



# Troubleshooting

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## First Steps

Try these solutions first if you experience problems with your Cisco Headset 730.

- Make sure your headset is fully charged. See [Headset Power](#).
- Make sure your headset is powered on. See [Turn your headset on and off](#).
- Disconnect other active Bluetooth® devices.
- Increase the volume on your headset or call device. See [Adjust your headset volume](#).
- Download Cisco Headsets to your mobile device and run the available software updates. See [Download and set up the Cisco Headsets app](#).
- Erase all Bluetooth connections and reconnect your headset. See [Delete paired devices](#) and [Connect your headset to a Bluetooth device](#).
- Connect to a different call device. See [Connect your headset to a Bluetooth device](#).
- Move your headset closer to your desired call device and away from any potential sources of radio interference or obstructions.
- Make sure that the Bluetooth drivers on your Windows or Mac device are up to date.

## Targeted troubleshooting solutions

If the above steps don't resolve your issue, see the list of troubleshooting scenarios below to identify symptoms and solutions to common issues. If you're still unable to resolve your issue, contact Cisco support.

## My Bluetooth® device can't find the headset

Try these steps if your headset doesn't connect with your Bluetooth® device:

- On your call device:
  - Turn Bluetooth off, then on again.
  - Delete the headset from the list of Bluetooth devices and pair the headset again.
- Reboot your headset.
- Make sure that your headset is within 3 feet (1 meter) of your intended device.
- Clear all paired devices from the headset and start the pairing process over.
- Make sure the Bluetooth drivers on your Windows or Mac device are up to date.

### Related Topics

[Turn your headset on and off](#)

[Delete paired devices](#)

## I can't connect a new device to the headset

Try these steps if your headset can't connect to your intended call device:

- Reboot your headset.
- Disconnect other paired Bluetooth® devices from your headset.  
See [Manage Your Bluetooth Connections](#).
- Reboot the Bluetooth device you want to pair with your headset.
- Clear all paired devices from the headset.  
See [Delete Paired Devices](#).
- Make sure your headset is within 3 feet (1 meter) of your intended device.
- Make sure that the Bluetooth drivers on your Windows or Mac device are up to date.

### Related Topics

[Turn your headset on and off](#)

[Manage your Bluetooth connections in the Cisco Headsets app](#)

[Delete paired devices](#)


## My Cisco Headset 730 shows up twice in my Bluetooth® device list

Your Cisco Headset 730 shows up in Bluetooth® device lists as **Cisco HS 730**, followed by the last three digits of your headset serial number.

After your headset pairs to a Windows 10 device, you will have the option to select between a **Stereo** and **Hands-free** (HFP) Bluetooth connection. Make sure you select the Bluetooth profile that best suits your needs. A **Stereo** Bluetooth connection features richer sound and works best for music and video playback. **Hands-free**

is intended for voice calls. Depending on the calling application you have, you may not be able to hear audio when you select **Stereo**.



**Note** Occasionally, your Cisco Headset 730 may appear twice in the Windows 10 Bluetooth device list when you first pair your headset. Pair with the Cisco Headset 730 that displays **Audio** underneath your headset name. Your headset may not properly pair to the Cisco Headsets mobile app if you select the other Cisco Headset 730 entry. The incorrect Bluetooth entry usually appears next to this icon . If you accidentally select the wrong Cisco Headset 730 entry, remove the connection from the **Devices** menu before you pair your headset again.

## You experience poor audio quality in your headset

Try these steps if you experience poor audio quality in your headset:

- Try a different audio source to see if the problem persists.
- Disconnect other paired devices from your headset.  
See [Manage Your Bluetooth Connections](#).
- Connect your headset to an audio source with the USB or 3.5mm cable.
- Turn off any audio enhancement features on your device or music app.
- On your device:
  - Turn Bluetooth® off then on again.
  - Delete your headset from the list of connected Bluetooth devices and reconnect your headset.

### Related Topics

[Manage your Bluetooth connections in the Cisco Headsets app](#)  
[Connect the Cisco Headset 730 USB-C cable](#)  
[Use the 3.5 mm audio cable](#)

## My headset is on but has no sound

Try these steps if you can't hear any sound in your headset.

- Check the volume level on your headset.
- Ensure that the audio output on your device is set to **Cisco HS 730**.
- Turn off music or hold a call on other active sources.
- Reboot your headset.
- If you are listening to music:
  - Press **Play** on your device to make sure audio is playing.
  - Play audio from content stored directly on your device.

- Make sure your headset is within 30 feet (9 meters) of your intended device.
- Disconnect the USB adapter if it is not in use.

### Related Topics

[Turn your headset on and off](#)

[Manage your Bluetooth connections in the Cisco Headsets app](#)

[Alternate between active Bluetooth sources](#)

## People can't hear me well

Try these steps if the microphone on your Cisco Headset 730 doesn't pick up your voice:

- Make sure that your headset faces forward on your head. If you wear your headset backwards, the microphones won't work properly.



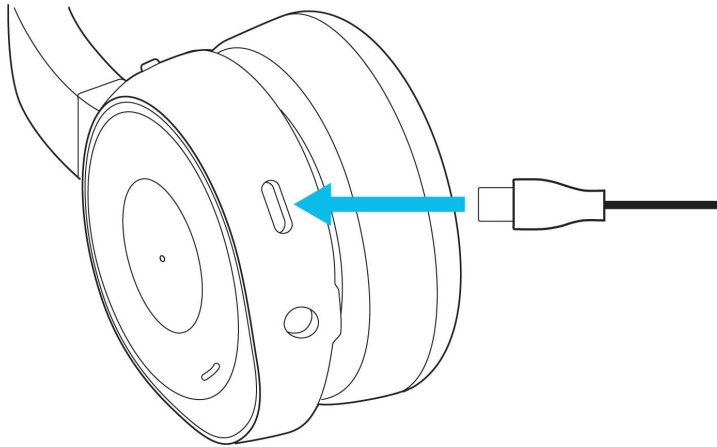
- Disconnect other Bluetooth® devices from your headset.  
See [Manage Your Bluetooth Connections](#).
- Try to make a call on a different device.
- Connect to your device with the USB-C or 3.5 mm cable.
- Make sure the microphone isn't muted.
- On your device:
  - Turn Bluetooth off, then on again.
  - Delete your headset from the list of connected Bluetooth devices and reconnect your headset.

**Related Topics**[Manage your Bluetooth connections in the Cisco Headsets app](#)[Connect the Cisco Headset 730 USB-C cable](#)[Use the 3.5 mm audio cable](#)

## My headset doesn't charge

Try these steps if your headset doesn't charge:

- Make sure the USB-C cable is connected to the USB-C port on your headset. The power LED beneath the **Power/Bluetooth** switch lights up when the headset charges.



See [Charge Your Cisco Headset 730 with the USB-C Cable](#).

- Make sure that both ends of the USB cable are secure.
- If the headset has been exposed to extreme high or low temperatures, let the headset return to room temperature before you try to charge the headset.
- Try a different USB-A wall charger or AC power source.
- If you are using the Cisco Headset 730 charging stand, make sure the headset is properly seated. The LED on the front of the stand shows solid white when the headset is properly seated.

**Related Topics**[Charge your Cisco Headset 730 with the USB-C cable](#)[Check your remaining Cisco Headset 730 battery life](#)

## I Can't Get the USB Adapter to Pair to My Cisco Headset 730

Try these steps if you can't get your headset to connect to the USB Adapter.

- Disconnect and reconnect the adapter from your call device.
- Disconnect other paired Bluetooth devices from your headset.
- Put the USB Adapter into pairing mode and reconnect to your headset.

## The Cisco Headsets app doesn't work on my mobile device

Try these steps if you have problems with the Cisco Headsets app on your mobile device:

- Make sure that your mobile device is compatible with the Cisco Headsets app and meets the minimum system requirements. For more information, refer to the app store on your mobile device.
- Uninstall Cisco Headsets on your mobile device, then reinstall the app.
- With the app open and searching for your headset, slide the **Bluetooth/Power** switch up and let go.

## Google Assistant Doesn't Respond

Try these steps if you have problems with Google Assistant through your Cisco Headset 730:

- Try to directly activate Google Assistant on your mobile device.
- Make sure that the voice assistant feature is enabled through the Cisco Headsets app.
- Connect your mobile device to a Wi-Fi or cellular data network.
- Make sure that you are in a country where Google Assistant is available.
- Make sure you have the most recent version of the Google Assistant app.
- Make sure your mobile device is compatible with Google Assistant.
- For additional support, visit <https://support.google.com/headphones>

### Related Topics

[Enable your voice assistant in the Cisco Headsets app](#)

## Siri Doesn't Respond

Try these steps if you can't activate Siri through your Cisco Headset 730:

- Try to access Siri directly on your mobile device.
- Make sure the voice assistant feature is enabled through the Cisco Headsets app.
- Connect your mobile device to a Wi-Fi or cellular data network.
- Make sure your mobile device is compatible.

### Related Topics

[Enable your voice assistant in the Cisco Headsets app](#)

## Upgrade your Cisco Headset 730 firmware

You can upgrade your headset firmware through the Cisco Headsets mobile app, Cisco Accessory Hub, Webex, a Cisco IP phone (phone firmware 12.7(1) or later), or on Cisco Jabber (version 12.8 or later). Headset upgrades take about 7–10 minutes to complete.

### Procedure

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**Step 1** To begin your upgrade, do one of these actions:

- Pair your headset to your smart phone, and open the Cisco Headsets mobile app.

**Note** The Cisco Headsets app won't upgrade your headset when the headset battery is low. Make sure your headset is charged before you upgrade.

- Connect your headset with the USB-C cable to a Cisco IP phone.
- Connect your headset with the USB-C cable to a computer with Cisco Jabber.
- Connect your headset with the USB-C cable to a computer with Webex.
- Connect your headset with the USB-C cable to a computer and go to [Cisco Accessory Hub](#).

**Note** You can also update your USB HD adapter through Cisco Accessory Hub.

**Step 2** Follow the on-screen instructions.

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### Related Topics

[Check Your Headset Firmware](#), on page 7

## Check Your Headset Firmware

### Check your headset firmware in the Cisco Headsets app

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



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

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### Procedure

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**Step 1** On your mobile device, open Cisco Headsets.

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


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### Check your headset firmware on on-premises phones

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

### Procedure

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- Step 1** Press **Applications** .
- Step 2** Select **Accessories**.
- Step 3** Highlight **Cisco Headset** and press **Show detail**.
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## Check your headset firmware on Cisco Jabber

You can check your Cisco headset firmware on Cisco Jabber version 12.8 or later.

### Procedure

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- 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.
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## 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 8](#)
- On a connected Cisco IP phone.  
See [Find your headset serial number on a Cisco IP phone, on page 9](#)
- 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

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- Step 1** On your mobile device, open Cisco Headsets.



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


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## Find your headset serial number on a Cisco IP phone

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

### Procedure

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

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- 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.
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## 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

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- 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.
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# Clean your headset

Periodically, you may need to clean your headset.

## Procedure

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**Step 1** Wipe the headband and ear cups on your headset with a soft, dry cloth.

**Step 2** **Optional:** If a headset requires additional cleaning, apply a small amount of non-alcohol-based cleaning agent onto a soft, clean, lint-free cloth, and gently wipe down the headset. Avoid using a 70% isopropyl alcohol solution, as it may discolor or cloud the surface and potentially degrade the integrity of the device over time.

If the headset requires disinfection, you may use a 70% isopropyl alcohol solution at your own risk.

Replacement ear pads are available to order on the headsets.

**Attention** Don't allow moisture to get inside your ear cups, the USB-C port, or the 3.5 mm jack.

Damage to your Cisco products as a result of cleaning and disinfecting isn't covered under our warranties or product guarantees.

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