



Introduction

- [About this guide, on page 1](#)
- [Terminology, on page 2](#)

About this guide

This guide provides information on the following aspects of Cisco Headsets:

- Compatible Cisco IP Phones, call devices, and soft clients
- Minimum firmware requirements
- Available calling and serviceability features

The supported Cisco Headsets are:

- Cisco Headset 320 Series
- Cisco Headset 520 Series
- Cisco Headset 530 Series
- Cisco Headset 560 Series
- Cisco Headset 720 Series
- Cisco Headset 730
- Bang & Olufsen Cisco 950
- Bang & Olufsen Cisco 980

For further information about the headsets, including installation, use and troubleshooting, see the following locations:

- <https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-500-series/tsd-products-support-series-home.html>
- <https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-700-series/tsd-products-support-series-home.html>
- <https://help.webex.com/en-us/landing/ld-ns42o72-CiscoWebexDevices/Cisco-Headsets>

Terminology

This guide uses the following terms to describe the minimum firmware needed for headset and device compatibility.

- **Headset Model**—Headset model, device, or soft client
- **Minimum Firmware**—Minimum required firmware to be compatible with the devices covered in the proceeding table.

This guide uses the following terms to describe headset and device compatibility.

- **Model**—Device or soft client model
- **Minimum Firmware**—Minimum required firmware for headsets to have basic call and volume control.
- **Recommended Firmware**—Minimum required firmware to enable all headset features and headset serviceability.
- **Connection**—Available headset connection

This guide uses the following terms to describe headset administration availability.

- **Remote Firmware Upgrades**—Deploy and manage headset firmware upgrades.
- **Remote Configuration**—Define the default headset settings such as volume and microphone gain.
- **Log collection**—Collect logs to diagnose and troubleshoot headset issues.
- **Inventory**—Track deployed headsets by mode, serial number, firmware version, connection status, and connection duration.
- **Usage Metrics**—View headset use trends and analytic data.