Phone 9821.

Table 142: Cisco Headset 520 Series Features

Feature	3.5 mm
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 520 Series serviceability features through Cisco Wireless Phone 9821.

Table 143: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series is not compatible with Cisco Wireless Phone 9821.

Cisco Headset 560 Series

The Cisco Headset 560 Series is not compatible with Cisco Wireless Phone 9821.

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to Cisco Wireless Phone 9821 over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 720 Series.

Table 144: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Headset firmware 1-13-0-19 or later

Table 145: Cisco Wireless Phone 9821

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 9821	PhoneOS 5.0(1)	PhoneOS 5.0(1)	Bluetooth

The following table lists the available headset features on Cisco Wireless Phone 9821.

Table 146: Cisco Headset 720 Series Features

Feature	Bluetooth
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 720 Series serviceability features through Cisco Wireless Phone 9821.

Table 147: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Resmote Configuration	No
Log Collection	No
Inventory	No

Feature	Availability
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco Wireless Phone 9821 through the 3.5 mm port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 730.

Table 148: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Headset firmware 1-13-0-19 or later

Table 149: Cisco Wireless Phone 9821

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 9821	PhoneOS 5.0(1)	PhoneOS 5.0(1)	Bluetooth

The following table lists the available headset features on Cisco Wireless Phone 9821.

Table 150: Cisco Headset 730 Features

Feature	3.5 mm	Bluetooth
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No

The following table lists the available Cisco Headset 730 serviceability features through Cisco Wireless Phone 9821.

Table 151: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Resmote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to Cisco Wireless Phone 9821 over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 950.

Table 152: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	Firmware version 5.2.7 or later

Table 153: Cisco Wireless Phone 9821

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 9821	PhoneOS 5.0(1)	PhoneOS 5.0(1)	Bluetooth

The following table lists the available headset features on Cisco Wireless Phone 9821.

Table 154: Cisco Headset 950 Features

Feature	Bluetooth
Answer and end calls	Yes
Hold/resume calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No

Feature	Bluetooth
Reset settings	No
Headset upgrades	No
USB Adapter upgrades	No

The following table lists the available Cisco Headset 950 serviceability features through Cisco Wireless Phone 9821.

Table 155: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to Cisco Wireless Phone 9821 through the 3.5 mm port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980.

Table 156: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	Firmware version 3.3.38 or later

Table 157: Cisco Wireless Phone 9821

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 9821	PhoneOS 5.0(1)	PhoneOS 5.0(1)	Bluetooth

The following table lists the available headset features on Cisco Wireless Phone 9821.

Table 158: B&O Cisco 980 Features

Feature	3.5mm port	Bluetooth
Answer and end calls	No	Yes
Hold/resume calls	No	No
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No

The following table lists the available B&O Cisco 980 serviceability features through Cisco Wireless Phone 9821.

Table 159: Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

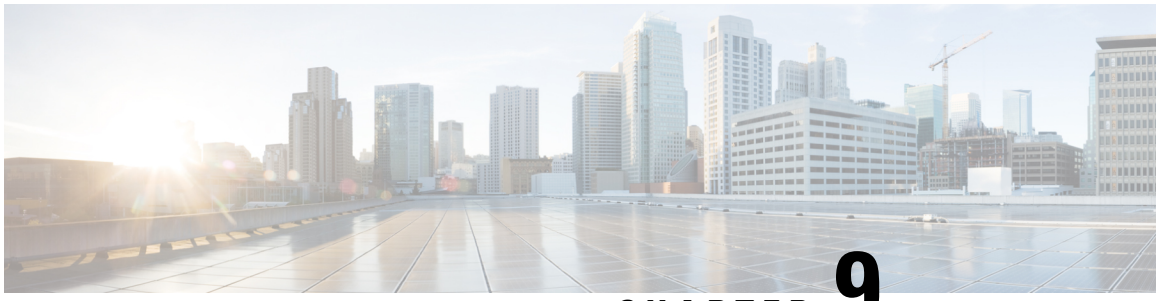
Related Documentation

Use the following sections to obtain related information.

Cisco Wireless Phone 9821 Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

https://cisco.com/go/wp9821help



CHAPTER 9

End-of-Life Cisco Unified IP Phones

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- Cisco Headset 730, on page 94
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Cisco Headset 320 Series

Cisco Headset 320 Series interoperability is verified but not officially supported by Cisco on End-of-Life Cisco Unified IP Phones with a RJ-9 port.

Table 160: End of Life Cisco Unified IP Phones

Model	Connection
Cisco Unified SIP Phone 3905	RJ-9 (where available)
Cisco Unified IP Phone 6900 Series	RJ-9 (where available)
Cisco Unified IP Phone 7900 Series	RJ-9 (where available)
Cisco Unified IP Phone 8900 Series	RJ-9 (where available)

Table 161: Cisco Headset 320 Series Features

Feature	RJ-9
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No

Feature	RJ-9
Volume control	No
Adjust sidetone	No
Adjust microphone Gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 520 Series

The Cisco Headset 520 Series isn't compatible with the Cisco Unified SIP Phone 3905, Cisco Unified IP Phone 6900 Series, Cisco Unified IP Phone 7900 Series, or Cisco Unified IP Phone 8900 Series.

Cisco Headset 530 Series

Cisco Headset 530 Series interoperability is verified but not officially supported by Cisco on End-of-Life Cisco Unified IP Phones with a RJ-9 port.

Table 162: End of Life Cisco Unified IP Phones

Model	Connection
Cisco Unified SIP Phone 3905	RJ-9 (where available)
Cisco Unified IP Phone 6900 Series	RJ-9 (where available)
Cisco Unified IP Phone 7900 Series	RJ-9 (where available)
Cisco Unified IP Phone 8900 Series	RJ-9 (where available)

Table 163: Cisco Headset 530 Series Features

Feature	RJ-9
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone Gain	No

Feature	RJ-9
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to some End-of-Life Cisco Unified IP Phone models through the Y-Cable.

Interoperability is verified with those models with an RJ-9 headset port and RJ-11 auxiliary port for basic call control but is not officially supported by Cisco.

Set sidetone to **Off** to avoid an echo while on a call.

Table 164: End of Life Cisco Unified IP Phones

Model	Connection
Cisco Unified SIP Phone 3905	N/A
Cisco Unified IP Phone 6900 Series	N/A
Cisco Unified IP Phone 7900 Series	Y-Cable (where available)
Cisco Unified IP Phone 8900 Series	Y-Cable (where available)

The following table lists the available Cisco Headset 560 Series features on End of Life Cisco Unified IP Phones.

Table 165: Cisco Headset 560 Series Features

Feature	Y-Cable
Answer and end calls	Yes
Hold/resume calls	No
Mute/unmute calls	No
Volume control	Yes
Adjust sidetone	No
Adjust microphone Gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 720 Series

The Cisco Headset 720 Series isn't compatible with the Cisco Unified SIP Phone 3905, Cisco Unified IP Phone 6900 Series, Cisco Unified IP Phone 7900 Series, or Cisco Unified IP Phone 8900 Series.

Cisco Headset 730

The Cisco Headset 730 isn't compatible with the Cisco Unified SIP Phone 3905, Cisco Unified IP Phone 6900 Series, Cisco Unified IP Phone 7900 Series, or Cisco Unified IP Phone 8900 Series.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 isn't compatible with the Cisco Unified SIP Phone 3905, Cisco Unified IP Phone 6900 Series, Cisco Unified IP Phone 7900 Series, or Cisco Unified IP Phone 8900 Series.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 isn't compatible with the Cisco Unified SIP Phone 3905, Cisco Unified IP Phone 6900 Series, Cisco Unified IP Phone 7900 Series, or Cisco Unified IP Phone 8900 Series.

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 6900 Series Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.html

Cisco Unified IP Phone 7900 Series Documentation

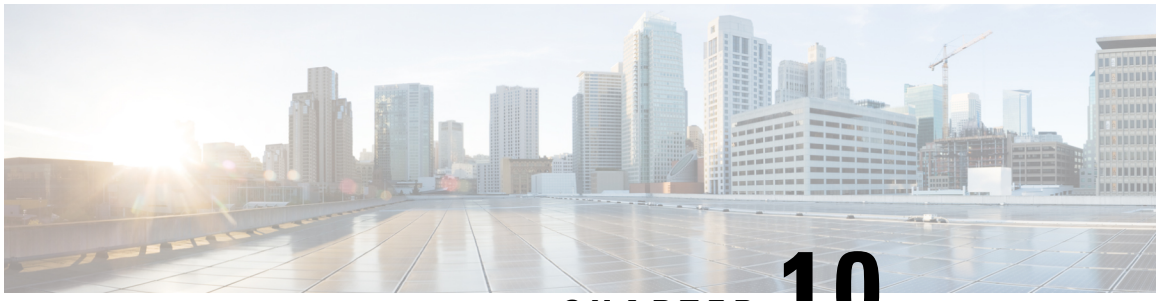
See the publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7900-series/tsd-products-support-general-information.html

Cisco Unified IP Phone 8900 Series Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8900-series/tsd-products-support-series-home.html



CHAPTER 10

Cisco SPA Series IP Phones

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Cisco Headset 320 Series

The Cisco Headset 320 Series isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Cisco Headset 520 Series

The Cisco Headset 520 Series isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Cisco Headset 530 Series

The Cisco Headset 530 Series isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Cisco Headset 560 Series

The Cisco Headset 560 Series isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Cisco Headset 720 Series

The Cisco Headset 720 Series isn't compatible with the Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Cisco Headset 730

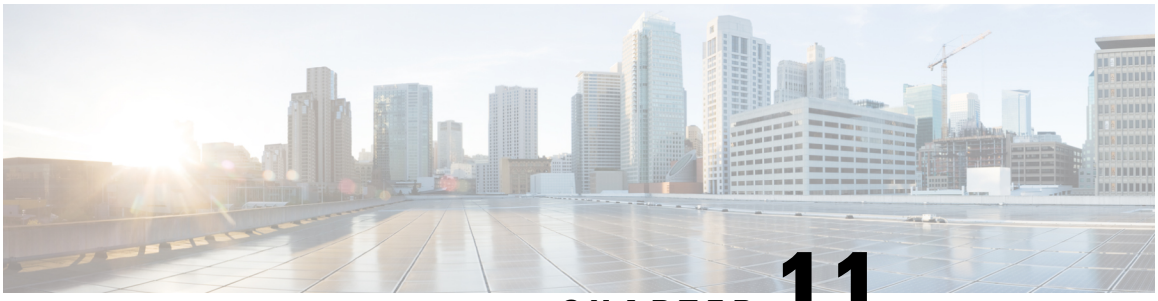
The Cisco Headset 730 isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 isn't compatible with the Cisco Small Business SPA300 Series or Cisco Small Business SPA500 Series IP Phones.



CHAPTER 11

Cisco Desk Series

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 320 Series.

Table 166: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 167: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB
Cisco Desk	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 168: Cisco Headset 320 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 169: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Control Hub through the Cisco Desk Series.

Table 170: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 520 Series

Table 171: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 172: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB
Cisco Desk	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 173: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 174: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 175: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 530 Series

Table 176: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 177: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB
Cisco Desk	CE 9.8 or later	Latest Room OS	USB

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 178: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 179: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 180: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 560 Series

Table 181: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 182: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB
Cisco Desk	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 183: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes

Feature	USB
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 184: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 185: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to Cisco Desk Series devices through the USB port or with Bluetooth.

Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB cable or USB Adapters for the best calling experience.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 720 Series.

Table 186: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 187: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB Adapters * Bluetooth

Note USB-C Adapter is not supported for Cisco Desk Pro G2.

The following table lists the available headset features on the Cisco Desk Series.

Table 188: Cisco Headset 720 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes

Feature	USB	USB Adapters	Bluetooth
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 189: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 190: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes (USB cable only)
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco Desk Series devices through the USB port or with Bluetooth.

Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB cable or USB Adapters for the best calling experience.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 730

Table 191: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 192: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB Adapters * Bluetooth

Note USB-C Adapter is not supported for Cisco Desk Pro G2.

The following table lists the available headset features on the Cisco Desk Series.

Table 193: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 194: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 195: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No

Feature	Availability
Log Collection	No
Inventory	Yes (USB cable only)
Headset Metrics	No

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco Desk Series through the USB Adapters or with Bluetooth.



Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB Adapters for the best calling experience.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 950.

Table 196: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 197: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB Adapters * Bluetooth

Note USB-C Adapter is not supported for Cisco Desk Pro G2.

The following table lists the available headset features on the Cisco Desk Series.

Table 198: B&O Cisco 950 Features

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes
Hold/resume calls	No	No
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	—

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 199: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	—	No
Remote Configuration	—	No
Log Collection	—	No
Inventory	—	No
Headset Metrics	—	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 200: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco Desk Series through the USB port, USB Adapters or with Bluetooth.

Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB cable or USB Adapters for the best calling experience.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 980.

Table 201: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	Bang & Olufsen Cisco 980 firmware version 3.3.21 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 202: Cisco Desk Series

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Mini	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth

Device	Recommended Firmware (UCM)	Recommended Firmware (Webex Calling)	Connection
Cisco Desk Pro	CE 9.8 or later	Latest Room OS	USB Adapters Bluetooth
Cisco Desk Pro G2	Latest Room OS	Latest Room OS	USB Adapters * Bluetooth



Note USB-C Adapter is not supported for Cisco Desk Pro G2.

The following table lists the available headset features on the Cisco Desk Series.

Table 203: B&O Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	No	No	No
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	N/A	No	N/A

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 204: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No

Feature	Minimum Firmware	Availability
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 205: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes (USB cable only)
Headset Metrics	No

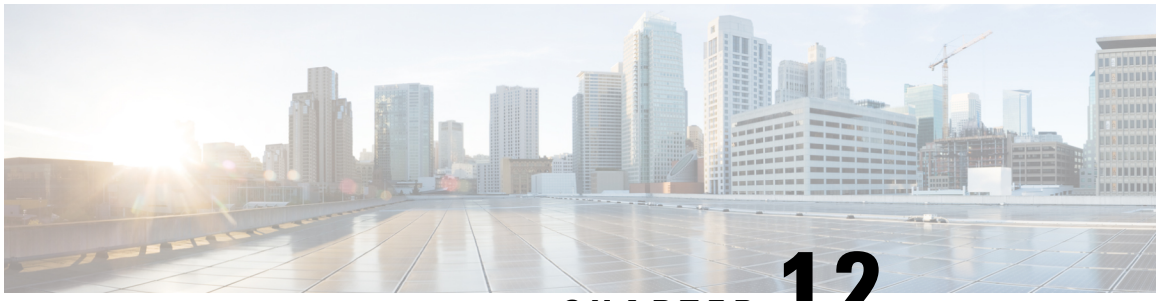
Related Documentation

Use the following sections to obtain related information.

Cisco Desk Series Documentation

Refer to publications that are specific to your language, model, and firmware release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-series-home.html



CHAPTER 12

Cisco Wireless Phone 800 Series

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- Bang & Olufsen Cisco 950, on page 118
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Cisco Headset 320 Series

The Cisco Headset 320 Series isn't compatible with the Cisco Wireless Phone 840 and 860.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Wireless Phone 840 and 860 through the 3.5 mm port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series

Table 206: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 207: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	3.5 mm

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 860	N/A	N/A	3.5 mm

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 208: Cisco Headset 520 Series Features

Feature	3.5 mm
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Wireless Phone 840 and 860.

Table 209: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

Cisco Headset 530 Series

The Cisco Headset 530 Series isn't compatible with the Cisco Wireless Phone 840 and 860.

Cisco Headset 560 Series

The Cisco Headset 560 Series Multibase can connect to the Cisco Wireless Phone 840 and 860 with a Bluetooth connection

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 560 Series

Table 210: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 211: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	Bluetooth
Cisco Wireless Phone 860	N/A	N/A	Bluetooth

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 212: Cisco Headset 560 Series Features

Feature	Bluetooth
Answer and end calls	Yes
Hold/resume calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Wireless Phone 840 and 860.

Table 213: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

Cisco Headset 720 Series

The Cisco Headset 720 Series is not officially supported on the Cisco Wireless Phone 840 and 860.

Cisco Headset 730

The Cisco Headset 730 is not officially supported on the Cisco Wireless Phone 840 and 860.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can make basic calls on the Cisco Wireless Phone 840 and 860 through a Bluetooth connection. However, full headset support isn't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 950:

Table 214: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later

Table 215: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 860	N/A	N/A	Bluetooth

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 216: B&O Cisco 950 Features

Feature	USB	USB Adapter	Bluetooth
Answer calls	No	No	Yes
Hold/resume calls	No	No	No
Mute/unmute calls	No	No	Yes*
Volume control	No	No	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	N/A	No	N/A

*—The headset mute status doesn't sync with the phone.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Wireless Phone 840 and 860.

Table 217: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can make basic calls on the Cisco Wireless Phone 840 and 860 through a Bluetooth connection. However, full headset support isn't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980:

Table 218: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later

Table 219: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	Bluetooth
Cisco Wireless Phone 860	N/A	N/A	Bluetooth

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 220: B&O Cisco 980 Features

Feature	USB	USB Adapter	Bluetooth
Answer calls	No	No	Yes
Hold/resume calls	No	No	No
Mute/unmute calls	No	No	Yes*
Volume control	No	No	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	N/A	No	N/A

*—The headset mute status doesn't sync with the phone.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Wireless Phone 840 and 860.

Table 221: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

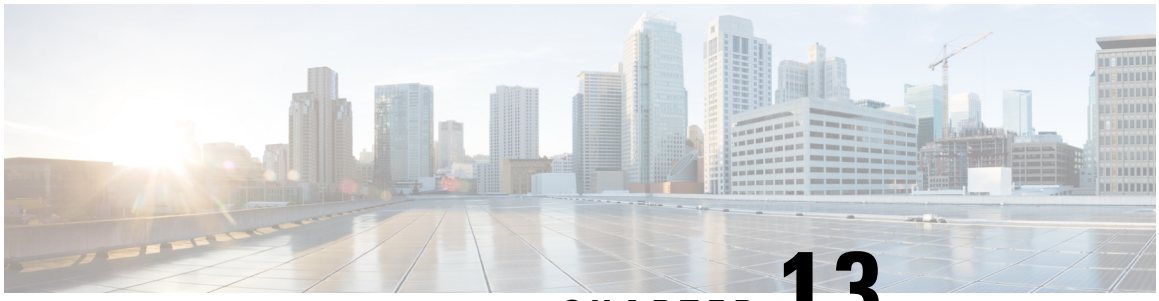
Related Documentation

Use the following sections to obtain related information.

Cisco Wireless Phone 840 and 860 documentation

You can locate publications that are specific to your language, phone model, and call control system from the product support page for the Cisco Wireless Phone.

You can also access the Cisco Wireless Phone 840 and 860 Deployment Guide from the product support page.



CHAPTER 13

Cisco Accessory Hub

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 320 Series.

Table 222: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	Headset firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 223: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 224: Cisco Headset 320 Series Features

Feature	USB
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Cisco Headset 320 Series serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 225: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 520 Series.

Table 226: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset firmware 2.3(1) or later

Table 227: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 228: Cisco Headset 520 Series Features

Feature	USB
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Cisco Headset 520 Series serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 229: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 530 Series.

Table 230: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset firmware 2.3(1) or later

Table 231: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 232: Cisco Headset 530 Series Features

Feature	USB
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Cisco Headset 530 Series serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 233: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 560 Series.

Table 234: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset firmware 2.3(1) or later

Table 235: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 236: Cisco Headset 560 Series Features

Feature	USB
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Adjust dock event	Yes
Adjust wireless always on	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Cisco Headset 560 Series serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 237: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Cisco Accessory Hub through a USB connection, the USB Adapter, or native Bluetooth.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 720 Series.

Table 238: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Headset firmware 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 239: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB USB Adapter Bluetooth

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 240: Cisco Headset 720 Series Features

Feature	USB	USB Adapter	Bluetooth
Adjust sidetone	Yes	Yes	Yes
Adjust equalizer	Yes	Yes	Yes
Adjust voice activated microphones	Yes	Yes	Yes
Adjust dock event	Yes	Yes	Yes
Adjust multifunction button	Yes	Yes	Yes
Configure in-ear notifications	Yes	Yes	Yes
Configure preferred language	Yes	Yes	Yes
Customize headset name	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrades	Yes*	No	No
USB Adapter upgrades	N/A	Yes*	N/A

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Cisco Headset 720 Series serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 241: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*

Feature	Availability
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco Accessory Hub through a USB connection, the USB Adapter, or native Bluetooth.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 730.

Table 242: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Headset firmware 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 243: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB USB Adapter Bluetooth

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 244: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Adjust sidetone	Yes	Yes	Yes
Adjust equalizer	Yes	Yes	Yes
Adjust Active Noise Cancellation	Yes	Yes	Yes
Adjust voice activated microphones	Yes	Yes	Yes
Adjust dock event	Yes	Yes	Yes

Feature	USB	USB Adapter	Bluetooth
Configure in-ear notifications	Yes	Yes	Yes
Configure preferred language	Yes	No	No
Customize headset name	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrades	Yes*	No	No
USB Adapter upgrades	N/A	Yes*	N/A

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Cisco Headset 730 serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 245: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 earbuds can connect to the Cisco Accessory Hub through the USB Adapters or native Bluetooth.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Bang & Olufsen Cisco 950.

Table 246: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	Earbud firmware 5.1.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-74 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 247: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Minimum Accessory Hub App version 2.2.0.162	USB Adapter Bluetooth

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 248: Bang & Olufsen Cisco 950 Features

Feature	USB Adapter	Bluetooth
Adjust sound modes	Yes	Yes
Adjust transparency mode	Yes	Yes
Adjust Adaptive Active Noise Cancellation	Yes	Yes
Enable wind guard	Yes	Yes
Configure in-ear notifications	Yes	Yes
Configure preferred language	No	Yes
Customize earbud name	Yes	Yes
Configure automatic standby	Yes	Yes
Touch gesture customization	Yes	Yes
Factory reset	Yes	Yes
Earbud upgrade	N/A	Yes*
USB Adapter upgrade	Yes*	N/A

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Bang & Olufsen Cisco 950 serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 249: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco Accessory Hub through a USB connection, the USB Adapter, or native Bluetooth.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Bang & Olufsen Cisco 980.

Table 250: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	Firmware 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-74 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 251: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Minimum Accessory Hub App version 2.2.0.162	USB USB Adapter Bluetooth

The following table lists the available headset features in the Cisco Accessory Hub desktop app.

Table 252: Bang & Olufsen Cisco 980 Features

Feature	USB	USB Adapter	Bluetooth
Adjust sound modes	Yes	Yes	Yes
Adjust transparency mode	Yes	Yes	Yes
Adjust Adaptive Active Noise Cancellation	Yes	Yes	Yes
Enable wind guard	Yes	Yes	Yes
Configure in-ear notifications	Yes	Yes	Yes
Configure preferred language	Yes	No	No
Customize headset name	Yes	Yes	Yes

Feature	USB	USB Adapter	Bluetooth
Configure automatic standby	Yes	Yes	Yes
Configure voice assistant	Yes	Yes	Yes
Touch gesture customization	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrade	Yes*	N/A	No
USB Adapter upgrade	N/A	Yes*	N/A

*This feature is also available on the Cisco Accessory Hub web app.

The following table lists the available Bang & Olufsen Cisco 980 serviceability features in Control Hub through the Cisco Accessory Hub desktop app.

Table 253: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Log Collection	No
Inventory	Yes*
Headset Metrics	No

*This feature is available once end user signs into the Cisco Accessory Hub desktop app.

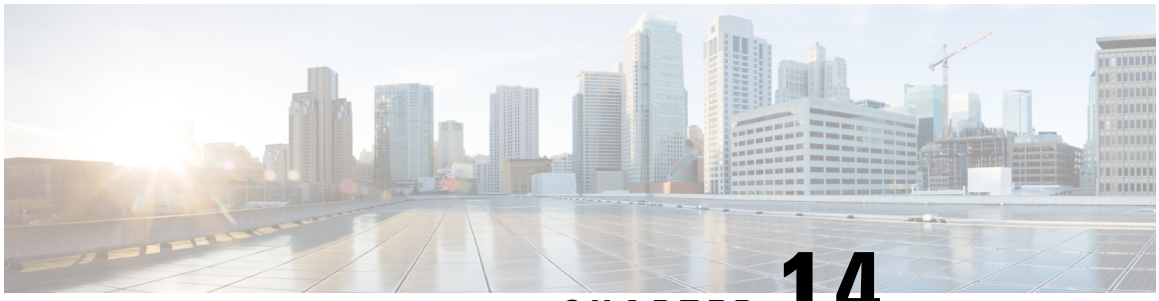
Related Documentation

Use the following sections to obtain related information.

Cisco Accessory Hub Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:

https://help.webex.com/en-us/landing/ld-n0oaq5cb-Headsets



CHAPTER 14

Cisco Jabber

- Cisco Headset 320 Series, on page 135
- Cisco Headset 520 Series, on page 137
- Cisco Headset 530 Series, on page 139
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- Bang & Olufsen Cisco 950, on page 148
- Bang & Olufsen Cisco 980, on page 148
- Related Documentation, on page 150

Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to Cisco Jabber through the USB connector.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the Cisco Headset 320 Series.

Table 254: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 255: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 14.0.3	Jabber version 14.1 or later	USB
Cisco Jabber Mobile	N/A	N/A	N/A
Cisco Jabber for Windows 32-bit VDI	Jabber version 14.0.3	Jabber version 14.1 or later	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows 64-bit VDI	Jabber version 14.0.3	Jabber version 14.1 or later	USB
Cisco Jabber for Linux VDI	Jabber version 14.0.3	Jabber version 14.0 or later	USB

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 256: Cisco Headset 320 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 257: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	No
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

Feature	Minimum Firmware	Availability
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Headset Metrics	N/A	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Jabber through the USB connector.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the Cisco Headset 520 Series.

Table 258: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 259: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.0 or later	Jabber version 12.6MR or later	USB 3.5 mm
Cisco Jabber Mobile	N/A	N/A	3.5 mm
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB 3.5 mm
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB 3.5 mm

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB 3.5 mm

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 260: Cisco Headset 520 Series Features

Feature	3.5 mm	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	Yes
Adjust microphone gain	No	Yes
Adjust equalizer	No	Yes
Reset settings	No	Yes
Headset upgrades	No	Yes*

*—You need Headset Firmware 2.3 or later to upgrade the Cisco Headset 530 Series on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 261: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later*	Yes
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

Feature	Minimum Firmware	Availability
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Headset Metrics	N/A	No

*—If you have Unified CM 11.5(1)SU7 or later, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the Cisco Headset 500 Series Administration Guide for more information.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco Jabber through the USB connector.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the Cisco Headset 530 Series.

Table 262: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 263: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.0 or later	Jabber version 12.6MR or later	USB
Cisco Jabber Mobile	N/A	N/A	N/A
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 264: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*—You need Headset Firmware 2.3 or later to upgrade the Cisco Headset 530 Series on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 265: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later*	Yes
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

Feature	Minimum Firmware	Availability
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Headset Metrics	N/A	No

*—If you have Unified CM 11.5(1)SU7 or later, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the Cisco Headset 500 Series Administration Guide for more information.

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco Jabber through the USB cable.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the Cisco Headset 560 Series.

Table 266: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 267: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.5 or later	Jabber version 12.7MR	USB
Cisco Jabber Mobile	N/A	N/A	N/A
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 268: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 269: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later*	Yes
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

Feature	Minimum Firmware	Availability
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Inventory	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes
Headset Metrics	N/A	No

*—If you have Unified CM 11.5(1)SU7 or later, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the Cisco Headset 500 Series Administration Guide for more information.

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to Cisco Jabber through USB or with Bluetooth.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the Cisco Headset 720 Series.

Table 270: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 271: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.9	Jabber version 14.1 or later	USB USB Adapters Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber Mobile	Jabber version 12.9	Jabber version 14.1 or later	Bluetooth
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 14.1 or later	USB USB Adapters Bluetooth
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 14.1 or later	USB USB Adapters Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.1 or later	USB USB Adapters

The following table lists the available headset features on Cisco Jabber.

Table 272: Cisco Headset 720 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	Yes*
Volume control	Yes	Yes	Yes*
Presence LED Light sync	No	No	No
Adjust sidetone	Yes	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	Yes	No	No
Headset upgrades	Yes	No	No
USB Adapter upgrades	N/A	Yes	N/A

*—Cisco Headset 720 call controls aren't available through Bluetooth on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 273: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later*	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	No
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	No
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapters
Inventory	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapters
Headset Metrics	N/A	N/A	N/A

*—If you have Unified CM 11.5(1)SU6 or later, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See Cisco Headset Administration for more information.

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco Jabber through USB or with Bluetooth.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the Cisco Headset 730.

Table 274: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-1-59
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 275: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.9	Jabber version 14.0 or later	USB USB Adapters Bluetooth
Cisco Jabber Mobile	Jabber version 12.9	Jabber version 14.0 or later	Bluetooth
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 14.0 or later	USB USB Adapters Bluetooth
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 14.0 or later	USB USB Adapters Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB USB Adapters

The following table lists the available headset features on Cisco Jabber.

Table 276: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	Yes*
Volume control	Yes	Yes	Yes*

Feature	USB	USB Adapters	Bluetooth
Presence LED Light sync	Yes	No	Yes*
Adjust sidetone	Yes	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	Yes	No	No
Reset settings	Yes	No	No
Headset upgrades	Yes	No	No
USB Adapter upgrades	N/A	Yes	N/A

*—Cisco Headset 730 call controls aren't available through Bluetooth on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 277: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later*	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapters
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapters
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapters

Feature	Minimum Firmware	Recommended Firmware	Availability
Inventory	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapters
Headset Metrics	N/A	N/A	N/A

*—If you have Unified CM 11.5(1)SU6 or later, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the Cisco Headset Administration for more information.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 doesn't officially support the Cisco Jabber.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to Cisco Jabber through USB or with Bluetooth.

The following tables contain information on the minimum Cisco Jabber and headset firmware versions that support the B&O Cisco 980.

Table 278: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 279: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 14.1	Jabber version 14.1	USB USB Adapters Bluetooth
Cisco Jabber Mobile	Jabber version 14.1	Jabber version 14.1	Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows 32-bit VDI	Jabber version 14.1	Jabber version 14.1	USB USB Adapters Bluetooth
Cisco Jabber for Windows 64-bit VDI	Jabber version 14.1	Jabber version 14.1	USB USB Adapters Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.1	Jabber version 14.1	USB USB Adapters

The following table lists the available headset features on Cisco Jabber.

Table 280: B&O Cisco 980 Features

Feature	USB	USB Adapter	Bluetooth
Answer calls	Yes	Yes	Yes*
Hold/resume calls	No	No	No
Mute/unmute calls	Yes	Yes	Yes*
Volume control	Yes	Yes	Yes*
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	N/A	Yes	N/A

*—Headset controls aren't available through Bluetooth on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

Table 281: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Remote Configuration	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Log Collection	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Inventory	Unified CM 12.5(1)SU1 or later	Unified CM 12.5(1)SU3 or later	No
Headset Metrics	N/A	N/A	N/A

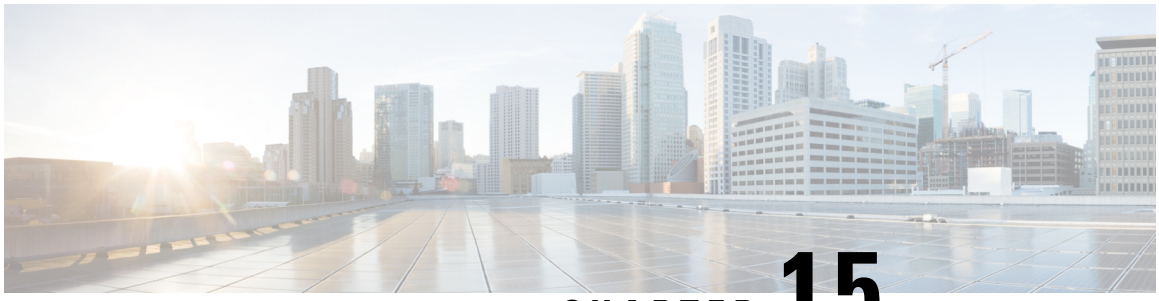
Related Documentation

Use the following sections to obtain related information.

Cisco Jabber Documentation

Refer to publications that are specific to your language and Jabber version. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/web/jabber.html



CHAPTER 15

Webex App

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Webex App through any USB connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the Cisco Headset 320 Series.

Table 282: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 283: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB
Webex App Linux VDI	Latest Webex App version	Latest Webex App version	USB

The following table lists the available headset features on the Webex App.

Table 284: Cisco Headset 320 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Webex button	Yes*
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

*Webex button isn't available on the 320 Series for Microsoft Teams.

The following table lists the available Cisco Headset 320 Series serviceability features on Control Hub through the Webex App.

Table 285: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	Yes
Headset Metrics	Yes

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Webex App through any USB connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the Cisco Headset 520 Series.

Table 286: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.3(1) or later to use the Cisco Headset 520 Series with the Webex App for Linux VDI.

Table 287: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB
Webex App for Linux VDI	Latest Webex App version	Latest Webex App version	USB

The following table lists the available headset features on the Webex App.

Table 288: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes*
Mute/unmute calls	Yes
Volume control	Yes
Webex button	No
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 520 Series serviceability features on Control Hub through the Webex App.

Table 289: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	Yes
Headset Metrics	Yes

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Webex App through any USB connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the Cisco Headset 530 Series.

Table 290: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.3(1) or later to use the Cisco Headset 530 Series with the Webex App for Linux VDI machines.

Table 291: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB
Webex App Linux VDI	Latest Webex App version	Latest Webex App version	USB

The following table lists the available headset features on the Webex App.

Table 292: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes*

Feature	USB
Mute/unmute calls	Yes
Volume control	Yes
Webex button	No
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 530 Series serviceability features on Control Hub through the Webex App.

Table 293: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	Yes
Headset Metrics	Yes

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Webex App through any USB connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the Cisco Headset 560 Series.

Table 294: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.3(1) or later to use the Cisco Headset 560 Series with the Webex App for Linux VDI machines.

Table 295: Cisco Webex Teams

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB
Webex App for Linux VDI	Latest Webex App version	Latest Webex App version	USB

The following table lists the available headset features on the Webex App.

Table 296: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes*
Mute/unmute calls	Yes
Volume control	Yes
Webex button	No
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 560 Series serviceability features on Control Hub through the Webex App.

Table 297: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	Yes

Feature	Availability
Headset Metrics	Yes

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Webex App through a USB or Bluetooth connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the Cisco Headset 720 Series.

Table 298: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset 720 Series for Microsoft Teams	Cisco Headset 720 Series firmware version 1-11-0-208 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-50 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 299: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB USB Adapters Bluetooth
Webex App for Mac	Latest Webex App	Latest Webex App version	USB USB Adapters Bluetooth
Webex App for Linux VDI	N/A	N/A	N/A

The following table lists the available headset features on the Webex App.

Table 300: Cisco Headset 720 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes

Feature	USB	USB Adapters	Bluetooth
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Webex button	Yes**	Yes**	Yes**
Presence LED Light Sync	Yes	Yes	Yes
Adjust sidetone	Yes	Yes	Yes
Adjust microphone gain	Yes	Yes	Yes
Adjust equalizer	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrades	Yes	Yes*	Yes*
USB Adapter upgrades	N/A	Yes	N/A

*—You will receive a push notification if an upgrade is available but you need the USB cable to complete the upgrade.

**—Webex button isn't available on the 720 Series for Microsoft Teams.

The following table lists the available Cisco Headset 720 serviceability features on Control Hub through the Webex App.

Table 301: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes (USB only)
Log Collection	Yes
Inventory	Yes
Headset Metrics	Yes

Cisco Headset 730

The Cisco Headset 730 can connect to the Webex App through any USB or Bluetooth connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the Cisco Headset 730.

Table 302: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-8-0-213 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 303: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB USB Adapters Bluetooth
Webex App for Mac	Latest Webex App	Latest Webex App version	USB USB Adapters Bluetooth
Webex App for Linux VDI	N/A	N/A	N/A

The following table lists the available headset features on the Webex App.

Table 304: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Webex button	No	No	No
Presence LED Light Sync	Yes	Yes	Yes
Adjust sidetone	Yes	Yes	Yes
Adjust microphone gain	Yes	Yes	Yes
Adjust equalizer	Yes	Yes	Yes
Adjust Active Noise Cancellation	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes

Feature	USB	USB Adapters	Bluetooth
Headset upgrades	Yes	Yes*	Yes*
USB Adapter upgrades	N/A	Yes	N/A

*—You will receive a push notification if an upgrade is available but you need the USB cable to complete the upgrade.

The following table lists the available Cisco Headset 730 serviceability features on Control Hub through the Webex App.

Table 305: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes (USB only)
Log Collection	Yes
Inventory	Yes
Headset Metrics	Yes

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Webex App through USB Adapters or Bluetooth connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the B&O Cisco 950.

Table 306: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.2.1 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 307: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB Adapters Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB Adapters Bluetooth
Webex App for Windows, Mac, and Linux VDI	Latest Webex App version	Latest Webex App version	USB Adapters Bluetooth

The following table lists the available headset features on the Webex App.

Table 308: Bang & Olufsen Cisco 950 Features

Feature	USB Adapters	Bluetooth
Answer calls	Yes	Yes
Mute calls	Yes	Yes
Webex button	No	No
Volume control	Yes	Yes
Adjust Own Voice/Transparency	Yes	Yes
Adjust microphone gain	Yes	Yes
Adjust Sound Modes	Yes	Yes
Adjust Active Noise Cancellation	Yes	Yes
Reset settings	Yes	Yes
Headset upgrades	Yes	Yes
USB Adapter upgrades	Yes	—

The following table lists the available B&O Cisco 950 serviceability features on Control Hub through the Webex App.

Table 309: Control Hub Serviceability Features

Feature	Availability
Remote Configuration	Yes (View only)
Remote Firmware Upgrade	Yes
Log Collection	No
Inventory	Yes
Headset Metrics	Yes

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Webex App through any USB or Bluetooth connection.

The following tables contain information on the minimum Webex App and headset firmware versions that support the B&O Cisco 980.

Table 310: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.38 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 311: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB USB Adapters Bluetooth
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB USB Adapters Bluetooth
Webex App for Windows, Mac, and Linux VDI	Latest Webex App version	Latest Webex App version	USB USB Adapters Bluetooth

The following table lists the available headset features on the Webex App.

Table 312: Bang & Olufsen Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer calls	Yes	Yes	Yes
Mute calls	Yes	Yes	Yes
Webex button	No	No	No
Volume control	Yes	Yes	Yes

Feature	USB	USB Adapters	Bluetooth
Adjust Own Voice/Transparency	Yes	Yes	Yes
Adjust microphone gain	Yes	Yes	Yes
Adjust Sound Modes	Yes	Yes	Yes
Adjust Active Noise Cancellation	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrades	Yes	No	No
USB Adapter upgrades	N/A	Yes	N/A

The following table lists the available B&O Cisco 980 serviceability features on Control Hub through the Webex App.

Table 313: Control Hub Serviceability Features

Feature	Availability
Remote Configuration	Yes (View only)
Remote Firmware Upgrade	Yes (USB only)
Log Collection	No
Inventory	Yes (Bluetooth, USB, and USB Adapters)
Headset Metrics	Yes (Bluetooth, USB, and USB Adapters)

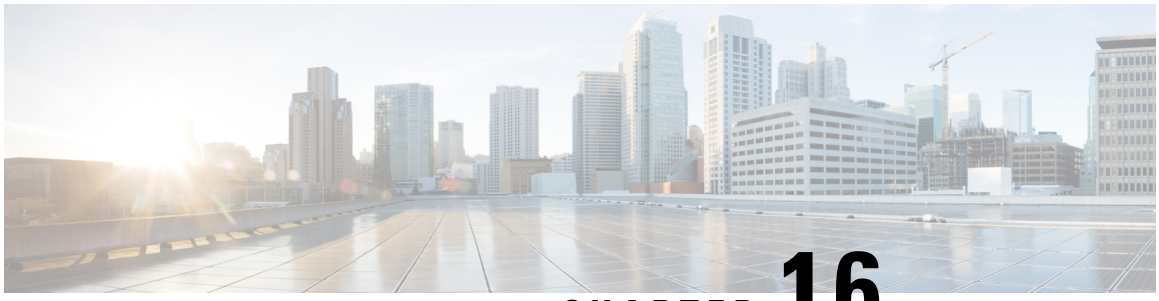
Related Documentation

Use the following sections to obtain related information.

Cisco Webex Help Center

For support articles for Webex products, go to the following URL:

https://help.webex.com/



CHAPTER 16

Cisco Webex Meetings

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to Webex Meetings through any USB connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the Cisco Headset 320 Series.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 314: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6 or later

Table 315: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 316: Cisco Headset 320 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 320 Series serviceability features on Control Hub through Webex Meetings.

Table 317: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Webex Meetings through any USB connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the Cisco Headset 520 Series.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 318: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

Table 319: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Cisco Webex Meetings	Latest version of Cisco Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 320: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 520 Series serviceability features on Cisco Webex Control Hub through Cisco Webex Meetings.

Table 321: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco Webex Meetings through any USB connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the Cisco Headset 530 Series.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 322: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

Table 323: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 324: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 530 Series serviceability features on Cisco Webex Control Hub through Webex Meetings.

Table 325: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco Webex Meetings through the USB cable.

The following tables contain information on the minimum Webex and headset firmware versions that support the Cisco Headset 560 Series.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 326: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.0(1) or later

Table 327: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 328: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 560 Series serviceability features on Cisco Webex Control Hub through Cisco Webex Meetings.

Table 329: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to Webex Meetings through a USB or Bluetooth connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the Cisco Headset 720 Series.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 330: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset 720 Series for Microsoft Teams	Cisco Headset 720 Series firmware version 1-11-0-208 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-50 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 331: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB USB Adapters Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 332: Cisco Headset 720 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	N/A	N/A	N/A
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	Yes	Yes	Yes
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

The following table lists the available Cisco Headset 720 serviceability features on Control Hub through Webex Meetings.

Table 333: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to Webex Meetings through any USB or Bluetooth connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the Cisco Headset 730.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 334: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 335: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB USB Adapters Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 336: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	N/A	N/A	N/A
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	Yes	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	Yes	Yes	Yes
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

The following table lists the available Cisco Headset 730 serviceability features on Control Hub through Webex Meetings.

Table 337: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to Webex Meetings through the USB Adapters or Bluetooth connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the B&O Cisco 950.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 338: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 339: Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest Webex Meetings version	Latest Webex Meetings version	USB Adapters Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 340: B&O Cisco 950 Features

Feature	USB Adapters	Bluetooth
Answer and end calls	—	—
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	Yes	Yes
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	No

The following table lists the available B&O Cisco 950 serviceability features on Webex Control Hub through Webex Meetings.

Table 341: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to Webex Meetings through a USB or Bluetooth connection.

The following tables contain information on the minimum Webex and headset firmware versions that support the B&O Cisco 980.

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 342: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 343: Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest Webex Meetings version	Latest Webex Meetings version	USB USB Adapters Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 344: B&O Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	—	—	—
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	Yes	Yes	Yes
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

The following table lists the available B&O Cisco 980 serviceability features on Webex Control Hub through Webex Meetings.

Table 345: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No

Feature	Availability
Log Collection	No
Inventory	No
Headset Metrics	No

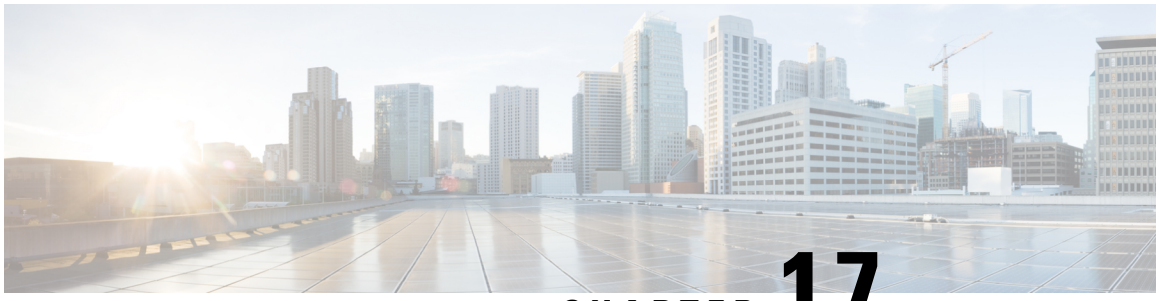
Related Documentation

Use the following sections to obtain related information.

Cisco Webex Help Center

For support articles for Webex products, go to the following URL:

https://help.webex.com/



CHAPTER 17

Cisco UC-One

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Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco UC-One through any USB connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 520 Series.

Table 346: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

Table 347: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco UC-One	UC-One version 22.9 or later	UC-One version 22.9 or later	USB

The following table lists the available headset features on Cisco UC-One.

Table 348: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes

Feature	USB
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco UC-One through any USB connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 530 Series.

Table 349: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

Table 350: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco UC-One	UC-One version 22.9 or later	UC-One version 22.9 or later	USB

The following table lists the available headset features on Cisco UC-One.

Table 351: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No

Feature	USB
Reset settings	No
Headset upgrades	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco UC-One through any USB connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 560 Series.

Table 352: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later

Table 353: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco UC-One	UC-One version 22.9 or later	UC-One version 22.9 or later	USB

The following table lists the available headset features on Cisco UC-One.

Table 354: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco UC-One through a USB or Bluetooth connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 730.

Table 355: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-6-0-150 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 356: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco UC-One	UC-One version 22.9 or later	UC-One version 22.9 or later	USB USB Adapters Bluetooth

The following table lists the available headset features on Cisco UC-One.

Table 357: Cisco Headset 730 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No

Feature	USB	USB Adapters	Bluetooth
USB Adapter upgrades	No	No	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can make basic calls through Cisco UC-One through a USB or Bluetooth connection. However, full headset support isn't available at this time.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 980.

Table 358: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 359: Compatible Devices and Soft Clients

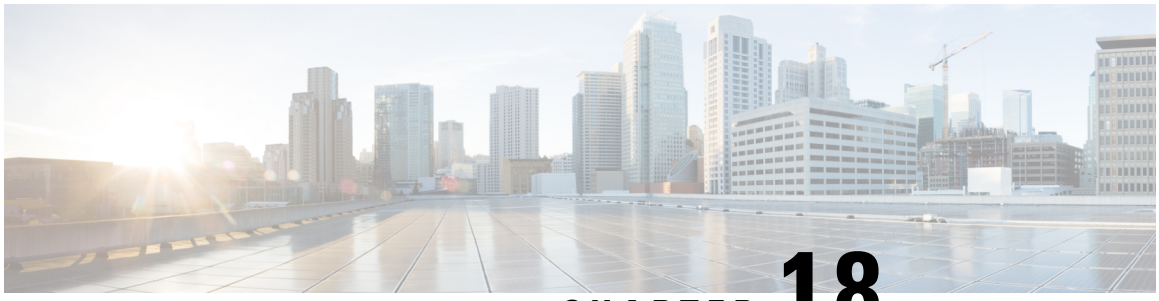
Model	Minimum Firmware	Recommended Firmware	Connection
Cisco UC-One	UC-One version 22.9 or later	UC-One version 22.9 or later	USB USB Adapters Bluetooth

The following table lists the available headset features on Cisco UC-One.

Table 360: B&O Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer calls	No	No	No
Mute/unmute calls	No	No	No
Volume control	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No

Feature	USB	USB Adapters	Bluetooth
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No



CHAPTER 18

Microsoft Teams

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Cisco Headset 320 Series

Cisco offers a dedicated Cisco Headset 320 Series model certified for use with Microsoft Teams. The Cisco Headset 320 Series can connect to Microsoft Teams through any USB connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 320 Series.

Note While the Webex version of the 320 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 361: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later
Cisco Headset 320 Series for Microsoft Teams	320 Series firmware 1-1-0002-6

Table 362: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

Table 363: Cisco Headset 320 Series Features

Feature	Webex version	Microsoft Teams certified version
Answer and end calls	Yes	Yes
Hold/resume calls	Yes*	Yes
Mute/unmute calls	Yes*	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No

*This feature is only available on Microsoft Teams for Windows 11.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Microsoft Teams through any USB connection.

The following tables contain information on the minimum Teams and headset firmware versions that support the Cisco Headset 520 Series.

Note While the 520 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 364: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.3(1) or later

Table 365: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

Table 366: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Microsoft Teams through any USB connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 530 Series.

Note While the 530 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 367: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.3(1) or later

Table 368: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

Table 369: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Microsoft Teams through any USB connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 560 Series.

Note While the 560 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 370: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.3(1) or later

Table 371: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

Table 372: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

Cisco Headset 720 Series

Cisco offers a dedicated Cisco Headset 720 Series model certified for use with Microsoft Teams. The Cisco Headset 720 Series can connect to Microsoft Teams through a USB or Bluetooth connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 720 Series.

Note While the Webex version of the 720 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 373: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 firmware version 1-12-0-154 or later
Cisco Headset 720 Series for Microsoft Teams	Cisco Headset 720 firmware version 1-11-0-196
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 374: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB USB Adapter* Bluetooth

Although USB, USB Adapter and Bluetooth are compatible with MS Teams, the 720 Series Teams model is only certified for MS Teams with the USB Adapter connection.

The following table lists the 720 Webex version headset features on Microsoft Teams.

Table 375: Cisco Headset 720 Features (Webex version)

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	No
Volume control	Yes	Yes	No
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

*This feature is only available on Microsoft Teams for Windows 11.

The following table lists the 720 Microsoft Teams certified version headset features on Microsoft Teams.

Table 376: Cisco Headset 720 Features (Microsoft Teams Certified version)

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	No

Feature	USB	USB Adapters	Bluetooth
Volume control	Yes	Yes	No
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

*This feature is only available on Microsoft Teams for Windows 11.

Cisco Headset 730

The Cisco Headset 730 can connect to Microsoft Teams through USB or Bluetooth connection.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 730.

Note While the 730 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 377: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 378: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB USB Adapter Bluetooth

The following table lists the available headset features on Microsoft Teams.

Table 379: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	No
Volume control	Yes*	Yes	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No

*This feature is only available on Microsoft Teams for Windows 11.

Bang & Olufsen Cisco 950

Cisco offers a dedicated Bang & Olufsen Cisco 950 model certified for use with Microsoft Teams. The B&O Cisco 950 models can connect to Microsoft Teams through a USB Adapter Bluetooth connection.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 950 models.

Note While the Webex/UC model of the 950 works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 380: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950 certified for Microsoft Teams	B&O Cisco 950 firmware version 5.2.1 or later
Bang & Olufsen Cisco 950 certified for Webex/UC	B&O Cisco 950 firmware version 5.2.1 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 381: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
New Microsoft Teams	Latest version of the New Microsoft Teams	Latest version of the New Microsoft Teams	USB Adapters Bluetooth

The following table lists the 950 Microsoft Teams Certified version headset features on Microsoft Teams.

Table 382: Bang & Olufsen Cisco 950 Features (Microsoft Teams Certified version)

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes*
Mute/unmute calls	Yes	No
Microsoft Teams Short Control	Yes	No
Microsoft Teams Long Control	Yes	No
Volume control	Yes	No
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	No

*This feature is only available on Microsoft Teams for Windows 11.

Note The Microsoft Teams certified experience requires using the B&O Cisco 950 Microsoft Teams model connected through a Cisco USB Adapter.

The following table lists the 950 Webex/UC version headset features on Microsoft Teams.

Table 383: Bang & Olufsen Cisco 950 Features (Webex/UC version)

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes*
Mute/unmute calls	Yes	No
Volume control	No	No

Feature	USB Adapters	Bluetooth
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No

*This feature is only available on Microsoft Teams for Windows 11.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to Microsoft Teams through a USB or Bluetooth connection.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 980.

Note While B&O Cisco 980 works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

Table 384: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.38 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 385: Compatible Devices and Soft Clients

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB USB Adapters Bluetooth

The following table lists the available headset features on Microsoft Teams.

Table 386: Bang & Olufsen Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	No	Yes*
Mute/unmute calls	Yes	Yes	No
Volume control	Yes*	Yes*	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No

*This feature is only available on Microsoft Teams for Windows 11.