



Cisco Desk Series

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Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device 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: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB
Cisco Desk Series - Webex Calling	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 3: Cisco Headset 320 Series Features

Feature	USB
Answer and end calls	Yes
Hold/resume calls	No
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 the Cisco Desk Series.

Table 4: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Control Hub through the Cisco Desk Series.

Table 5: Control Hub Serviceability Features

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

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 520 Series

Table 6: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 1.5(1) or later

Table 7: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB
Cisco Desk Series - Webex Calling	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 8: Cisco Headset 520 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 the Cisco Desk Series.

Table 9: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 10: Control Hub Serviceability Features

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

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 530 Series

Table 11: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 1.5(1) or later

Table 12: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB

Device	Minimum Required Firmware	Connection
Cisco Desk Series - Webex Calling	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 13: 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	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 the Cisco Desk Series.

Table 14: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 15: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No

Feature	Availability
Log Collection	Yes
Inventory	Yes
Headset Metrics	No

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco Desk Series devices through the USB port.

The following tables contain information on the minimum device and headset firmware versions that support the Cisco Headset 560 Series

Table 16: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 1.5(1) or later

Table 17: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB
Cisco Desk Series - Webex Calling	Latest Room OS	USB

The following table lists the available headset features on the Cisco Desk Series.

Table 18: 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	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 the Cisco Desk Series.

Table 19: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 20: Control Hub Serviceability Features

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

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to Cisco Desk Series devices through the USB port or with Bluetooth.



Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB cable or USB Adapters for the best calling experience.

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

Table 21: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later

Headset Model	Minimum Firmware
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-28 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 22: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB USB Adapters Bluetooth
Cisco Desk Series - Webex Calling	Latest Room OS	USB USB Adapters Bluetooth

The following table lists the available headset features on the Cisco Desk Series.

Table 23: Cisco Headset 720 Features

Feature	USB	USB Adapters	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	No	No	No
Adjust microphone gain	No	No	No
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB Adapter upgrades	No	No	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 24: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 25: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes (USB cable only)
Headset Metrics	No

Cisco Headset 730

The Cisco Headset 730 can connect to Cisco Desk Series devices through the USB port or with Bluetooth.



Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB cable or USB Adapters for the best calling experience.

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

Table 26: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later

Headset Model	Minimum Firmware
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-12 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

Table 27: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB USB Adapters Bluetooth
Cisco Desk Series - Webex Calling	Latest Room OS	USB USB Adapters Bluetooth

The following table lists the available headset features on the Cisco Desk Series.

Table 28: Cisco Headset 730 Features

Feature	USB	USB Adapters	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	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 Adapter upgrades	No	No	No

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 29: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 30: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes (USB cable only)
Headset Metrics	No

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to the Cisco Desk Series through the USB Adapters or with Bluetooth.



Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB Adapters for the best calling experience.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 950.

Table 31: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later

Headset Model	Minimum Firmware
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 32: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB Adapters Bluetooth
Cisco Desk Series - Webex Calling	Latest Room OS	USB Adapters Bluetooth

The following table lists the available headset features on the Cisco Desk Series.

Table 33: B&O Cisco 950 Features

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes
Hold/resume calls	No	No
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	—

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 34: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	—	No
Remote Configuration	—	No
Log Collection	—	No
Inventory	—	No
Headset Metrics	—	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 35: Control Hub Serviceability Features

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

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to the Cisco Desk Series through the USB port, USB Adapters or with Bluetooth.



Note Cisco DX70 and Cisco DX80 models experience poor audio quality due to older Bluetooth technology. Use the USB cable or USB Adapters for the best calling experience.

The following tables contain information on the minimum device and headset firmware versions that support the B&O Cisco 980.

Table 36: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	Bang & Olufsen Cisco 980 firmware version 3.3.21 or later

Headset Model	Minimum Firmware
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 37: Cisco Desk Series

Device	Minimum Required Firmware	Connection
Cisco Desk Series - UCM Calling	CE 9.8 or later	USB USB Adapters Bluetooth
Cisco Desk Series - Webex Calling	Latest Room OS	USB USB Adapters Bluetooth

The following table lists the available headset features on the Cisco Desk Series.

Table 38: B&O Cisco 980 Features

Feature	USB	USB Adapters	Bluetooth
Answer and end 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 Adapter upgrades	N/A	No	N/A

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Desk Series.

Table 39: Cisco Unified Communications Manager Headset Serviceability Features

Feature	Minimum Firmware	Availability
Remote Firmware Upgrade	N/A	No
Remote Configuration	N/A	No
Log Collection	N/A	No
Inventory	N/A	No
Headset Metrics	N/A	No

The following table lists the available headset serviceability features on Cisco Webex Control Hub through the Cisco Desk Series.

Table 40: Control Hub Serviceability Features

Feature	Availability
Remote Firmware Upgrade	No
Log Collection	No
Inventory	Yes (USB cable only)
Headset Metrics	No

Related Documentation

Use the following sections to obtain related information.

Cisco Desk Series Documentation

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-series-home.html>

