



Cisco IP Phone 8800 Series with Multiplatform Firmware

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 8800 Series Multiplatform Phones through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 320 Series.

Multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 1: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	320 Series firmware 1-1-0001-9 or later

Table 2: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless IP Phone 8821	N/A	N/A	N/A
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	RJ-9
Cisco IP Phone 8845	N/A	N/A	RJ-9
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phones 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(4) or later	RJ-9 USB
Cisco IP Phone 8875	PhoneOS Firmware 1.0(1)	PhoneOS Firmware 1.0(1)	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 3: Cisco Headset 320 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No

Feature	RJ-9	USB
Reset settings	No	No
Headset upgrades	No	No

The following table lists the available Cisco Headset 320 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 4: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco IP Phone 8800 Series Multiplatform Phones through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 520 Series

Table 5: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 6: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	N/A
Cisco Wireless IP Phone 8821	N/A	N/A	3.5 mm
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	N/A
Cisco IP Phone 8845	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	USB
Cisco IP Phone 8875	PhoneOS Firmware 1.0(1)	PhoneOS Firmware 1.0(1)	USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 7: Cisco Headset 520 Series Features

Feature	3.5 mm	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	Yes
Adjust microphone gain	No	Yes
Adjust equalizer	No	Yes
Reset settings	No	No
Headset upgrades	No	Yes

The following table lists the available Cisco Headset 520 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 8: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	Yes

Feature	Availability
Inventory	Yes
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 8800 Series Multiplatform Phones through the USB port.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 530 Series

On-premises and multiplatform headset serviceability features are unavailable through an RJ-9 connection.

Table 9: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 10: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	N/A	N/A	RJ-9
Cisco Wireless IP Phone 8821	N/A	N/A	N/A
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	RJ-9
Cisco IP Phone 8845	N/A	N/A	RJ-9
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phones 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	RJ-9 USB
Cisco IP Phone 8875	Phone OS Firmware 1.0(1)	PhoneOS Firmware 1.0(1)	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 11: Cisco Headset 530 Series Features

Feature	RJ-9	USB
Answer and end calls	No	Yes
Hold/resume calls	No	Yes
Mute/unmute calls	No	Yes
Volume control	No	Yes
Adjust sidetone	No	Yes
Adjust microphone gain	No	Yes
Adjust equalizer	No	Yes
Reset settings	No	No
Headset upgrades	No	Yes

*—If you have Unified CM 11.5(1)SU7 or later, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the [Cisco Headset 500 Series Administration Guide](#) for more information.

The following table lists the available Cisco Headset 530 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 12: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Remote Configuration	No
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 8800 Series through the included USB cable or Y-Cable.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 560 Series

Table 13: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 14: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable
Cisco Wireless IP Phone 8821	N/A	N/A	Bluetooth (Multibase only)
Cisco IP Phone 8832	N/A	N/A	N/A
Cisco IP Phone 8832NR	N/A	N/A	N/A
Cisco IP Phone 8841	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable
Cisco IP Phone 8845	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable Bluetooth (Multibase only)
Cisco IP Phone 8851	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8851NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB
Cisco IP Phone 8861	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8865	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB Bluetooth (Multibase only)
Cisco IP Phone 8865NR	Multiplatform Firmware 11.3(1) or later	Multiplatform Firmware 11.3(1) or later	Y-Cable USB
Cisco IP Phone 8875	PhoneOS Firmware 1.0(1)	PhoneOS Firmware 1.0(1)	Y-Cable USB Bluetooth (Multibase only)

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 15: Cisco Headset 560 Series Features

Feature	Y-Cable	USB	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	No
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone	Yes	Yes	No
Adjust microphone gain	Yes	Yes	No
Adjust equalizer	Yes	Yes	No
Reset settings	No	No	No
Headset upgrades	Yes	Yes	No

The following table lists the available Cisco Headset 560 Series serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 16: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	Yes

Feature	Availability
Inventory	Yes
Headset Metrics	No

*—Upgrades supported over a USB connection

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Cisco IP Phone 8800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 720 Series

Table 17: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28 or later

Table 18: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	—
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	Bluetooth
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB HD Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB HD Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB HD Adapter Bluetooth
Cisco IP Phone 8875	PhoneOS 1.0(1)	PhoneOS 2.1(1)	USB USB HD Adapter Bluetooth

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 19: Cisco Headset 720 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	No	No	No
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	Yes	No	No
USB HD Adapter upgrades	N/A	No	N/A

The following table lists the available Cisco Headset 720 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 20: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco IP Phone 8800 Series through the USB port or over Bluetooth.

The following tables contain information on the minimum phone and headset firmware versions that support the Cisco Headset 730.

Table 21: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-7-0-138 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later

Table 22: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	—
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB HD Adapter Bluetooth
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB HD Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 12.0(2) or later	USB USB HD Adapter Bluetooth
Cisco IP Phone 8875	PhoneOS Firmware 1.0(1)	PhoneOS Firmware 2.1(1)	USB USB HD Adapter Bluetooth

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 23: Cisco Headset 730 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Hold/resume calls	Yes	Yes	Yes
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	Yes	No	No

Feature	USB	USB HD Adapter	Bluetooth
USB HD Adapter upgrades	N/A	No	N/A

The following table lists the available Cisco Headset 730 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 24: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes*
Remote Configuration	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

*—Upgrades supported over a USB connection

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco IP Phone 8800 Series over Bluetooth or through the USB port using the USB HD Adapter. Advanced control and settings through the Cisco IP Phone 8800 Series aren't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 950.

Table 25: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52 or later

Table 26: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	—
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	Bluetooth
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8875	PhoneOS 1.0(1)	PhoneOS 1.0(1)	USB HD Adapter Bluetooth

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 27: B&O Cisco 950 Features

Feature	USB HD Adapter	Bluetooth
Answer calls	Yes	Yes
End/reject calls	Yes	Yes
Mute/unmute calls	Yes	Yes*
Volume control	Yes	Yes
Presence LED Light Sync	No	No
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB HD Adapter upgrades	No	—

*—The mute status syncs with the headset only.

The following table lists the available B&O Cisco 950 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 28: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco IP Phone 8800 Series and supports basic call controls through the USB HD Adapter or over Bluetooth. Advanced control and settings through the Cisco IP Phone 8800 Series aren't available at this time.

The following tables contain information on the minimum phone and headset firmware versions that support the B&O Cisco 980

Table 29: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20 or later

Table 30: Cisco IP Phone 8800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8811	—	—	—
Cisco Wireless IP Phone 8821	—	—	—
Cisco IP Phone 8832	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 8851	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8861	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8865	Multiplatform Firmware 11.3(5) or later	Multiplatform Firmware 11.3(5) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8875	PhoneOS 1.0(1)	PhoneOS 1.0(1)	USB HD Adapter Bluetooth

The following table lists the available headset features on the Cisco IP Phone 8800 Series.

Table 31: B&O Cisco 980 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer calls	No	Yes	Yes
End/reject calls	No	Yes	Yes
Mute/unmute calls	No	Yes	Yes*
Volume control	No	Yes	Yes
Presence LED Light Sync	No	No	No
Adjust sidetone	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB HD Adapter upgrades	—	No	—

*—The mute status syncs with the headset only.

The following table lists the available B&O Cisco 980 serviceability features through the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 32: Multiplatform Phone Headset Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Remote Configuration	No
Log Collection	No
Inventory	No
Headset Metrics	No

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the [product support](#) page for the Cisco IP Phone 8800 Series.

For help information about Cisco Video Phone 8875, see [Cisco Video Phone 8875](#).

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>

