

## Cisco Headset 500 Series



The Cisco Headset 500 Series is a professional range of headsets designed for Cisco IP Phones and soft clients.

These headsets are optimized for workers in open work spaces so they can be more productive with vibrant audio, powerful noise isolation and exceptional comfort.

### Product Overview

The Cisco® Headset 500 Series delivers surprisingly vibrant sound for open workspaces. Now users can stay focused in noisy environments with rich sound, exceptional comfort, and proven reliability. This wired series of headsets (Figure 1) offers a lightweight form factor that is comfortable to wear, even for an entire workday. It's designed for workers who spend a lot of time collaborating in contact centers and open workspaces.

The Cisco Headset 500 Series offers:

- Premium sound in a sleek form factor
- Powerful noise isolation with unidirectional microphones that are designed to hone in on the user's voice and simultaneously minimize background noise
- Proven reliability: These headsets support Cisco IP phones, Cisco DX Series endpoints, and Cisco soft clients
- Lightweight comfort that is ideal for extended wear

Use the Cisco Headset 500 Series with the USB headset adapter for an enhanced experience, including automatic software upgrades, in-call presence indicator, and audio customizations that allow you to adjust how you hear the far end and how they hear you.

**Figure 1.** Cisco Headset 500 Series



## Features and benefits

**Table 1.** Features and benefits

Feature	Description
<b>Premium audio and noise isolation</b>	The microphone is exceptional at capturing wide bandwidth sound, with little signal noise and low distortion. It is composed of a high-quality electret capsule and unique housing design. The capsules orientation in the microphone housing creates a short acoustic path, which provides maximum acoustic sensitivity (best voice reception) and balanced noise reduction. The optimized microphone capsule and housing create clean and natural sound with reduced background noise so the user's voice can be clearly heard.
<b>Lightweight and ergonomic design</b>	Built with comfort in mind, these headsets are designed to be delightful to wear for extended periods of time and to reduce head fatigue. They feature quality materials, including multiaxial ear cups.
<b>Advanced ear cup design</b>	Creates a full and rich sound that makes collaboration easier and music more enjoyable. The ear cups feature efficient acoustic transducers and integrations.
<b>Quick disconnect cabling options</b>	Easily plug and unplug the headset as needed during shift changes or breaks.
<b>Enhanced capabilities enabled by the USB headset adapter</b>	Use this optional accessory to connect the headset to Cisco IP phones, Cisco DX endpoints, Cisco Jabber <sup>®</sup> , Cisco WebEx <sup>®</sup> , and Cisco Spark <sup>™</sup> . It offers a more enhanced experience with: <ul style="list-style-type: none"> <li>• In-call indicators: LED(s) on ear plate</li> <li>• Simplified call controls</li> <li>• Customized audio</li> </ul>
<b>Test and adjust microphone (record, playback, gain)*</b>	The microphone test removes the guesswork associated with tuning microphone gain levels by enabling users to record themselves speaking in their work environment and then play the recordings back.
<b>Audio shaping*</b>	This feature enables users to get the best phonic experience by shaping the inbound audio.

\* Feature requires USB headset adapter and a supported Cisco IP phone

## Platform support

**Table 2.** Platform support

Product family	Supported connections and additional information	Supported software version
Cisco IP Phone 6841	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 6851	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 7821	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 7841	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 7861	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 7945G	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 7965G	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 7975G	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8811	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8841	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8845	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8851	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8851	USB	12.1 (or later)
Cisco IP Phone 8861	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8861	USB	12.1 (or later)
Cisco IP Phone 8865	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8865	USB	12.1 (or later)
Cisco IP Phone 8865NR	RJ9	All phone loads posted on Cisco.com
Cisco IP Phone 8865NR	USB	12.1 (or later)
Cisco DX70	USB	CE 9.3 (or later)
Cisco DX80	USB	CE 9.3 (or later)
Cisco Jabber (Mac)	USB	12.0 (or later)
Cisco Jabber (Windows)	USB	12.0 (or later)
Cisco Jabber (VXME for Windows)	USB	12.0 (or later)
Cisco Jabber (Mac)	USB	12.0 (or later)
Cisco Spark (Mac)	USB	Current
Cisco Spark (Windows)	USB	Current
Cisco WebEx	RJ9, USB	Current
Cisco Unified Communications Manager	Required for automatic software updates on USB headset adapter	All supported versions (10.5 or later)

## Product specifications

**Table 3.** Product specifications

Headset detail	
Connectivity options	PC, Mac, Cisco IP phone, DX endpoint (see Platform Support above)
Hearing protection	Yes (requires USB headset adapter) Acoustic spike protection from sounds to over 118 dB
Microphone type	Electret condenser/ECM
Microphone directionality	Unidirectional
Microphone frequency response	150 to 6800 Hz
Speaker impedance	~90 ohms
Earpiece bandwidth	50 Hz to 18 kHz
Maximum sound pressure	118db SPL(A) (requires headset adapter)
In-call presence indicator on ear plate	LED on each ear plate (requires USB headset adapter)

## Ordering information

The Cisco Headset 500 Series is available. To order, please visit [the Cisco Ordering Home Page](#).

**Table 4.** Ordering information

Part number	Product description
CP-HS-W-531-RJ=	Cisco Headset 531 (Wired Single with Quick Disconnect coiled RJ Headset Cable)
CP-HS-W-532-RJ=	Cisco Headset 532 (Wired Dual with Quick Disconnect coiled RJ Headset Cable)
CP-HS-W-531-USBA=	Cisco Headset 531 (Wired Single with USB Headset Adapter)
CP-HS-W-532-USBA=	Cisco Headset 532 (Wired Dual with USB Headset Adapter)
CP-HS-W-USBA=	Cisco USB Headset Adapter (optional accessory)
CP-HS-W-RJ=	Cisco QD RJ Headset Cable (optional accessory)

## Warranty information

The Cisco Headset 500 Series has a 2-year limited liability warranty.

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## For more information

Amplify the headset experience with the Cisco Headset 500 Series. Enjoy a reliable experience with Cisco IP phones and soft clients.

For additional information, visit <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html>.




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