



Cisco IP Phone 8800 Series

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Cisco Headset 320 Series

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

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

On-premises and 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 |
| 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 |

| Model | Minimum Firmware | Recommended Firmware | Connection |
|------------------------|---------------------------------------|---------------------------------------|-------------|
| Cisco IP Phone 8841 | N/A | N/A | RJ-9 |
| Cisco IP Phone 8845 | N/A | N/A | RJ-9 |
| Cisco IP Phone 8851 | On-premises Firmware 14.1(1) or later | On-premises Firmware 14.1(1) or later | RJ-9 USB |
| Cisco IP Phones 8851NR | On-premises Firmware 14.1(1) or later | On-premises Firmware 14.1(1) or later | RJ-9 USB |
| Cisco IP Phone 8861 | On-premises Firmware 14.1(1) or later | On-premises Firmware 14.1(1) or later | RJ-9 USB |
| Cisco IP Phone 8865 | On-premises Firmware 14.1(1) or later | On-premises Firmware 14.1(1) or later | RJ-9 USB |
| Cisco IP Phone 8865NR | On-premises Firmware 14.1(1) or later | On-premises Firmware 14.1(1) or later | RJ-9 USB |

The following table lists the available headset features on the Cisco IP Phone 8800 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 | Yes |
| Adjust microphone gain | No | Yes |
| Adjust equalizer | No | Yes |
| Reset settings | No | Yes |
| Headset upgrades | No | Yes |

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 4: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Availability |
|-------------------------|---|--------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later* | Yes |
| Remote Configuration | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Log Collection | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Inventory | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Headset Metrics | N/A | No |

*—If you have Unified CM 11.5(1)SU6 or older, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco IP Phone 8800 Series 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 |
| Cisco IP Phone 8851 | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | USB |
| Cisco IP Phone 8851NR | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | USB |
| Cisco IP Phone 8861 | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | USB |
| Cisco IP Phone 8865 | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | USB |
| Cisco IP Phone 8865NR | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | 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 |

| Feature | 3.5 mm | USB |
|------------------|--------|-----|
| Adjust equalizer | No | Yes |
| Reset settings | No | Yes |
| Headset upgrades | No | Yes |

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 8: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Availability |
|-------------------------|---|--------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later* | Yes |
| Remote Configuration | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Log Collection | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Inventory | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Headset Metrics | N/A | No |

*—If you have Unified CM 11.5(1)SU6 or older, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the [Cisco Headset 500 Series Administration Guide](#) for more information.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 8800 Series 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 | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | RJ-9 USB |
| Cisco IP Phones 8851NR | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | RJ-9 USB |
| Cisco IP Phone 8861 | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | RJ-9 USB |
| Cisco IP Phone 8865 | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | RJ-9 USB |
| Cisco IP Phone 8865NR | On-premises Firmware 12.1(1) or later | On-premises Firmware 12.5(1)SR3 or later | RJ-9 USB |

The following table lists the available headset features on the Cisco IP Phone 8800 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 | Yes |
| Headset upgrades | No | Yes |

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 12: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Availability |
|-------------------------|---|--------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later* | Yes |
| Remote Configuration | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Log Collection | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |

| Feature | Minimum Firmware | Availability |
|-----------------|--|--------------|
| Inventory | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Headset Metrics | N/A | No |

*—If you have Unified CM 11.5(1)SU6 or older, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the [Cisco Headset 500 Series Administration Guide](#) for more information.

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 | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 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 | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable |
| Cisco IP Phone 8845 | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable Bluetooth (Multibase only) |

| Model | Minimum Firmware | Recommended Firmware | Connection |
|-----------------------|--|--|--|
| Cisco IP Phone 8851 | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable USB Bluetooth (Multibase only) |
| Cisco IP Phone 8851NR | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable USB |
| Cisco IP Phone 8861 | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable USB Bluetooth (Multibase only) |
| Cisco IP Phone 8865 | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable USB Bluetooth (Multibase only) |
| Cisco IP Phone 8865NR | On-Premises Firmware 12.5(1)SR2 or later | On-Premises Firmware 12.5(1)SR3 or later | Y-Cable USB |

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 | Yes |
| 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 | Yes | Yes | No |
| Headset upgrades | Yes | Yes | No |

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 16: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Availability |
|-------------------------|---|---------------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later* | Yes |
| Remote Configuration | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Log Collection | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Inventory | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |
| Headset Metrics | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Yes |

*—If you have Unified CM 11.5(1)SU6 or older, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the [Cisco Headset 500 Series Administration Guide](#) for more information.

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 1-3-12 or later |

Table 18: 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 | 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 | N/A |
| Cisco IP Phone 8845 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | Bluetooth |
| Cisco IP Phone 8851 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter Bluetooth |
| Cisco IP Phone 8851NR | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter |
| Cisco IP Phone 8861 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter Bluetooth |

| Model | Minimum Firmware | Recommended Firmware | Connection |
|-----------------------|---------------------------------------|---------------------------------------|------------------------------------|
| Cisco IP Phone 8865 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter Bluetooth |
| Cisco IP Phone 8865NR | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter |

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 | Yes | Yes | 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 | No | No | No |
| USB HD Adapter upgrades | N/A | No | N/A |

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 20: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Recommended Firmware | Availability |
|-------------------------|--|--|-----------------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later UCM 11.5(1)SU7 or later* | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB |
| Remote Configuration | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB USB HD Adapter |
| Log Collection | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB USB HD Adapter |
| Inventory | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB USB HD Adapter |
| Headset Metrics | N/A | N/A | USB |

*—If you have Unified CM 11.5(1)SU6 or older, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the [Cisco Headset 700 Series Administration Guide](#) for more information.

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 | N/A | N/A | N/A |
| 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 | N/A |
| Cisco IP Phone 8845 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | Bluetooth |
| Cisco IP Phone 8851 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter Bluetooth |
| Cisco IP Phone 8851NR | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter |
| Cisco IP Phone 8861 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter Bluetooth |
| Cisco IP Phone 8865 | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter Bluetooth |
| Cisco IP Phone 8865NR | On-Premises Firmware 12.7(1) or later | On-Premises Firmware 14.0(1) or later | USB USB HD Adapter |

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 | Yes | Yes | No |
| Adjust sidetone | Yes | Yes | No |
| Adjust microphone gain | Yes | Yes | No |
| Adjust equalizer | Yes | Yes | No |
| Adjust Active Noise Cancellation | Yes | Yes | No |
| Reset settings | Yes | Yes | No |
| Headset upgrades | Yes | No | No |
| USB HD Adapter upgrades | N/A | Yes | N/A |

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 24: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Recommended Firmware | Availability |
|-------------------------|--|--|-----------------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later UCM 11.5(1)SU7 or later* | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB |
| Remote Configuration | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB USB HD Adapter |

| Feature | Minimum Firmware | Recommended Firmware | Availability |
|-----------------|--|--|-----------------------|
| Log Collection | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB USB HD Adapter |
| Inventory | Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later | Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later | USB USB HD Adapter |
| Headset Metrics | N/A | N/A | USB |

*—If you have Unified CM 11.5(1)SU6 or older, you need to manually upload headset firmware to Cisco Unified Communications Manager Administration. See the [Cisco Headset 700 Series Administration Guide](#) for more information.

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 | — | — | — |

| Model | Minimum Firmware | Recommended Firmware | Connection |
|-----------------------|---------------------------------------|---------------------------------------|-----------------------------|
| Cisco IP Phone 8832NR | — | — | — |
| Cisco IP Phone 8841 | — | — | — |
| Cisco IP Phone 8845 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | Bluetooth |
| Cisco IP Phone 8851 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter Bluetooth |
| Cisco IP Phone 8851NR | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter |
| Cisco IP Phone 8861 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter Bluetooth |
| Cisco IP Phone 8865 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter Bluetooth |
| Cisco IP Phone 8865NR | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter |
| Cisco IP Phone 8875 | PhoneOS 1.0(1) | PhoneOS 1.0(1) or later | 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 |
| Adjust sidetone | No | No |
| Adjust microphone gain | No | No |
| Adjust equalizer | No | No |
| Adjust Active Noise Cancellation | No | No |

| Feature | USB HD Adapter | Bluetooth |
|-------------------------|----------------|-----------|
| Reset settings | No | No |
| Headset upgrades | No | No |
| USB HD Adapter upgrades | Yes | — |

*—The mute status syncs with the headset only.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 28: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Recommended Firmware | Availability |
|-------------------------|--------------------------------|---------------------------------------|--------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later | No |
| Remote Configuration | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later USB | No |
| Log Collection | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later | No |
| Inventory | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later | 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 |

| Headset Model | Minimum Firmware |
|------------------------------|---|
| 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 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | Bluetooth |
| Cisco IP Phone 8851 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter Bluetooth |
| Cisco IP Phone 8851NR | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter |
| Cisco IP Phone 8861 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter Bluetooth |
| Cisco IP Phone 8865 | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter Bluetooth |
| Cisco IP Phone 8865NR | On-Premises Firmware 14.1(1) or later | On-Premises Firmware 14.1(1) or later | USB HD Adapter |
| Cisco IP Phone 8875 | PhoneOS 1.0(1) | PhoneOS 1.0(1) or later | 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 |

| Feature | USB | USB HD Adapter | Bluetooth |
|----------------------------------|-----|----------------|-----------|
| End/reject calls | No | Yes | Yes |
| Mute/unmute calls | No | Yes | Yes* |
| Volume control | No | Yes | Yes |
| 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 | — | Yes | — |

*—The mute status syncs with the headset only.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 8800 Series.

Table 32: Cisco Unified Communications Manager Headset Serviceability Features

| Feature | Minimum Firmware | Recommended Firmware | Availability |
|-------------------------|--------------------------------|---------------------------------------|--------------|
| Remote Firmware Upgrade | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later | No |
| Remote Configuration | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later USB | No |
| Log Collection | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later | No |
| Inventory | Unified CM 12.5(1)SU1 or later | Unified CM 12.5(1)SU3 or later | Yes |
| 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>

