Cisco headset 700 Series Troubleshooting

Troubleshooting Overview

You may experience issues related to the following scenarios:

- A user's headset cannot communicate with their selected call device.

- Users experience poor audio quality.

- The headset or phone firmware is incompatible.

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

Problem

Your user has difficulty connecting or updating their Cisco Headset 700 Series to a Cisco IP Phone.

Solution

- Check the user's phone firmware.

- Check the connection between the phone and the headset.

- Disconnect and reconnect the headset.

See the *Cisco Headset 730 User Guide* for other troubleshooting solutions that the user can perform at their desk.

Headsets Don't Work with Cisco Jabber

Problem

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

Solution

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

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

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

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

Headsets Don't Show Up in Cisco Unified Communications Manager Administration Inventory

Problem

Your deployed headsets connected to a Cisco IP Phone or Cisco Jabber don't show up in the **Inventory** page on Cisco Unified CM Administrator.

Solution

- Make sure your users have phone firmware 12.7(1) or later, or Cisco Jabber version 12.8 or later.

- Make sure that the headset connects to the phone through the USB cable. Cisco Unified CM Administrator doesn't register headset inventory through Bluetooth or through the USB Adapter.

- Make sure that Cisco Headset Service is active.

  See Activate Cisco Headset Service.

- Make sure that you have Cisco Unified Communications Manager 11.5(1)SU7 or later, or Cisco Unified Communications Manager 12.5(1)SU1 or later.

Poor Audio Quality

Problem

Your user experiences poor audio quality.

Solution

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

- Turn the headset off then on again.

- Disconnect other paired Bluetooth devices from the headset.

- Disconnect Bluetooth and connect to the desired call device with the USB or 3.5 mm cable.

Submit logs through the Cisco Headsets app

Headset logs provide Cisco engineers with valuable diagnostic information that help us improve the Cisco Headset 730.

Procedure

Step 1   Open the Cisco Headsets mobile app.

Step 2   Select **Support** and tap **Send Logs**.

The Cisco Headsets app opens your preferred email app with a new message that contains a prefilled subject line and log files attached.

Step 3   Describe your problem in the email, add any other relevant attachments, and tap send.

Update your Cisco headset firmware with a Cisco IP phone

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

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

Procedure

Step 1   Connect your headset to a Cisco IP phone.

Note   You can only upgrade the Cisco Headset 730 on IP phones through the USB cable.

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

Check your headset firmware on on-premises phones

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

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Accessories**.
Step 3	Highlight **Cisco Headset** and press **Show detail**.

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.

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.

Update Your Headset With the Cisco Headsets App

Users can update their headsets through the Cisco Headsets mobile app. A notification appears at the top of the screen when a new firmware load is available. New firmware versions automatically appear on the app and take about 7–10 minutes to complete.

Procedure

Step 1   On your mobile phone, open the Cisco Headsets app.

Step 2   Tap the blue notification at the top of the screen.

Step 3   Follow the on-screen instructions.

Check your headset firmware in the Cisco Headsets app

You can check your current firmware load in the Cisco Headsets app.

Note   The app will send you a prompt when a new firmware version is available.

Procedure

Step 1   On your mobile device, open Cisco Headsets.

Step 2   Select **Settings** > **Device Info**.

Submit logs through the Cisco Headsets app

Headset logs provide Cisco engineers with valuable diagnostic information that help us improve the Cisco Headset 730.

Procedure

Step 1   Open the Cisco Headsets mobile app.

Step 2   Select **Support** and tap **Send Logs**.

The Cisco Headsets app opens your preferred email app with a new message that contains a prefilled subject line and log files attached.

Step 3   Describe your problem in the email, add any other relevant attachments, and tap send.

Upgrade your headset on Cisco Accessory Hub

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

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

Table 1: Headset firmware files

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

Before you begin

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

Procedure

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

Step 2 In Google Chrome, go to Cisco Accessory Hub.

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

Step 4 Do one of the following:

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

Step 5 Click **Start Upgrade**.

Open a TAC Case Online

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

Procedure

Step 1 Go to https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-700-series/tsd-products-support-series-home.html.

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

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

Your headset serial number

You can find your Cisco Headset 730 serial number in the following places.

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

- On the interior of the left headband.

- In the Cisco Headsets mobile app.

  See Find your serial number in the Cisco Headsets app, on page 7

- On a connected Cisco IP phone.

  See Find your headset serial number on a Cisco IP phone, on page 7

- In Cisco Jabber for Windows or Mac.

  See Find your headset serial number in Cisco Jabber.

Find your serial number in the Cisco Headsets app

You can find your Cisco Headset 730 serial number in the Cisco Headsets mobile app.

Procedure

Step 1 On your mobile device, open Cisco Headsets.

Step 2 Select **Settings** > **Device Info**.

Find your headset serial number on a Cisco IP phone

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

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Select **Accessories**.

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

Find your headset serial number in Cisco Jabber

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

Procedure

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

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

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