



## Webex App

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## Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Webex App through any USB connection.

The following tables contain information on the minimum Webex App 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 |
| Cisco Headset 320 Series for Microsoft Teams | 320 Series firmware 1-1-0002-6 or later |

**Table 2: Webex App**

| Model                 | Minimum Firmware         | Recommended Firmware     | Connection |
|-----------------------|--------------------------|--------------------------|------------|
| Webex App for Windows | Latest Webex App version | Latest Webex App version | USB        |
| Webex App for Mac     | Latest Webex App version | Latest Webex App version | USB        |
| Webex App Linux VDI   | Latest Webex App version | Latest Webex App version | USB        |

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

**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  |
| Webex button           | Yes* |
| Adjust sidetone        | Yes  |
| Adjust microphone gain | Yes  |
| Adjust equalizer       | Yes  |
| Reset settings         | Yes  |
| Headset upgrades       | Yes  |

\*Webex button isn't available on the 320 Series for Microsoft Teams.

The following table lists the available Cisco Headset 320 Series serviceability features on Control Hub through the Webex App.

**Table 4: Control Hub Serviceability Features**

| Feature                 | Availability |
|-------------------------|--------------|
| Remote Firmware Upgrade | Yes          |
| Log Collection          | Yes          |
| Inventory               | Yes          |
| Headset Metrics         | Yes          |

## Cisco Headset 520 Series

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

The following tables contain information on the minimum Webex App 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 2.0(1) or later |

You must have Headset Firmware 2.3(1) or later to use the Cisco Headset 520 Series with the Webex App for Linux VDI.

**Table 6: Webex App**

| Model                   | Minimum Firmware         | Recommended Firmware     | Connection |
|-------------------------|--------------------------|--------------------------|------------|
| Webex App for Windows   | Latest Webex App version | Latest Webex App version | USB        |
| Webex App for Mac       | Latest Webex App version | Latest Webex App version | USB        |
| Webex App for Linux VDI | Latest Webex App version | Latest Webex App version | USB        |

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

**Table 7: Cisco Headset 520 Series Features**

| Feature                | USB  |
|------------------------|------|
| Answer and end calls   | Yes  |
| Hold/resume calls      | Yes* |
| Mute/unmute calls      | Yes  |
| Volume control         | Yes  |
| Webex button           | No   |
| Adjust sidetone        | Yes  |
| Adjust microphone gain | Yes  |
| Adjust equalizer       | Yes  |
| Reset settings         | Yes  |
| Headset upgrades       | Yes  |

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

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

**Table 8: Control Hub Serviceability Features**

| Feature                 | Availability |
|-------------------------|--------------|
| Remote Firmware Upgrade | Yes          |
| Log Collection          | Yes          |
| Inventory               | Yes          |
| Headset Metrics         | Yes          |

## Cisco Headset 530 Series

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

The following tables contain information on the minimum Webex App 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 2.0(1) or later |

You must have Headset Firmware 2.3(1) or later to use the Cisco Headset 530 Series with the Webex App for Linux VDI machines.

**Table 10: Webex App**

| Model                 | Minimum Firmware         | Recommended Firmware     | Connection |
|-----------------------|--------------------------|--------------------------|------------|
| Webex App for Windows | Latest Webex App version | Latest Webex App version | USB        |
| Webex App for Mac     | Latest Webex App version | Latest Webex App version | USB        |
| Webex App Linux VDI   | Latest Webex App version | Latest Webex App version | USB        |

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

**Table 11: Cisco Headset 530 Series Features**

| Feature              | USB  |
|----------------------|------|
| Answer and end calls | Yes  |
| Hold/resume calls    | Yes* |

| Feature                | USB |
|------------------------|-----|
| Mute/unmute calls      | Yes |
| Volume control         | Yes |
| Webex button           | No  |
| Adjust sidetone        | Yes |
| Adjust microphone gain | Yes |
| Adjust equalizer       | Yes |
| Reset settings         | Yes |
| Headset upgrades       | Yes |

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

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

**Table 12: Control Hub Serviceability Features**

| Feature                 | Availability |
|-------------------------|--------------|
| Remote Firmware Upgrade | Yes          |
| Log Collection          | Yes          |
| Inventory               | Yes          |
| Headset Metrics         | Yes          |

## Cisco Headset 560 Series

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

The following tables contain information on the minimum Webex App 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 2.0(1) or later |

You must have Headset Firmware 2.3(1) or later to use the Cisco Headset 560 Series with the Webex App for Linux VDI machines.

**Table 14: Cisco Webex Teams**

| Model                   | Minimum Firmware         | Recommended Firmware     | Connection |
|-------------------------|--------------------------|--------------------------|------------|
| Webex App for Windows   | Latest Webex App version | Latest Webex App version | USB        |
| Webex App for Mac       | Latest Webex App version | Latest Webex App version | USB        |
| Webex App for Linux VDI | Latest Webex App version | Latest Webex App version | USB        |

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

**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  |
| Webex button           | No   |
| Adjust sidetone        | Yes  |
| Adjust microphone gain | Yes  |
| Adjust equalizer       | Yes  |
| Reset settings         | Yes  |
| 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 Control Hub through the Webex App.

**Table 16: Control Hub Serviceability Features**

| Feature                 | Availability |
|-------------------------|--------------|
| Remote Firmware Upgrade | Yes          |
| Log Collection          | Yes          |
| Inventory               | Yes          |

| Feature         | Availability |
|-----------------|--------------|
| Headset Metrics | Yes          |

## Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Webex App through a USB or Bluetooth connection.

The following tables contain information on the minimum Webex App 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 720 Series for Microsoft Teams | Cisco Headset 720 Series firmware version 1-11-0-208 or later |
| Cisco Headset USB HD Adapter                 | USB HD Adapter firmware version 1-3-50 or later               |
| Cisco Headset USB-C Adapter                  | USB-C Adapter firmware version 1-0-1-25 or later              |

**Table 18: Webex App**

| Model                   | Minimum Firmware         | Recommended Firmware     | Connection                       |
|-------------------------|--------------------------|--------------------------|----------------------------------|
| Webex App for Windows   | Latest Webex App version | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |
| Webex App for Mac       | Latest Webex App         | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |
| Webex App for Linux VDI | N/A                      | N/A                      | N/A                              |

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

**Table 19: Cisco Headset 720 Features**

| Feature              | USB | USB Adapters | Bluetooth |
|----------------------|-----|--------------|-----------|
| Answer and end calls | Yes | Yes          | Yes       |

| Feature                 | USB   | USB Adapters | Bluetooth |
|-------------------------|-------|--------------|-----------|
| Mute/unmute calls       | Yes   | Yes          | Yes       |
| Volume control          | Yes   | Yes          | Yes       |
| Webex button            | Yes** | Yes**        | Yes**     |
| Presence LED Light Sync | Yes   | Yes          | Yes       |
| Adjust sidetone         | Yes   | Yes          | Yes       |
| Adjust microphone gain  | Yes   | Yes          | Yes       |
| Adjust equalizer        | Yes   | Yes          | Yes       |
| Reset settings          | Yes   | Yes          | Yes       |
| Headset upgrades        | Yes   | Yes*         | Yes*      |
| USB Adapter upgrades    | N/A   | Yes          | N/A       |

\*—You will receive a push notification if an upgrade is available but you need the USB cable to complete the upgrade.

\*\*—Webex button isn't available on the 720 Series for Microsoft Teams.

The following table lists the available Cisco Headset 720 serviceability features on Control Hub through the Webex App.

**Table 20: Control Hub Serviceability Features**

| Feature                 | Availability   |
|-------------------------|----------------|
| Remote Firmware Upgrade | Yes (USB only) |
| Log Collection          | Yes            |
| Inventory               | Yes            |
| Headset Metrics         | Yes            |

## Cisco Headset 730

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

The following tables contain information on the minimum Webex App 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 1-8-0-213 or later |
| Cisco Headset USB HD Adapter | USB HD Adapter firmware version 1-3-28                |
| Cisco Headset USB-C Adapter  | USB-C Adapter firmware version 1-0-1-25 or later      |

**Table 22: Webex App**

| Model                   | Minimum Firmware         | Recommended Firmware     | Connection                       |
|-------------------------|--------------------------|--------------------------|----------------------------------|
| Webex App for Windows   | Latest Webex App version | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |
| Webex App for Mac       | Latest Webex App         | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |
| Webex App for Linux VDI | N/A                      | N/A                      | N/A                              |

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

**Table 23: Cisco Headset 730 Features**

| Feature                          | USB | USB Adapters | Bluetooth |
|----------------------------------|-----|--------------|-----------|
| Answer and end calls             | Yes | Yes          | Yes       |
| Mute/unmute calls                | Yes | Yes          | Yes       |
| Volume control                   | Yes | Yes          | Yes       |
| Webex button                     | No  | No           | No        |
| Presence LED Light Sync          | Yes | Yes          | Yes       |
| Adjust sidetone                  | Yes | Yes          | Yes       |
| Adjust microphone gain           | Yes | Yes          | Yes       |
| Adjust equalizer                 | Yes | Yes          | Yes       |
| Adjust Active Noise Cancellation | Yes | Yes          | Yes       |
| Reset settings                   | Yes | Yes          | Yes       |

| Feature              | USB | USB Adapters | Bluetooth |
|----------------------|-----|--------------|-----------|
| Headset upgrades     | Yes | Yes*         | Yes*      |
| USB Adapter upgrades | N/A | Yes          | N/A       |

\*—You will receive a push notification if an upgrade is available but you need the USB cable to complete the upgrade.

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

**Table 24: Control Hub Serviceability Features**

| Feature                 | Availability   |
|-------------------------|----------------|
| Remote Firmware Upgrade | Yes (USB only) |
| Log Collection          | Yes            |
| Inventory               | Yes            |
| Headset Metrics         | Yes            |

## Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Webex App through USB Adapters or Bluetooth connection.

The following tables contain information on the minimum Webex App 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 5.2.1 or later    |
| Cisco Headset USB HD Adapter | USB HD Adapter firmware version 1-3-52           |
| Cisco Headset USB-C Adapter  | USB-C Adapter firmware version 1-0-1-25 or later |

**Table 26: Webex App**

| Model                 | Minimum Firmware         | Recommended Firmware     | Connection                |
|-----------------------|--------------------------|--------------------------|---------------------------|
| Webex App for Windows | Latest Webex App version | Latest Webex App version | USB Adapters<br>Bluetooth |

| Model                                     | Minimum Firmware         | Recommended Firmware     | Connection                |
|---|--------------------------|--------------------------|---------------------------|
| Webex App for Mac                         | Latest Webex App version | Latest Webex App version | USB Adapters<br>Bluetooth |
| Webex App for Windows, Mac, and Linux VDI | Latest Webex App version | Latest Webex App version | USB Adapters<br>Bluetooth |

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

**Table 27: Bang & Olufsen Cisco 950 Features**

| Feature                          | USB Adapters | Bluetooth |
|----------------------------------|--------------|-----------|
| Answer calls                     | Yes          | Yes       |
| Mute calls                       | Yes          | Yes       |
| Webex button                     | No           | No        |
| Volume control                   | Yes          | Yes       |
| Adjust Own Voice/Transparency    | Yes          | Yes       |
| Adjust microphone gain           | Yes          | Yes       |
| Adjust Sound Modes               | Yes          | Yes       |
| Adjust Active Noise Cancellation | Yes          | Yes       |
| Reset settings                   | Yes          | Yes       |
| Headset upgrades                 | Yes          | Yes       |
| USB Adapter upgrades             | Yes          | —         |

The following table lists the available B&O Cisco 950 serviceability features on Control Hub through the Webex App.

**Table 28: Control Hub Serviceability Features**

| Feature                 | Availability    |
|-------------------------|-----------------|
| Remote Configuration    | Yes (View only) |
| Remote Firmware Upgrade | Yes             |
| Log Collection          | No              |
| Inventory               | Yes             |
| Headset Metrics         | Yes             |

# Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Webex App through any USB or Bluetooth connection.

The following tables contain information on the minimum Webex App 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 3.3.38 or later   |
| Cisco Headset USB HD Adapter | USB HD Adapter firmware version 1-3-52           |
| Cisco Headset USB-C Adapter  | USB-C Adapter firmware version 1-0-1-25 or later |

**Table 30: Webex App**

| Model                                     | Minimum Firmware         | Recommended Firmware     | Connection                       |
|---|--------------------------|--------------------------|----------------------------------|
| Webex App for Windows                     | Latest Webex App version | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |
| Webex App for Mac                         | Latest Webex App version | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |
| Webex App for Windows, Mac, and Linux VDI | Latest Webex App version | Latest Webex App version | USB<br>USB Adapters<br>Bluetooth |

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

**Table 31: Bang & Olufsen Cisco 980 Features**

| Feature        | USB | USB Adapters | Bluetooth |
|----------------|-----|--------------|-----------|
| Answer calls   | Yes | Yes          | Yes       |
| Mute calls     | Yes | Yes          | Yes       |
| Webex button   | No  | No           | No        |
| Volume control | Yes | Yes          | Yes       |

| Feature                          | USB | USB Adapters | Bluetooth |
|----------------------------------|-----|--------------|-----------|
| Adjust Own Voice/Transparency    | Yes | Yes          | Yes       |
| Adjust microphone gain           | Yes | Yes          | Yes       |
| Adjust Sound Modes               | Yes | Yes          | Yes       |
| Adjust Active Noise Cancellation | Yes | Yes          | Yes       |
| Reset settings                   | Yes | Yes          | Yes       |
| Headset upgrades                 | Yes | No           | No        |
| USB Adapter upgrades             | N/A | Yes          | N/A       |

The following table lists the available B&O Cisco 980 serviceability features on Control Hub through the Webex App.

**Table 32: Control Hub Serviceability Features**

| Feature                 | Availability                           |
|-------------------------|--|
| Remote Configuration    | Yes (View only)                        |
| Remote Firmware Upgrade | Yes (USB only)                         |
| Log Collection          | No                                     |
| Inventory               | Yes (Bluetooth, USB, and USB Adapters) |
| Headset Metrics         | Yes (Bluetooth, USB, and USB Adapters) |

## Related Documentation

Use the following sections to obtain related information.

### Cisco Webex Help Center

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

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

