



Cisco IP Phone 6800 Series

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 6800 Series for Multiplatform Phones through the RJ-9 port. You can also connect to the Cisco IP Phone 6871 through the USB port.

The following table shows the minimum and recommended firmware versions that support the Cisco Headset 320 Series.

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 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	RJ-9
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	RJ-9
Cisco IP Phone 6851	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6861	N/A	N/A	RJ-9
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

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
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 6871.

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 DECT Phone 6825 through the 3.5 mm port and the Cisco IP Phone 6871 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 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	3.5 mm
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	USB

The following table lists the available headset features on the Cisco IP Phone 6800 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 6871.

Table 8: Multiplatform Phone Headset Serviceability Features

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

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 6800 Series for Multiplatform Phones through the RJ-9 port. You can also connect to the Cisco IP Phone 6871 through the USB port.

The following table shows the minimum and recommended firmware versions that support the Cisco Headset 530 Series.

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 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	RJ-9
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	RJ-9
Cisco IP Phone 6851	N/A	N/A	RJ-9
Cisco IP Phone 6861	N/A	N/A	RJ-9
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	RJ-9 USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

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

The following table lists the available Cisco Headset 530 Series serviceability features through the Cisco IP Phone 6871.

Table 12: Multiplatform Phone Headset Serviceability Features

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

More Information

- For more information about the Cisco IP Phone 6800 Series Multiplatform Phones see <https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html>

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 6871 through the USB cable and 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 2.1(1) or later

Table 14: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(3)	Y-Cable USB

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 15: Cisco Headset 560 Series Features

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

The following table lists the available Cisco Headset 560 Series serviceability features through the Cisco IP Phone 6871.

Table 16: Multiplatform Phone Headset Serviceability Features

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

Cisco Headset 720 Series

While the Cisco Headset 720 Series can connect to Cisco IP Phone 6871 Multiplatform Phones through the USB port, full headset support isn't available at this time.

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 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	N/A
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	USB cable USB HD Adapter

The following table lists the available headset features on the Cisco IP Phone 6871.

Table 19: Cisco Headset 720 Features

Feature	3.5 mm	USB HD Adapter	USB
Answer and end calls	No	Yes	Yes
Hold calls	No	Yes	Yes
Mute 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
Reset settings	No	No	No
Headset upgrades	No	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 6871.

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 DECT Phone 6825 through the 3.5 mm port. While the Cisco Headset 730 can connect to Cisco IP Phone 6871 Multiplatform Phones through the USB port, full headset support isn't available at this time.

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

Table 22: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	3.5 mm
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(5)	Multiplatform Phone Firmware 11.3(5)	USB cable USB HD Adapter

The following table lists the available headset features on the Cisco IP Phone 6871.

Table 23: Cisco Headset 730 Features

Feature	3.5 mm	USB HD Adapter	USB
Answer and end calls	No	Yes	Yes
Hold calls	No	Yes	Yes
Mute 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	Yes

Feature	3.5 mm	USB HD Adapter	USB
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 6871.

Table 24: 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 950

The Bang & Olufsen Cisco 950 is not officially supported on the Cisco IP Phone 6800 Series.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco IP DECT Phone 6825 through the 3.5 mm port. While the B&O Cisco 980 can connect to Cisco IP Phone 6871 Multiplatform Phones and make basic calls through the USB port, full headset support isn'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 25: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20

Table 26: Cisco IP Phone 6800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6821	N/A	N/A	N/A
Cisco IP DECT Phone 6825	N/A	N/A	3.5 mm

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 6841	N/A	N/A	N/A
Cisco IP Phone 6851	N/A	N/A	N/A
Cisco IP Phone 6861	N/A	N/A	N/A
Cisco IP Phone 6871	Multiplatform Phone Firmware 11.3(1)	Multiplatform Phone Firmware 11.3(1)	USB cable USB HD Adapter

The following table lists the available headset features on the Cisco IP Phone 6800 Series.

Table 27: B&O Cisco 980 Features

Feature	3.5 mm	USB HD Adapter	USB
Answer and end calls	No	No	No
Hold calls	No	No	No
Mute calls	No	No	No
Volume control	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	N/A	No	N/A

The following table lists the available B&O Cisco 980 serviceability features through the Cisco IP Phone 6871.

Table 28: Multiplatform Phone Headset Serviceability Features

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

Feature	Availability
Headset Metrics	No

Related Documentation

Use the following sections to obtain related information.

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>