



Cisco Headset Compatibility Guide

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CONTENTS

CHAPTER 1

Introduction 1

About this Guide 1

Terminology 1

CHAPTER 2

Cisco IP Phone 6800 Series 3

Cisco Headset 520 Series 3

Cisco Headset 530 Series 4

Cisco Headset 560 Series 6

Cisco Headset 730 7

Related Documentation 9

Cisco IP Phone 6800 Series Documentation 9

CHAPTER 3

Cisco IP Phone 7800 Series 11

Cisco Headset 520 Series 11

Cisco Headset 530 Series 11

Cisco Headset 560 Series 12

Cisco Headset 730 15

Related Documentation 15

Cisco IP Phone 7800 Series Documentation 15

Cisco IP Phone 7800 Series Multiplatform Phones Documentation 15

CHAPTER 4

Cisco IP Phone 8800 Series 17

Cisco Headset 520 Series 17

Cisco Headset 530 Series 20

Cisco Headset 560 Series 23

Cisco Headset 730 26

Related Documentation	29
Cisco IP Phone 8800 Series Documentation	29
Cisco IP Phone 8800 Series Multiplatform Phones Documentation	29

CHAPTER 5	End-of-Life Cisco Unified IP Phones	31
	Cisco Headset 520 Series	31
	Cisco Headset 530 Series	31
	Cisco Headset 560 Series	32
	Cisco Headset 730	33
	Related Documentation	33
	Cisco Unified IP Phone 6900 Series Documentation	33
	Cisco Unified IP Phone 7900 Series Documentation	33
	Cisco Unified IP Phone 8900 Series Documentation	33

CHAPTER 6	Cisco SPA Series IP Phones	35
	Cisco Headset 520 Series	35
	Cisco Headset 530 Series	35
	Cisco Headset 560 Series	35
	Cisco Headset 730	35

CHAPTER 7	Cisco Webex Desk Series	37
	Cisco Headset 520 Series	37
	Cisco Headset 530 Series	38
	Cisco Headset 560 Series	40
	Cisco Headset 730	42
	Related Documentation	44
	Cisco Webex Desk Series Documentation	44

CHAPTER 8	Cisco Webex Wireless Phone 800 Series	45
	Cisco Headset 520 Series	45
	Cisco Headset 530 Series	46
	Cisco Headset 560 Series	46
	Cisco Headset 730	48
	Related Documentation	49

Cisco Webex Wireless Phone 800 Series Documentation 49

CHAPTER 9

Cisco Jabber 51

- Cisco Headset 520 Series 51
- Cisco Headset 530 Series 53
- Cisco Headset 560 Series 55
- Cisco Headset 730 57
- Related Documentation 59
 - Cisco Jabber Documentation 60

CHAPTER 10

Cisco Webex 61

- Cisco Headset 520 Series 61
- Cisco Headset 530 Series 62
- Cisco Headset 560 Series 64
- Cisco Headset 730 65
- Related Documentation 67
 - Cisco Webex Help Center 67

CHAPTER 11

Cisco Webex Meetings 69

- Cisco Headset 520 Series 69
- Cisco Headset 530 Series 70
- Cisco Headset 560 Series 71
- Cisco Headset 730 73
- Related Documentation 74
 - Cisco Webex Help Center 74

CHAPTER 12

Other Calling Devices 75

- Cisco Headset 520 Series 75
- Cisco Headset 530 Series 77
- Cisco Headset 560 Series 79
- Cisco Headset 730 81



CHAPTER 1

Introduction

- [About this Guide, on page 1](#)
- [Terminology, on page 1](#)

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 520 Series
- Cisco Headset 530 Series
- Cisco Headset 560 Series
- Cisco Headset 730

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>

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.



CHAPTER 2

Cisco IP Phone 6800 Series

- [Cisco Headset 520 Series, on page 3](#)
- [Cisco Headset 530 Series, on page 4](#)
- [Cisco Headset 560 Series, on page 6](#)
- [Cisco Headset 730, on page 7](#)
- [Related Documentation, on page 9](#)

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 1: Minimum Headset Firmware

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

Table 2: 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 3: 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

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

Table 4: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	No
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 5: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 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	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 7: 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 8: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	No

Feature	Availability
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 9: Minimum Headset Firmware

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

Table 10: 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	Multiplatform Phone Firmware 11.3(3)	Multiplatform Phone Firmware 11.3(3)	Y-Cable
Cisco IP Phone 6861	Multiplatform Phone Firmware 11.3(3)	Multiplatform Phone Firmware 11.3(3)	Y-Cable
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.

Note Local headset configuration features are only available on the Cisco IP Phone 6871.

Table 11: 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	Yes	Yes

*—You can't answer a second incoming call through your headset on the Cisco IP Phone 6851 and 6861.

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

Table 12: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	No
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 13: Minimum Headset Firmware

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

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	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 15: Cisco Headset 730 Features

Feature	3.5 mm	USB
Answer and end calls	No	No
Hold calls	No	No
Mute calls	No	No
Volume control	No	No
Presence LED Light Sync	No	No
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

Feature	3.5 mm	USB
USB Adapter upgrades	No	No

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

Table 16: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
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

- [Cisco Headset 520 Series, on page 11](#)
- [Cisco Headset 530 Series, on page 11](#)
- [Cisco Headset 560 Series, on page 12](#)
- [Cisco Headset 730, on page 15](#)
- [Related Documentation, on page 15](#)

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 17: 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 18: 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 19: Minimum Headset Firmware

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

Table 20: 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) Multiplatform firmware 11.3.(3) or later	On-Premises Firmware 12.5(1)SR3 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	On-Premises Firmware 12.5(1)SR2 or later (call control only) Multiplatform firmware 11.3.(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform firmware 11.3.(3) or later	Y-Cable
Cisco IP Phone 7861	On-Premises Firmware 12.5(1)SR2 or later (call control only) Multiplatform firmware 11.3.(3) or later	On-Premises Firmware 12.5(1)SR3 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.

Note Local headset configuration features are only available on Cisco IP Phone 7800 Series phones with On-premises firmware.

Table 21: 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	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

*—You can't answer a second incoming call through your headset on a multiplatform phone.

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

Table 22: 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
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	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

*—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 730

The Cisco Headset 730 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

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

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/index.html>

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 8800 Series

- [Cisco Headset 520 Series, on page 17](#)
- [Cisco Headset 530 Series, on page 20](#)
- [Cisco Headset 560 Series, on page 23](#)
- [Cisco Headset 730, on page 26](#)
- [Related Documentation, on page 29](#)

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 23: Minimum Headset Firmware

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

Table 24: 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
Cisco IP Phone 8841	N/A	N/A	N/A
Cisco IP Phone 8845	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8851	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	USB
Cisco IP Phone 8851NR	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	USB
Cisco IP Phone 8861	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	USB
Cisco IP Phone 8865	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	USB
Cisco IP Phone 8865NR	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	USB

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

Table 25: 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

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

Table 26: 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
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.

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

Table 27: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes

Feature	Availability
Inventory	No
Headset Metrics	No

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 28: Minimum Headset Firmware

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

Table 29: 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	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	RJ-9 USB
Cisco IP Phones 8851NR	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	RJ-9 USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8861	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	RJ-9 USB
Cisco IP Phone 8865	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	RJ-9 USB
Cisco IP Phone 8865NR	On-premises Firmware 12.1(1) or later Multiplatform Firmware 11.1(2) or later	On-premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.2(3) or later	RJ-9 USB

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

Table 30: 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

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

Table 31: 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
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.

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

Table 32: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes

Feature	Availability
Inventory	No
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 33: Minimum Headset Firmware

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

Table 34: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 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	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable
Cisco IP Phone 8845	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable Bluetooth (Multibase only)

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8851	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8851NR	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable USB
Cisco IP Phone 8861	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865NR	On-Premises Firmware 12.5(1)SR2 or later Multiplatform Firmware 11.2(3) or later	On-Premises Firmware 12.5(1)SR3 or later Multiplatform Firmware 11.3(1) or later	Y-Cable USB

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

Table 35: Cisco Headset 560 Series Features

Feature	Y-Cable	USB	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls*	Yes	Yes	Yes (Unified CM only)
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

Feature	Y-Cable	USB	Bluetooth
Headset upgrades	Yes	Yes	No

*—You can't answer a second incoming call through your headset on a multiplatform phone at this time.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 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 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
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	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

*—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.

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

Table 37: Multiplatform Phone Headset Serviceability Features

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

Cisco Headset 730

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



Note The Cisco Headset 730 does not support Cisco IP Phone 8800 Series Multiplatform Phones at this time.

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

Table 38: Minimum Headset Firmware

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

Table 39: 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	N/A
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	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 Adapter Bluetooth
Cisco IP Phone 8851NR	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapter
Cisco IP Phone 8861	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapter Bluetooth
Cisco IP Phone 8865NR	On-Premises Firmware 12.7(1) or later	On-Premises Firmware 14.0(1) or later	USB USB Adapter

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

Table 40: 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
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No

Feature	USB	USB Adapter	Bluetooth
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

*—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 IP Phone 8800 Series.

Table 41: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Recommended Firmware	Availability
Remote Firmware Upgrade	Unified CM 12.5(1)SU1 or later UCM 11.5(1)SU7 or later*	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	USB USB Adapter
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 Adapter
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 Adapter
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 Adapter
Headset Metrics	N/A	N/A	USB

*—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.

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

Table 42: Multiplatform Phone Headset Serviceability Features

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

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 Series Documentation

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

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/index.html>

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 5

End-of-Life Cisco Unified IP Phones

- [Cisco Headset 520 Series, on page 31](#)
- [Cisco Headset 530 Series, on page 31](#)
- [Cisco Headset 560 Series, on page 32](#)
- [Cisco Headset 730, on page 33](#)
- [Related Documentation, on page 33](#)

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 43: 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 44: Cisco Headset 530 Series Features

Feature	RJ-9
Answer and end calls	No
Hold calls	No

Feature	RJ-9
Mute 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 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 auxilliary 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 45: 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 46: Cisco Headset 560 Series Features

Feature	Y-Cable
Answer and end calls	Yes
Hold calls	No
Mute calls	No
Volume control	Yes
Adjust sidetone	No

Feature	Y-Cable
Adjust microphone Gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

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.

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 6

Cisco SPA Series IP Phones

- [Cisco Headset 520 Series, on page 35](#)
- [Cisco Headset 530 Series, on page 35](#)
- [Cisco Headset 560 Series, on page 35](#)
- [Cisco Headset 730, on page 35](#)

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 730

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



CHAPTER 7

Cisco Webex Desk Series

- [Cisco Headset 520 Series, on page 37](#)
- [Cisco Headset 530 Series, on page 38](#)
- [Cisco Headset 560 Series, on page 40](#)
- [Cisco Headset 730, on page 42](#)
- [Related Documentation, on page 44](#)

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Webex 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 47: Minimum Headset Firmware

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

Table 48: Cisco Webex Desk Series

Device	Minimum Required Firmware	Connection
Cisco Webex Desk Series - UCM Calling	CE 9.8 or later	USB
Cisco Webex Desk Series - Webex Calling	Latest Room OS	USB

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

Table 49: Cisco Headset 520 Series Features

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

Feature	USB
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 Webex Desk Series.

Table 50: 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 Webex Desk Series.

Table 51: 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 Webex 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 52: Minimum Headset Firmware

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

Table 53: Cisco Webex Desk Series

Device	Minimum Required Firmware	Connection
Cisco Webex Desk Series - UCM Calling	CE 9.8 or later	USB
Cisco Webex Desk Series - Webex Calling	Latest Room OS	USB

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

Table 54: 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 Webex Desk Series.

Table 55: 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

Feature	Minimum Firmware	Availability
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 Webex Desk Series.

Table 56: 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 Webex 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 57: Minimum Headset Firmware

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

Table 58: Cisco Webex Desk Series

Device	Minimum Required Firmware	Connection
Cisco Webex Desk Series - UCM Calling	CE 9.8 or later	USB
Cisco Webex Desk Series - Webex Calling	Latest Room OS	USB

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

Table 59: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes

Feature	USB
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 Webex Desk Series.

Table 60: 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 Webex Desk Series.

Table 61: Control Hub Serviceability Features

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

Cisco Headset 730

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



Note Bluetooth connections on Cisco Webex DX-70 and Cisco Webex DX-80 models experience poor audio quality. Use the USB cable or USB Adapter 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 62: Minimum Headset Firmware

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

Table 63: Cisco Webex Desk Series

Device	Minimum Required Firmware	Connection
Cisco Webex Desk Series - UCM Calling	CE 9.8 or later	USB USB Adapter Bluetooth
Cisco Webex Desk Series - Webex Calling	Latest Room OS	USB USB Adapter Bluetooth

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

Table 64: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes

Feature	USB	USB Adapter	Bluetooth
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 Webex Desk Series.

Table 65: 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 Webex Desk Series.

Table 66: Control Hub Serviceability Features

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

Related Documentation

Use the following sections to obtain related information.

Cisco Webex 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 8

Cisco Webex Wireless Phone 800 Series

- [Cisco Headset 520 Series, on page 45](#)
- [Cisco Headset 530 Series, on page 46](#)
- [Cisco Headset 560 Series, on page 46](#)
- [Cisco Headset 730, on page 48](#)
- [Related Documentation, on page 49](#)

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Webex Wireless Phone 800 Series 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 67: Minimum Headset Firmware

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

Table 68: Cisco Webex Wireless Phone 800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Wireless Phone 840	N/A	N/A	3.5 mm
Cisco Webex Wireless Phone 860	N/A	N/A	3.5 mm

The following table lists the available headset features on the Cisco Webex Wireless Phone 800 Series.

Table 69: Cisco Headset 520 Series Features

Feature	3.5 mm
Answer and end calls	No

Feature	3.5 mm
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 Webex Wireless Phone 800 Series.

Table 70: 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 Webex Wireless Phone 800 Series.

Cisco Headset 560 Series

The Cisco Headset 560 Series Multibase can connect to the Cisco Webex Wireless Phone 800 Series 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 71: Minimum Headset Firmware

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

Table 72: Cisco Webex Wireless Phone 800 Series

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

The following table lists the available headset features on the Cisco Webex Wireless Phone 800 Series.

Table 73: Cisco Headset 560 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 headset serviceability features on Cisco Unified Communications Manager through the Cisco Webex Wireless Phone 800 Series.

Table 74: 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

Feature	Minimum Firmware	Availability
Headset Metrics	N/A	No

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco Webex Wireless Phone 800 Series through a Bluetooth connection.

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

Table 75: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later

Table 76: Cisco Webex Wireless Phone 800 Series

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

The following table lists the available headset features on the Cisco Webex Wireless Phone 800 Series.

Table 77: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	No	No	Yes
Hold/resume calls	No	No	Yes
Mute/unmute calls	No	No	Yes*
Volume control	No	No	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 Adapter	Bluetooth
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 Webex Wireless Phone 800 Series.

Table 78: 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 Webex Wireless Phone 800 Series Documentation

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/webex-wireless-phone/series.html>

The Deployment Guide is located at the following URL:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipp/800-series/deployment/840_860_wlandg.pdf



CHAPTER 9

Cisco Jabber

- [Cisco Headset 520 Series, on page 51](#)
- [Cisco Headset 530 Series, on page 53](#)
- [Cisco Headset 560 Series, on page 55](#)
- [Cisco Headset 730, on page 57](#)
- [Related Documentation, on page 59](#)

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 79: Minimum Headset Firmware

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

Table 80: 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 81: 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*

*—Cisco Headset 520 Series firmware upgrades aren't available 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 82: 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 83: Minimum Headset Firmware

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

Table 84: 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 85: 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*

*—Cisco Headset 530 Series firmware upgrades aren't available 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 86: 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 87: Minimum Headset Firmware

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

Table 88: 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

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

Table 89: 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 90: 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
Log Collection	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

Feature	Minimum Firmware	Availability
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 730

The Cisco Headset 730 can connect to the Cisco Jabber with Bluetooth, the USB Adapter, or the USB cable.

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

Table 91: Minimum Headset Firmware

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

Table 92: 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 Adapter 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 Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 14.0 or later	USB USB Adapter Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB USB Adapter

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

Table 93: 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*
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 94: 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 Adapter
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 Adapter
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 Adapter
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 Adapter
Headset Metrics	N/A	N/A	N/A

*—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.

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 10

Cisco Webex

- [Cisco Headset 520 Series, on page 61](#)
- [Cisco Headset 530 Series, on page 62](#)
- [Cisco Headset 560 Series, on page 64](#)
- [Cisco Headset 730, on page 65](#)
- [Related Documentation, on page 67](#)

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Webex through any USB connection.

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

Table 95: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.1(1) or later to use the Cisco Headset 520 Series with Cisco Webex for Linux VDI machines.

Table 96: Cisco Webex Teams

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

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

Table 97: Cisco Headset 520 Series Features

Feature	USB
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	Yes (not available on Webex Teams Linux VDI)

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 520 Series serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 98: Control Hub Serviceability Features

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

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco Webex through any USB connection.

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

Table 99: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.1(1) or later to use the Cisco Headset 530 Series with Cisco Webex for Linux VDI machines.

Table 100: Cisco Webex Teams

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

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

Table 101: 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	Yes (not available on Webex Teams Linux VDI)

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 530 Series serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 102: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	Yes

Feature	Availability
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco Webex through any USB connection.

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

Table 103: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.1(1) or later to use the Cisco Headset 560 Series with Cisco Webex for Linux VDI machines.

Table 104: Cisco Webex Teams

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

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

Table 105: 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

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 560 Series serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 106: Control Hub Serviceability Features

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

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco Webex 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.

Table 107: Minimum Headset Firmware

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

Table 108: Cisco Webex Teams

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Windows	Latest version of Cisco Webex	Latest version of Cisco Webex	USB USB Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Mac	Latest version of Cisco Webex	Latest version of Cisco Webex	USB USB Adapter Bluetooth
Cisco Webex Linux VDI	N/A	N/A	N/A

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

Table 109: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Mute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	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	Yes	No	No
USB Adapter upgrades	N/A	Yes	N/A

The following table lists the available Cisco Headset 730 serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 110: Control Hub Serviceability Features

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

Related Documentation

Use the following sections to obtain related information.

Cisco Webex Help Center

For support articles for Cisco Webex products, go to the following URL:

<https://help.webex.com/>



CHAPTER 11

Cisco Webex Meetings

- [Cisco Headset 520 Series](#), on page 69
- [Cisco Headset 530 Series](#), on page 70
- [Cisco Headset 560 Series](#), on page 71
- [Cisco Headset 730](#), on page 73
- [Related Documentation](#), on page 74

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 111: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

Table 112: 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 113: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	No

Feature	USB
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 520 Series serviceability features on Cisco Webex Control Hub through Cisco Webex Meetings.

Table 114: 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 115: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

Table 116: 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 117: 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	No
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 118: 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 119: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.0(1) or later

Table 120: 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 121: 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	No
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 122: Control Hub Serviceability Features

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

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco 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 123: Minimum Headset Firmware

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

Table 124: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB USB Adapter Bluetooth

The following table lists the available headset features on Cisco Webex Meetings.

Table 125: Cisco Headset 730 Features

Feature	USB	USB Adapter	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	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No

Feature	USB	USB Adapter	Bluetooth
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 Cisco Webex Control Hub through Cisco Webex Meetings.

Table 126: Control Hub Serviceability Features

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

Related Documentation

Use the following sections to obtain related information.

Cisco Webex Help Center

For support articles for Cisco Webex products, go to the following URL:

<https://help.webex.com/>



CHAPTER 12

Other Calling Devices

- [Cisco Headset 520 Series, on page 75](#)
- [Cisco Headset 530 Series, on page 77](#)
- [Cisco Headset 560 Series, on page 79](#)
- [Cisco Headset 730, on page 81](#)

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco UC-One, Microsoft Teams, and Microsoft Skype for Business through any USB connection.

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



Note Cisco Headsets are known to work with Microsoft Teams and Skype for Business. This scenario isn't tested or supported by Cisco.

Table 127: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

Table 128: 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
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB
Microsoft Skype for Business	Latest version of Microsoft Skype for Business	Latest version of Microsoft Skype for Business	USB

The following table lists the available headset features on Cisco UC-One.

Table 129: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold calls	Yes
Mute 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 features on Microsoft Teams.

Table 130: Cisco Headset 520 Series Features

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

*—This feature is only available on Microsoft Teams for Windows 10.

The following table lists the available headset features on Microsoft Skype for Business.

Table 131: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold 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 530 Series

The Cisco Headset 530 Series can connect to Cisco UC-One, Microsoft Teams, and Microsoft Skype for Business 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 Cisco Headsets are known to work with Microsoft Teams and Skype for Business. This scenario isn't tested or supported by Cisco.

Table 132: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

Table 133: 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
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Skype for Business	Latest version of Microsoft Skype for Business	Latest version of Microsoft Skype for Business	USB

The following table lists the available headset features on Cisco UC-One.

Table 134: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold calls	Yes
Mute 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 features on Microsoft Teams.

Table 135: Cisco Headset 530 Series Features

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

*—This feature is only available on Microsoft Teams for Windows 10.

The following table lists the available headset features on Microsoft Skype for Business.

Table 136: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold 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 560 Series

The Cisco Headset 560 Series can connect to Cisco UC-One, Microsoft Teams, and Microsoft Skype for Business 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 Cisco Headsets are known to work with Microsoft Teams and Skype for Business. This scenario isn't tested or supported by Cisco.

Table 137: Minimum Headset Firmware

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

Table 138: 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
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Skype for Business	Latest version of Microsoft Skype for Business	Latest version of Microsoft Skype for Business	USB

The following table lists the available headset features on Cisco UC-One.

Table 139: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold calls	Yes
Mute 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 features on Microsoft Teams.

Table 140: Cisco Headset 560 Series Features

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

*—This feature is only available on Microsoft Teams for Windows 10.

The following table lists the available headset features on Microsoft Skype for Business.

Table 141: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	Yes
Hold 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 730

The Cisco Headset 730 can connect to Cisco UC-One, Microsoft Skype for Business, and Microsoft Teams through any USB connection.

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



Note Cisco Headsets are known to work with Microsoft Skype for Business. This scenario isn't tested or supported by Cisco.

Table 142: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-6-0-150 or later
Cisco Headset 730 USB Adapter	Cisco Headset 730 USB Adapter firmware version 1-1-59

Table 143: 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 Adapter Bluetooth
Microsoft Skype for Business	Latest version of Microsoft Skype for Business	Latest version of Microsoft Skype for Business	USB USB Adapter Bluetooth
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB

The following table lists the available headset features on Cisco UC-One.

Table 144: Cisco Headset 730 Features

Feature	USB	USB Adapter	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
USB Adapter upgrades	No	No	No

The following table lists the available headset features on Microsoft Teams.

Table 145: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes*	No	No

Feature	USB	USB Adapter	Bluetooth
Hold/resume calls	Yes*	No	No
Mute/unmute calls	Yes	No	No
Volume control	Yes	No	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 10.

The following table lists the available headset features on Microsoft Skype for Business.

Table 146: Cisco Headset 730 Features

Feature	USB	USB Adapter	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
USB Adapter upgrades	No	No	No

