



## Microsoft Teams

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## Cisco Headset 320 Series

Cisco offers a dedicated Cisco Headset 320 Series model certified for use with Microsoft Teams. The Cisco Headset 320 Series can connect to Microsoft Teams through any USB connection.

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



**Note** While the Webex version of the 320 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**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

**Table 2: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

**Table 3: Cisco Headset 320 Series Features**

Feature	Webex version	Microsoft Teams certified version
Answer and end calls	Yes	Yes
Hold/resume calls	Yes*	Yes
Mute/unmute calls	Yes*	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No

\*This feature is only available on Microsoft Teams for Windows 11.

## Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Microsoft Teams through any USB connection.

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



**Note** While the 520 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 4: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.3(1) or later

**Table 5: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

**Table 6: 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

## Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Microsoft Teams through any USB connection.

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



**Note** While the 530 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 7: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.3(1) or later

**Table 8: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

**Table 9: 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

## Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Microsoft Teams through any USB connection.

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



**Note** While the 560 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 10: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.3(1) or later

**Table 11: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest version of Microsoft Teams	USB

The following table lists the available headset features on Microsoft Teams.

**Table 12: 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

## Cisco Headset 720 Series

Cisco offers a dedicated Cisco Headset 720 Series model certified for use with Microsoft Teams. The Cisco Headset 720 Series can connect to Microsoft Teams through a USB or Bluetooth connection.

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



**Note** While the Webex version of the 720 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 13: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 firmware version 1-12-0-154 or later
Cisco Headset 720 Series for Microsoft Teams	Cisco Headset 720 firmware version 1-11-0-196
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

**Table 14: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB USB Adapter* Bluetooth

Although USB, USB Adapter and Bluetooth are compatible with MS Teams, the 720 Series Teams model is only certified for MS Teams with the USB Adapter connection.

The following table lists the 720 Webex version headset features on Microsoft Teams.

**Table 15: Cisco Headset 720 Features (Webex version)**

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	No
Volume control	Yes	Yes	No
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

\*This feature is only available on Microsoft Teams for Windows 11.

The following table lists the 720 Microsoft Teams certified version headset features on Microsoft Teams.

**Table 16: Cisco Headset 720 Features (Microsoft Teams Certified version)**

Feature	USB	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	No

Feature	USB	USB Adapters	Bluetooth
Volume control	Yes	Yes	No
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

\*This feature is only available on Microsoft Teams for Windows 11.

## Cisco Headset 730

The Cisco Headset 730 can connect to Microsoft Teams through USB or Bluetooth connection.

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



**Note** While the 730 Series works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 17: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-12-0-154 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74 or later
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

**Table 18: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB USB Adapter Bluetooth

The following table lists the available headset features on Microsoft Teams.

**Table 19: Cisco Headset 730 Features**

Feature	USB	USB Adapter	Bluetooth
Answer and end calls	Yes	Yes	Yes*
Hold/resume calls	Yes	Yes	Yes*
Mute/unmute calls	Yes	Yes	No
Volume control	Yes*	Yes	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

\*This feature is only available on Microsoft Teams for Windows 11.

## Bang & Olufsen Cisco 950

Cisco offers a dedicated Bang & Olufsen Cisco 950 model certified for use with Microsoft Teams. The B&O Cisco 950 models can connect to Microsoft Teams through a USB Adapter Bluetooth connection.

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



**Note** While the Webex/UC model of the 950 works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 20: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950 certified for Microsoft Teams	B&O Cisco 950 firmware version 5.2.1 or later
Bang & Olufsen Cisco 950 certified for Webex/UC	B&O Cisco 950 firmware version 5.2.1 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

**Table 21: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
New Microsoft Teams	Latest version of the New Microsoft Teams	Latest version of the New Microsoft Teams	USB Adapters Bluetooth

The following table lists the 950 Microsoft Teams Certified version headset features on Microsoft Teams.

**Table 22: Bang & Olufsen Cisco 950 Features (Microsoft Teams Certified version)**

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes*
Mute/unmute calls	Yes	No
Microsoft Teams Short Control	Yes	No
Microsoft Teams Long Control	Yes	No
Volume control	Yes	No
Adjust sidetone	No	No
Adjust microphone gain	No	No
Adjust equalizer	No	No
Reset settings	No	No
Headset upgrades	No	No
USB Adapter upgrades	No	No

\*This feature is only available on Microsoft Teams for Windows 11.



**Note** The Microsoft Teams certified experience requires using the B&O Cisco 950 Microsoft Teams model connected through a Cisco USB Adapter.

The following table lists the 950 Webex/UC version headset features on Microsoft Teams.

**Table 23: Bang & Olufsen Cisco 950 Features (Webex/UC version)**

Feature	USB Adapters	Bluetooth
Answer and end calls	Yes	Yes*
Mute/unmute calls	Yes	No
Volume control	No	No

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

\*This feature is only available on Microsoft Teams for Windows 11.

## Bang & Olufsen Cisco 980

The Bang & Olufsen Cisco 980 can connect to Microsoft Teams through a USB or Bluetooth connection.

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



**Note** While B&O Cisco 980 works with Microsoft Teams, these scenarios aren't regularly tested or supported by Cisco.

**Table 24: Minimum Headset Firmware**

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.38 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-74
Cisco Headset USB-C Adapter	USB-C Adapter firmware version 1-0-1-25 or later

**Table 25: Compatible Devices and Soft Clients**

Model	Minimum Firmware	Recommended Firmware	Connection
Microsoft Teams	Latest version of Microsoft Teams	Latest Version of Microsoft Teams	USB USB Adapters Bluetooth

The following table lists the available headset features on Microsoft Teams.

**Table 26: Bang & Olufsen Cisco 980 Features**

<b>Feature</b>	<b>USB</b>	<b>USB Adapters</b>	<b>Bluetooth</b>
Answer and end calls	Yes	No	Yes*
Mute/unmute calls	Yes	Yes	No
Volume control	Yes*	Yes*	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

\*This feature is only available on Microsoft Teams for Windows 11.

