Cisco 500 Series Headsets User Guide

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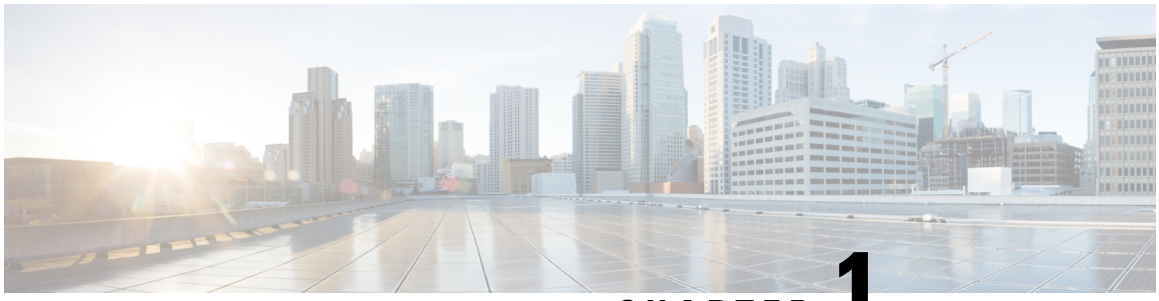

CHAPTER 1

Your Headset

- Cisco Headset 520 Series, on page 1
- Cisco Headset 530 Series, on page 2
- Cisco Headset 560 Series, on page 4
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Cisco Headset 520 Series

Cisco Headsets 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort while the Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5 mm connector for use on personal computers and mobile devices. With the 3.5 mm connector, the headset works like other headsets that plug into audio jacks.

The headsets also come with an inline USB controller that provides easy access to call control capabilities, including answer, end call, hold and resume, mute, and volume control. You use the controller to communicate with Cisco IP Phone 8800 Series and Cisco DX devices.

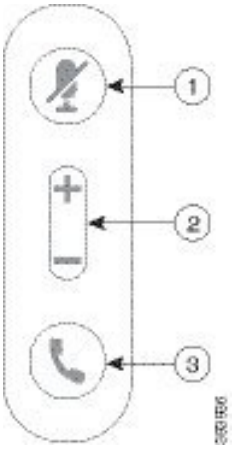
The Cisco Headset 520 Series is compatible on the following Cisco devices:

Table 1: Compatible Cisco Call Devices

Call Device	Connection	Minimum Software Requirement
Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR	USB	On-Premises Phone Firmware 12.1(1) or later Multiplatform Phone Firmware 11.2(1) or later
Cisco Webex DX70 and Cisco DX80	USB	Cisco Webex DX Firmware 9.3 or later
Cisco Jabber for Windows and Mac	USB	Cisco Jabber version 12.0 or later
Cisco Webex Meetings for Windows and Mac	USB	Latest version of Cisco Webex Meetings

Your controller buttons are used for basic call features.

Figure 1: Cisco Headset 521 and 522 Controller



The following table describes the Cisco Headset 521 and 522 controller buttons.

Table 2: Cisco Headset 521 and 522 Controller Buttons

Number	Name	Description
1	Mute button	Toggle the microphone on and off.
2	Volume button	Adjust the volume on your headset.
3	Call	Manage calls: • Press once to answer an incoming call. • Press and hold to end a call. • Press twice to reject an incoming call. • Press once to put an active call on hold. Press again to retrieve a call from hold.

Cisco Headset 530 Series

The Cisco Headset 531 and 532 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 531 features a single earpiece for extended wear and comfort. The Cisco Headset 532 features two earpieces for use in a noisy workplace.

Both headsets feature an RJ9 connector for use on most Cisco IP Phones. With the RJ9 connector, the headset works like other headsets that plug into the headset port on the phone.

An inline USB adapter is also available with a built-in controller that provides easy access to call control capabilities, including answer, end call, hold and resume, mute, and volume control. You can use the quick disconnect on the USB controller cable to move your headset from one device to another.

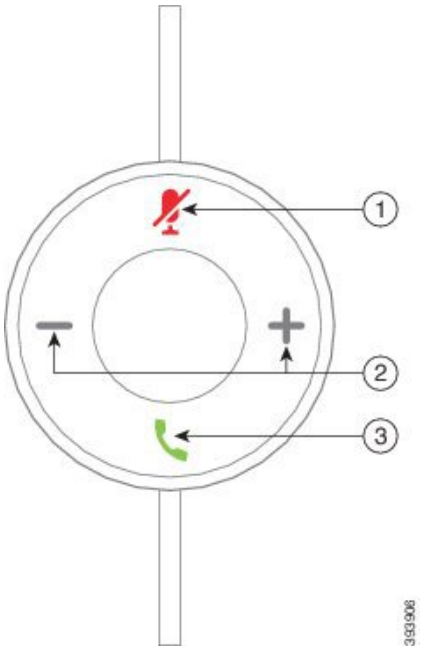
The Cisco Headset 530 Series is compatible on the following Cisco devices:

Table 3: Compatible Cisco Call Devices

Call Device	Connection	Minimum Software Requirement
Cisco IP Phone 6841 and 6851	RJ9	No minimum firmware required for RJ9 connection
Cisco IP Phone 7821, 7841, 7861, 7945G, 7965G, 7975G, 8811, 8841, and 8845	RJ9	No minimum firmware required for RJ9 connection
Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR	RJ9 or USB	No minimum firmware required for RJ9 connection On-Premises Firmware 12.1(1)SR1 or later (USB only) Multiplatform Firmware 11.1.2 or later (USB only)
Cisco Webex DX70 and Cisco DX80	USB	Cisco Webex DX Firmware 9.3 or later
Cisco Jabber for Windows and Mac	USB	Cisco Jabber version 12.0 or later
Cisco Webex Meetings for Windows and Mac	USB	Latest version of Cisco Webex Meetings

Your adapter is used for basic call features.

Figure 2: Cisco Headset 531 and 532 Controller



The following table describes the Cisco Headset USB Adapter buttons.

Table 4: Cisco USB Adapter Buttons

Number	Name	Description
1	Mute button	Toggle the microphone on and off.
2	Volume button	Adjust the volume on your headset.
3	Call button	Place, answer, and manage your calls: • Press once to place a call. • Press once to answer an incoming call. Press twice to reject an incoming call. • Press once to put an active call on hold. • Press and hold to end a call.

Cisco Headset 560 Series

The Cisco Headset 560 Series includes two wireless headset models designed for use in a modern office space. The Cisco Headset 561 features a single earpiece for lightweight comfort and support. The Cisco Headset 562 offers dual ear cups for rich sound and comfort in a noisy office space. To use this series, you need either the standard base or the multibase. The bases plug into the call device and facilitate communication with the headset.

Each headset base has a maximum range of approximately 330 feet (100 meters) unless there are physical barriers like walls and doors or outside interference from other radio sources. A headset will unpair from its base if it's taken too far away. The base light turns solid white when it's paired to the headset, and flashes when it isn't.

Seat your headset in the base when the battery is low. It takes 3 hours for a battery to complete a full charge.

The Cisco Headset 560 Series is compatible with the following Cisco devices:

Table 5: Compatible Cisco Call Devices

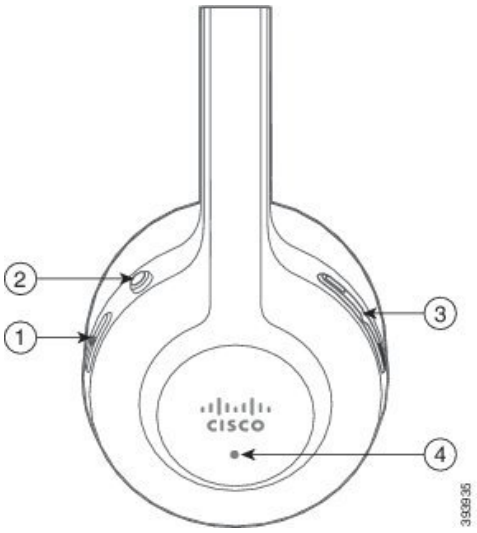
Call Device	Firmware Requirements and Hardware Compatibility
Cisco IP Phone 7821, 7841, 7861, 7945G, 7965G, 7975G, 8811, 8841, and 8845	On-Premises Firmware 12.1(1)SR1 or later (partial call functionality with the Y-cable) On-Premises Firmware 12.5(1) or later (full call functionality with the Y-cable) Multiplatform Cisco IP Phone 7800 Series phones do not support the Cisco Headset 560

Call Device	Firmware Requirements and Hardware Compatibility
Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR	On-Premises Firmware 12.1(1)SR1 or later (partial call functionality with the Y-cable) On-Premises Firmware 12.5(1) or later (full call functionality with the USB or Y-cable) Multiplatform Firmware 11.2.3 or later (USB only)
Cisco Webex DX70 and Cisco DX80	Cisco Webex DX Firmware 9.3 or later (with USB or Bluetooth)
Cisco Jabber for Windows and Mac	Cisco Jabber version 12.5 or later (with USB or Bluetooth)
Cisco Webex Meetings for Windows and Mac	Latest version of Cisco Webex Meetings (with USB or Bluetooth)

Note Your On-Premises administrator must enable electronic hookswitch for the Y-Cable to work with your Cisco IP Phone.

Your headset buttons are used for basic call features.

Figure 3: Cisco Headset 561 and 562 Buttons



The following table describes the Cisco Headset 561 and 562 Headset buttons.

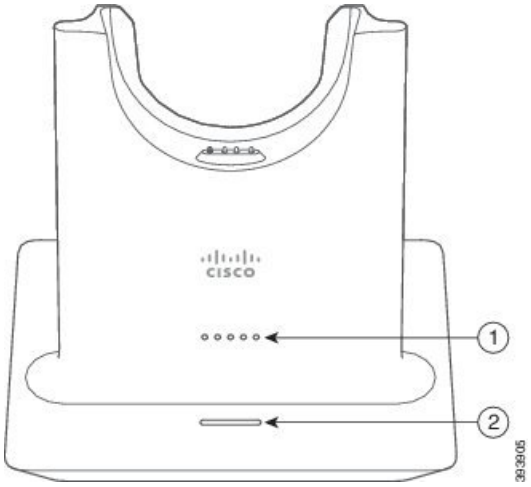
Table 6: Cisco Headset 561 and 562 Buttons

Number	Button	Name	Description
1		Power and Call button	Use to power the headset on and off. Press and hold for 4 seconds to power the headset off and on. Incoming and active call management depends upon if you have one call or multiple calls. One call: • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve a call from hold. • Press twice to reject an incoming call. • Press and hold to end a call. Multiple calls: • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a call on hold. Press again to resume a call, or press and hold until you hear a tone to end the current call and to resume a held call. • Press and hold until you hear a tone to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.
2		Mute button	Toggle the microphone on and off.
3		Volume buttons	Adjust the volume on your headset.
4	N/A	LED	Shows the headset status: • Blinking red—Incoming call. • Steady red—Active call. • Blinking white—Firmware upgrade is in process or the headset is pairing with the base station.

Cisco Headset 560 Series Standard Base

The standard base charges your headset and has LEDs that shows your headset's battery level and call state. You can also answer and end calls when you lift or place your headset on the base.

Figure 4: Standard Base LEDs



The following table describes the standard base.

Table 7: Standard Base LEDs

Number	Name	Description
1	Battery Status LED	Indicates the headset battery charge and base status: • Headset battery strength—LEDs blink and change to solid as the battery charges. • Headset update in progress—LEDs blink in sequence, left to right. • Headset and base not paired—All LEDs blink • Power save mode—Middle LED shows solid. The base enters power save mode when there is no call source connectivity after 10 minutes.
2	Call Status LED	Alerts you to the call state: • Incoming call—Blinking green • Active call—Steady green • Muted call—Steady red

Cisco Headset 560 Series Multibase

The multibase can connect up to three call sources through Bluetooth, USB connector, or Y-cable. You can switch between call sources using the button interface on the multibase. You can answer and end calls by selecting the call control buttons on your headset, or by lifting and returning your headset to the base.

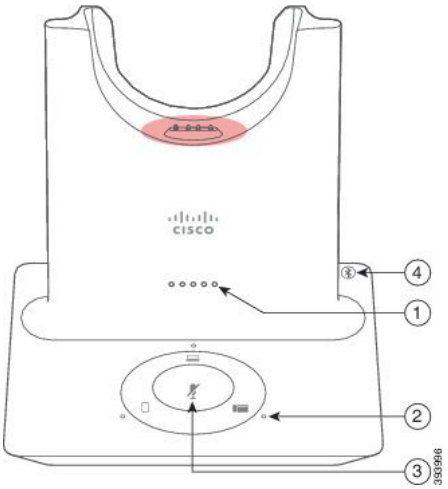
The multibase comes with the following connector cables:

- USB to USB Cable: for Cisco IP Phones with USB connectivity
- USB Y-Cable: for Cisco IP Phones without a USB port

Note Your Cisco IP Phone administrator must enable hookswitch calling for the Y-Cable to work.

- Mini USB Cable: for PC or Mac.

Figure 5: Multibase LEDs



The following table describes the multibase.

Table 8: Multibase LEDs

Number	Name	Description
1	Battery Status LED	Indicates the headset battery charge and base status: • Headset battery strength—LEDs blink and change to solid as the battery charges. • Headset update in progress—LEDs blink in sequence, left to right. • Headset and base not paired—All LEDs blink • Power save mode—Middle LED shows solid. The base enters power save mode when there is no call source connectivity after 10 minutes.

Number	Name	Description
2	Call Status LEDs	Alerts you to the call state: • Active Source—Steady white • Incoming call—Blinking green • Active call—Steady green • Incoming call on an unselected source—Pulse green
3	Mute Status LED	Alerts you when your headset is muted.
4	Bluetooth Status LED	Alerts you to the Bluetooth status: • Paired with a call source—Steady white • Pairing mode—Blinking white • Searching for a call source—Pulse white • Bluetooth is Off—LED is blank

You select which call source you want to use with the call source controls on the Multibase. The LED next to each selected source lights up when the source is selected.

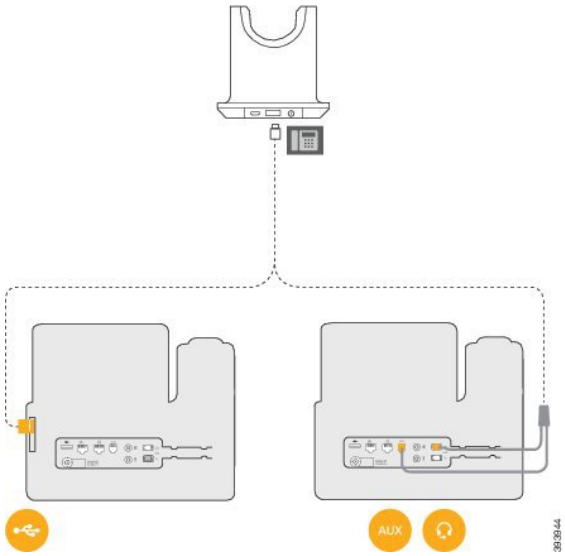
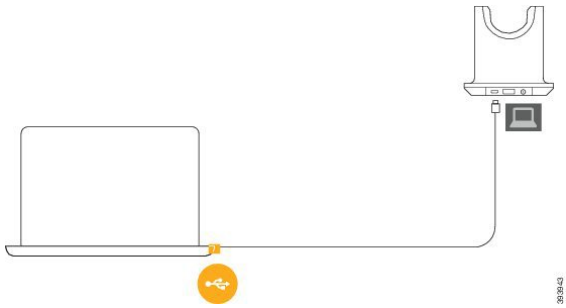
Even if you are connected to a source, the LED may not be lit. The source LED only lights when the source is selected or has an active call. For example, you may be properly connected to a Cisco IP Phone, your PC, and your mobile phone through Bluetooth. However, the respective source LED is only lit when it is selected, has an active call, or has an incoming call. Press the source button to check if a source is properly connected. The source LED flashes three times if there is no connection.

You can alternate between active call sources.

Note Place an active call on hold before you change to a different call source. Calls on one call source aren't automatically put on hold when you switch to a different call source.

The following table illustrates the multibase source icons and their corresponding connections.

Table 9: Multibase Source Controls

Base Icon	Connection
	 USB to USB cord or Y-Cable The desk phone icon corresponds with the middle USB port at the back of the multibase. It is intended for connecting to Cisco IP Phones but it will function properly with any compatible call device.
	 Micro-USB cord The laptop icon corresponds with the micro-USB port found on the back of the multibase. The micro-USB port is intended for connections with a laptop or desktop computer but it will function properly with any compatible call device.

Base Icon	Connection
	 The mobile phone icon corresponds with the Bluetooth connection found at the back of the base. While the icon is of a mobile phone, the base will connect with any compatible Bluetooth call device. If you are listening to music through the Bluetooth source, the music pauses when you place the headset on the base.

Related Topics

Connect the Multibase to a Bluetooth Device, on page 11

Connect the Multibase to a Bluetooth Device

The Cisco Headset 560 Series with 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.

Procedure

Step 1 Press the **Bluetooth** button on the back of the multibase 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.

Turn Bluetooth On and Off with the Multibase

Your multibase remembers the last-connected device. When you turn Bluetooth off on the multibase, the connection to the device stops. When you turn Bluetooth on again, the base reconnects to the device.

Procedure

Press the **Bluetooth** button on the back of the base once to turn it on or off.

Change the Bluetooth Device Connected to Your Multibase

The multibase only remembers one Bluetooth device at a time.

Procedure

Step 1 Press and hold the **Bluetooth** button on the back of the multibase for four seconds to clear the memory.

Step 2 After the Bluetooth LED starts to slowly pulse, press the **Bluetooth** button twice to search for Bluetooth devices.

Step 3 Select your headset from the **Settings** menu on your device.

Related Documentation

Use the following sections to obtain related information.

Cisco Headset Documentation

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

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

Cisco Collaboration Help

For support articles for Cisco Webex Teams, Cisco Webex Calling, Cisco Webex Meetings, and other Cisco Webex products, go to the following URL:

https://help.webex.com/

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

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

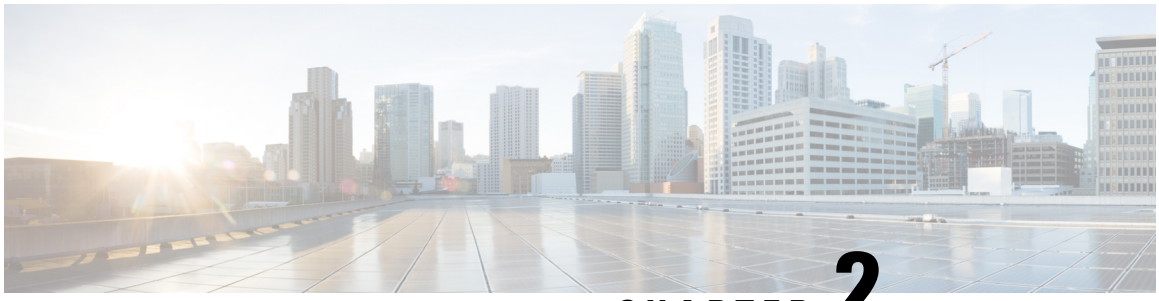
See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

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

Cisco Webex DX Series Documentation

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

https://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-series-home.html



CHAPTER 2

Calls

Call functions in the Cisco Headset 500 Series are similar across all models. However, there is some variation in button location and behavior between the wired and wireless headset models.

- Wired Headsets, on page 15
- Wireless Headsets, on page 17

Wired Headsets

While the button layouts differ, the inline controllers on Cisco Headset 521, 522, 531, and 532 use the same call controls. See the following section for specific call control functions.

Related Topics

Cisco Headset 520 Series, on page 1

Cisco Headset 530 Series, on page 2

Make and Answer Calls

Procedure

On the inline controller, press **Call** .

Adjust Your Volume

Procedure

Press **Up** + or **Down** − on the inline controller.

Mute Yourself on a Call

Procedure

Press **Mute** on the inline controller.

Place a Call on Hold

Procedure

Step 1 Press **Call** once on the inline contoller.

Step 2 If you have an incoming call, the headset answers automatically.

End a Call

Procedure

Hold **Call** on the inline controller until you hear a tone.

Reject a Call

Procedure

Press **Call** twice on the inline controller.

Place a Call on Hold and Resume a Held Call

Procedure

Step 1 Press **Call** on the inline controller.

Step 2 Select the call you want to resume.

Step 3 Press **Call**.

End a Call and Answer an Incoming Call

Procedure

Step 1 Hold **Call** until you hear a tone.

Step 2 Press **Call** once.

End a Call and Resume a Held Call

Procedure

Step 1 Hold **Call** until you hear a tone.

Step 2 Select the call that you want to resume.

Step 3 Press **Call** once.

Wireless Headsets

Cisco Headset 561 and 562 with Standard Base and Cisco Headset 561 and 562 with Multibase use similar call controls to the wired headset models with a few important differences. The call control buttons are located on the headset ear cup and call status feedback is provided on the Standard Base and Multibase. See the following section for specific call control functions.

Related Topics

Cisco Headset 560 Series, on page 4

Turn Your Headset On and Off

Procedure

Step 1 Hold **Call** on your headset for 4 seconds. You will hear a tone indicating headset status.

Step 2 Hold **Call** for another 4 seconds to turn the headset back on.

- You can also place the headset on its base. The headset automatically turns on and syncs to the base.

Make and Answer Calls

Procedure

Press **Call** on your headset.

Adjust Your Volume

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Use **Volume** on your headset.

Mute Yourself on a Call

Procedure

Press **Mute** on your headset.

- You can also mute yourself with on the multibase.

Place a Call on Hold

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

While on a call, press **Call** on your headset.

- If you have an incoming call, the headset answers automatically.

End a Call

Procedure

Hold **Call** on your headset until you hear a tone.

- You can also end a call by placing your headset on its base.

Reject a Call

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Press **Call** on your headset twice.

Put a Call on Hold and Resume a Call

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Step 1 Press **Call** on your headset.

Step 2 Select the call that you want to resume.

Step 3 Press **Call**.

End a Call and Resume a Held Call

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Step 1 Hold **Call** on your headset until you hear a tone.

Step 2 Select the call that you want to resume.

Step 3 Press **Call**.

End an Active Call and Answer an Incoming Call

Procedure

Step 1 Hold **Call** until you hear a tone.

Step 2 Press **Call** once.

- On 561 and 562 headsets using Multibase, you can press the source button on the base if the incoming call is on a different source.

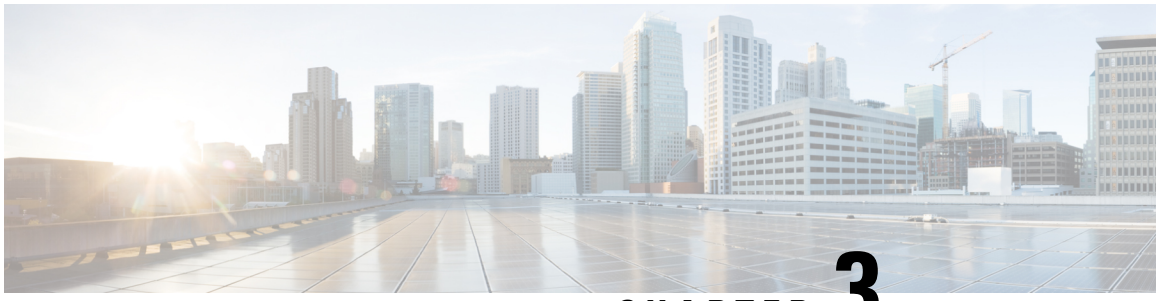
Answer a Call From a Different Source on the Multibase

Make sure you place on hold or end any active calls before your switch sources. Active calls are not automatically placed on hold when you change sources on the multibase.

Procedure

On the multibase, press the incoming call source button.

- You can also answer the call from the incoming source device. The base automatically switches to the new active source.



CHAPTER 3

Headset Settings

You can customize a range of settings for your Cisco Headset 500 Series. Customized settings are stored in the headsets so the settings are carried over to other supported Cisco devices. For example, a customized volume setting set on a Cisco IP Phone carries over to a Cisco DX80.

- On-Premises Phone Headset Customization, on page 21
- Multiplatform Phone Headset Customization, on page 23
- Webex DX Headset Customization, on page 24
- Jabber Headset Customization, on page 25
- Webex Meetings Headset Customization, on page 26

On-Premises Phone Headset Customization

Once you personalize your headset settings, your tuning selections are saved and are applied to any future headset model you use in your Cisco IP Phone.

Adjust Your Bass and Treble (USB Only)

You can adjust how much bass or treble your hear through your headset when you use a USB connection.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessories** > **Cisco Headset**.

Step 3 Press **Setup** and select **Speaker** > **Tuning**.

Step 4 Press the Navigation cluster, left or right, to adjust the tuning.

Adjust Your Speaker Feedback (USB Only)

You can adjust how much of your own voice you want to hear through your headset speaker when you use a USB connection.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Accessories** > **Cisco Headset**.
Step 3 Select **Speaker** > **Sidetone**.
Step 4 Press the Navigation cluster, up or down, to adjust the sidetone.
Step 5 Select **Set** to apply your settings.

Adjust Your Speaker Feedback (Y-Cable Only)

If you use the Y-cable to connect with a Cisco Headset 561 or 562 base, you can adjust how much of your own voice you want to hear through the headset.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Settings** > **Headset sidetone**.
Step 3 Press the Navigation cluster, up or down, to adjust the sidetone.
Step 4 Select **Exit** to apply the setting.

Adjust Your Microphone Volume (USB only)

You can adjust how loud you sound through your headset microphone when you use a USB connection. You may wish to adjust this setting depending your surrounding ambient noise level.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Accessories** > **Cisco Headset**.
Step 3 Press **Setup** and select **Microphone** > **Gain**.
Step 4 Press the Navigation cluster, left or right, to adjust the gain.

Test Your Microphone (USB Only)

You can test your microphone to hear how you sound through your headset when you use a USB connection.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Accessories** > **Cisco Headset**.
Step 3 Press **Setup** and select **Microphone** > **Test**.
Step 4 Press **Record** and speak into the microphone.
Step 5 Press **Stop rec** when you finish speaking.
Step 6 Press **Play** to review your test recording.

Multiplatform Phone Headset Customization

Once you personalize your headset settings, your tuning selections are saved and are applied to any future headset model you use in your Cisco IP Phone.

Adjust Your Bass and Treble (USB only)

You can adjust how much bass or treble your hear through your headset when you use a USB connection.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Status** > **Accessories**.
Step 3 Highlight **Cisco Headset** and press **Setup**.
Step 4 Select **Speaker** > **Tuning**.
Step 5 Press the Navigation cluster, left or right, to adjust the tuning.
Step 6 Press **Save** to apply and retain your setting.

Adjust Your Speaker Feedback (USB Only)

You can adjust how much of your own voice you want to hear through your headset speaker when you use a USB connection.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Status** > **Accessories**.
Step 3 Highlight **Cisco Headset** and press **Setup**.

Step 4 Select **Speaker** > **Sidetone**.

Step 5 Press the Navigation cluster, up or down, to adjust the sidetone.

Step 6 Press **Save** to apply your setting.

Adjust Your Microphone Volume (USB Only)

You can adjust how loud you sound through your headset microphone when you use a USB connection. You may wish to adjust this setting depending your surrounding ambient noise level.

Procedure

Step 1 Press **Applications** .

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

Step 3 Highlight **Cisco Headset** and press **Setup**.

Step 4 Select **Microphone** > **Gain**.

Step 5 Press the Navigation cluster, left or right, to adjust the gain.

Step 6 Press **Save** to apply your setting.

Test Your Microphone (USB Only)

You can test your microphone to hear how you sound through your headset when you use a USB connection.

Procedure

Step 1 Press **Applications** .

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

Step 3 Highlight **Cisco Headset** and press **Setup**.

Step 4 Select **Microphone** > **Test**.

Step 5 Press **Record** and speak into the microphone.

Step 6 Press **Play** when you finish speaking and listen to the test recording. The maximum recording time is 20 seconds.

Webex DX Headset Customization

Change Audio Sources on Your Webex DX

Your DX device can connect to multiple audio devices.

Procedure

Step 1 Select the icon in the upper right corner of your DX device and choose from the available audio devices. The icon in the status bar displays which audio output your DX is currently using.

Step 2 Select **Cisco Headset**.

Pair Your Multibase to a Cisco Webex DX with Bluetooth

Pair your multibase to a Cisco Webex DX70 or Cisco Webex DX80 with Bluetooth.

Procedure

Step 1 Press **Bluetooth** on the back of the base twice.

Step 2 On your DX device, tap the device name in the upper left corner.

Step 3 Select **Settings** > **Bluetooth**. Bluetooth is enabled by default. If it is disabled, toggle it on.

Step 4 Select **Cisco Headset** when it appears in the device list. It may take a few seconds for the pairing to complete.

Jabber Headset Customization

Change the Audio Device in Cisco Jabber for Windows

You can specify which audio device you wish to use in Cisco Jabber for Windows.

Procedure

Step 1 Plug in your headset or other audio device to the appropriate USB port.

Step 2 Click the **phone control menu** and select **Use my computer for calls**. You'll also see any audio devices that are currently in use.

Step 3 To change your audio device, click **Audio Options** and select **Cisco Headset** in the speaker and microphone categories, then click **OK**.

Change the Audio Device in Cisco Jabber for Mac

You can specify which audio device you wish to use in Cisco Jabber for Mac.

Procedure

Step 1 Plug in your headset or other audio device to the appropriate USB port.

Step 2 Click the **phone control menu** and select **Use my computer for calls**. You'll also see any audio devices that are currently in use.

Step 3 To change your audio device, click **Audio/Video Preferences** and select **Cisco Headset** in the speaker and microphone categories, then click **OK**.

Webex Meetings Headset Customization

Change the Audio Device in Cisco Webex Meetings Desktop App for Windows and Mac

You can select your audio device settings both before and during a call.

Procedure

Step 1 In a meeting room, select **Call Using Computer** and **Cisco Headset** for each audio field.

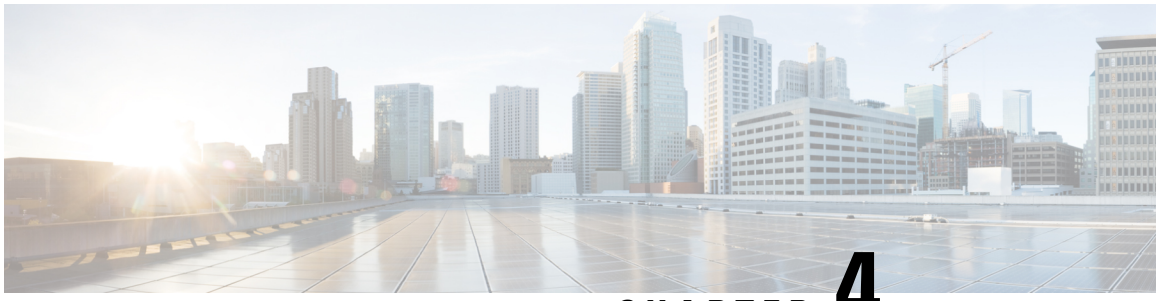
Step 2 Optional: Select **Audio** in the menu bar and select **Computer Audio Settings**.

Step 3 Select **Cisco Headset** for each audio field.

Step 4 Optional: Click **Test** to hear the volume at its current setting.

You can use the volume and mic sensitivity sliders to adjust your speaker volume and mic sensitivity.

Step 5 Click **Ok**.



CHAPTER 4

Troubleshooting

- Troubleshoot Your Cisco Headset 500 Series, on page 27
- Maintain Your Cisco Headset 500 Series, on page 35

Troubleshoot Your Cisco Headset 500 Series

You may experience issues related to the following scenarios:

- Your headset cannot communicate with your selected call device.
- The sound in your headset speakers is poor.
- You cannot be understood when you speak into the headset microphone.

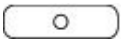
If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Related Topics

Report Headset Issues Through Your Cisco IP Phone, on page 34

What to Do First

Try these actions first if you have trouble with your Cisco Headset 500 Series device.

- If you are using Cisco Headset 521, 522, 531, or 532:
  - Unplug and replug your headset into your call device
- If you are using Cisco Headset 561 or 562 with Standard Base or Multibase:
  - Unplug your headset base from its power source, wait a moment, and plug the power source back in.
  - Restart your wireless headset. Press and hold  for four seconds to power your headset off and on.
  - Check the connection between your headset base and your call device. Make sure that all cords are properly plugged in and functioning.
- Check your device settings to see if your headset is detected.

- On a Cisco IP Phone connected to Cisco Unified Communications Manager: Press **Applications** and select **Accessories**.
- On a Cisco IP Phone with Multiplatform Phone Firmware: Press **Applications** and select **Status** > **Accessories**.
- On a Cisco Webex DX70 or DX80: Tap on the screen and select from the available audio devices in the upper right corner.
- On Cisco Jabber: Click **Menu** > **Options** > **Audio**.
- On Cisco Webex Meetings: Click **Audio** > **Computer Audio Settings**

- Test a different headset with your device to determine if the problem is with your wireless headset or your device.
- If you are using your headset with a Cisco IP Phone, make sure that your headset software version is up-to-date.

Related Topics

Update Your Headset Firmware, on page 35

Problems With Your Headset Audio

Your Headset Does Not Alert You to Incoming Calls on a Cisco IP Phone

Problem

Your Cisco Headset 500 Series does not play a tone when you have an incoming call.

Solution

This is a known limitation in the Cisco Headset 500 Series. We are working on a solution and should have an update soon.

There is Broken or Inconsistent Sound in Your Cisco Headset 520 Series or Cisco Headset 530 Series

Problem

There is sound coming through the headset but it is inconsistent or full of static.

Solution

Using the Cisco Headset 520 Series or Cisco Headset 530 Series:

- Disconnect and reconnect your headset from the call source.
- Check the connectivity of your call source.

You Hear Broken or Inconsistent Sound in Your Cisco Headset 560 Series

Problem

There is sound coming through the headset but it is inconsistent or full of static.

Solution

Using Cisco Headset 560 Series with standard base or multibase:

- Make sure that you are not taking your headset too far from the base.
- Unplug and plug in the power cord.
- Press and hold the **Call** button for 4 seconds to turn off the headset. Place the headset on to the base to pair with the headset.
- Make sure that your base is not receiving interference from other headset bases. For best call quality, make sure that your headset base is at least one foot (0.3 meters) away from another Cisco headset base.
- Check the connectivity of your call source.

Related Topics

Cisco Headset 560 Series, on page 4

You Can't Hear Sound Through Your Cisco Headset 520 Series or Cisco Headset 530 Series

Problem

There is little or no sound coming through your Cisco Headset 520 Series or Cisco Headset 530 Series.

Solution

- Check the volume level on your headset. Press the volume controls on your inline controller to adjust the sound level.
- Ensure that the audio output on your device is set to **Cisco Headset**.
  - On a Cisco IP Phone connected to Cisco Unified Communications Manager: Press **Applications** and select **Accessories**.
  - On a Cisco IP Phone with Multiplatform Phone firmware: Press **Applications** and select **Status** > **Accessories**.
  - In Cisco Jabber: Click **Menu** > **Options** > **Audio**.
  - In Cisco Webex Meetings: From the **Select Audio Connection** drop-down list, select **Cisco Headset**.

You Can't Hear Sound Through Your Cisco Headset 560 Series

Problem

There is little or no sound coming through your headset.

Solution

- Check the volume level on your headset.
- Ensure that the audio output on your device is set to **Cisco Headset**.
  - On a Cisco IP Phone connected to Cisco Unified Communications Manager: Press **Applications** and select **Accessories**.
  - On a Cisco IP Phone with Multiplatform firmware: Press **Applications** and select **Status** > **Accessories**.
  - In Cisco Jabber: Click **Menu** > **Options** > **Audio**.
  - In Cisco Webex Meetings: From the **Select Audio Connection** drop-down list, select **Cisco Headset**.
- Ensure that the headset base is plugged into a power source. The headset cannot function without its base.
- Make sure that your wireless headset is paired with its base. Place the headset into the base to pair the headset and base. Make sure that the headset is properly seated.
- Check that the headset base is properly connected to your desired call device.
- If you use your headset with a multibase, make sure that your desired call source is selected.
- Check the battery level on your wireless headset.

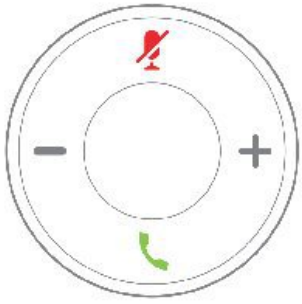
Other People Can't Hear You on Your Cisco Headset 520 Series or Cisco Headset 530 Series

Problem

You cannot be heard when using your Cisco Headset 520 Series or Cisco Headset 530 Series.

Solutions

- Check to make sure your microphone is not muted. Press **Mute** on your controller or wireless headset to mute and unmute your microphone. When you are muted on a call, **Mute** on your inline controller or call indicator LED on your base shows solid red.



- Make sure that the microphone boom has been lowered. For optimal sound, the headset microphone should be no further than 1 in (2.5 cm) from your mouth.
- Make sure that your headset is properly plugged into your preferred call device.

- Check that your desired call device detects your headset. Go to Cisco.com for help with your specific Cisco device.

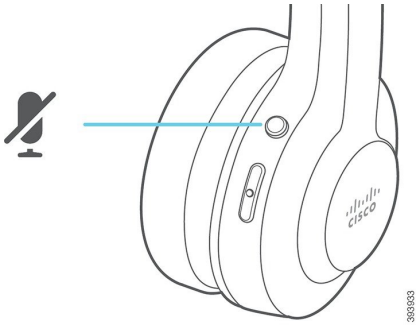
Other People Can't Hear You on Your Cisco Headset 560 Series

Problem

You cannot be heard when using your Cisco Headset 560 Series.

Solutions

- Check to make sure your microphone is not muted. Press **Mute** on your controller or wireless headset to mute and unmute your microphone. When you are muted on a call, **Mute** on your inline controller or call indicator LED on your base shows solid red.



- Make sure that the microphone boom has been lowered. For optimal sound, the headset microphone should be no further than 1 in (2.5 cm) from your mouth.
- Check that your device is detecting your headset. Go to Cisco.com for help with your specific Cisco device.
- Make sure that your base is properly plugged into your preferred call device. Ensure that the connection to and from the base is secure.
- Make sure that you don't take your headset too far from the base.
- If you use your headset with a multibase, make sure that your desired call source is selected on the base.

Related Topics

Cisco Headset 560 Series, on page 4

Your Headset and Base Won't Pair

Problem

Your headset is seated in the wireless base but they have not paired. The headset and battery indicator LEDs on the base flash rapidly. It should take no longer than 10–12 seconds for the headset and base to pair.

Solution

Power cycle the headset.

1. With the headset off the base, press and hold the **Call button** for 4 seconds until the LED on the headset is off.
2. Seat the headset back on to the base. The headset will automatically turn on and begin to pair with the headset base.

Note If the headset does not have the most recent software load, the headset will begin to update.

Base with Y-Cable Doesn't Work

Problem

The Cisco Headset 561 or 562 with standard base or multibase does not work when plugged into a Cisco IP Phone with the Y-cable.

Solution

- Check that all Y-cable connectors are plugged into the appropriate ports on the phone.
  - Phone: AUX port and headset port
  - Base: USB port
- For on-premises phones, contact your administrator to get the electronic hookswitch control feature activated for your phone.

Problems with Your Bluetooth Connection

The Cisco Headset 561 and 562 with Multibase enables you to connect a call device through Bluetooth. See the following sections to troubleshoot Bluetooth problems on the Multibase.

Bluetooth Does Not Turn On

Problem

Bluetooth doen't turn on when you press the **Bluetooth** button on the back of your multibase.

Solution

Contact your headset administrator to see if Bluetooth functionality has been disabled remotely.

Bluetooth LED Pulses White

Problem

The Bluetooth LED pulses white.

Solution

- Check that Bluetooth is activated on your desired call device.
- If you have already paired your device, make sure that you select **Cisco Headset XXX** from the Bluetooth menu and attempt to reconnect.

Note The Multibase appears on your desired call device as **Cisco Headset** followed by the last three digits of the base serial number. Your base serial number can be found on the underside of your base.

- Put the base in pairing mode and pair the call device to the base. To put your base in pairing mode, press the **Bluetooth** button on the back of the base twice.

Related Topics

Connect the Multibase to a Bluetooth Device, on page 11

There is No Audio With Bluetooth Turned On

Problem

The Bluetooth LED shows solid white but you cannot hear any audio.

Solution

- Make sure the audio on your intended call device is turned up.
- Make sure that the **Mobile** source is selected on the base. The source LED shows solid white when it is selected.
- Make sure that your base is paired with your intended call device.

Wireless Battery Issues

Headset Doesn't Charge

Problem

Your Cisco Headset 561 or 562 doesn't charge when placed on the base.

Solution

- Make sure that your headset is properly seated on the base. When the headset is properly seated, the LED shows solid white. When charging, the LEDs on the base light up in sequence from left to right. When the headset is fully charged, all five battery indicator LEDs show solid white.
- Check that your base is plugged into a reliable power source.
- It is possible that your headset battery may need replacement.

Headset Does Not Hold a Charge

Problem

The wireless headset is not holding a full charge.

Solution

Your Cisco Headset 561 and 562 is designed to hold its charge for up to 8 hours of continuous use. If your headset battery seems weak or defective, contact your IT department.

Report Headset Issues Through Your Cisco IP Phone

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs, and to report problems to your administrator. The PRT also logs information about your headset. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Phone information** > **Report problem**.
Step 3 Enter the date and time that you experienced the problem in the **Date of problem** and **Time of problem** fields.
Step 4 Select **Problem description**.
Step 5 Select a description from the displayed list, then press **Submit**.

Report Headset Issues Through Your Multiplatform Phone

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator. The PRT also logs information about your headset. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Status** > **Report problem**.
Step 3 Enter the date and time that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
Step 4 Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
Step 5 Select **Problem description**.
Step 6 Select a description from the displayed list.
Step 7 Press **Submit**.

Maintain Your Cisco Headset 500 Series

Many headset-related issues may stem from using out-of-date firmware. You can check and update your headset firmware on any supported Cisco IP Phone or with the latest version of Cisco Jabber.

Update Your Headset Firmware

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

During the update, the LEDs on the Cisco Headset 561 and 562 base blink in sequence from left to right. After the software upgrade has completed successfully, the LEDs return to their idle state.

Procedure

Step 1 Connect your Cisco Headset 500 Series 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 Cisco IP 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.

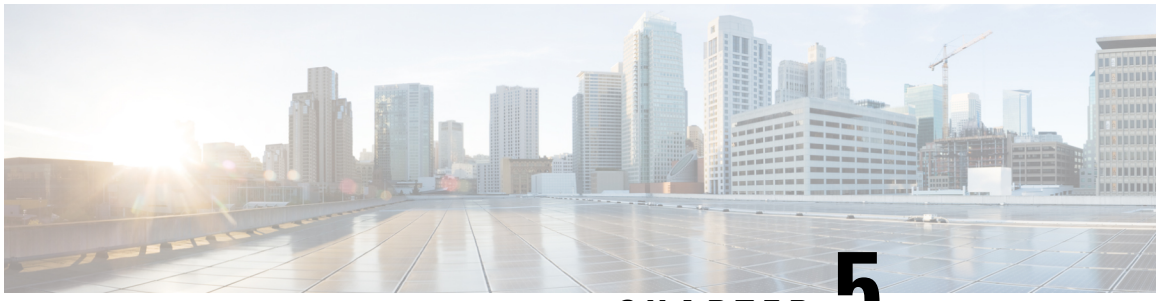
During the upgrade, the LEDs on the Cisco Headset 561 and 562 base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

Connect your Cisco Headset 500 Series to a computer running Cisco Jabber.

Care for 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.



CHAPTER 5

Product Safety

- Important Headset Safety Information, on page 37
- Compliance Statements, on page 37

Important Headset Safety Information

High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.

CE

EU Authorized Representative:
Edgard Vangeel
Cisco Systems Belgium
De Kleetlaan 6A
B 1831 Diegem
Belgium

RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.

Compliance Statements for the USA

General RF Exposure Compliance

This device has been evaluated and found compliant to the ICNIRP (International Committee on Non-Ionizing Radiation Protection) limits for Human Exposure of RF Exposure.

Part 15 Radio Device

Caution The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user's authority to operate this device.

Compliance Statements for Canada

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Canadian RF Exposure Statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de

référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

Compliance Statement for Singapore