



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 1-1-0002-6 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

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

**—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 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

Table 18: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB USB HD Adapter Bluetooth
Webex App for Mac	Latest Webex App	Latest Webex App version	USB USB HD Adapter 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 HD Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Mute calls	Yes	Yes	Yes

Feature	USB	USB HD Adapter	Bluetooth
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 HD 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

Headset Model	Minimum Firmware
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28

Table 22: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB USB HD Adapter Bluetooth
Webex App for Mac	Latest Webex App	Latest Webex App version	USB USB HD Adapter 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 HD Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes
Mute 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
Headset upgrades	Yes	Yes*	Yes*
USB HD 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 HD Adapter 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 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52

Table 26: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB HD Adapter Bluetooth
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB HD Adapter Bluetooth
Webex App for Windows, Mac, and Linux VDI	Latest Webex App version	Latest Webex App version	USB HD Adapter Bluetooth

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

Table 27: Bang & Olufsen Cisco 950 Features

Feature	USB HD Adapter	Bluetooth
Answer calls	Yes	Yes
Mute calls	Yes	Yes
Webex button	No	No
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	Yes	Yes
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB HD 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	No
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes
Headset Metrics	No

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 3.1.66 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20

Table 30: Webex App

Model	Minimum Firmware	Recommended Firmware	Connection
Webex App for Windows	Latest Webex App version	Latest Webex App version	USB USB HD Adapter Bluetooth
Webex App for Mac	Latest Webex App version	Latest Webex App version	USB USB HD Adapter Bluetooth
Webex App for Windows, Mac, and Linux VDI	Latest Webex App version	Latest Webex App version	USB USB HD Adapter Bluetooth

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

Table 31: Bang & Olufsen Cisco 980 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer calls	Yes	Yes	Yes
Mute calls	Yes	Yes	Yes
Webex button	No	No	No
Volume control	Yes	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	Yes	Yes	Yes
Adjust equalizer	No	No	No
Adjust Active Noise Cancellation	No	No	No
Reset settings	No	No	No

Feature	USB	USB HD Adapter	Bluetooth
Headset upgrades	No	No	No
USB HD 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	No
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes (Bluetooth, USB, and USB HD Adapter)
Headset Metrics	Yes (Bluetooth, USB, and USB HD Adapter)

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/>

