



## 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)SU3 or later	Yes
Remote Configuration	Unified CM 12.5(1)SU3 or later	Yes
Log Collection	Unified CM 12.5(1)SU3 or later	Yes
Inventory	Unified CM 12.5(1)SU3 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

Model	Minimum Firmware	Recommended Firmware	Connection
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
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)SU3 or later	Yes
Remote Configuration	Unified CM 12.5(1)SU3 or later	Yes
Log Collection	Unified CM 12.5(1)SU3 or later	Yes
Inventory	Unified CM 12.5(1)SU3 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

Model	Minimum Firmware	Recommended Firmware	Connection
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
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)
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

Feature	Minimum Firmware	Availability
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

Model	Minimum Firmware	Recommended Firmware	Connection
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 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

Feature	USB	USB HD Adapter	Bluetooth
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

Model	Minimum Firmware	Recommended Firmware	Connection
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	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 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
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	—	—	—
Cisco IP Phone 8832NR	—	—	—
Cisco IP Phone 8841	—	—	—
Cisco IP Phone 8845	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8851	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8851NR	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB HD Adapter
Cisco IP Phone 8861	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8865	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(1) or later	USB HD Adapter Bluetooth
Cisco IP Phone 8865NR	On-Premises Firmware 14.1(1) or later	On-Premises Firmware 14.2(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
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 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	Yes

Feature	Minimum Firmware	Recommended Firmware	Availability
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	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

Model	Minimum Firmware	Recommended Firmware	Connection
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
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	—	No	—

\*—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>