



Cisco Jabber

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to Cisco Jabber through the USB connector.

The following tables contain information on the minimum Cisco Jabber and headset 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 Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 14.0.3	Jabber version 14.1 or later	USB
Cisco Jabber Mobile	N/A	N/A	N/A
Cisco Jabber for Windows 32-bit VDI	Jabber version 14.0.3	Jabber version 14.1 or later	USB
Cisco Jabber for Windows 64-bit VDI	Jabber version 14.0.3	Jabber version 14.1 or later	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0.3	Jabber version 14.0 or later	USB

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 3: Cisco Headset 320 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	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

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	No
Remote Configuration	Unified CM 12.5(1)SU1 or later Unified CM 11.5(1)SU7 or later	Yes

Feature	Minimum Firmware	Availability
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

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Jabber through the USB connector.

The following tables contain information on the minimum Cisco Jabber 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 Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.0 or later	Jabber version 12.6MR or later	USB 3.5 mm
Cisco Jabber Mobile	N/A	N/A	3.5 mm
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB 3.5 mm
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB 3.5 mm

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB 3.5 mm

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

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*

*—You need Headset Firmware 2.3 or later to upgrade the Cisco Headset 530 Series on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

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

Feature	Minimum Firmware	Availability
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)SU7 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 530 Series

The Cisco Headset 530 Series can connect to the Cisco Jabber through the USB connector.

The following tables contain information on the minimum Cisco Jabber and headset 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 Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.0 or later	Jabber version 12.6MR or later	USB
Cisco Jabber Mobile	N/A	N/A	N/A
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 11: 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	Yes
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*—You need Headset Firmware 2.3 or later to upgrade the Cisco Headset 530 Series on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

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

Feature	Minimum Firmware	Availability
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)SU7 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 560 Series

The Cisco Headset 560 Series can connect to the Cisco Jabber through the USB cable.

The following tables contain information on the minimum Cisco Jabber 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 Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.5 or later	Jabber version 12.7MR	USB
Cisco Jabber Mobile	N/A	N/A	N/A
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 12.7MR or later	USB

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB

The following table lists the available headset features on Cisco Jabber for Windows and Mac.

Table 15: 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	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 Cisco Jabber for Windows and Mac.

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

Feature	Minimum Firmware	Availability
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)SU7 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 can connect to Cisco Jabber through USB or with Bluetooth.

The following tables contain information on the minimum Cisco Jabber 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 Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.9	Jabber version 14.1 or later	USB USB HD Adapter Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber Mobile	Jabber version 12.9	Jabber version 14.1 or later	Bluetooth
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 14.1 or later	USB USB HD Adapter Bluetooth
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 14.1 or later	USB USB HD Adapter Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.1 or later	USB USB HD Adapter

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

Table 19: Cisco Headset 720 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	No	No	No
Adjust sidetone	Yes	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	Yes	No	No
Headset upgrades	Yes	No	No
USB HD Adapter upgrades	N/A	Yes	N/A

*—Cisco Headset 720 call controls aren't available through Bluetooth on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

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 Unified CM 11.5(1)SU7 or later*	Unified CM 12.5(1)SU3 or later Unified CM 11.5(1)SU9 or later	No
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	No
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	N/A

*—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 730

The Cisco Headset 730 can connect to Cisco Jabber through USB or with Bluetooth.

The following tables contain information on the minimum Cisco Jabber 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 1-5-0-164 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-1-59

Table 22: Cisco Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 12.9	Jabber version 14.0 or later	USB USB HD Adapter Bluetooth
Cisco Jabber Mobile	Jabber version 12.9	Jabber version 14.0 or later	Bluetooth
Cisco Jabber for Windows 32-bit VDI	Jabber version 12.7MR or later	Jabber version 14.0 or later	USB USB HD Adapter Bluetooth
Cisco Jabber for Windows 64-bit VDI	Jabber version 12.7MR or later	Jabber version 14.0 or later	USB USB HD Adapter Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.0 or later	Jabber version 14.0 or later	USB USB HD Adapter

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

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*

Feature	USB	USB HD Adapter	Bluetooth
Presence LED Light sync	Yes	No	Yes*
Adjust sidetone	Yes	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	Yes	No	No
Reset settings	Yes	No	No
Headset upgrades	Yes	No	No
USB HD Adapter upgrades	N/A	Yes	N/A

*—Cisco Headset 730 call controls aren't available through Bluetooth on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

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 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
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

Feature	Minimum Firmware	Recommended Firmware	Availability
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	N/A

*—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.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 doesn't officially support the Cisco Jabber.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to Cisco Jabber through USB or with Bluetooth.

The following tables contain information on the minimum Cisco Jabber 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 Jabber

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows and Mac	Jabber version 14.1	Jabber version 14.1	USB USB HD Adapter Bluetooth
Cisco Jabber Mobile	Jabber version 14.1	Jabber version 14.1	Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Jabber for Windows 32-bit VDI	Jabber version 14.1	Jabber version 14.1	USB USB HD Adapter Bluetooth
Cisco Jabber for Windows 64-bit VDI	Jabber version 14.1	Jabber version 14.1	USB USB HD Adapter Bluetooth
Cisco Jabber for Linux VDI	Jabber version 14.1	Jabber version 14.1	USB USB HD Adapter

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

Table 27: B&O Cisco 980 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer calls	Yes	Yes	Yes*
Hold/resume calls	No	No	No
Mute/unmute calls	Yes	Yes	Yes*
Volume control	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	No	No	No
USB HD Adapter upgrades	N/A	Yes	N/A

*—Headset controls aren't available through Bluetooth on Jabber for Linux VDI.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through Cisco Jabber for Windows and Mac.

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	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	N/A	N/A	N/A

Related Documentation

Use the following sections to obtain related information.

Cisco Jabber Documentation

Refer to publications that are specific to your language and Jabber version. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/web/jabber.html>