



Cisco Webex

- [Cisco Headset 520 Series, on page 1](#)
- [Cisco Headset 530 Series, on page 2](#)
- [Cisco Headset 560 Series, on page 4](#)
- [Cisco Headset 730, on page 5](#)
- [Related Documentation, on page 7](#)

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Webex through any USB connection.

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

Table 1: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.1(1) or later to use the Cisco Headset 520 Series with Cisco Webex for Linux VDI machines.

Table 2: Cisco Webex Teams

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Windows	Latest version of Cisco Webex	Latest version of Cisco Webex	USB
Cisco Webex for Mac	Latest version of Cisco Webex	Latest version of Cisco Webex	USB
Cisco Webex Linux VDI	Latest version of Cisco Webex	Latest version of Cisco Webex	USB

The following table lists the available headset features on Webex Teams.

Table 3: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes*
Mute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	Yes (not available on Webex Teams Linux VDI)

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 520 Series serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 4: Control Hub Serviceability Features

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

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco Webex through any USB connection.

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

Table 5: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.1(1) or later to use the Cisco Headset 530 Series with Cisco Webex for Linux VDI machines.

Table 6: Cisco Webex Teams

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Windows	Latest version of Cisco Webex	Latest version of Cisco Webex	USB
Cisco Webex for Mac	Latest version of Cisco Webex	Latest version of Cisco Webex	USB
Cisco Webex Linux VDI	Latest version of Cisco Webex	Latest version of Cisco Webex	USB

The following table lists the available headset features on Cisco Webex.

Table 7: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	Yes*
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	No
Adjust equalizer	No
Reset settings	No
Headset upgrades	Yes (not available on Webex Teams Linux VDI)

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 530 Series serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 8: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes
Log Collection	Yes
Inventory	Yes

Feature	Availability
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco Webex through any USB connection.

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

Table 9: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.0(1) or later

You must have Headset Firmware 2.1(1) or later to use the Cisco Headset 560 Series with Cisco Webex for Linux VDI machines.

Table 10: Cisco Webex Teams

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Windows	Latest version of Cisco Webex	Latest version of Cisco Webex	USB
Cisco Webex for Mac	Latest version of Cisco Webex	Latest version of Cisco Webex	USB
Cisco Webex Linux VDI	Latest version of Cisco Webex	Latest version of Cisco Webex	USB

The following table lists the available headset features on Cisco Webex.

Table 11: Cisco Headset 560 Series Features

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

Feature	USB
Reset settings	No
Headset upgrades	Yes

*—This feature is only available on Unified CM connected devices.

The following table lists the available Cisco Headset 560 Series serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 12: Control Hub Serviceability Features

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

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco Webex through any USB or Bluetooth connection.

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

Table 13: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later
Cisco Headset 730 USB Adapter	Cisco Headset 730 USB Adapter firmware version 1-1-59

Table 14: Cisco Webex Teams

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Windows	Latest version of Cisco Webex	Latest version of Cisco Webex	USB USB Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex for Mac	Latest version of Cisco Webex	Latest version of Cisco Webex	USB USB Adapter Bluetooth
Cisco Webex Linux VDI	N/A	N/A	N/A

The following table lists the available headset features on the Cisco Webex.

Table 15: Cisco Headset 730 Features

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Mute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	Yes	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	Yes	No	No
USB Adapter upgrades	N/A	Yes	N/A

The following table lists the available Cisco Headset 730 serviceability features on Cisco Webex Control Hub through Cisco Webex.

Table 16: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	Yes (USB only)
Log Collection	Yes (Bluetooth and USB only)
Inventory	Yes (Bluetooth and USB only)
Headset Metrics	No

Related Documentation

Use the following sections to obtain related information.

Cisco Webex Help Center

For support articles for Cisco Webex products, go to the following URL:

<https://help.webex.com/>

