Cisco IP Phone 7800 Series

Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco IP Phone 7800 Series through the RJ-9 port.

There is no minimum recommended firmware for the Cisco Headset 320 Series on the Cisco IP Phone 7800 Series.

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

Table 1: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A
Cisco IP Phone 7821	N/A	N/A	RJ-9
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	RJ-9

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7861	N/A	N/A	RJ-9

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 2: Cisco Headset 320 Series Features

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

Cisco Headset 520 Series

The Cisco Headset 520 Series isn't compatible with the Cisco IP Phone 7800 Series.

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco IP Phone 7800 Series through the RJ-9 port.

There is no minimum recommended firmware for the Cisco Headset 530 Series on the Cisco IP Phone 7800 Series.

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

Table 3: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7821	N/A	N/A	RJ-9
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	RJ-9
Cisco IP Phone 7861	N/A	N/A	RJ-9

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 4: Cisco Headset 530 Series Features

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

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco IP Phone 7800 Series with the Y-Cable included with the headset.

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Important   The Cisco Headset 560 Series Multibase is incompatible with Cisco IP Phone 7800 Series phones using Power over Ethernet (PoE). Use the external power supply if you intend to connect the multibase.

The following table contains information on which phone firmware versions are compatible with the Cisco Headset 560 Series.

Not all phone release versions may be available at the same time. For latest product version availability, see individual product support pages at Support and Downloads.

Table 5: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later

Table 6: Cisco IP Phone 7800 Series

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco IP Phone 7811	N/A	N/A	N/A
Cisco IP Phone 7821	On-Premises Firmware 12.5(1)SR2 or later (call control only)	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable
Cisco IP Phone 7832	N/A	N/A	N/A
Cisco IP Phone 7841	On-Premises Firmware 12.5(1)SR2 or later (call control only)	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable
Cisco IP Phone 7861	On-Premises Firmware 12.5(1)SR2 or later (call control only)	On-Premises Firmware 12.5(1)SR3 or later	Y-Cable

The following table lists the available headset features on the Cisco IP Phone 7800 Series.

Table 7: Cisco Headset 560 Series Features

Feature	Y-Cable
Answer and end calls*	Yes
Hold/resume calls	Yes
Mute calls	Yes
Volume control	Yes
Adjust sidetone	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco IP Phone 7800 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	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 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.

Cisco Headset 720 Series

The Cisco Headset 720 Series isn't compatible with the Cisco IP Phone 7800 Series.

Cisco Headset 730

The Cisco Headset 730 isn't compatible with the Cisco IP Phone 7800 Series.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 isn't compatible with the Cisco IP Phone 7800 Series.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 isn't compatible with the Cisco IP Phone 7800 Series.

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 7800 Series.

Cisco IP Phone 7800 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-7800-series-multiplatform-firmware/tsd-products-support-series-home.html