Cisco Desk Phone 9800 Series

Cisco Headset 320 Series

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

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

Table 1: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	version 1-1-0001-9 or later

Table 2: Cisco Desk Phone 9800 Series

Model	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB

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

Table 3: Cisco Headset 320 Series Features

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

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

Table 4: Phone Headset Serviceability Features

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

Cisco Headset 520 Series

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

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

Table 5: Minimum Headset Firmware

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

Table 6: Cisco Desk Phone 9800 Series

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB

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

Table 7: Cisco Headset 520 Series Features

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

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

Table 8: Phone Headset Serviceability Features

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

Cisco Headset 530 Series

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

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

Table 9: Minimum Headset Firmware

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

Table 10: Cisco Desk Phone 9800 Series

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB

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

Table 11: Cisco Headset 530 Series Features

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

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

Table 12: Phone Headset Serviceability Features

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

Feature	Availability
Headset Metrics	No

Cisco Headset 560 Series

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

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

Table 13: Minimum Headset Firmware

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

Table 14: Cisco Desk Phone 9800 Series

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB

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

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

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

Table 15: Cisco Headset 560 Series Features

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

Feature	USB
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

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

Table 16: Phone Headset Serviceability Features

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

*Supported via CUCM only. Minimum Unified CM 12.5(1)SU1 or later.

Cisco Headset 720 Series

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

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

Table 17: Minimum Headset Firmware

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

Table 18: Cisco Desk Phone 9800 Series

Model	Recommended Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB USB HD Adapter

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB USB HD Adapter

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

- Recommended: Connect to the phone utilizing the headset USB HD Adapter.

- Fully charge the headset before connecting it to the phone with a USB cable.

- Connect your phone to a wall socket for power, as USB over PoE provides less power.

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

Table 19: Cisco Headset 720 Series Features

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

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

Table 20: Phone Headset Serviceability Features

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

Feature	Availability
Inventory	Yes
Headset Metrics	No

Cisco Headset 730

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

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

Table 21: Minimum Headset Firmware

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

Table 22: Cisco Desk Phone 9800 Series

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB USB HD Adapter
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB USB HD Adapter

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

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

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

Table 23: Cisco Headset 730 Features

Feature	USB	USB HD Adapter
Answer and end calls	Yes	Yes

Feature	USB	USB HD Adapter
Hold/resume calls	Yes	Yes
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No
USB HD Adapter upgrades	N/A	No

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

Table 24: Phone Headset Serviceability Features

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

Bang & Olufsen Cisco 950

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

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

Table 25: Minimum Headset Firmware

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

Table 26: Cisco Desk Phone 9800 Series

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB HD Adapter
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB HD Adapter

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

Table 27: Cisco Headset 950 Features

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

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

Table 28: Phone Headset Serviceability Features

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

Bang & Olufsen Cisco 980

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

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

Table 29: Minimum Headset Firmware

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

Table 30: Cisco Desk Phone 9800 Series

Model	Recommeded Firmware	Connection
Cisco Desk Phone 9841	PhoneOS 3.0.1	USB HD Adapter
Cisco Desk Phone 9851	PhoneOS 3.0.1	USB HD Adapter

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

- Recommended: Connect to the phone utilizing the headset USB HD Adapter.

- Connect your phone to a wall socket for power, as USB over PoE provides less power.

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

Table 31: B&O Cisco 980 Features

Feature	USB	USB HD Adapter
Answer and end calls	Yes	Yes (answer only)
Hold/resume calls	No	No
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No

Feature	USB	USB HD Adapter
Reset settings	No	No
Headset upgrades	No	No
USB HD Adapter upgrades	N/A	No

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

Table 32: Phone Headset Serviceability Features

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

Related Documentation

Use the following sections to obtain related information.

Cisco Desk Phone 9800 Series Documentation

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

https://cisco.com/go/dp9800help