Cisco Headset 320 Series

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Contents

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Figure 1.   Cisco Headset 321 and 322 and in-line USB controller

The Cisco Headset 320 Series offers essential wired headsets with integrations into Cisco devices for easy setup. Equip with enhanced productivity features such as the Webex button.

Product overview

The Cisco® Headset 320 Series are affordable headsets that maximize your investment while providing the essentials for everyday office use. Featuring plug and play setup, clear audio, lightweight design, and a new one button to join experience that allows you to easily join a Webex or Microsoft Teams meeting.

Designed for workers who spend a lot of time wearing headsets at their desk and are looking to save time with productivity features like the Webex button.

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The Headset 320 Series offers:

- Lightweight comfort that is ideal for extended wear
- Uncompromised sound in a minimalistic form factor
- Boom arm offers noise reduction in loud environments
- Easy, intuitive user configuration experience when used with Cisco IP Phones, Webex, or Microsoft Teams
- Flexible options for connecting to devices: Supports USB-A, USB-C, and RJ9 connections
- Easy device management with Cisco Unified Communications Manager, Control Hub and Cisco collaboration endpoints
- New Webex or Microsoft Teams button available on USB models offers a more efficient user experience

Features and benefits

Table 1. Features and benefits for Cisco Headset 320 Series

FEATURE	DESCRIPTION
Integrated serviceability	Headsets are easier to deploy, manage, and service with Cisco collaboration services. Centrally manage policy, defaults, and much more when using Cisco Headsets with Cisco Unified Communications Manager, Control Hub, and collabration devices.
Premium audio experience	Advance ear cup design and wide frequency range speaker creates a full and rich sound that providing exceptional clear audio experience. Uni-directional ECM noise canceling mic help prevent noise around you, so you will be heard clearly.
Lightweight and ergonomic design	These headsets are designed to be delightful to wear for people who need to wear a headset all day. They feature quality materials, including multiaxial ear cups.
Rich connection type	Headset provides different models for different connection types including RJ-9, USB-A and USB-C (through USB-A to USB-C adapter). You can find the best fit for your work environment.
Headset audio tuning Works only on USB headsets with compatible Cisco endpoints	The microphone test removes the guesswork associated with tuning microphone gain levels by enabling users to record themselves speaking in their work environment and then playing the recordings back. Configurable sidetone allows users to adjust speaking volume to a proper level. User can also set the Equalization of the headset to best satisfy the ear.
One button to join	**Webex button:** integrates with Webex to give you the ability to join a meeting by pressing one button, invoke the Webex App, answer, end, or hold calls. **Microsoft Teams button:** integrates with Microsoft Teams to give you the ability to join a meeting by pressing one button, invoke the Microsoft Teams App, answer, end, or hold calls.

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Compatibility

For compatibility information with Cisco IP Phone, Cisco Desk Series, Webex, Cisco Jabber, and Webex Meetings, please refer to Cisco Headset Compatibility Guide for details.

Product specifications

Table 2.　Product specifications for the Cisco Headset 320 Series

HEADSET DETAIL	DESCRIPTION
Content in the box	Cisco Headset 321 or 322 With RJ or USB connector Pointer card Headset Adapter USB-A to USB-C (USB-C version only)
Packaging dimension	Headset 321: 180 X 160 X 45 mm Headset 322: 180 X 160 X 38 mm
Weight	Headset 321 RJ9 version: 82g Headset 322 RJ9 version: 121g Headset 321 USB version: 87g Headset 322 USB version: 127g Headset adapter USB-A to USB-C: 5g
Cord length	Headset with USB connector: 2.3 M Headset with RJ-9 connector: 2.0 M
Compatible devices	PC, Mac, Cisco IP phone, Cisco Desk Series

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Table 2. Product specifications for the Cisco Headset 320 Series

HEADSET DETAIL	DESCRIPTION
Connector type	RJ-9, USB-A, USB-C
Operating temperature	0°C to 45°
Speaker size	30mm
Speaker sensitivity	116.5± 3 dB 1mW/ IEC 318 at 1KHz/1mW
Speaker impedance	32Ω
Speaker max input power	50mW
Speaker frequency range	50 Hz to 18 kHz
Microphone type	Uni-directional ECM noise-canceling mic
Microphone sensitivity	-39±3 dBV/Pa F=1KH
Microphone frequency response	150 to 6800 Hz
User hearing protection	Acoustic spike protection from sounds to over 118 dB (USB headset only)

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Ordering information

The Cisco Headset 320 Series are available in a Webex or Microsoft Teams version. For more information on ordering, visit the Cisco Ordering home page.

Table 3. Ordering information for Cisco Headset 321 and 322 - Webex

PART NUMBER	DESCRIPTION
HS-W-321-C-RJ9	Headset 321 Wired Single On-Ear Carbon Black RJ9
HS-W-322-C-RJ9	Headset 322 Wired Dual On-Ear Carbon Black RJ9
HS-W-321-C-USB	Headset 321 Wired Single On-Ear Carbon Black USB-A
HS-W-322-C-USB	Headset 322 Wired Dual On-Ear Carbon Black USB-A
HS-W-321-C-USBC	Headset 321 Wired Single On-Ear Carbon Black USB-A and Headset Adapter USB-A to USB-C
HS-W-322-C-USBC	Headset 322 Wired Dual On-Ear Carbon Black USB-A and Headset Adapter USB-A to USB-C

Table 4. Ordering information for Cisco Headset 321 and 322 - Microsoft Teams

PART NUMBER	DESCRIPTION
HS-W-321Q-C-USB	Headset 321 Wired Single On-Ear Carbon Black USB-A Teams Qualified
HS-W-322Q-C-USB	Headset 322 Wired Dual On-Ear Carbon Black USB-A Teams Qualified
HS-W-321Q-C-USBC	Headset 321 Wired Single On-Ear Carbon Black USB-A Teams Qualified with Headset Adapter USB-A to USB-C
HS-W-322Q-C-USBC	Headset 322 Wired Dual On-Ear Carbon Black USB-A Teams Qualified with Headset Adapter USB-A to USB-C

Warranty information

The Cisco Headset 321 and 322 models have a two-year limited liability warranty.

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Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Table 5.   Environmental sustainability

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date.

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January 2023

For additional information
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