

# Configure Cisco Headset 5xx Series

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Headset 500 Series](#)

[Connectivity with Devices](#)

[Communications Manager 12.5 SU\(1\)](#)

[Configure](#)

[Headset Connectivity](#)

[Verify](#)

[Troubleshoot](#)

[Related Information](#)

## Introduction

This document describes the steps to configure the Cisco headset 500 series. In Cisco Unified Communications Manager version 12.5(1)SU1, you are able to provide headset administration, inventory and configuration management.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CUCM)
- Cisco phones
- Headsets

### Components Used

The information in this document is based on these software versions:

- CUCM: 12.5(1)SU1 (12.5.1.11900-146)
- Phone: CP-8861 (sip88xx.12-5-1SR3-74)
- Headset: 520 (Firmware 15-18-15), 532 (Firmware 15-18-15), 561 (Firmware 1-5-1-15), 562 (Firmware 1-5-1-15)

The information in this document was created from the devices in a specific lab environment. All the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

# Background Information

Cisco headsets 500 series offer a professional range of wired and wireless headsets optimized for Cisco IP phones and soft clients. Administrators can manage headsets, control the firmware, customize the settings, and much more when you use the Cisco headsets with Cisco Unified Communications Manager.

In order to use the headsets with Cisco phones there are some minimum requirements as shown in the table:

Headset Model	Connectors	7800/8800 Support Non-USB	7800/8800 Support USB	7800/8800 Phone Firmware	Jabber Version	DX70/80
521/522	USB & 3.5mm	N/A	8851, 8861, and 8865	12.1(1)	12.5	CE9.3
531/532	USB & RJ-9	7821, 7841, 7861, 8811, 8841, 8845	8851, 8861, 8865	12.1(1)	12.5	CE9.3
561/562	USB & Y-cable	7821, 7841, 7861, 8811, 8841, 8845	8851, 8861, 8865	12.5	12.5	CE9.3

**Note:** If you use an RJ-9 or Y-cable (RJ9 + RJ11) cable there is no minimum requirement. Jabber 12.0 supports headset; 12.5 adds software upgrades; 12.6 supports configuration management.

Note: For multiplatform Cisco Phones compatibility please visit the release notes. 6800 MPP series: [Accessory Support for Phone 6800 Series](#)

All CUCM versions are supported, however the Cisco headset service and headset inventory are only available on CM 12.5 SU1.

Advanced capabilities are available only in the latest version of software. You can find more information of the compatibility in the [Headset Datasheet](#).

Legacy Cisco phones, third-party apps, and third-party devices can work with the Cisco 500 headset series, but they have not been tested and are not supported.

## Headset 500 Series





Cisco headsets offer different options to provide a comfortable experience. The options include several types of headset, bases, and connectors.

Headsets 5XX series types

- **Wired:** The headset has a wired connection to the connected device (headset 521, 522, 531 and 532)
- **Wireless:** The headset has a wireless connection to the connected device. There are primarily two types of wireless connections, Bluetooth and Digital Enhanced Cordless Telecommunications (DECT) for headset 561 and 562

- Single ear– Headset with one ear cup. Sometimes called “mono” headset (headset 521, 531 and 561)
- Dual ear– Headset with two ear cups. Sometimes called “binaural”, “stereo”, or “duo” headset (headset 522, 532 and 562)

The headset models and connectors are as shown in the table.

Models in Series				
	521/522	531/532	561/562 (Single base)	561/562 (Multi base)
Type	Wired	Wired with Quick Disconnect (QD)	Wireless (DECT 6.0)	Wireless (DECT 6.0)
Simultaneous connections	1	1	1	3*
Connectors	3.5mm and USB Adapter	QD to RJ9 (for phones) or QD to USB Adapter	USB-A and RJ9/RJ11 (Y cable)	2 USB-A and RJ9/RJ11 (Y cable)

**Note:** \*DECT Multi base supports 1 Bluetooth Device + 2 Wired Devices (2 USB or 1 USB + 1 RJ9/RJ11).

Cisco Headset 500 series offer type of connectors such as 3.5 mm, USB, QD, standard base and Multibase in order to use the headset with phones, mobiles or computers. It depends on your requirements.

### 3.5mm to USB adapter



- Standard 3.5-mm jacks to connect the headset on laptops, tablets, and mobile phones
- The hand-held controller connects 3.5 mm headset to USB and provides easy access to key call control capabilities, it includes answer, end call, hold/resume (for multiple calls), mute, volume up, and volume down

### QD to RJ9 (for phones) or QD to USB Adapter



- QD to USB. Provides easy access to key call control capabilities

- QD to RJ9. RJ9 Provides the broadest range of Cisco IP phone connectivity

#### Standard base



- The newest in DECT technology provides freedom to roam up to 300+ feet (100 meters) from the base with crystal clear audio
- AES-128 encryption ensures secured communication
- The headset automatically answers calls when undocked. The headset ends calls when docked
- The standard base comes with a USB-A cable for USB connectivity and an RJ9/11 Y cable for Cisco IP phone connectivity

#### Multibase



- All features listed in the Standard base station
- Can have connections to multiple physical and Bluetooth sources
- The headset can answer calls from any source with a single press of a button. The Multibase station automatically selects the source with the incoming call
- The Multibase station comes with two USB-A cables for USB connectivity and an RJ9/11 Y cable for Cisco IP phone connectivity

## Connectivity with Devices

The connectivity to the devices depends on the phone model, adapter type and headset in use. The connectivity with devices is as shown in the table.

Connectivity to phone model	78xx	8811/ 8841/45	8851/ 8861/65	PC/Mac/laptop with Jabber or Webex	
USB Cable	N/A	N/A	Yes	Yes	Yes
Y-cable	Yes	Yes	Yes	N/A	N/A

## Communications Manager 12.5 SU(1)

CUCM provides reports based on headset model, connection status, firmware releases, connections, and more.

CUCM controls headset settings, it includes wireless power range, wideband/narrow band settings, firmware version, Bluetooth on/off, and more (along with templates to help guide administrators).

CUCM call records (CMRs) are enhanced with additional metrics from headsets, such as RSSI (wireless signal strength), frame errors, connection drop reason, beacon moves, audio settings, DECT bandwidth, and more.

The CUCM user interface and the Real Time Management Tool (RTMT) are able to trigger log collection, it includes the problem report tool (PRT) without any user involvement.

CUCM can push new firmware to headsets with the use of Jabber and IP phones, without the need for extra headset management software or licenses. With CUCM 12.5, administrators are able to control firmware versions from a configuration template.

Automatic firmware upgrades are available when Cisco Unified Communications Manager is used.

**Note:** The latest in headset management capabilities requires Unified Communications Manager 12.5 SU1 and Cisco IP Phone firmware 12.5 or Cisco Jabber 12.6.

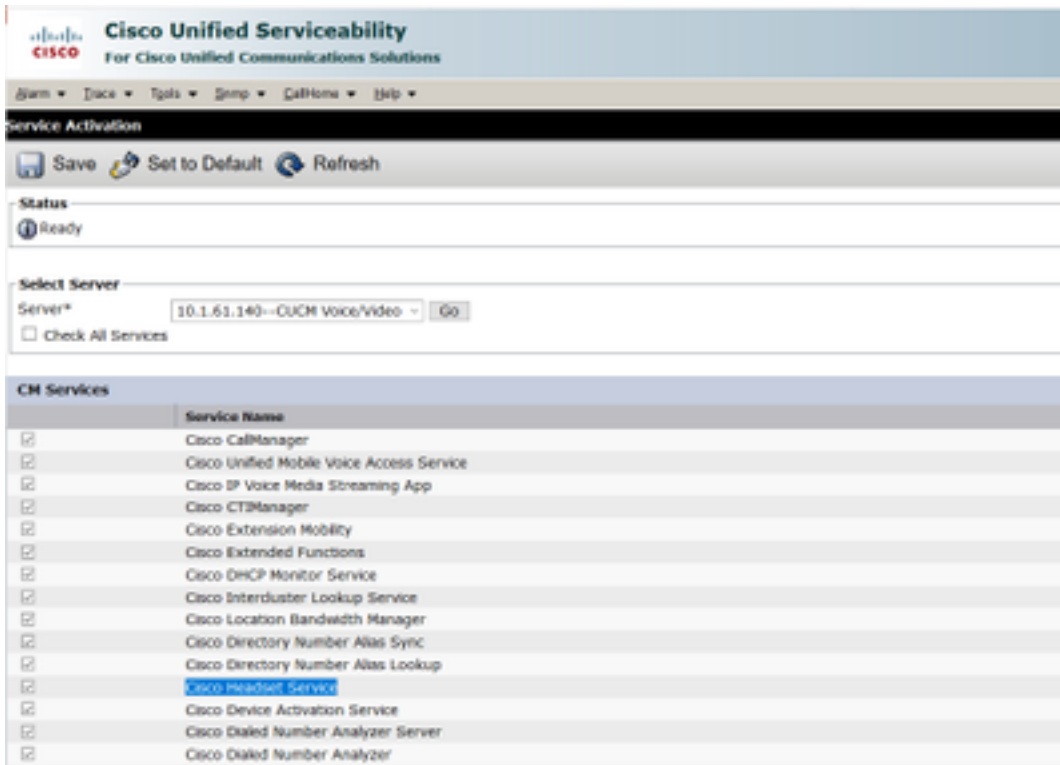
## Configure

In order to configure your Cisco headset in Cisco Unified Communications Manager (12.5 SU1) follow these steps:

Step 1. As shown in the image, activate the Cisco headset service, navigate to **Cisco Unified Serviceability > Tools > Service activation**.



Step 2. In order to activate the headset service, select the server, enable the **Cisco Headset Service** checkbox and click on **Save**.



Step 3. Once the service is started, connect the headset to the phone. The phone reports a headset detected as shown in the image.



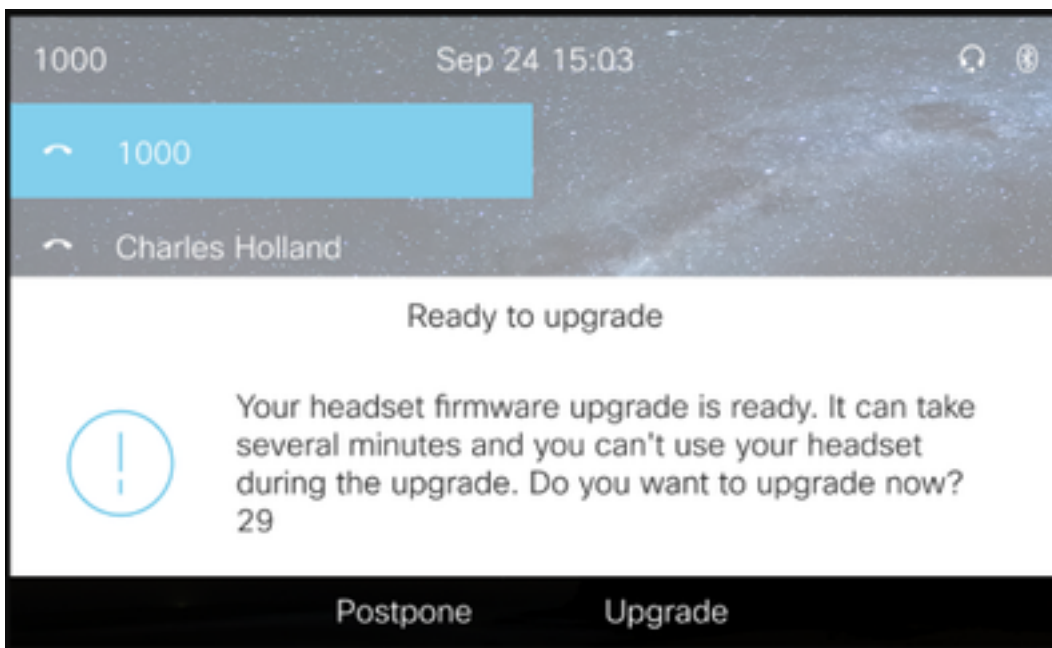
Step 4. In order to configure the headset settings select **Setup**. You can have access to the menu as shown in the image.



**Tip:** You can access the setup menu manually. For 88XX and 78XX series navigate to **Settings > Accessories > Setup**.

In order to test and adjust the microphone gain, you can use the **Record/Playback** capability and the **Tune Audio** option to customize the sound.

If CUCM has a newer version of firmware than the headset the phone can upgrade the headset firmware automatically as shown in the image.



The control of settings and firmware upgrades can be done remotely to ensure company policies. CUCM administrators can view the default template, create custom templates and apply them to user groups.

Step 5. In order to customize the firmware version on the headset, you can use the headset template. Navigate to **CM Administration > Device > Headset > Headset Template**, select one from the list, click on **Copy** and configure the model and firmware settings as shown in the image.

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration administrator About Logout

System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help

**Headset Template Configuration** Related Links: Back To Find/List

Save Delete Copy Set to Default Apply Config

**Headset Template Configuration**

Name\* Test Headset Template  
Description Test Headset Template

**Model and Firmware Settings\*\***

Add new setting Choose Model Series 560 Add

Model Series	Firmware	Settings	Action
520/530	Latest (15-18-11)	Speaker Volume: 7 Microphone Gain: Default Sidetone: Low Equalizer: Default	Delete
560	Latest (1-5-1PA-118)	Speaker Volume: 7 Microphone Gain: Default Sidetone: Low Equalizer: Default Audio Bandwidth: Wide Band Bluetooth: On Conference: Enable	Delete

Step 6. In order to associate the user profiles with the headset template, select the user profile and use the up and down arrows to move it from the available profiles to the assigned profiles as shown in the image.

**Profile Configuration**

Available User Profiles: Standard (Factory Default) User Profile (Standard Default Heads...

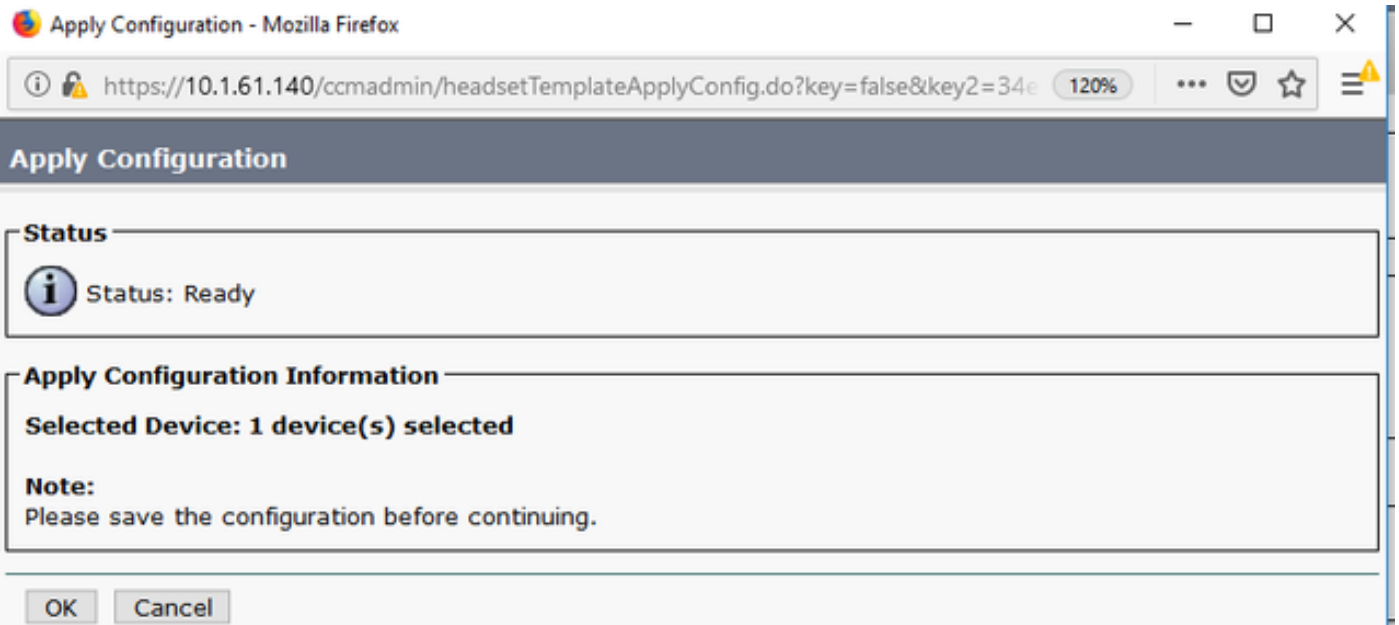
Assigned User Profiles: Test User Profile

Note: Assigning a profile will disassociate it from the previous template

Save Delete Copy Set to Default Apply Config

Step 7. In order to save the changes click on **Save**, then click on **Apply Config**.







The user profile must be associated with the end user, and the MAC of the device must be added under controlled devices. If the user profile is not associated with the end user or the device is not associated with the end user, you see 0 devices when you apply the configuration.


Step 8. In order to review the end user association, navigate to **CM Admin > User Management > End user**. Select the end user, configure the user profile and click on **Save** as shown in the image.

**End User Configuration**

Save  Delete  Add New

---

**Status**

 Status: Ready

---

**User Information**

User Status	Enabled Local User
User ID*	victogut
Password	..... <a href="#">Edit Credential</a>
Confirm Password	.....
Self-Service User ID	1400
PIN	..... <a href="#">Edit Credential</a>
Confirm PIN	.....
Last name*	Gutierrez
Middle name	
First name	Victor
Display name	
Title	
Directory URI	
Telephone Number	
Home Number	
Mobile Number	
Pager Number	
Mail ID	
Manager User ID	
Department	
User Locale	< None >
Associated PC/Site Code	
Digest Credentials	
Confirm Digest Credentials	
User Profile	Test User Profile <a href="#">View Details</a>
User Rank*	1-Default User Rank

Step 9. In order to associate the end user with the device, navigate to **CM Admin > Device > Phone** and select the phone. Enable the **User** checkbox and select the **User ID** as shown in the image. Click on **Save** and then on **Apply config**.

MAC Address*	2C3124C9F8E1	(SEP2C3124C9F8E1)
Description	Auto 1553	
Current <a href="#">On-Premise Onboarding Method</a> is set to Autoregistration. Activation Code will only apply to onboarding via MRA.		
<input type="checkbox"/> Require Activation Code for Onboarding		
<input type="checkbox"/> Allow Activation Code via MRA		
Activation Code MRA Service Domain	-- Not Selected --	<a href="#">View Details</a>
Device Pool*	Default	<a href="#">View Details</a>
Common Device Configuration	< None >	<a href="#">View Details</a>
Phone Button Template*	Universal Device Template Button Layout	
Softkey Template	< None >	
Common Phone Profile*	Standard Common Phone Profile	<a href="#">View Details</a>
Calling Search Space	< None >	
AAR Calling Search Space	< None >	
Media Resource Group List	< None >	
User Hold MOH Audio Source	< None >	
Network Hold MOH Audio Source	< None >	
Location*	Hub_None	
AAR Group	< None >	
User Locale	< None >	
Network Locale	< None >	
Built In Bridge*	Default	
Privacy*	Default	
Device Mobility Mode*	Default	<a href="#">View Current Device Mobility Settings</a>
Wireless LAN Profile Group	< None >	<a href="#">View Details</a>
Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)	
Owner User ID*	victogut	
Mobility User ID	< None >	

Step 10. In order to check the status of the upgrade, navigate to the phone web page (web access enabled required). In the device information section, you see the headset model, version and status as shown in the image.

### Cisco Headset 560 Series with Multi Base

**Port: USB**

**Version: 1-5-1-15**

**Upgrade status: Upgrade in progress**

**Last upgrade time: 07/12/19 03:29:43**

In some phone models (such as 88XX), you see the download icon on the phone screen as shown in the image.



Step 11. You can confirm that the upgrade/downgrade is completed if you receive the successful status on the phone web page as shown in the image.

## Cisco Headset 560 Series with Multi Base

Port: USB

Version: 1-5-1-15

Upgrade status: Successful

Last upgrade time: 07/12/19 03:29:43

**Note:** If the upgrade does not start automatically, unplug and plug the headset from the phone to force it.

Firmware upgrades are placed by the CUCM admin on the TFTP server. Headset upgrades the next time it connects to a Cisco IP phone (via USB or Y cable) or a laptop that runs Jabber 12.5+. The headset firmware can be pushed to the headset from CUCM via a COP file.

**Note:** If you do not have access to the Cisco Unified Communications Manager, you can use the online tool to upgrade your Cisco Headset (560 Series only) : [Headset Upgrade Tool](#)

Step 12. In order to apply the same user profile to multiple end users you can use the Bulk Administration Tool (BAT). Navigate to **CM Admin > Bulk Administration > Users > Update Users > Query** and apply a filter criteria. Click on **Find** and then on **Next**.

In the update users configuration window, enable the **User Profile** checkbox and select the user profile. Select **Run immediately** and click on **Submit** as shown in the image.

The screenshot shows the 'Update Users Configuration' window with the following sections and settings:

- User Information:**
  - Manager User ID
  - Department
  - Associated PC/Site Code: administrator
  - User Locale: < None >
  - Digest Credentials: \*\*\*\*\*
  - Confirm Digest Credentials
  - User Profile: Test User Profile (highlighted with a red box)
- Service Setting:**
  - Home Cluster
  - Enable User for Unified CM IM and Presence
  - Assigned Presence Server: < None >
  - UC Service Profile: Use System Default
  - Include meeting information in presence (Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)
- Extension Mobility:**
  - BLF Presence Group\*: Standard Presence group
  - SUBSCRIBE Calling Search Space: < None >
  - Allow Control of Device from CTI
  - Maximum login Time (HH:MM)
  - Enable Extension Mobility Cross Cluster
- Mobility Information:**
  - Enable Mobility
  - Enable Mobile Voice Access
  - Maximum Wait Time for Desk Pickup\*
  - Remote Destination Limit\*
- Job Information:**
  - Job Description
  - Run Immediately (highlighted with a red box)
  - Run Later (To schedule and activate this job, use Job Scheduler page.)

Buttons: Back, Submit

Page Title: Update Users - Query

## Headset Connectivity

In order to connect your headset to the phone, you can use the USB, Y cable or Bluetooth. You can confirm the port used to connect the headset on the phone web page. If the headset is connected through the AUX port you can get the status as shown in the image.

### Cisco Headset 560 Series with Multi Base

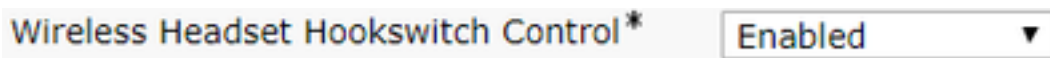
**Port: AUX**

**Version: 1-5-1PA-118**

**Tip:** It is possible to upgrade the headset firmware with the Y cable if you connect the Aux port only.

In order to use the Y cable with 78XX and 88XX phones, it is required to enable **Wireless Headset Hookswitch Control** parameter in Call Manager.

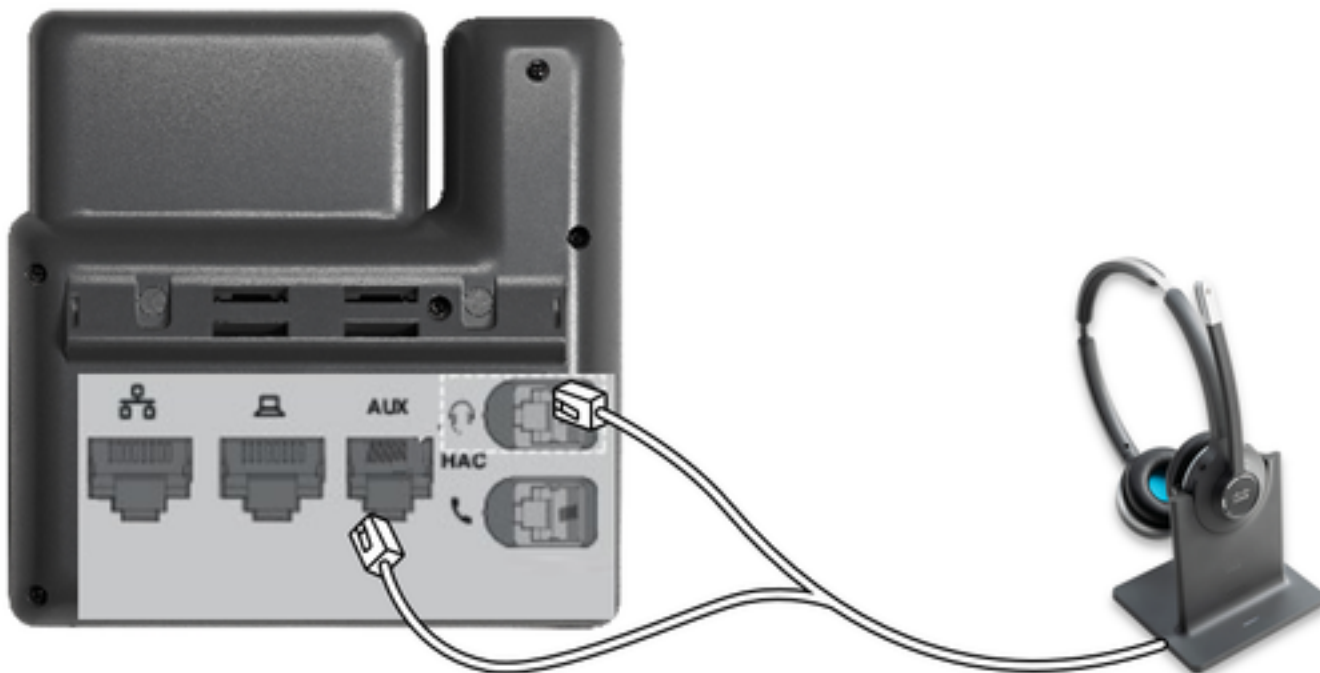
Navigate to **CM Admin > Device > Phone** and select the phone. In the phone configuration page, look for **Headset hookswitch control** and from the drop-down list select **Enabled**. Click on **Save**, and then click on **Apply config**.





Wireless Headset Hookswitch Control\*

**Note:** The parameter “Wireless Headset Hookswitch Control” was removed In CUCM 12.5.1 SU2 and later to give the end-users more flexibility in headset administration. You can enable the Wireless Headset Hookswitch Control directly on the phone **Applications > Admin Settings > Aux Port> Connect e-hook headset** to be able to use the Aux port for the headset. Keep in mind that you require Cisco IP Phone Firmware Release 12.7(1) or later, and Admin settings enabled in the phone configuration page.

The Y-cable must be plugged into both the headset port and the AUX port on the phone as shown in the image.



RJ is a common telephony connector, used with IP Phones to connect an analog headset or handset. Cisco 531 and 532 offer RJ connection or USB. Cisco IP phones use RJ9 for the headset port, and RJ11 for the auxiliary port. This last port is used to send the signal to answer a call, end call, etc.

In order to pair your base with a Bluetooth device press  twice in your headset. In your destination device settings, select your headset. The headset base is shown as Cisco Headset followed by the last three digits of your headset serial number. In order to unpair and forget paired Bluetooth device Hold  for 4 seconds.

In order to pair a headset with a Dock station, dock the headset into the base. If the headset is connected to a different base, the base and headset re-pairs. Once paired, the white LED of headset changes from blinking to breathing. When the dock or headset is out of range, the white LEDs blink.

## Verify

In order to confirm the headset details, navigate to **CM Admin > Devices > Headset** and select **Headset Inventory** as shown in the image.

Find and List Headset Inventory Related Links: [Headset Inventory Summary](#) [Go](#)

Select All Clear All Delete Selected

**Status**  
4 records found

**Headset Inventory (1 - 4 of 4)** Rows per Page 50

Find Headset Inventory where Model begins with Find Clear Filter

Serial Number	Model	Vendor	Type	Firmware	User	Template	Status(since)	Dock model	Device Name	Device Model	Software Version	Headset Age(days)
<a href="#">WFG22464061</a>	520	Cisco	Wired	15-18-15	victogut	<a href="#">Test Headset Template</a>	disconnected (07/11/2019)		CP-8861-SEP2C3124C9F8E1	CP-8861	sip88xx.12-5-1SR3-74	0
<a href="#">GTK220802NZ</a>	530	Cisco	Wired	15-18-15	victogut	<a href="#">Test Headset Template</a>	disconnected (07/11/2019)		CP-8861-SEP2C3124C9F8E1	CP-8861	sip88xx.12-5-1SR3-74	0
<a href="#">WFG23030000</a>	561	Cisco	DECT Wireless	1-5-1PA-118		<a href="#">Standard Default Headset Configuration Template</a>	connected (07/11/2019)	MB	CP-7841-SEP70F35AD22BF7	CP-7841	sip78xx.12-5-1SR3-74.loads	0
<a href="#">WFG2238E0A0</a>	562	Cisco	DECT Wireless	1-5-1PA-118	victogut	<a href="#">Test Headset Template</a>	connected (07/11/2019)	MB	CP-8861-SEP2C3124C9F8E1	CP-8861	sip88xx.12-5-1SR3-74	0

**Note:** Headset inventory or serviceability is supported for synergy lite phone models in 12.5.1 SU1 (88xx, 78xx phones).

In order to get more details of the headset, click on the serial number of the headset in the headset inventory as shown in the image.

Mozilla Firefox - □ ×

https://10.1.61.140/ccadmin/headsetInventoryDetail.do?setToken=...

**Headset Inventory**

Close

**Headset Details**

Model	562
Connection Status	connected
Vendor	Cisco
Firmware Version	1-5-1PA-118
Connection Type	DECT Wireless
Serial Number	WFG2238E0A0
Headset Age(days)	0
Template	Test Headset Template

**Dock Details**

Model	MB
Serial Number	WFG2303M07W

**Host Details**

Model	CP-8861
Device Name	CP-8861-SEP2C3124C9F8E1
Client	Cisco IP Phone
User Id	victogut
Firmware Version	sip88xx.12-5-1SR3-74
Serial Number	FCH2133E8B9
Host OSVersion	N/A

In order to obtain a headset inventory summary, navigate to **CM Admin > Devices > Headset** and select **Headset Inventory Summary**. You can get details such as the number of headset per model and the current status as shown in the image.

The screenshot displays the 'Headset Inventory Summary' page. It contains two tables. The first table, 'Headset Inventory by Model', lists headset models 520, 530, 561, and 562, each with a quantity of 1. The second table, 'Headset Inventory by Status', breaks down the inventory by status: Active (Seen in the last 30 days), Inactive (Not Seen in the last 30 days), and Unassigned (No End User association). For model 520, there are 0 active, 1 inactive, and 0 unassigned. For model 530, there are 0 active, 1 inactive, and 0 unassigned. For model 561, there are 1 active, 0 inactive, and 1 unassigned. For model 562, there are 1 active, 0 inactive, and 0 unassigned.

Headset Inventory by Model	
Headset Model	Quantity
520	1
530	1
561	1
562	1

Headset Inventory by Status			
Headset Model	Active (Seen in the last 30 days)	Inactive (Not Seen in the last 30 days)	Unassigned (No End User association)
520	0	1	0
530	0	1	0
561	1	0	1
562	1	0	0

## Troubleshoot

Refer to the [Troubleshoot Guide](#) to solve some common issues.

## Related Information

Visit the [Quick Reference Guide](#) in order to get more information on how to use your Cisco Headset.

Visit the [Series Accessories Guide for Cisco Unified Communications Manager](#) to get more details on the headset compatibility and configuration.

Visit [Cisco IP Phone 8800 supported accessories](#) for more information on the headset compatibility with the 8800 series phone.