Cisco Headset 500 Series User Guide

First Published: 2019-01-23

Last Modified: 2020-12-08

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C H A P T E R 1

Your Headset

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, reject call, hold and resume, mute, and volume control. The inline controller is also available with a USB-C connector.

See the Cisco Headset 500 Series Data Sheet for complete information on compatibility with other Cisco devices and call clients.

Your controller buttons are used for basic call features.

Figure 1: Cisco Headset 520 Series Controller
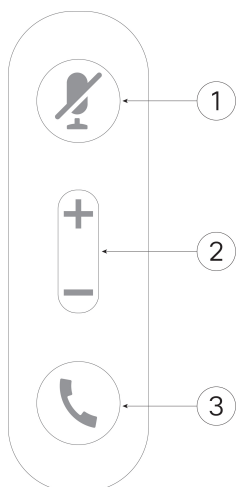
The following table describes the Cisco Headset 521 and 522 controller buttons.

Table 1: Cisco Headset 520 Series 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 place a call (Cisco IP Phone only) • 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 other call 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, reject 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 inline controller is also available with a USB-C connector.

You can connect a second headset to the Cisco Headset 530 Series with the Cisco Headset 530 Series Y Trainer Cable. See Connect and Use the Cisco Headset 530 Series Y Trainer Cable, on page 4 for more information.

See the Cisco Headset 500 Series Data Sheet for complete information on compatibility with other Cisco devices and call clients.

Your adapter is used for basic call features.

Figure 2: Cisco Headset 530 Series Controller
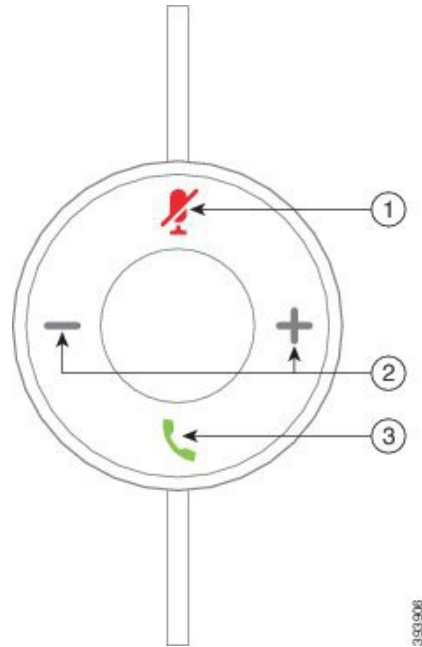
The following table describes the Cisco Headset USB Adapter buttons.

Table 2: 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. (Cisco IP Phone only) • 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.

Connect and Use the Cisco Headset 530 Series Y Trainer Cable

You can connect a second headset to the Cisco Headset 530 Series with the Y Trainer Cable. The Y Trainer Cable enables a trainer to listen in to a trainee's call and join if necessary. The switch on the trainer cable alternates voice control between the headsets so that a trainer or supervisor can quickly join a call if necessary. The color on each arm of the cable corresponds to the colors on the switch. When the switch shows blue, the blue-banded arm of the headset is active. When the switch shows light grey, the light grey arm of the cable is active.
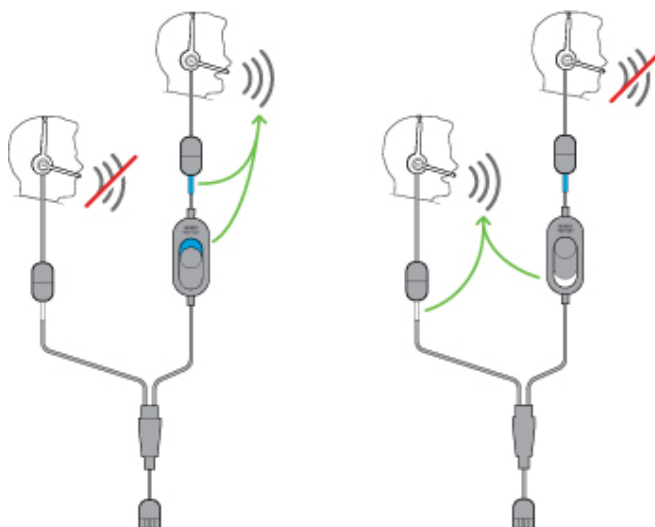
Procedure

Step 1   Connect the trainer cable to the Cisco Headset 530 Series USB controller.

Step 2   Connect the trainee headset to the arm of the trainer cable without the control switch.

Step 3   Connect the trainer headset to the arm of the Y cable with the switch.

Step 4   Use the switch on the trainer cable to alternate voice feedback between the headsets.

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 default range of approximately 145 feet (45 meters) unless there are physical barriers such as walls and doors or outside interference from other DECT radio sources. Your administrator can increase your headset range up to approximately 330 feet (100 meters). 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.

Note As of Firmware Release 2.1(1) or later, your headset powers down if it is unpaired to a base for more than 20 minutes. This feature conserves the battery.

Your Cisco Headset 560 Series is can hold its charge for up to 10 hours of continuous use. Seat your headset in the base when the battery is low. It takes 3 hours for a battery to complete a full charge.

If you have Headset Firmware Release 2.1(1) or later, you can maintain call control through your Cisco Headset 560 Series when you switch bentween soft clients. For example, you can mute a call on Microsoft Skype for Business and still maintain call control in Cisco Webex Meetings.

See the Cisco Headset 500 Series Data Sheet for complete information on compatibility with other Cisco devices and call clients.

Your headset buttons are used for basic call features.

Figure 3: Cisco Headset 561 and 562 Buttons
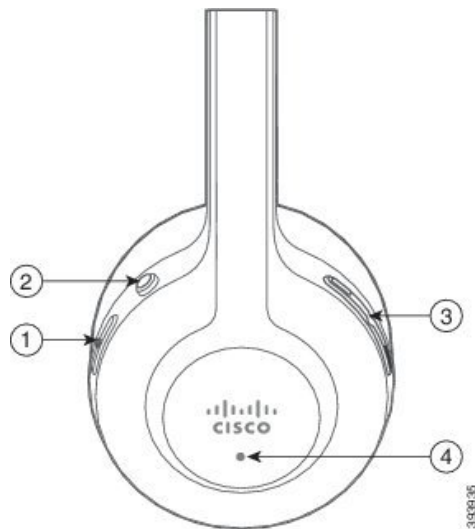
The following table describes the Cisco Headset 561 and 562 Headset buttons.

Table 3: Cisco Headset 561 and 562 Buttons

Number	Button	Name	Description
1	(o)	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. • Steady white—Headset is paired and properly seated on the base • Steady pulse—Headset is paired, in an idle state, and is off the base.

Cisco Headset 561 and 562 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.

The standard base comes with the following connector cables:

- USB to USB Cable: for devices with USB connectivity

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

- USB-A to USB-C Cable: available separately for PC or Mac devices

Figure 4: Standard Base LEDs
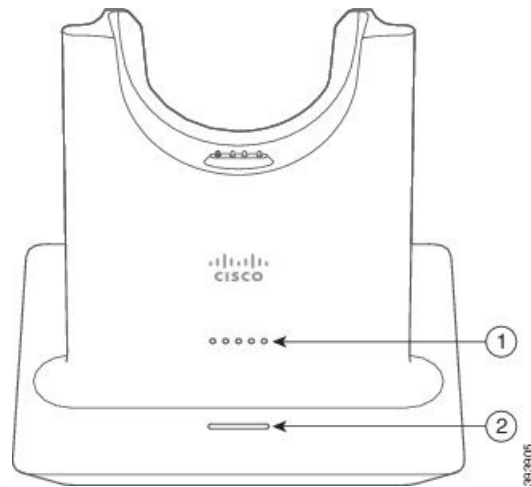
The following table describes the standard base

Table 4: 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.

Number	Name	Description
2	Call Status LED	Alerts you to the call state: • Incoming call—Blinking green • Active call—Steady green • Muted call—Steady red

Cisco Headset 561 and 562 with Multibase

The multibase can connect up to three call sources through Bluetooth, the USB connector, or the Y-cable. The multibase can save up to four Bluetooth devices. You can switch between call sources using the buttons on the multibase. You use the call control buttons on the headset to answer and end calls. When your headset is in the base, you automatically answer the call when you remove the headset from the base. You can return the headset to the base to end the call.

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

• Mini USB Cable: for PC or Mac.

• Mini USB to USB-C cable: available separately for PC or Mac devices.

Figure 5: Multibase LEDs
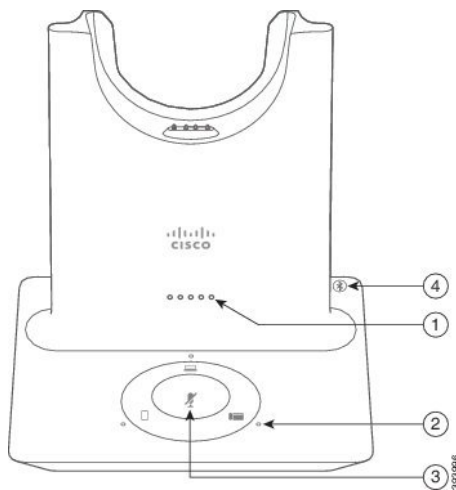
The following table describes the Cisco Headset 560 Series Multibase multibase LEDs.

Table 5: 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.
2	Call Status LEDs	Alerts you to the call state of each source: • Active Source—Steady white • Incoming call on a selected source—Blinks green • Incoming call on an unselected source—Blinks green • Active call—Steady green • Call on an inactive source—Pulses 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 off

You use the source control buttons on the base to control the active source. Each source button corresponds with a specific connection on the multibase.

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.
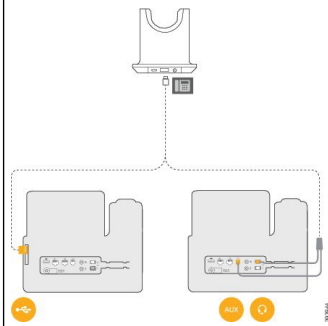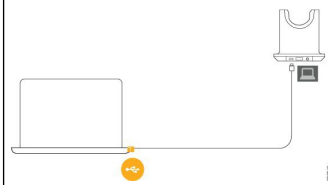
You can alternate between active call sources.

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 6: Multibase Source Console

Source	Base Icon	Connection
Desk Phone		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.
Laptop		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.

Source	Base Icon	Connection
Mobile		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. The multibase can save and remember up to four Bluetooth call devices. 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

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.

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 tries to reconnect to the device.

Procedure

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

Erase All Bluetooth Pairings

You can erase all saved Bluetooth device pairings.

Procedure

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

Cisco Headset 560 Series Conferencing

If your administrator has enabled headset conferencing, you can pair up to three guest Cisco Headset 560 Series headsets to either the standard base or the multibase. With this feature, people that sit near you can connect to each other and to the same call with one base. You can conference headsets both on and off an active call. If the call source or the multibase is muted, conferenced headsets can interact with each other and won't interfere with the active call.

If you are on a call and need a coworker to join the call, the coworker's headset can pair with your base. When the call ends, you and your coworker are still connected to each other. Decide on a base that will act as the primary base and pair your coworker's headsets to that base. When you no longer need people connected to your base, they can pair their headsets back to their own bases.

Headset Firmware Release 1.5(1) or later is required for a headset to enter conferencing mode.

Headset Firmware Release 2.1(1) or later enables headset conferencing capabilities by default.

When the base is in conferencing mode, the battery status LEDs display number of connected headsets and each headset's status. The far-right LED shows the primary headset status while the middle LEDs indicate the status of each guest headset. The LEDs light in order as headsets connect. When a headset disconnects, newer headsets keep their position on the base. The following figure and table show the corresponding conference mode LEDs.

Figure 6: Multibase Conferencing LEDs
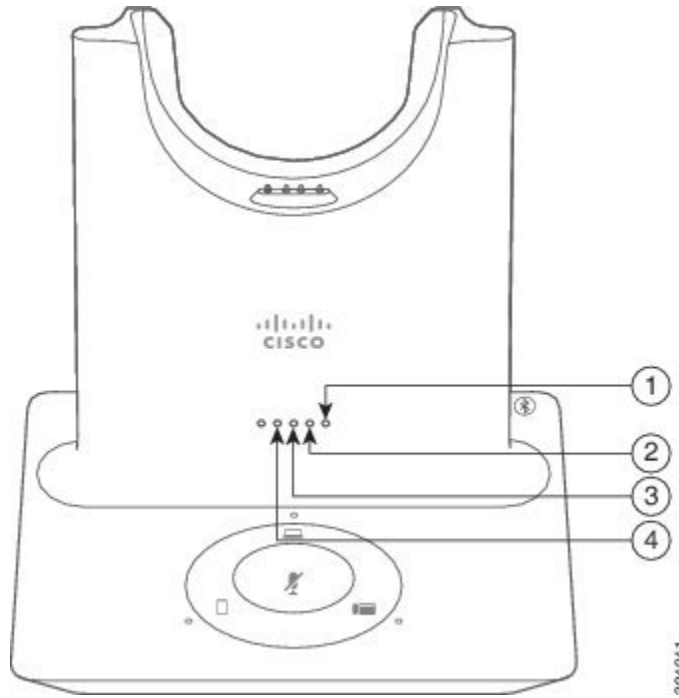
Table 7: Conferencing LEDs

Number	Headset
1	Primary Headset
2	Guest Headset #1
3	Guest Headset #2
4	Guest Headset #3

The following table describes LED behavior when a base is in conferencing mode.

Table 8: Conferencing LED States

LED State	Headset Status
LED is solid	Headset is connected and not muted
LED blinks	Guest headset is waiting to pair
LED flashes every two seconds	Headset is muted
LED blinks rapidly	Headset is unable to pair with the base
LED is off	Headset is disconnected from the base

Guest headsets use their own tuning settings while in conferencing mode. Users can mute and adjust the volume in their headsets without changing the settings on any other paired headsets.

Pair a Guest Headset

You can pair up to three guest headsets to a base. Guest headsets retain any tuning or volume settings. Guest headsets are muted by default when they pair. The primary headset plays a tone indication when a guest headset is trying to pair. The primary headset must confirm the guest headset within 10 seconds. A second tone plays when the primary headset accepts the guest for conferencing. The guest headset's original base LED's flash white to show that there is no paired headset.

Note When the guest headset tries to pair, the primary headset can't accept any incoming calls until it accepts or rejects the guest headset to the base.

Before you begin

The primary headset must be already paired with the base.

Procedure

Step 1 Place the guest headset on the base.
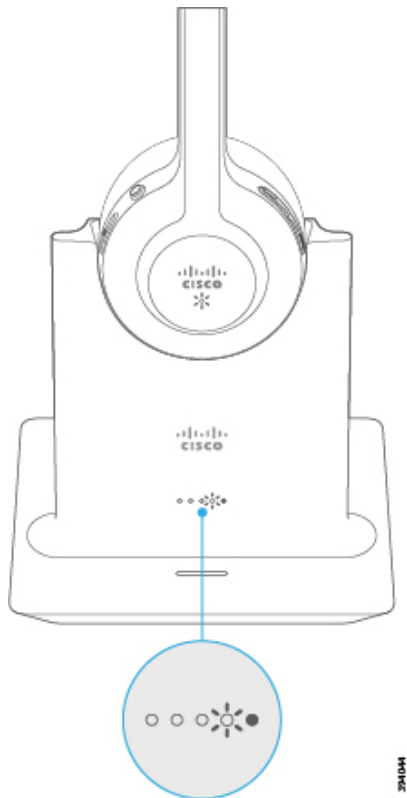
Step 2 Press **Call** on the primary headset to enable the guest headset to join.
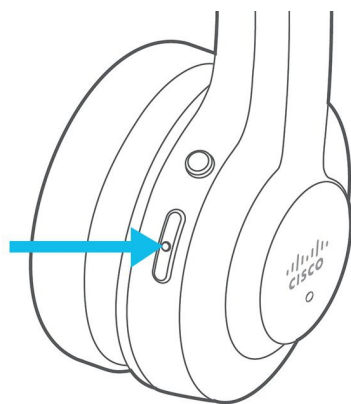
Step 3   Press the **Mute** ◉ on the guest headset to join the conversation.

Unpair a Guest Headset

You can unpair guest headsets from the primary base.

Procedure

Do one of these actions.

  • Press and hold **Call** (○) on the guest headset until you hear a tone.
  • Place the primary headset on the base. All guest headsets will disconnect.

Change the Primary Paired Headset

You can change the primary headset on your standard base or multibase. When the new headset pairs, the previous primary headset plays a tone and unpairs from the base.

Procedure

Step 1   On the new headset, hold **Mute** ◉ for five seconds until the headset LED rapidly alternates red and white.

Step 2   Place the new headset on the base.

   Note   You can skip step one if you power cycle the base with the new headset seated in the cradle.

Unpair Your Primary Headset From Your Base

You can designate a new primary headset and force the old headset to unpair from your base. This is useful in case you can't locate the primary headset and turn it off.

Note You can't unpair the primary headset if you have an active call or are in conferencing mode.

Procedure

Step 1 On your new headset, hold **Mute** ⦿ for five seconds. The headset LED alternates red and white.

Step 2 Place the headset on the base. The base designates the new headset as the primary headset and un-pairs with the old headset.

The old primary headset plays a tone indication when it unpairs from the base.

New and Changed Information

New Information for Firmware Release 2.2(1)

Table 9: Cisco Headset 500 Series User Guide Revisions for Firmware Release 2.2(1)

Feature	Updated Section
Customize your headset ringer setting on the Cisco IP Phone	Change Your Headset Ringer Settings, on page 29
The Cisco Headset 560 Series can maintain call control in Cisco Webex Meetings with multiple open call clients on the same computer.	Cisco Headset 560 Series, on page 4
Cisco Webex Teams shows your headest upgrade status	Upgrade Your Cisco Headset to the Latest Release on Webex, on page 45
Enhancements to the Cisco Headsets Web Tool	Upgrade Your Headset with the Cisco Headsets Web Tool, on page 45

New Information for Firmware Release 2.1(1)

Table 10: Cisco Headset 500 Series User Guide Revisions for Firmware Release 2.1(1)

Feature	Updated Section
The Cisco Headset 560 Series powers down if unpaired after 20 minutes to conserve battery power.	Cisco Headset 560 Series
The Cisco Headset 560 Series can maintain call control with multiple open call clients on the same computer.	Cisco Headset 560 Series

Feature	Updated Section
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 44
Enhancement to the Cisco Headset 560 Series Multibase auto-switch feature.	Answer a Call From a Different Source, on page 26
Upgrade Through Cisco Webex Teams	Upgrade Your Cisco Headset to the Latest Release on Webex
Upgrade through the Cisco Headsets Web Tool	Upgrade Your Headset with the Cisco Headsets Web Tool, on page 45
The Cisco Headset 560 Series conferencing feature is enabled by default.	Cisco Headset 560 Series Conferencing, on page 12

New Information for Firmware Release 2.0(1)

Table 11: Cisco Headset 500 Series User Guide Revisions for Firmware Release 2.0(1)

Feature	Updated Section
Answer calls from a different source with the Cisco Headset 560 Series with Multibase	Answer a Call From a Different Source, on page 26
Report headset issues through Cisco Webex DX70 or DX80	Report Headset Issues Through Your Cisco Webex Desk Series, on page 43
Enable electronic hookswitch from your Cisco IP Phone	Enable Electronic Hookswitch Control on Your Phone, on page 29
Cisco Headset 530 Series Y Trainer Cable	Connect and Use the Cisco Headset 530 Series Y Trainer Cable, on page 4

New Information for Firmware Release 1.5(1)

Table 12: Cisco Headset 500 Series User Guide Revisions for Firmware Release 1.5(1)

Feature	Updated Section
Headset Conferencing	Cisco Headset 560 Series Conferencing, on page 12
	Pair a Guest Headset, on page 14
	Unpair a Guest Headset, on page 15
	Change the Primary Paired Headset, on page 15
	Unpair Your Primary Headset From Your Base, on page 15

Feature	Updated Section
Updated for added ringtones on incoming calls when you are connected to a Cisco IP Phone	Make and Answer Calls, on page 21 Make and Answer Calls, on page 24 Answer a Call From a Different Source, on page 26
Updated for enhanced multibase Bluetooth capability	Connect the Multibase to a Bluetooth Device, on page 11 Erase All Bluetooth Pairings, on page 12
Updated for new headset settings in Cisco Jabber	Adjust Your Equalizer Settings in Cisco Jabber, on page 33 Adjust Your Sidetone in Cisco Jabber, on page 33
Reset Cisco Headset Settings to the Administration settings	Reset Cisco Headset Settings from Your Phone, on page 29
Webex Teams Call Support	Cisco Headset 520 Series, on page 1 Cisco Headset 530 Series, on page 2 Cisco Headset 560 Series, on page 4 Webex Headset Customization, on page 34

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 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 Webex Help Center

For support articles for 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

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

CHAPTER 2

Cisco Headset 500 Series Call Controls

- Cisco Headset 520 Series and Cisco Headset 530 Series Call Controls, on page 21
- Cisco Headset 560 Series Call Controls, on page 23

Cisco Headset 520 Series and Cisco Headset 530 Series Call Controls

While the button layouts differ, the inline controllers on Cisco Headset 521, 522, 531, and 532 use the same call controls.

Related Topics

Cisco Headset 520 Series, on page 1

Cisco Headset 530 Series, on page 2

Make and Answer Calls

When you have an incoming call, you hear the ringtone in your headset.

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

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

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   On your phone, select the call that you want to resume.

Step 3   Press **Call** once.

Cisco Headset 560 Series Call Controls

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.

Related Topics

Turn Your Headset On and Off

Procedure

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

Step 2   Do one of these actions.

- Hold **Call** ⊂ ○ ⊃ for 1 second to turn the headset back on.
- Place the headset on the base.

Make and Answer Calls

Procedure

Press **Call** on your headset.

Adjust Your Volume

Procedure

Use **Volume** on your headset.

Mute Yourself on a Call

Procedure

Do one of these actions.

- Press **Mute** on your headset.
- You can also mute yourself with on the multibase.

Place a Call on Hold

Procedure

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

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

End a Call

Procedure

Do one of these actions.

- Hold **Call** ⬭ on your headset until you hear a tone.
- Place your headset on its base.

Reject a Call

Procedure

Press **Call** ⬭ on your headset twice.

Put a Call on Hold and Resume a Call

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

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.

Answer a Call From a Different Source

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

Do one of these actions:

- Press **Call** ⬭ on your headset.
- On the multibase, press the source button for the incoming call.

Note   Active calls don't automatically go on hold when you change sources on the multibase. Make sure you place on hold or end any active calls before you switch sources. Active calls do automatically hold when you press **Call** ⬭ on your headset.

Headset Settings

On-Premises Phone Headset Customization

After you personalize your headset settings, the phone saves the settings and applies them to any other Cisco headset model.

Adjust Your Bass and Treble

You can adjust how much bass or treble your hear through your headset.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Accessories** > **Cisco Headset**.
Step 3	Press **Setup** and select **Speaker** > **Equalizer**.
Step 4	Press the Navigation cluster, left or right, to adjust the tuning.

Adjust Your Speaker Feedback

You can adjust how much of your own voice you want to hear through your headset speaker.

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 Microphone Volume

You can adjust how loud you sound through your headset microphone. 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

You can test your microphone to hear how you sound through your headset on a Cisco IP Phone.

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.

Enable Electronic Hookswitch Control on Your Phone

If your administrator has enabled **Admin settings** on your Cisco IP Phone, you can enable or disable electronic hookswitch control to connect with a Cisco Headset 560 Series base. Electronic hookswitch control is enabled by default.

Note   This feature is available on Cisco IP Phone Firmware Release 12.7(1) and later.

Procedure

Step 1   On your phone, press **Applications** ⚙.

Step 2   Navigate **Admin settings** > **Aux port**.

Step 3   Select **Connect e-hook headset** to enable electronic hookswitch control.

Change Your Headset Ringer Settings

You can change your headset ringtone behavior on Cisco IP Phones with Phone Firmware 14.0 or later. The setting is saved on the phone and will apply to any Cisco headset that connects.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Preferences** > **Headset ringer**.

Step 3   Select a ringer setting.

By default, your phone follows the behavior of the phone ringer settings. Select **On** if you want to always hear the phone ring when you have an incoming call. If you select **Off**, you won't hear any ring through your headset when there is an incoming call.

Step 4   Select **Set** to apply your settings.

Reset Cisco Headset Settings from Your Phone

You can reset your Cisco headset to remove your custom settings. This action returns the headset to the original configuration set by your administrator.

Your phone must be running Firmware Release 12.5(1)SR3 or later for this feature to function.

Before you begin

Connect your headset to the phone:

- Cisco Headset 520 Series: Connect with the USB adapter

- Cisco Headset 530 Series: Connect with the USB cable

- Cisco Headset 560 Series: Connect the standard base or multibase with the USB or Y-cable.

Procedure

Step 1	On the phone, press **Applications** ⚙.
Step 2	Select **Accessories** > **Setup** > **Reset settings**.
Step 3	At the warning window, select **Reset**.

Multiplatform Phone Headset Customization

After you personalize your headset settings, your phone saves your tuning selections and applies to them to any future Cisco headset model you use.

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.

Cisco Webex Desk Series Headset Customization

Change Audio Sources on Your Cisco Webex Desk Series

Your Webex Desk Series device can connect to multiple audio devices.

Procedure

Step 1	Select the icon in the upper right corner of your Webex Desk Series device and choose from the available audio devices. The icon in the status bar displays which audio output your device is currently using.
Step 2	Select **Cisco Headset**.

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 your 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 your headset in the speaker and microphone categories, then click **OK**.

Adjust Your Equalizer Settings in Cisco Jabber

You can adjust your equalizer settings in Cisco Jabber for Mac or Windows. A setting of **Warmer** means you will hear more bass in your headset. A setting of **Brighter** means you will hear more treble in your headset.

Procedure

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

Step 2   Do one of these actions:

- On Cisco Jabber version 12.6 or earlier, select your headset.
- On Cisco Jabber version 12.7 or later, select **Advanced Settings**.

Step 3   Do one of these actions:

- On Cisco Jabber version 12.6 or earlier, move the **Adjust audio tune** slider left or right to adjust the equalizer settings.
- On Cisco Jabber version 12.7 or later, adjust the **Equalizer** left or right.

Adjust Your Sidetone in Cisco Jabber

You can adjust how much of your own voice you want to hear through your headset speaker.

Procedure

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

Step 2   Do one of these things:

- On Cisco Jabber version 12.6 or earlier, select your headset.
- On Cisco Jabber version 12.7 or later, select **Advanced Settings**.

Step 3   In the **Sidetone** pulldown menu, select Off, Low, Med, or High.

Webex Headset Customization

Change the Audio Device in Cisco Webex for Windows and Mac

Procedure

Step 1   Click on your profile picture and select **Settings**.

Step 2   Click **Audio** and select **Cisco Headset** for each audio field.

Step 3   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**.

Troubleshooting and Maintenance

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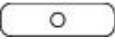
If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Related Topics

What to Do First

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

- If you are using the Cisco Headset 520 Series or Cisco Headset 530 Series:

    - Unplug and replug your headset into your call device

- If you are using the Cisco Headset 560 Series:

    - 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 [o] for 4 seconds to power your headset off and place your headset in the cradle on the base.

    - Check the connection between your headset base and your call device. Make sure that all cords are properly plugged in.

- 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 Desk Series: 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: Click on your profile picture and select **Settings** > **Audio** > **Cisco Headset**.

- 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 and phone firmware version is up-to-date.

- If you are using your headset with Jabber or Webex on a Windows or Mac device, close other open soft clients.

Related Topics

Problems With Your Headset Audio

You Hear Garbled or Inconsistent Sound in Your Wired Headset

Problem

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

Solution

Using Cisco Headset 521, 522, 531, and 532:

- Unplug your headset from the call source. Reconnect the headset.

- Check the connectivity of your call source.

You Hear Garbled or Inconsistent Sound in Your Wireless Headset

Problem

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

Solution

- Test you call device to see if the problem is in your headset or with your device.

> > • Try a different headset or audio source with your call device.
>
> > • On a Cisco IP Phone, use the handset to make a call.
>
> • Try these steps if you decide your headset is the source of the poor audio quality.
>
> > • Make sure you have the most recent firmware versions on both your headset and your call device.
> >
> > • Unplug and plug in the headset cables.
> >
> > • Press and hold the 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 DECT sources. For best call quality, make sure that your headset base is at least 3 feet (1 meter) away from another Cisco headset base.
> >
> > • Make sure that you are not taking your headset too far from the base.

Related Topics

You Can't Hear Sound Through Your Cisco Headset 520 Series and 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 or wireless headset 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**.
> >
> > • On Cisco Jabber: Click **Menu** > **Options** > **Audio**.
> >
> > • In Cisco Webex: Click on your profile picture and select **Settings** > **Audio** > **Cisco Headset**.
> >
> > • In Cisco Webex Meetings: From the **Select Audio Connection** drop-down list, select **Cisco Headset**.
>
> • Close any other calling soft clients.

You Can't Hear Sound Through Your Wireless Headset

Problem

There is little or no sound coming through your wireless 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**.

    - On Cisco Jabber: Click **Menu** > **Options** > **Audio**.

    - In Cisco Webex: Click on your profile picture and selct **Settings** > **Audio** > **Cisco Headset**.

    - 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.

- Close any other calling soft clients.

- 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. When joined, the headset and base sync automatically.

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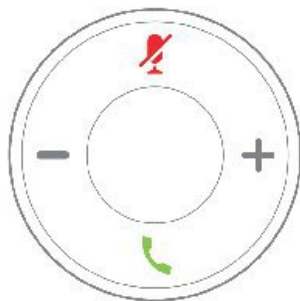
- Make sure that the microphone boom has been lowered. For optimal sound, the headset microphone should be no further than 1 in (2.5 cm) from your mouth.

- Make sure that your headset is properly plugged into your preferred call device.

- Check that your desired call device detects your headset.

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 wireless headset to mute and unmute your microphone. When you are muted on a call, the call indicator LED on your base shows solid red.
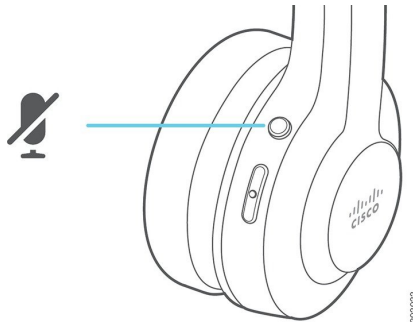
- Make sure that the microphone boom has been lowered. For optimal sound, the headset microphone should be no further than 1 in (2.5 cm) from your mouth.

- Make sure that your 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.

- Make sure that your desired call device detects your headset.

- Move your base away from potential sources of radio interference such as DECT, Wi-Fi, and Bluetooth devices.

Related Topics

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 with Firmware Release 1.0(2) or older. Update your headset firmware to the latest firmware release.

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 automatically turns on and pairs 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 560 Series 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, check that **Connect e-hook headset** is selected in **Applications** ⚙ > **Admin settings** > **Aux port**.

Conference Feature Issues on Your Cisco Headset 560 Series

Problem

Your headset or base doesn't enter conferencing mode when you try to add a guest headset.

Solution

- Check each headset's firmware to make sure that they have headset Firmware Release 1.5(1) or later. Any headset that tries to start or join conferencing mode must have Firmware Release 1.5(1) or later.

- Check with your administrator to make sure that conferencing mode is enabled.

Problems with Your Bluetooth Connection

The Cisco Headset 560 Series Multibase enables you to connect a call device through Bluetooth.

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.

- Try re-pairing the multibase to your call device. Press and hold the **Bluetooth button** at the back of the base for four seconds. Press the **Bluetooth button** twice to put the base into pairing mode and select **Cisco Headset** from your call device settings menu.

Wireless Battery Issues

Headset Doesn't Charge

Problem

Your Cisco Headset 560 Series 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.

Headset Does Not Hold a Charge

Problem

The wireless headset is not holding a full charge.

Solution

Your Cisco Headset 560 Series 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**.

Report Issues in Cisco Jabber

To report headset-related issues with Cisco Jabber, make sure to send call logs, which provide more detailed audio information to our engineers.

Procedure

Step 1   In Cisco Jabber, click the gear icon ⚙ and select **Help** > **Report a problem**.

Step 2   In the window, select the area of the problem you had and describe the problem in as much detail as you can.

Step 3   Include any relevant files or screen shots that may be useful.

Step 4   Click **Send**.

Report Headset Issues Through Your Cisco Webex Desk Series

You can send device logs to your Cisco Webex Desk Series device administrator. The device logs also include information about your headset.

Procedure

Step 1	Tap the device name in the upper left corner of your device and select the **Settings** application.
Step 2	Select **Issues and diagnostics**.
Step 3	Press **Send logs**.

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 With a Cisco IP Phone

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

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.

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. If you experience any issues, make sure that you've upgraded your headset to the latest version before you contact support.

Note Webex won't begin the upgrade process if your headset is already upgrading through another Cisco client.

Procedure

Step 1 Open Webex.

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

Step 3 Click **Upgrade**. The Webex window shows your upgrade progress.

Upgrade Your Headset with the Cisco Headsets Web Tool

You can upgrade your Cisco Headset 560 Series, Cisco Headset 730, or Cisco Headset 730 USB Adapter with the Cisco Headsets web tool. 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 13: Headset Firmware Files

Term	Headset Model
md	Cisco Headset 560 Series
sunkist	Cisco Headset 730
dongle	Cisco Headset 730 USB Adapter

Before you begin

You need Google Chrome version 86 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**.

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**.

Check Your Headset Firmware on Cisco Jabber

You can check your Cisco headset firmware on Cisco Jabber 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.

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.

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**.

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.

Replace Your Cisco Headset 500 Series Ear Pads

Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.
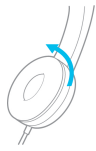
Note Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

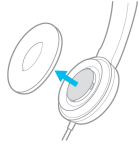**Procedure**

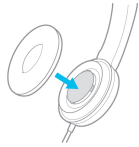**Step 1** Rotate the old ear pad counterclockwise.

Step 2   Pull the old ear pad away from the speaker.

Step 3   Push the new ear pad toward the speaker.

Step 4   Rotate the new ear pad clockwise.

C H A P T E R **5**

Product Safety

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.

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

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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 device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

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

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

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

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Complies with
IMDA Standards
DB101992
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