



Cisco Accessory Hub

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 320 Series.

Table 1: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 320 Series	Headset firmware 1-1-0002-6 or later

Table 2: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 3: Cisco Headset 320 Series Features

Feature	USB
Adjust sidetone	Yes

Feature	USB
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the [Cisco Accessory Hub web app](#)

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

Table 4: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory 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 2.3(1) or later

Table 6: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 7: Cisco Headset 520 Series Features

Feature	USB
Adjust sidetone	Yes

Feature	USB
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the [Cisco Accessory Hub web app](#)

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

Table 8: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory 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 2.3(1) or later

Table 10: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 11: Cisco Headset 530 Series Features

Feature	USB
Adjust sidetone	Yes

Feature	USB
Adjust microphone gain	Yes
Adjust equalizer	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the [Cisco Accessory Hub web app](#)

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

Table 12: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory 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 2.3(1) or later

Table 14: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 15: Cisco Headset 560 Series Features

Feature	USB
Adjust sidetone	Yes

Feature	USB
Adjust microphone gain	Yes
Adjust equalizer	Yes
Adjust dock event	Yes
Adjust wireless always on	Yes
Reset settings	Yes
Headset upgrades	Yes*

*This feature is also available on the [Cisco Accessory Hub web app](#)

The following table lists the available Cisco Headset 560 Series serviceability features in Control Hub through the Webex App.

Table 16: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 720 Series.

Table 17: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Headset firmware 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later

Table 18: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB USB HD Adapter Bluetooth

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 19: Cisco Headset 720 Series Features

Feature	USB	USB HD Adapter	Bluetooth
Adjust sidetone	Yes	Yes	Yes
Adjust equalizer	Yes	Yes	Yes
Adjust voice activated microphones	Yes	Yes	Yes
Adjust dock event	Yes	Yes	Yes
Adjust multifunction button	Yes	Yes	Yes
Configure in-ear notifications	Yes	Yes	Yes
Configure preferred language	Yes	Yes	Yes
Customize headset name	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrades	Yes	No	No
USB HD Adapter upgrades	N/A	Yes	N/A

*This feature is also available on the [Cisco Accessory Hub web app](#)

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

Table 20: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No

Feature	Availability
Inventory	No
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to the Cisco Accessory Hub through a USB connection.

The following tables contain information on the minimum Accessory and headset firmware versions that support the Cisco Headset 730.

Table 21: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Headset firmware 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter 1-3-52 or later

Table 22: Cisco Accessory Hub desktop app

Model	Recommended Firmware	Connection
Cisco Accessory Hub	Latest Accessory Hub App version	USB USB HD Adapter Bluetooth

The following table lists the available headset features in the Cisco Accessory Hub desktop app

Table 23: Cisco Headset 730 Features

Feature	USB	USB HD Adapter	Bluetooth
Adjust sidetone	Yes	Yes	Yes
Adjust equalizer	Yes	Yes	Yes
Adjust Active Noise Cancellation	Yes	Yes	Yes
Adjust voice activated microphones	Yes	Yes	Yes
Adjust dock event	Yes	Yes	Yes
Configure in-ear notifications	Yes	Yes	Yes

Feature	USB	USB HD Adapter	Bluetooth
Configure preferred language	Yes	No	No
Customize headset name	Yes	Yes	Yes
Reset settings	Yes	Yes	Yes
Headset upgrades	Yes*	No	No
USB HD Adapter upgrades	N/A	Yes	N/A

*This feature is also available on the [Cisco Accessory Hub web app](#)

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

Table 24: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	No
Headset Metrics	No

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 isn't supported on the Cisco Accessory Hub desktop app.

Firmware upgrades are available on the [Cisco Accessory Hub web app](#) through Bluetooth Connection.

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 isn't supported on the Cisco Accessory Hub desktop app.

Firmware upgrades are available on the [Cisco Accessory Hub web app](#) through a USB Connection.

Related Documentation

Use the following sections to obtain related information.

Cisco Accessory Hub Documentation

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

<https://help.webex.com/en-us/landing/ld-ns42o72-CiscoWebexDevices/Cisco-Headsets#Cisco-Accessory-Hub-Desktop-App>

