Cisco Headset 500 Series Administration Guide

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New and Changed for Headset Firmware 2.3(1)

The following table shows the changes made for Firmware Release 2.3(1).

Table 1: Cisco Headset 500 Series Administration Guide Revisions for Firmware Release 2.3(1)

Feature	Updated Section
Downgrade support for the Cisco Headset 520 and 530 Series	Firmware Management, on page 17
Cisco Headset 520 and 530 Series upgrades through Cisco Accessory Hub	Upgrade Your Headset on Cisco Accessory Hub, on page 47

New and Changed for Headset Firmware 2.2(1)

The following table shows the changes made for Firmware Release 2.2(1).

Table 2: Cisco Headset 500 Series Administration Guide Revisions for Firmware Release 2.2(1)

Feature	Updated Section
New chapter for headset administration in Cisco Webex Control Hub	Headset Management in Control Hub, on page 33

Feature	Updated Section

Headset inventory through Cisco Webex Meetings
 	
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	• View Headset Inventory in Control Hub, on page 33
	
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New and Changed for Headset Firmware 2.1(1)

The following table shows the changes made for Firmware Release 2.1(1).

Table 3: Cisco Headset 500 Series Administration Guide Revisions for Firmware Release 2.1(1)

Feature	Updated Section
Headset inventory in Cisco Control Hub through Cisco Webex Teams	View Headset Inventory in Control Hub, on page 33
The Cisco Headset 560 Series conferencing feature is now enabled by default.	Headset Template Management, on page 17
The Cisco Headset 560 Series reduces DECT frequency when the headset is secured on the base.	Poor Audio Quality, on page 43
Headset upgrade progress displays on the Cisco Jabber UI (Cisco Jabber version 12.9 or later)	Update Your Headset Firmware on Cisco Jabber, on page 45
Headset upgrades through Cisco Webex Teams	Upgrade Your Cisco Headset to the Latest Release on Webex, on page 46
Headset upgrades through the Cisco Headsets Web Tool	Upgrade Your Headset on Cisco Accessory Hub, on page 47

New and Changed for Headset Firmware 2.0(1)

The following table shows the changes made for Firmware Release 2.0(1).

Table 4: Cisco Headset 500 Series Administration Guide Revisions for Firmware Release 2.0(1)

Feature	Updated Section
Electronic Hookswitch is now a user controlled feature on Cisco IP Phones	The hookswitch parameter has been removed from Cisco Headset 500 Series Parameters on Cisco Unified Communications Manager, on page 24
New chapter: Headset Management on Cisco Unified Communications Manager Version 12.5(1) or Older	Headset Management on Cisco Unified Communications Manager Versions Older than 12.5(1)SU1, on page 27
Troubleshoot: Poor Audio Quality	Poor Audio Quality, on page 43
Medium Range DECT Range setting	Headset Template Management, on page 17
Headset parameter: Firmware Source	Headset Template Management, on page 17

New and Changed for Headset Firmware 1.5(1)

All references to Cisco Unified Communications Manager documentation have been updated to support all Cisco Unified Communications Manager releases.

Table 5: Cisco Headset 500 Series Administration Guide Revisions for Firmware Release 1.5(1)

Feature	Updated Section
Headset serviceability through Cisco Unified Communications Manager Administration	• Headset Management Feature Compatibility, on page 11 • Headset Template Management, on page 17 • Configure a Headset Template, on page 20 • Headset Management Overview, on page 11 • View Headset Inventory, on page 22 • Get an Aggregate Summary of Your Deployed Headsets, on page 23
Remote problem report tool activation is now supported.	• Generate PRT for Endpoints on Unified CM, on page 43

About the Cisco Headset 500 Series

The Cisco Headset 500 Series is a family of headsets optimized for Cisco IP Phones, Cisco Webex Desk devices, Cisco Jabber, and Cisco Webex. The Cisco Headset 521, 522, 531, 532, 561, and 562 offer reliable, high-quality sound in noisy office environments.

For a complete list of compatible Cisco devices and soft clients, see the Cisco Headset 500 Series Data Sheet.

- The Cisco Headset 520 Series are wired headsets that connect to devices with a USB connector or a 3.5 mm audio jack.

- The Cisco Headset 530 Series are wired headsets that connect to devices with a USB connector or RJ9 connector.

- The Cisco Headset 560 Series communicates with the Standard Base and Multibase wirelessly. The Standard Base and Multibase connect to devices with a USB connector or a custom Y-cable. The headsets have a wireless range of over 330 feet (100 meters) in ideal conditions. Your individual headset range varies depending on your office environment. Factors that may impact your headset range include:

  - Cisco Unified Communications Manager settings

  - Physical barriers such as walls and doors

  - Interference from other DECT radio sources

  - For more information on Cisco Headset 560 Series range, refer to the white paper How to Deploy DECT at Work for the Cisco Headset 560 Series.

You can fully deploy and administer the Cisco Headset 500 Series through Cisco Unified Communications Manager Software Release 11.5(1)SU7 or later and 12.5(1)SU1 or later. Partial headset administration is available on Cisco Unified Communications Manager Software Releases 10.5(2), 11.0(1), 11.5(1), 12.0(1), and 12.5(1). Refer to Headset Management Feature Compatibility, on page 11 for more information.

Deploy Your Cisco Headset 520 Series and Cisco Headset 530 Series

This task describes the installation of the Cisco Headset 520 Series and Cisco Headset 530 Series.

Procedure

Plug the headset into the appropriate port on the phone or other call device.
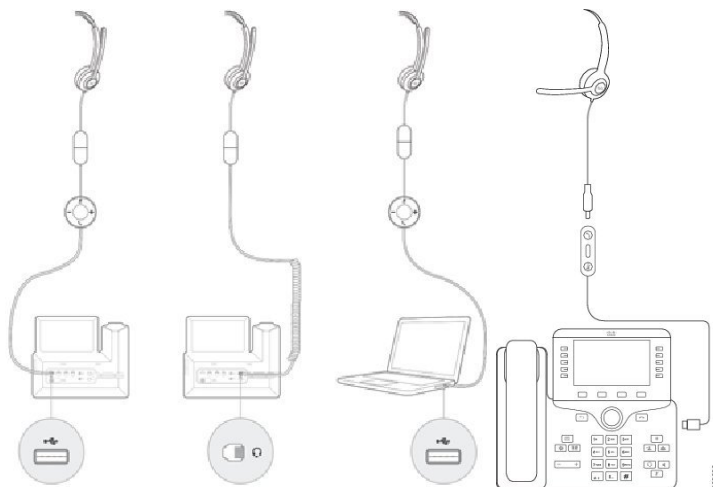
Note   Headset management in the Cisco Headset 520 Series and Cisco Headset 530 Series is only available with a USB connection.

What to do next

Your headsets function with full call control capabilities on a Cisco IP Phone without any changes through Cisco Unified Communications Manager Administration. However, some headset features are only available after activation by a Cisco Unified CM Administrator. See for more information.

Deploy Your Cisco Headset 560 Series

This task describes the installation steps for the Cisco Headset 560 Series.

Procedure

Step 1   Plug in the USB cable at the back of the base. On the multibase, the USB port is located between the micro-USB port on the left and the power plug on the right.
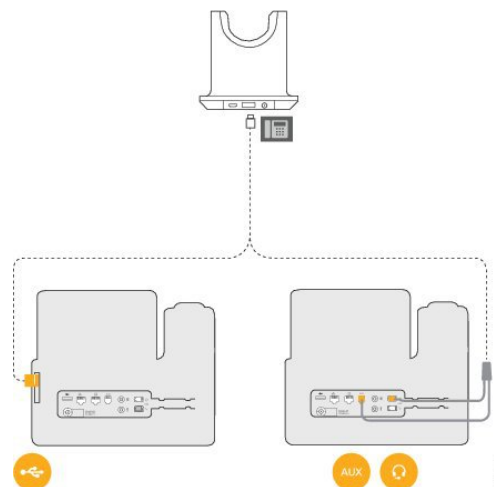
Step 2   Do one of these actions.

- If you want to use the USB cable with the Cisco Headset 560 Series, plug in to a USB port on a Cisco IP Phone 8851, 8851NR, 8861, 8865, or 8865NR.
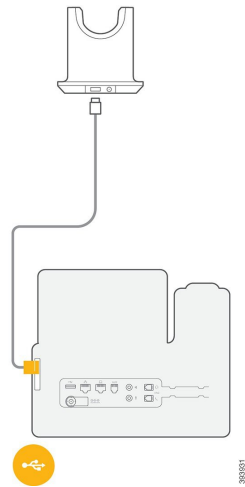
- If you want to use the Y-cable with the Cisco Headset 560 Series, plug the smaller RJ-9 cable into the headset port and the larger RJ-11 cable into the AUX port.
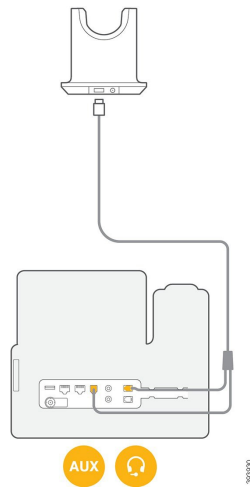
Step 3   You can connect a second call device with the Cisco Headset 560 Series with Multibase. Connect the mini-USB cable into the left port on the back of the base.
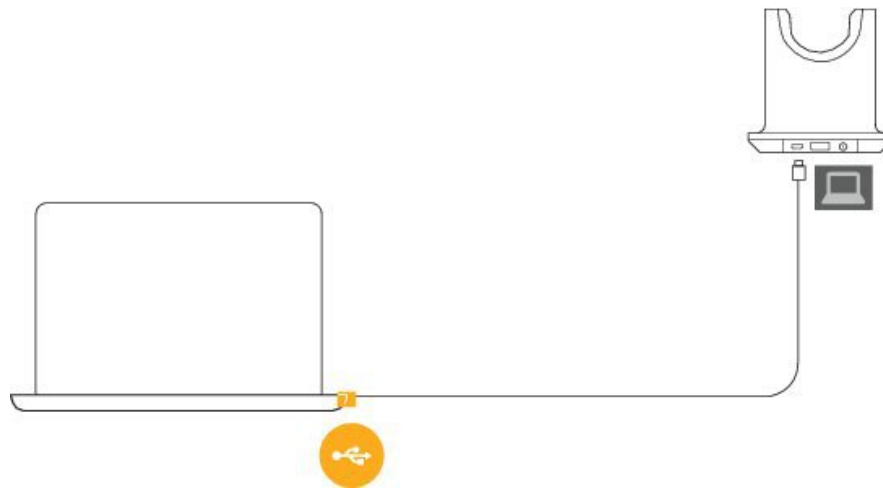
Note   For best call quality, use the standard USB cable with a Cisco IP Phone and the mini-USB cable with a laptop or other call device.

Step 4   Optional: You can also connect the multibase to a Bluetooth device such as a mobile phone. See Connect the Multibase to a Bluetooth Device, on page 7 for more information.

Step 5   Plug the power cord into the back of the base.

What to do next

Your headsets function with full call control capabilities on a Cisco IP Phone without any changes through Cisco Unified Communications Manager Administration. However, some headset features are only available after activation by a Cisco Unified CM Administrator. See Cisco Headset Administration, on page 11 for more information.

Connect the Multibase to a Bluetooth Device

The Cisco Headset 560 Series Multibase can connect to Bluetooth devices such as a mobile phone or tablet. The headset base appears on your call device as **Cisco Headset** followed by the last three digits on your headset serial number.

Note   You can find your headset serial number in the lower right corner on the underside of your base.

The multibase can store up to four different paired Bluetooth devices. If you already have four paired devices, the base will replace the device which has not been used in the longest time.

Procedure

Step 1   Press the **Bluetooth** button on the back of the base twice to start pairing.

Step 2   Select your headset from the **Settings** menu on your device.

The Bluetooth LED lights white when pairing is successful.

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/

Cisco Headset Documentation

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

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

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

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

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

Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

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

Cisco Headset Administration

Headset Management Overview

This chapter assumes that you have already deployed the Cisco Headset 500 Series to your users. For more information on headset deployment see Cisco Headset 500 Series Set Up, on page 1.

In Cisco Unified Communications Manager (Unified CM) Administration, you can:

- Remotely configure headset settings such as wireless power range, audio bandwidth, and Bluetooth on/off.

- Define and control the headset firmware.

- Get a detailed inventory of all the headsets in your deployment.

- Diagnose and troubleshoot headsets with Remote PRT, headset metrics in Call Management Records (CMR), and alarms.

Headset Management Feature Compatibility

Cisco Headset Management is supported in Unified Communications Manager from the following releases:

- Release 11.5(1)SU7 for 11.x releases

• Release 12.5(1)SU1 for 12.x releases

Along with the Unified Communications Manager version, feature support is dependent on the firmware versions of Cisco Headsets, Cisco IP Phone and Cisco Jabber. The following table lists the available headset management features depending on the headset, phone, and Unified Communications Manager versions you use.

Note The Cisco Headset Management feature is not supported in 12.0(x) or 12.5(1). For earlier versions, you may have a limited support for sending headset configuration templates for IP phones manually via the `defaultheadsetconfig.json` configuration file and TFTP. Refer to your headset Administration Guide for details.

Table 6: Headset Serviceability Features for Cisco IP Phones

New Serviceability Feature	Unified CM 11.5(1)SU6 or earlier + Phone Firmware 12.1(1) or earlier	Unified CM 11.5(1)SU7 and above** + Phone Firmware 12.1(1) or earlier	Unified CM 11.5(1)SU6 or earlier + Phone Firmware 12.5(1)	Unified CM 11.5(1)SU7 and above** + Phone Firmware 12.5(1)	Unified CM 11.5(1)SU6 or earlier + Phone Firmware 12.5(1)SR3	Unified CM 11.5(1)SU7 and above** + Phone Firmware 12.5(1)SR3
COP file installation required	X	X	X	X	X	—
Manual remote configuration	—	—	X	N/A	X	—
Headset firmware management on Unified CM	—	—	—	—	—	X
Remote headset configuration through Unified CM	—	—	—	—	—	X
Headset inventory on Unified CM	—	—	—	—	—	X*
Configuration Reset on the phone UI	—	—	—	—	X	X
Headset Call Management Records (CMR)	—	—	—	—	—	X*

• * This feature is only available on headsets with Headset Firmware 1.5 or later.

• **This feature is not supported in the 12.0.x and 12.5(1) releases.

• N/A When you upgrade to Unified CM 11.5(1)SU7 or higher from an earlier version, most Cisco IP Phones will upgrade automatically to Phone Firmware 12.5(1)SR3 or higher versions.

Table 7: Headset Serviceability Features for Cisco Jabber

New Serviceability Feature	Unified CM 11.5(1)SU6 or earlier + Jabber version 12.5(1) or earlier	Unified CM 11.5(1)SU7 and above** + Jabber version 12.5(1) or earlier	Unified CM 11.5(1)SU6 or earlier + Jabber version 12.6(1)	Unified CM 11.5(1)SU7 and above** + Jabber version 12.6(1)	Unified CM 11.5(1)SU6 or earlier + Jabber version 12.6(1)MR	Unified CM 11.5(1)SU7 and above** + Jabber version 12.6(1)MR
COP file installation required	X	X	X	X	X	X
Headset firmware management through Unified CM	—	—	—	—	—	X
Remote headset configuration through Unified CM	—	—	—	X	—	X
Headset inventory on Unified CM	—	—	—	X*	—	X*
Local configuration reset	—	—	—	—	X	X
Local UI configuration	—	—	X	X	X	X
Local headset version display	—	—	—	—	X	X

- * This feature can only detect headsets with Headset Firmware 1.5 or later.

- **This feature is not supported in the 12.0.x and 12.5(1) releases.

Workflow: Configure Headset Serviceability

Use the following workflow to guide you through the setup of your Cisco Headset Serviceability feature.

After you complete this workflow, you can configure headset settings, headset firmware load, DECT frequency, and additional features. For more information, see Cisco Headset Administration, on page 11.

Procedure

	Command or Action	Purpose
Step 1	Activate Cisco Headset Service, on page 14	Turn on **Cisco Headset Service** in Cisco Unified Serviceability.
Step 2	Prepare Your Headset COP Files, on page 14	Make sure you install and upgrade the latest headset firmware using a COP file.
Step 3	Configure User Profiles for Headset Users, on page 15	If you haven't yet configured User Profiles, use this procedure to set up profiles for your users. If all User Profiles are configured, you can skip this task.

	Command or Action	Purpose
Step 4	Apply User Profiles to End Users, on page 16	Assign User Profiles to your end users. If you've already assigned User Profiles, you can skip this task.
Step 5	Configure a Headset Template, on page 20	Configure default settings and firmware for a Cisco headset template. Associate User Profiles to the template such that users whom use that User Profile are assigned to this headset template.
Step 6	View Headset Inventory, on page 22	Check that you can see your deployed headset inventory through the Cisco Unified CM interface.

Activate Cisco Headset Service

Before you can begin administering Cisco Headsets and Accessories through the Cisco Unified CM Administration interface, turn on in Cisco Unified Communications Manager Serviceability.

Note   Cisco Headset service should be activated on all the Unified Communications Manager nodes wherever Cisco CallManager service is already running. Ensure that you activate the Cisco Headset service on the Unified Communications Manager nodes where you want to administer headsets using the Cisco Unified CM Administration interface. The Cisco CallManager service will be automatically activated when you enable the Cisco Headset service. Deactivate the Cisco CallManager service if you do not need it.

Procedure

Step 1   From Cisco Unified CM Administration, navigate to **Cisco Unified Serviceability** and click **Go**.

Step 2   Select **Tools** > **Service Activation**.

Step 3   Check the **Cisco Headset Service** check box from the CM Services section and select **Save**.

What to do next

Prepare your Headset COP Files.

Prepare Your Headset COP Files

You can install and upgrade the latest headset firmware using a COP file. A headset COP file contains all the firmware versions of different headset models along with their configuration data.

Note Ensure that the Cisco Headset service is up and running before the COP file is installed.

Ensure that the headset COP file is installed on all nodes of Unified Communications Manager.

1. Install or upgrade the COP file to the Unified Communications Manager system before you can start using your Cisco headsets .

When you connect your headset to the endpoints, the headset template configuration changes are applied. If you make any updates to the headset template configurations on Unified Communications Manager, the endpoints apply these configuration updates on the connected headsets .

All configuration updates depend on the version of the headset template in the COP file. If the headset template version is higher in the latest COP file, the configuration file on Unified Communications Manager is updated. If the configuration file in the COP file is upgraded, the headset template version in Unified Communications Manager is updated irrespective of the version of the template and vice versa. The following list shows the various template version update scenarios after a COP file upgrade:

- If the Unified Communications Manager is currently installed with the headset template version 1-10 and you upgrade your Unified Communications Manager server that has headset template version 1-12, then the chosen headset template version is 1-12. Unified Communications Manager opts for the higher headset template version.

- If the Unified Communications Manager is currently installed with the headset template version 1-10 and you upgrade your Unified Communications Manager server that has headset template version 1-9, then the chosen headset template version is 1-10. Unified Communications Manager opts for the higher headset template version.

- If the Unified Communications Manager is currently installed with the headset template version 1-10 and you install a COP file that has headset template version 1-12, then the chosen headset template version is 1-12. Headset template installed with the COP files is the preferred option.

- If the Unified Communications Manager is currently installed with the headset template version 1-10 and you install a COP file that has headset template version 1-9, then the chosen headset template version is 1-9. Headset template installed with the COP files is the preferred option.

- If you had a COP file installed that has headset template version 1-12 and you upgrade your Unified Communications Manager server having headset template version 1-10, then the chosen headset template version is 1-12. Unified Communications Manager opts for the higher headset template version.

Configure User Profiles for Headset Users

If you haven't yet configured User Profiles for your users, use this procedure to set up profiles. Your headset templates will be assigned to users via their User Profile. If you've already configured User Profiles, you can skip this task.

Note Configure multiple User Profiles for different groups of users as per your deployment needs. By default, all User Profiles get assigned to the System default headset template. You can assign them to customized templates when you configure your headset template.

Procedure

Step 1   From Cisco Unified CM Administration, choose **User Management** > **User/Phone Add** > **User Profile**.

Step 2   Click **Add New**.

Step 3   Enter a **Name** and **Description** for the user profile.

Step 4   Assign a **Universal Device Template** to apply to users' **Desk Phones**, **Mobile and Desktop Devices**, and **Remote Destination/Device Profiles**.

Step 5   Assign a **Universal Line Template** to apply to the phone lines for users in this user profile.

Step 6   If you want the users in this user profile to be able to use the self-provisioning feature to provision their own phones, do the following:

    a)   Check the **Allow End User to Provision their own phones** check box.

    b)   In the **Limit Provisioning once End User has this many phones** field, enter a maximum number of phones the user is allowed to provision. The maximum is 20.

Step 7   Click **Save**.

Apply User Profiles to End Users

Associate your users to the User Profiles that you've created. The User Profile must be associated with the end user, and the MAC of the device must be added under the controlled devices to apply the headset template configuration changes.

✎

Note   If you've already assigned all users to the appropriate User Profiles, you can skip this task.

Procedure

Step 1   To add a new end user to the Unified Communications Manager database manually, perform the following:

    a)   In Cisco Unified CM Administration, choose **User Management > End User**.

    b)   Click **Add New**.

    c)   Enter the **User ID** and **Last name**.

    d)   Choose the **User Rank** from the drop-down list.

    e)   Complete the fields in the **End User Configuration** window. For field descriptions, see the online help.

    f)   Click **Save**.

Step 2   To associate the end user with the device, perform the following:

    a)   In Cisco Unified CM Administration, choose **Device > Phone**.

    b)   Select the Cisco IP Phone or device.

    c)   Under Device Information, select **User** as the Owner and select the **Owner User ID**.

    d)   Click **Save** and **Apply Config** for the configuration changes to take effect.

Firmware Management

Most phones and devices connected to the Unified Communications Manager support the Cisco Headset 500 Series and Cisco Headset 700 Series. Install the latest phone firmware release and device package before connecting your headset to a phone. When the headset first connects, it downloads the required firmware and begins the upgrade process.

For a given headset model, the following two firmware options are supported:

- **Remain on current version**—Choose this option if you want the headset to remain on the existing firmware version (that is, the headset firmware version is not upgraded to the latest system firmware version).

- **Latest**—Choose this option to upgrade or downgrade the headset. The system installs and runs the chosen software, even if that firmware is an older release from what the headset currently has.

  For example, if you choose **1-5-1-10** as the latest, that firmware will be installed on the headset regardless of whether the headset currently has **1-5-1-9** or **1-5-1-11**.

Firmware Considerations

- Users assigned to the standard headset template will always receive the latest headset firmware and settings.

- Settings shown in the Headset Template Configuration (both Standard and Custom) are always set to the **Latest firmware** for all headset model series.

Headset Template Management

You can assign headset templates to user profiles in Cisco Unified Communications Manager (Unified CM) to configure default headset settings for your users when their Cisco IP Phone resets. Users may override their individual headset settings from their Cisco IP Phone. Unified CM supports two types of headset templates:

Standard Default Headset Configuration Template

This is the system default template that contains the factory default settings for all of your headset models. It contains the headset settings supported by the latest headset firmware installed on your system. You cannot edit the default settings, but you can change the profile configuration setting.

Note The Standard Default Headset Configuration template is created only when the **Cisco Headset Service** is activated in Cisco Unified Serviceability. For more information, see *Administration Guide for Cisco Unified Communications Manager*.

By default, all User Profiles are associated to the standard headset template unless you associate a profile to a customized headset template. To make a customized template, you copy a default template and change the parameters. You can make copies of the standard default headset template to create custom template with customized values of the parameters including the headset firmware version.

System Generated Custom Headset Template

Before Cisco Unified Communications manager Release 12.5(1)SU1, you controlled headsets with the `defaultheadsetconfig.json` file. But as of Unified CM Release 11.7(1)SU7 or later, and 12.5(1)SU1 or later, the defaultheadsetconfig.json file is part of the **System Generated Custom Headset Template** in the Cisco Unified CM Administration interface.

Custom Headset Configuration Template

You can create a customized headset template as per your deployment needs. You can assign different headset parameters to different models in the same template. You can also assign different firmware loads to different headset models. The custom headset settings can be assigned to specific sets of users by associating a User Profile to the Custom Headset Template.

For more information about the headset template configuration settings, see the Headset Template Configuration field descriptions in the *Cisco Unified Communications Manager Administration Online Help*.

The following table describes the parameters in each headset template.

Table 8: Cisco Headset 500 Series Parameters

Parameter	Range	Default	Notes
Speaker Volume	0 – 15	7	Controls the level of sound in the headset. 0 is very low while 15 is loud. Configure this setting based on the ambient noise in the office environment. This parameter applies to all headsets in the Cisco Headset 500 Series.
Microphone Gain	Softer – Louder	Default	Gain controls how loud the user sounds to other people on the call. **Softer** means users sound quiet while **Louder** means users sound much louder. Configure this setting based on the ambient noise in the office environment. This parameter applies to all headsets in the Cisco Headset 500 Series.
Sidetone	Off – High	Low	Controls how much of a user's own voice they can hear through their headset.**Off** turns off the sidetone while **High** means that users receive much more feedback from their headset microphones. This parameter applies to all headsets in the Cisco Headset 500 Series.

Parameter	Range	Default	Notes
Equalizer	Warmest – Brightest	Default	Controls the Equalizer settings. Warmer settings mean users hear more bass in their headsets, while a brighter setting means users hear more treble. This parameter applies to all headsets in the Cisco Headset 500 Series.
Audio Bandwidth	Wide Band, Narrow Band	Wide Band	Controls the Digital Enhanced cordless Telecommunications (DECT) codec in the Cisco Headset 560 Series. In a dense DECT environment, set the field to **Narrow Band** to limit the Cisco Headset 560 Series to the G.727 codec.
Bluetooth	On, Off	On	Controls the use of Bluetooth on the Cisco Headset 560 Series with Multibase. When this parameter is set to **Off**, the base deletes all devices paired with it. **Note** You can disable Bluetooth if your users are operating in an environment in which information security is at a premium.
Conference	On, Off	On	Controls the use of the conferencing feature on the Cisco Headset 560 Series. Conferencing allows up to three guest headsets to pair with the same base at once. See *Cisco Headset 500 Series User Guide* for more information on conferencing.
Firmware Source	Allow from UCM or Cisco Cloud (firmware will upgrade only), Restrict to UCM only (firmware may upgrade or downgrade)	Allow from UCM or Cisco Cloud	Controls the headset's firmware upgrade source. By default, users can upgrade their headset through a Cisco IP Phone connected to Unified Communications Manager or through Cisco Jabber for Windows or Mac. You can restrict your headsets to only accept firmware changes through a Unified Communications Manager source.

Parameter	Range	Default	Notes
DECT Radio Range	Autorange, Medium Range, Short Range	Medium Range	Controls the maximum distance between the Cisco Headset 560 Series and its base. By default, the bases have a DECT range of over 330 feet (100 meters) in ideal conditions. If you configure the DECT radio range to **Medium Range** or **Short Range**, the headset base consumes less power but users can't move as far from the base while on a call. Configure DECT radio range to **Short Range** for high density headset deployment. For more detailed information on DECT deployment, refer to the white paper on Cisco Headset deployment, How to Deploy DECT at Work for the Cisco Headset 560 Series.

Configure a Headset Template

Use this procedure to configure a headset template with customized settings that you can apply to Cisco headsets. You can create a customized template or use the system-defined Standard Default Headset Template.

✎

Note The Standard Default Headset Configuration Template is a system-defined template. You can assign new User Profiles to the Standard Default Headset Template but you can't edit the template. By default, all user profiles are assigned to this template. To disassociate a user profile from this template, you must assign the profile to a new template.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Headset** > **Headset Template**.

Step 2 Do either of the following:

- To edit an existing template, select the template.
- To create a new template, select any existing template and click **Copy**. The existing settings are applied to your new template.

Step 3 Add a **Name** and **Description** for the template.

Step 4 Under **Model and Firmware Settings**, assign any customized headset settings that you want to apply to this template. To add a new setting, click the **Add** button and configure the settings.

Step 5 Use the up and down arrows to move the User Profiles that you want to assign to this template to the **Assigned Users Profiles** list box. All users whom are assigned to those profiles will also be assigned to this headset template.

Step 6 Click **Save**.

Step 7 Use the **Set to Default** button to return to the default template settings.

Step 8 Click **Apply Config**.

For a Standard Default Headset Configuration Template, the **Apply Config** button takes effect for the following:

- Devices owned by users you added to the Assigned User Profile list

- Anonymous devices

For a Customized Headset Configuration Template, the **Apply Config** button takes effect only for devices owned by users you added to the **Assigned User Profiles** list.

Headset Inventory Management

Cisco IP Phones send headset inventory data to Unified Communications Manager whenever the headset is in a connected or disconnected state. Unified Communications Manager stores the inventory data so you can generate an Inventory Summary Report or Custom Inventory Report for all headsets deployed in this server.

Report information includes: headset serial and model number, docking station details, firmware, configuration templates used, vendor details, and headset connection status to devices.

Headset Inventory Settings

From Cisco Unified CM Administration, use the **Device** > **Headset** > **Headset Inventory** window to view a full list of all headsets deployed on your server. You can use this information to generate reports for all deployed headsets. If you click the Serial Number of the device, you can view details of individual headsets in a pop-up window.

Table 9: Headset Inventory Settings

Field	Description
Serial Number	Serial Number of the headset. This number is unique for every individual headset.
	The Cisco Headset 520 and 530 Series report the serial number found on the USB controller. The Cisco Headset 560 and 700 Series report the headset serial number found on inside of the left armband.
	Note For non-Cisco headsets, the Device Name is used as the Serial Number. Using the same non-Cisco headset with multiple phones creates duplicate headset records.
Model	Model number of the headset.
Vendor	Displays vendor details.
Type	Indicates the type of headset connection: Wired, DECT Wireless, or Unknown.
Firmware	Displays the most current firmware load of the headset.
User	Displays information of the end user using the phone or device.
Template	Display the name of the headset configuration template.

Field	Description
Status (since)	Displays the status of the headset activities. It can be: Connected or Disconnected.
Dock Model	Displays the type of docking model station.
Device Name	Name of the device to which the headset is connected to.
Device Model	Displays the Cisco IP Phone or Cisco Jabber model number. For example, CP-8865 is a Cisco IP Phone model. CSF is a device type for either Cisco Jabber for Mac or Cisco Jabber for Windows.
Software Version	Displays the latest version of the software used. It can be a phone firmware or a Jabber software version.
Headset Age (days)	Displays the age of the headset. If the record is deleted, the headset age is reset.

View Headset Inventory

You can view a full list of all headsets deployed on your server. You can use this information to generate reports for all deployed headsets.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Headset** > **Headset Inventory**.

Step 2 Do either of the following:

- Select **Find** to see a full list of headsets deployed on your server.
- Enter a one or more search criteria into the search box and select **Find**.

Headset Inventory Summary

From Cisco Unified CM Administration, you can use the **Device** > **Headset** > **Headset Inventory Summary** window to view an aggregate summary of your deployed headsets in the **Headset Inventory Summary** window.

Headset Inventory by Model

Field	Description
Headset Model	The headset model number.
Quantity	Lists the number of headsets for each model type in your deployment.
	Note Click the link in the **Quantity** column to navigate to the detailed Headset Inventory page, filtered by model type.

Headset Inventory by Status

Click the hyperlinks in the **Headset Model**, **Active**, **Inactive**, or **Unassigned** columns to navigate to the detailed Headset Inventory page for each status.

Field	Description
Headset Model	The headset model number.
Active	The headset has connected within the last 30 days.
Inactive	The headset hasn't connected in the last 30 days.
Unassigned	The user ID doesn't exist in the system or the inventory record doesn't have a user ID mapping.

Get an Aggregate Summary of Your Deployed Headsets

You can view an aggregate summary of your deployed headsets in the **Headset Inventory Summary** window.

Procedure

In Cisco Unified CM Administration, select **Device** > **Headset** > **Headset Inventory Summary**.

You can view a breakdown of headset inventory by model or by headset status.

Configure Cisco IP Phones for Headsets on Cisco Unified Communications Manager

Most phones connected to Cisco Unified Communications Manager support the Cisco Headset 500 Series. We recommend that you install the latest phone firmware release and device package before connecting your headset to a phone. When the headset first connects, it downloads the required firmware and begins the upgrade process.

Make sure that the phones on Cisco Unified Communications Manager are properly configured for use with headsets.

The following table describes the fields that control functions related to the Cisco Headset 500 Series on Cisco Unified Communications Manager.

For more detailed information on all the Cisco IP Phone configuration fields in Cisco Unified Communications Manager, see the *Feature Configuration Guide for Cisco Unified Communications Manager*.

Table 10: Product Specific Configuration Fields for Headsets in Cisco Unified Communications Manager

Configuration Field Name	Cisco Headset 520 Series	Cisco Headset 530 Series	Cisco Headset 560 Series
Side USB Port (Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR only)	Applicable	Applicable	Applicable
Back USB Port (Cisco IP Phone 8861, 8865, and 8865NR only)	Applicable	Applicable	Applicable

Related Topics

Cisco Headset 500 Series Parameters on Cisco Unified Communications Manager

The following table describes the fields in the Product Specific Configuration Layout pane that need to be configured for headset use.

For more detailed information, see the *Feature Configuration Guide for Cisco Unified Communications Manager*.

Table 11: Product Specific Configuration Fields for Headsets in Cisco Unified Communications Manager

Field Name	Field Type or Choices	Default	Description and Usage Guidelines
Side USB Port	Disabled Enabled	Enabled	Controls the ability to use the USB port on the side of the Cisco IP Phones 8851, 8851NR, 8861, 8865, and 8865NR. The side USB port or the back USB port must be enabled for users to connect the USB connectors for the Cisco Headset 500 Series.
Back USB Port	Disabled Enabled	Enabled	Controls the ability to use the USB port on the back of the Cisco IP Phones 8861, 8865, and 8865NR. The side USB port or the back USB port must be enabled for users to connect the USB connectors for the Cisco Headset 500 Series.

Set Up a Group of Phones for Headsets

You can configure a group of phones for headset support.

Procedure

Step 1	Sign into Cisco Unified Communications Manager Administration as an administrator.
Step 2	Select **Device** > **Device Settings** > **Common Phone Profile**
Step 3	Locate the phones.
Step 4	Navigate to the Product Specific Configuration Layout pane and set the fields.
Step 5	Check the **Override Enterprise Settings** check box for any changed fields.
Step 6	Click **Save**.
Step 7	Click **Apply Config**.
Step 8	Restart the phones.

Related Topics

Set Up a Single Phone for a Headset

You can configure a single phone for headset support. To configure a group of phones, use the Common Phone Profile.

Procedure

Step 1	Sign into Cisco Unified Communications Manager Administration as an administrator.
Step 2	Select **Device** > **Phone**
Step 3	Locate the phone associated with the user.
Step 4	Navigate to the Product Specific Configuration Layout pane and set the fields.
Step 5	Check the **Override Enterprise/Common Phone Profile Settings** check box for any changed fields.
Step 6	Click **Save**.
Step 7	Click **Apply Config**.
Step 8	Restart the phone.

Related Topics

Headset Administration on Multiplatform Phones

Cisco IP Phones with Multiplatform Firmware Release 11.1.2 or later support the Cisco Headset 520 Series and Cisco Headset 530 Series. The headsets don't require any administration on multiplatform phones. However, you should install the latest Multiplatform firmware release before connecting your headset to a phone.

The Cisco Headset 560 Series is supported on Multiplatform Firmware Release 11.2.3 or later. Refer to *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide* for more information.

When the headset first connects, it downloads the required firmware and begins the upgrade process.

Related Topics

Cisco IP Phone Compatibility with the Cisco Headset 500 Series

Upgrade the Cisco Headset 500 Series Software

You can upgrade the firmware in your Cisco Headset 500 Series. The headset settings are not erased by a phone reset. The upgrade rule supports HTTP and TFTP protocols.

We provide you with the headset XML file. If the software version in the file is greater than the software on your headset, the upgrade happens when you plug the headset USB adapter into the phone.

Before you begin

Access the phone administration web page.

Procedure

Step 1	Click **Voice** > **Provisioning**.
Step 2	Select the **Cisco Headset Upgrade Rule** field found in the **Cisco Headset Firmware Upgrade** section.
Step 3	Specify the TFTP or HTTP protocol, an IP address of the headset upgrade device, and the name of the headset XML file. Enter the values as a single string in the **Cisco Headset Upgrade Rule** field.

> **Caution**   Do not change the headset XML file contents.

Example: http:/10.12.34.210/cisco500headsetinfo.xml

Step 4	Unplug the headset from the phone.
Step 5	Plug the headset into the phone to start the upgrade. The headset upgrade finishes in about 10 minutes.

C H A P T E R 3

Headset Management on Cisco Unified Communications Manager Versions Older than 12.5(1)SU1

Headset Management on Older Versions of Cisco Unified Communications Manager

If you have a version of Cisco Unified Communications Manager older than 12.5(1)SU1, you can remotely configure your Cisco headset settings for use with on-premises phones.

Remote headset configuration on Cisco Unified Communication Manager version 10.5(2), 11.0(1), 11.5(1), 12.0(1), and 12.5(1) requires you to download a file from the Cisco Software Download website, edit the file, and then upload the file on the Cisco Unified Communications Manager TFTP server. The file is a JavaScript Object Notification (JSON) file. The updated headset configuration is applied to the enterprise headsets over a 10 to 30-minute time frame to prevent a traffic backlog on the TFTP server.

Note
You can manage and configure headsets through Cisco Unified Communications Manager Administration version 11.5(1)SU7.

Note the following as you work with the JSON file:

- The settings aren't applied if you are missing a bracket or brackets in the code. Use an online tool such as JSON Formatter and check the format.

- Set the **updatedTime** setting to the current epoch time or the configuration is not applied. Alternatively, you can increase the **updatedTime** value by +1 to make it larger than the previous version.

- Do not change the parameter name or the setting will not be applied.

For more information on the TFTP service, see the "Manage Device Firmware" chapter of the *Administration Guide for Cisco Unified Communications Manager and IM and Presence Service*.

Upgrade your phones to the latest firmware release before you apply the `defaultheadsetconfig.json` file. The following table describes the default settings you can adjust with the JSON file.

Table 12: Cisco Headset 500 Series Parameters and Default Settings

Parameter	Range	Default	Notes
Speaker Volume	0 – 15	7	Controls the level of sound in the headset. 0 is very low while 15 is loud. You can configure this setting differently depending on the office environment in which the headsets are deployed.
Microphone Gain	0 (Off) – 4 (High)	2	Controls how loud the user sounds to other people on the call. 0 means users sound quiet while 4 means users sound much louder. You can configure this setting depending on how much ambient noise your deployed headsets encounter.
Sidetone	0 (Off) – 3 (High)	1	Controls how much of a user's own voice they can hear through their headset. 0 turns off sidetone while 3 means users receive much more feedback from their headset microphones.
Equalizer	0 (Warmest) – 6 (Brightest)	3	Controls the Equalizer, known on the phones as **Tuning**. A setting of 0 means that users hear more bass in their headsets, while a setting of 6 means that users hear more treble.
Audio Bandwidth	0 (Wide Band), 1 (Narrow Band)	0	Controls DECT bandwidth. When you set the bandwidth to narrow, Standard Base and Multibase headsets are limited to the DECT codec G.726. Set the audio bandwidth to Narrow Band if your wireless headsets are used in a dense DECT environment.
Bluetooth	0 (On), 1 (Off)	0	Controls the use of Bluetooth on Cisco Headset 561 and 562 with Multibase. The base forgets any devices that have paired with it when this parameter is changed. You can disable Bluetooth if your users are operating in an environment in which information security is at a premium.
DECT Radio Range	0 (autorange), 1 (short range), 2 (medium range)	2	Controls DECT range. By default, the Standard Base and Multibase have a DECT range of over 330 feet (100 meters) in ideal conditions. If you configure the DECT radio range to short, the headset base consumes less power but users can't move as far from the base while on a call.

Parameter	Range	Default	Notes
Conference	0 (Disable), 1 (Enable)	1	Controls the use of the conferencing feature on the Cisco Headset 560 Series. Conferencing allows up to three guest headsets to pair with the same base at once. See *Cisco Headset 500 Series User Guide* for more information on conferencing.

Download the Default Headset Configuration File

Before configuring the headset parameters remotely, you must download the latest JavaScript Object Notation (JSON) sample file.

Procedure

Step 1	Go to the following URL: https://software.cisco.com/download/home/286320550.
Step 2	Choose **Headsets 500 Series**.
Step 3	Select your headset series.
Step 4	Choose a release folder and select the zip file.
Step 5	Click the **Download** or **Add to cart** button, and follow the prompts.
Step 6	Unzip the file to a directory on your PC.

What to do next

Modify the Default Headset Configuration File

Note the following as you work with the JavaScript Object Notation (JSON) file:

- The settings aren't applied if you are missing a bracket or brackets in the code. Use an online tool such as JSON Formatter and check the format.

- Set the "**updatedTime**" setting to the current epoch time or the configuration is not applied.

- Confirm that **firmwareName** is LATEST or the configurations will not be applied.

- Do not change a parameter name or the setting will not be applied.

Procedure

Step 1	Open the `defaultheadsetconfig.json` file with a text editor.
Step 2	Edit the **updatedTime** and the headset parameter values you wish to modify.

A sample script is shown below. This script is provided for reference only. Use it as a guide as you configure your headset parameters. Use the JSON file that was included with your firmware load.

```
{
  "headsetConfig": {
    "templateConfiguration": {
      "configTemplateVersion": "1",
      "updatedTime": 1537299896,
      "reportId": 3,
      "modelSpecificSettings": [
        {
          "modelSeries": "530",
          "models": [
            "520",
            "521",
            "522",
            "530",
            "531",
            "532"
          ],
          "modelFirmware": [
            {
              "firmwareName": "LATEST",
              "latest": true,
              "firmwareParams": [
                {
                  "name": "Speaker Volume",
                  "access": "Both",
                  "usageId": 32,
                  "value": 7
                },
                {
                  "name": "Microphone Gain",
                  "access": "Both",
                  "usageId": 33,
                  "value": 2
                },
                {
                  "name": "Sidetone",
                  "access": "Both",
                  "usageId": 34,
                  "value": 1
                },
                {
                  "name": "Equalizer",
                  "access": "Both",
                  "usageId": 35,
                  "value": 3
                }
              ]
            }
          ]
        },
        {
          "modelSeries": "560",
          "models": [
            "560",
            "561",
            "562"
          ],
          "modelFirmware": [
            {
              "firmwareName": "LATEST",
              "latest": true,
```

```json
            "firmwareParams": [
              {
                "name": "Speaker Volume",
                "access": "Both",
                "usageId": 32,
                "value": 7
              },
              {
                "name": "Microphone Gain",
                "access": "Both",
                "usageId": 33,
                "value": 2
              },
              {
                "name": "Sidetone",
                "access": "Both",
                "usageId": 34,
                "value": 1
              },
              {
                "name": "Equalizer",
                "access": "Both",
                "usageId": 35,
                "value": 3
              },
              {
                "name": "Audio Bandwidth",
                "access": "Admin",
                "usageId": 36,
                "value": 0
              },
              {
                "name": "Bluetooth",
                "access": "Admin",
                "usageId": 39,
                "value": 0
              },
              {
                "name": "DECT Radio Range",
                "access": "Admin",
                "usageId": 37,
                "value": 0
              }
              {
                "name": "Conference",
                "access": "Admin",
                "usageId": 41,
                "value": 0
              }
            ]
          }
        ]
      }
    ]
  }
}
```

Step 3   Save the `defaultheadsetconfig.json`.

What to do next

Install the default configuration file.

Install the Default Configuration File on Cisco Unified Communications Manager

After you edit the `defaultheadsetconfig.json` file, install it on Cisco Unified Communications Manager using the TFTP File Management tool.

Procedure

Step 1	From Cisco Unified OS Administration, choose **Software Upgrades** > **TFTP File Management**.
Step 2	Select **Upload File**.
Step 3	Select **Choose File** and navigate to the `defaultheadsetconfig.json` file.
Step 4	Select **Upload File**.
Step 5	Click **Close**.

Restart the Cisco TFTP Server

After you upload the `defaultheadsetconfig.json` file to the TFTP directory, restart the Cisco TFTP server and reset the phones. After about 10–15 minutes, the download process begins and the new configurations are applied to the headsets. It takes an additional 10 to 30 minutes for the settings to be applied.

Procedure

Step 1	Log in to Cisco Unified Serviceability and choose **Tools** > **Control Center - Feature Services**.
Step 2	From the **Server** drop-down list box, choose the server on which the Cisco TFTP service is running.
Step 3	Click the radio button that corresponds to the **Cisco TFTP** service.
Step 4	Click **Restart**.

Cisco Headset Administration in Cisco Webex Control Hub

Headset Management in Control Hub

Use this chapter for information on how to monitor, analyze, and troubleshoot Cisco Headsets in Control Hub. This chapter assumes that you have already deployed the Cisco Headset 500 Series Cisco Headset 700 Series to your users. For more information on headset deployment, see Cisco Headset 500 Series Set Up.

In Control Hub, you can:

- View headset firmware on headsets connected to Webex.

- Get a detailed inventory of headsets connected to Webex, Cisco Webex Meetings, and Cisco Webex Desk Series devices.

- See headset usage metrics on headsets connected to Webex and Cisco Webex Meetings.

View Headset Inventory in Control Hub

Use headset inventory information to efficiently deploy headsets to your users. You can view and sort through individual headsets connected to Webex, Cisco Webex Meetings, and the Cisco Webex Desk Pro. Each headset page displays headset model serial number, firmware version, connection status, and how long the headset has been connected.

You can sort your deployed headsets by model, status, or user.

When you click on a headset in Control Hub, you can view the device details. The following table shows the displayed information.

Table 13: Headset Page Contents in Control Hub

Field	Description
Connected To	The last device or soft client connected to the headset
Belongs To	Workspace user assigned to the device
Tags	List of tags applied to the device
Serial Number	Headset serial number
Software	Current headset firmware version
Connection Type	Type of headset connection
Connection History	List of recent headset connection events

Procedure

Step 1 From the customer view in https://admin.webex.com/, go to **Devices**.

Step 2 **Optional:** In the search bar, type `Headset` to only show the headsets in your inventory.

Step 3 Select a headset from the inventory.

Delete a Headset from Control Hub

You can delete an individual headset from Control Hub if, for example, a user leaves your company and the headset is no longer in use.

Procedure

Step 1 From the customer view in https://admin.webex.com, go to **Devices**.

Step 2 Click on the headset you want to remove from the inventory.

Step 3 Click **Delete** and confirm the action in the popup window.

Delete a Group of Headsets from Control Hub

If a group of headsets aren't needed, then you can delete them from Control Hub.

Procedure

Step 1 From the customer view in https://admin.webex.com, go to **Devices** and select the headsets you want to delete.

Step 2   Click **Delete Devices** and confirm the action in the popup window.

Generate a Headset Inventory Report in Control Hub

You can generate a customized report of headsets in your inventory as a CSV file.

Procedure

Step 1   From the customer view in https://admin.webex.com/, go to **Devices**.

Step 2   **Optional:** In the search bar, type `headset` to only show the headsets in your inventory.

Step 3   Select the headsets you want to include in your inventory report.

Step 4   Click **Export as CSV**.

Step 5   Select the device attributes you want to include in your inventory report.

Step 6   Click **Export**.

Headset Analytics in Control Hub

You can track how often Cisco Headsets are used in your organization during meetings in the Webex App and Webex Meetings. Analytics for Cisco Headsets are supported for:

- Cisco Headset 560 Series

- Cisco Headset 730

Key Performance Indicators (KPIs)

The KPIs that are available for Headsets Analytics are:

- **Total Headsets**—The total number of Cisco Headsets that have connected to the Webex app and used at least once.

- **Total Active Headsets**—The total number of Cisco Headsets that were used once with the Webex app over the selected date range.

- **Total Calls**—The total number of calls and meetings joined in the Webex app with Cisco Headsets over the selected date range.

- **Total Call Minutes**—The total number of minutes that Cisco Headsets were used in calls and meetings with the Webex app over the selected date range.

- **Average Call Minutes**—The average number of minutes that Cisco Headsets were used in calls and meetings with the Webex app over the selected date range.

| Total Headsets ⓘ	Total Active Headsets ⓘ	Total Calls ⓘ	Total Call Minutes ⓘ
7K ↑ 10%	**4.6K** ↑ 17%	**47.9K** ↑ 87%	**39.4K** ↓ 12%
617 headsets added	65% of total headsets	From last 30 days	100% of the total usage

Daily Average Usage and Inventory Map

This map shows the overall geographic distribution of your Cisco Headset inventory. It also breaks down the average daily headset utilization over the selected time span. This visualization helps you glance quickly at which locations have the most headset inventory and usage.
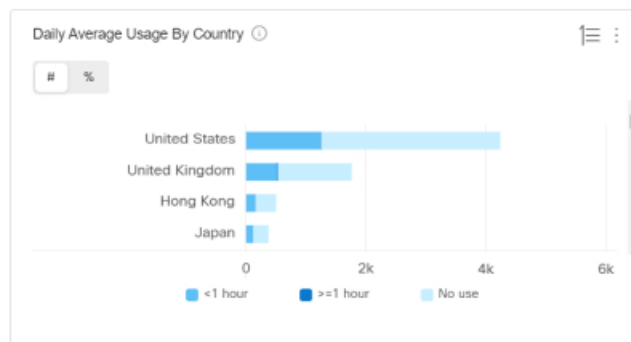
Headset utilization is sorted into three categories:

- Unused headsets.

- Headset usage averages less than an hour per-day.

- Headset usage averages more than an hour per-day.

Daily Average Usage And Inventory Map ⓘ
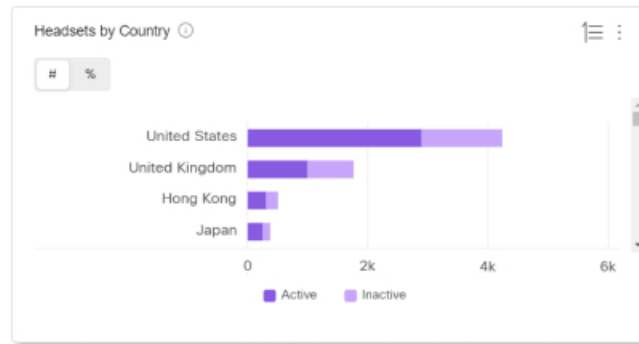
0 hours   0 - 1 hours   1+ hours
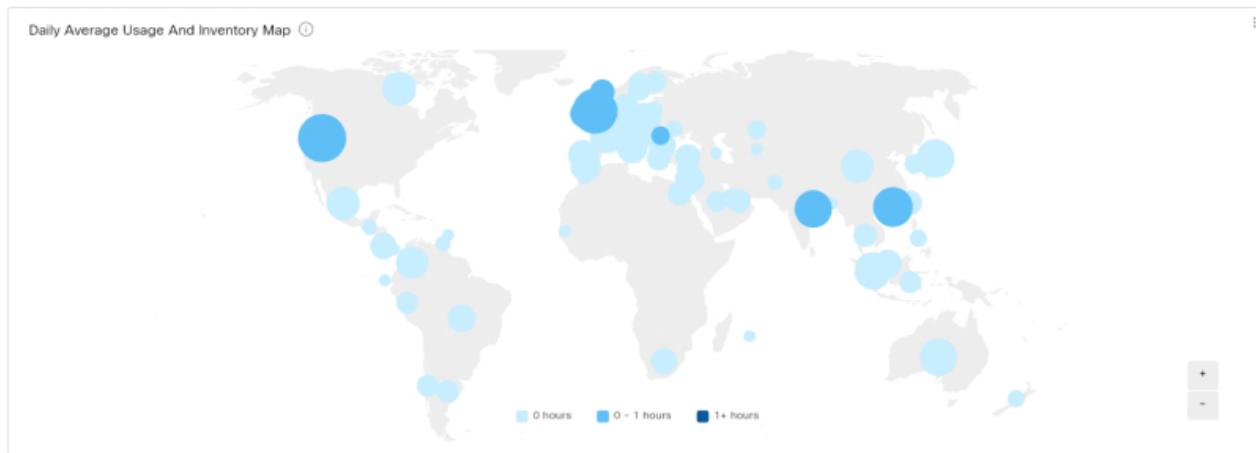
Daily Average Usage by Country

This chart shows the daily average headset use over the selected date range by country. You can use this information to help see headset engagement between different countries.

Daily Average Usage By Country ⓘ

%

United States
United Kingdom
Hong Kong
Japan

0   2k   4k   6k
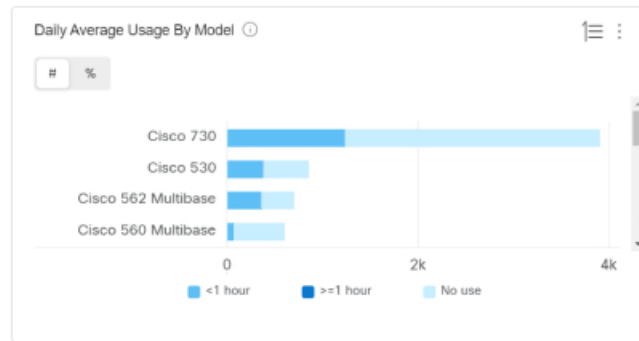
■ <1 hour   ■ >=1 hour   ■ No use

Headsets by Country

This chart shows the total distribution of your Cisco Headset inventory by country. The chart also breaks down your inventory by active and inactive headsets. You can compare this chart with the Daily Average Usage by Country chart to determine if low engagement in other countries is due to a lower headset inventory count or because of a higher number of inactive headsets.


Daily Average Usage by Model

This chart shows the daily average headset use over the selected date range by headset model. You can use this information to see if a certain model has more usage than the others to help with future headset purchases.


Headsets by Model

This chart breaks down your total Cisco Headset inventory by model. You can sort by total number of headsets and by percentage of headset inventory. The chart also breaks down your inventory by active and inactive headsets.
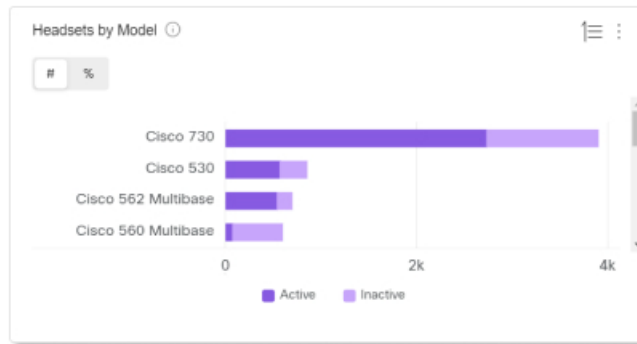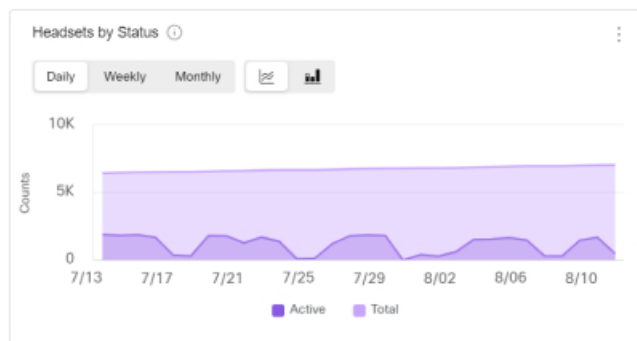
In-Call Usage

This chart shows how many hours headsets were used during calls. In-call usage refers to calls and meetings joined in the Webex app.
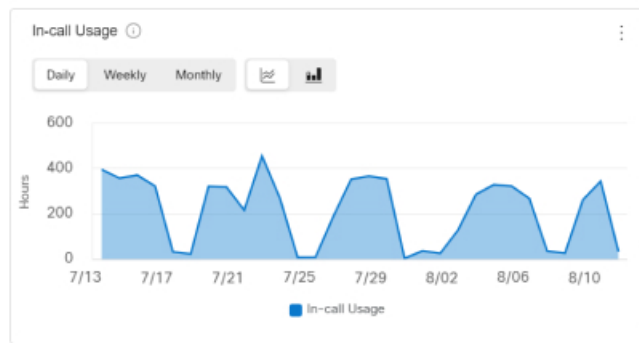

Headsets by Status

This chart shows the trend in headset status over time. You can use this information to see how often headsets are getting used in the Webex app compared to the total amount.

Usage by Endpoint

This chart breaks down the endpoints that users connected their headsets to. You can use this information to help with headset engagement on other endpoints.
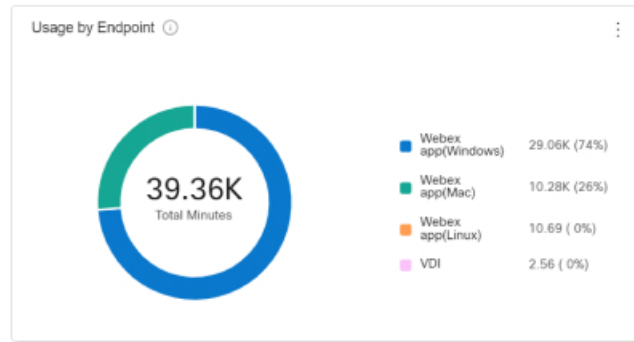
Usage by Connection Type

This chart breaks down headset inventory by the type of connection. You can use this information to see if users in your organization prefer a certain connection type.
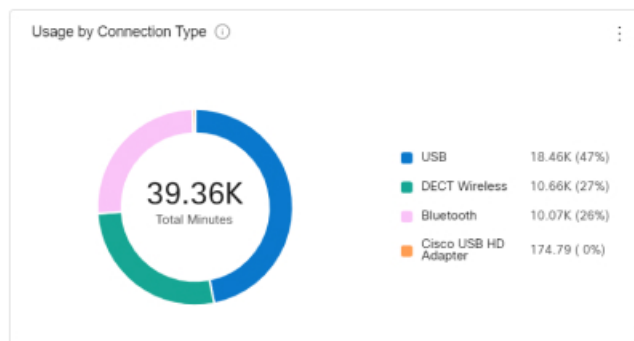
CHAPTER 5

Troubleshooting

Troubleshooting Overview

You may experience issues related to the following scenarios:

- A user's headset cannot communicate with their selected call device.
- Users experience poor audio quality.
- The headset or phone firmware is incompatible.

If you can configure Unified Communications Manager or Cisco Unified Real-Time Monitoring Tool (RTMT) to collect Problem Report Tool (PRT) logs for headsets connected to Cisco IP Phones. The PRT includes data on call quality, codecs used, audio settings, wireless settings, and alert logs.

Unified Communications Manager stores the call diagnostics details for Headsets. Cisco IP Phones send headset diagnostics data in Headset-Stat header either in a BYE message or a 200 OK response to BYE message to update the CMRs in Unified Communications Manager.

Cisco IP Phones share the headset diagnostics data with Unified Communications Manager and this information is stored in the CMR records as two new fields:

- headsetSN—Serial number of the headset.
- headsetMetrics—Headset metrics such as RSSI frame errors, connection drop reason, beacon moves, audio settings, and DECT bandwidth.

For more information on the new CMR records, see the *Call Detail Records Administration Guide for Cisco Unified Communications Manager, Release 12.5(1)SU1*.

User Can't Use the Headset with a Cisco IP Phone

Problem

Your user has difficulty connecting their Cisco Headset 500 Series to a Cisco IP Phone.

Solution

- Check the user's phone firmware.

- Check the connection between the phone and the headset.

- Disconnect and reconnect the headset.

- Generate a problem report for the phones from Cisco Unified Communications Manager. This action results in the same information that the Problem Report Tool (PRT) softkey generates on the phone.

  The problem report contains information about the phone and the headsets.

See the *Cisco Headset 500 Series User Guide* for other troubleshooting solutions that the user can perform at their desk.

Related Topics

Headsets Don't Work with Cisco Jabber

Problem

Cisco Jabber for Windows or Mac does not work with any Cisco headset models.

Solution

Make sure that Jabber on Cisco Unified Communications Manager has been properly configured for headsets. Check the `jabber-config.xml` file on the TFTP server to make sure that the parameter **EnableAccessoriesManager** is set to `true`. This parameter enables call management functionality in connected devices, including headsets.

Refer to the *On-Premises Deployment for Cisco Jabber* for detailed information about on how to modify and upload the `jabber-config.xml` file to your TFTP server.

See https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_0/cjab_b_ on-premises-deployment-for-cisco-jabber-12/cjab_b_on-premises-deployment-for-cisco-jabber-12_chapter_ 01111.html

For more detailed information on all the Cisco Jabber configuration fields in Cisco Unified Communications Manager, see the *Parameters Reference Guide for Cisco Jabber* at https://www.cisco.com/c/en/us/td/docs/ voice_ip_comm/jabber/12_0/cjab_b_parameters-reference-guide-for-cisco_12.html.

Poor Audio Quality

Problem

Your user experiences poor audio quality.

Solution

- Unplug and reconnect the headset to the desired call device.

- If users experience poor audio quality with the Cisco Headset 560 Series:

  - Eliminate potential sources of radio interference between the headset and the base such as large metal or glass surfaces and other DECT devices.

  - Make sure that the headset bases are not too close to each other. For more complete DECT headset deployment and density information, refer to the Cisco white paper, How to Deploy DECT at Work for the Cisco Headset 560 Series.

  - Make sure users securely return their headsets to the headset base when the headsets aren't in use. The Cisco Headset 560 Series reduces DECT power when the headset is seated in the base.

  - Lower the headset's DECT range and bandwidth in Cisco Unified Communications Manager Administration. See Headset Template Management, on page 17 for more information.

    Note   When you switch Cisco Headset 560 Series to **Short Range** or **Medium Range**, users will not be able to roam as far from their base.

Generate PRT for Endpoints on Unified CM

Use this procedure to trigger the Problem Reporting Tool (PRT) on the endpoints.

Procedure

Step 1   From Cisco Unified CM Administration, choose **Device > Phone**.

Step 2   Click **Find** and select one or more phones that the headset connects to.

Step 3   Click **Generate PRT for Selected** to collect PRT logs for the headsets used by the selected phones.

Step 4   Click **Save**.

Cisco Unified Communications Manager sends SIP Notify messages to remotely trigger the log collection on the phone and upload it to the log server configured in the "Customer support upload URL" parameter.

Generate PRT for Endpoints on RTMT

Devices or endpoints generate alarms for each critical event for diagnostics and troubleshooting. These alarms are generated using the Problem Reporting Tool (PRT) available in the Trace Collection menu or the Device Monitoring menu of the Cisco Unified Real-Time Monitoring Tool (RTMT) user interface.

Procedure

Step 1 Open the Trace and Log Central options.

Step 2 In the Trace & Log Central tree hierarchy, choose **Generate PRT**.
The Generate PRT wizard appears.

Step 3 Enter the Device name as configured in the Find and List Phones page in the Cisco Unified CM Administration user interface.

Step 4 Click **Generate PRT**.

The generated report is uploaded at the **Customer support upload URL**. The download option is available only if the **Customer support upload URL** parameter is configured at the Enterprise, Profile, or Device level in the Cisco Unified CM Administration user interface.

> **Note** Check the **Customer support upload URL** parameter in the Enterprise, Profile, or Device level configuration page settings. Else, PRT generation fails.

Troubleshooting Documentation for Cisco Webex Control Hub

Use the following additional documentation to troubleshoot issues with headsets in Cisco Webex Control Hub.

- Cisco Headset 500 Series Release Notes

- What's New in Cisco Webex Conrol Hub—https://help.webex.com/en-us/u9dlxd/What-s-New-in-Cisco-Webex-Control-Hub

- Troubleshooting Meetings—https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings

- Troubleshooting Cisco Webex Control Hub Devices—https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Devices#Troubleshooting

Update Your Cisco Headset Firmware With a Cisco IP Phone

You can update your headset software on any supported Cisco IP Phone. During a headset firmware upgrade, you can view the progress on your phone screen.

During the update, the LEDs on the Cisco Headset 560 Series base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

Step 1   Connect your headset to a Cisco IP Phone.

Step 2   If the headset does not automatically begin to update, restart the phone. The phone downloads the latest headset version file when the phone restarts and uploads it to the headset.

Check Your Headset Firmware on On-Premises Phones

You can check your headset software on any supported Cisco IP Phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Accessories**.

Step 3   Highlight **Cisco Headset** and press **Show detail**.

Check Your Headset Firmware on Multiplatform Phones

You can check your headset software on any supported Cisco IP Phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Accessories**.

Step 3   Highlight **Cisco Headset** and press **Show detail**.

Update Your Headset Firmware on Cisco Jabber

You can update your headset software on any computer running Cisco Jabber version 12.5 or later. Jabber automatically begins the update process if a new firmware release is available.

Jabber version 12.9 or later displays the headset update progress.

During the upgrade, the LEDs on the Cisco Headset 560 Series base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

Step 1   Connect your headset via the USB cable to a computer running Cisco Jabber.

Step 2   Follow the on-screen instructions.

Upgrade Your Cisco Headset to the Latest Release on Webex

Webex only supports the most recent Cisco Headset firmware version. When you connect your headset, Webex checks the firmware version and notifies you if there is a new firmware version to install. After the upgrade, Webex notifies you that the upgrade is complete. Webex won't begin the upgrade process if your headset is already upgrading through another Cisco client.

✎

Note   Cisco Unified Communications Manager (Unified CM) administrators can restrict headset upgrades to Unified CM sources. Check with your administrator if you aren't able to upgrade your headset through Webex.

For the latest Cisco Headset 500 Series release information, see Cisco Headset 500 Series Release Notes .

For the latest Cisco Headset 700 Series release information, see Cisco Headset 700 Series Release Notes .

Procedure

Step 1   Open Webex.

Step 2   Connect your headset to your computer with the included USB cable.

Step 3   Click **Update** . The window shows your upgrade progress.

Upgrade Your Cisco Headset to the Latest Release on Cisco Webex Meetings

Cisco Webex Meetings only supports the most recent Cisco Headset firmware version. When you connect your headset, Webex Meetings checks the firmware version and notifies you if there is a new firmware version to install. After the upgrade, Webex Meetings notifies you that the upgrade is complete. If you experience any issues, make sure that you've upgraded your headset to the latest version before you contact support.

Procedure

Step 1   Open Webex Meetings.

Step 2   Connect your headset to your computer with the included USB cable.

Step 3   Click **Upgrade**.

Upgrade Your Headset on Cisco Accessory Hub

You can upgrade your Cisco Headset 500 Series, Cisco Headset 730, or Cisco Headset USB HD Adapter on Cisco Accessory Hub. This tool enables you to upgrade and check your headset firmware through your web browser. It automatically checks your headset model and current firmware version. It gives you the option to upgrade your headset when there is a newer firmware version available.

You can also upload an older firmware version from your PC desktop. Download the zipped firmware files from the Cisco Software Download page and extract the .ptc firmware files. Headset models match to each .ptc file by name. Use the following table as a guide:

Table 14: Headset Firmware Files

Term	Headset Model
ddp	Cisco Headset 520 and 530 Series
	Note You can only upgrade to new firmware versions from firmware version 2.3(1) or later. You can downgrade from 2.3(1), but Accessory Hub won't be able to detect your headset after it downgrades to the older firmware.
md	Cisco Headset 560 Series
sunkist	Cisco Headset 730
dongle	Cisco Headset 730 USB Adapter

Before you begin

You need Google Chrome version 92 or later to access this feature.

Procedure

Step 1   Connect your headset to a USB port on your computer.

Step 2   In Google Chrome, go to https://upgrade.cisco.com/accessories.

Step 3   Click **Next** and select your headset in the pop-up window.

Step 4   Do one of the following:

- Select the most recent firmware version from the cloud.
- Upload an older firmware version from your PC desktop.

Step 5   Click **Start Upgrade**.

Open a TAC Case Online

If you have additional questions about troubleshooting your headset, you can open a support case with the Cisco Technical Support Center (TAC) online.

Procedure

Step 1 Go to https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-500-series/tsd-products-support-series-home.html.

Step 2 Click on **Open a TAC Case Online** and follow the instructions.

Step 3 You can also open a case by sending an email to tac@cisco.com.

Locate Your Headset Serial Number

You can find your Cisco Headset 500 Series serial number in the following places.

- On the outside of the box your headset shipped in.

- Underneath the Cisco Headset 520 Series or Cisco Headset 530 Series inline controller. Scan the QR code to see the headset serial number.

- On the bottom of the Cisco Headset 560 Series standard base or multibase.

- On a connected Cisco IP Phone.

  See

Find Your Headset Serial Number on a Cisco IP Phone

You can find your headset serial number on any Cisco IP Phone.

Procedure

Step 1 Press **Applications** ⚙ .

Step 2 Select **Accessories**.

Step 3 Highlight **Cisco Headset** and press **Show detail**.

Find Your Headset Serial Number in Cisco Jabber

You can find your Cisco headset serial number on Cisco Jabber for Windows and Mac, version 12.8 or later.

Procedure

Step 1   In Cisco Jabber, click the gear icon ⚙ and select **Settings** > **Audio**.

Step 2   Under the **Speaker** slider, click **Advanced Settings**.

Your headset model, serial number, and current firmware version displays at the top of the window.

Clean Your Cisco Headset 500 Series

To clean your headset, use only a dry soft cloth to gently wipe the ear pads, microphone, and headset base. Do not apply liquids or powders directly to the headset. As with all non-weatherproof electronics, liquids and powders can damage the components, cause failures, and will void the headset warranty.