Cisco Wireless Phone 800 Series

Cisco Headset 320 Series

The Cisco Headset 320 Series isn't compatible with the Cisco Wireless Phone 840 and 860.

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to the Cisco Wireless Phone 840 and 860 through the 3.5 mm port.

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

Table 1: Minimum Headset Firmware

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

Table 2: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	3.5 mm

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 860	N/A	N/A	3.5 mm

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 3: Cisco Headset 520 Series Features

Feature	3.5 mm
Answer and end calls	No
Hold/resume calls	No
Mute/unmute calls	No
Volume control	No
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 Wireless Phone 840 and 860.

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

Cisco Headset 530 Series

The Cisco Headset 530 Series isn't compatible with the Cisco Wireless Phone 840 and 860.

Cisco Headset 560 Series

The Cisco Headset 560 Series Multibase can connect to the Cisco Wireless Phone 840 and 860 with a Bluetooth connection

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

Table 5: Minimum Headset Firmware

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

Table 6: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	Bluetooth
Cisco Wireless Phone 860	N/A	N/A	Bluetooth

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 7: Cisco Headset 560 Series Features

Feature	Bluetooth
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 Wireless Phone 840 and 860.

Table 8: 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

Cisco Headset 720 Series

The Cisco Headset 720 Series is not officially supported on the Cisco Wireless Phone 840 and 860.

Cisco Headset 730

The Cisco Headset 730 is not officially supported on the Cisco Wireless Phone 840 and 860.

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can make basic calls on the Cisco Wireless Phone 840 and 860 through a Bluetooth connection. However, full headset support isn't available at this time.

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

Table 9: Minimum Headset Firmware

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

Table 10: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	Bluetooth

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 860	N/A	N/A	Bluetooth

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 11: B&O Cisco 950 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer calls	No	No	Yes
Hold/resume calls	No	No	No
Mute/unmute calls	No	No	Yes*
Volume control	No	No	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 HD Adapter upgrades	N/A	No	N/A

*—The headset mute status doesn't sync with the phone.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Wireless Phone 840 and 860.

Table 12: 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

Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can make basic calls on the Cisco Wireless Phone 840 and 860 through a Bluetooth connection. However, full headset support isn't available at this time.

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

Table 13: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later

Table 14: Cisco Wireless Phone 840 and 860

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Wireless Phone 840	N/A	N/A	Bluetooth
Cisco Wireless Phone 860	N/A	N/A	Bluetooth

The following table lists the available headset features on the Cisco Wireless Phone 840 and 860.

Table 15: B&O Cisco 980 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer calls	No	No	Yes
Hold/resume calls	No	No	No
Mute/unmute calls	No	No	Yes*
Volume control	No	No	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 HD Adapter upgrades	N/A	No	N/A

*—The headset mute status doesn't sync with the phone.

The following table lists the available headset serviceability features on Cisco Unified Communications Manager through the Cisco Wireless Phone 840 and 860.

Table 16: 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

Related Documentation

Use the following sections to obtain related information.

Cisco Wireless Phone 840 and 860 documentation

You can locate publications that are specific to your language, phone model, and call control system from the product support page for the Cisco Wireless Phone.

You can also access the Cisco Wireless Phone 840 and 860 Deployment Guide from the product support page.