



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 is known to work with Microsoft Teams, this scenario isn't 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 headset	Microsoft Teams certified headset
Answer and end calls	Yes*	Yes
Hold and resume calls	Yes*	Yes
Mute and 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 10.

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.

Table 4: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(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

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.

Table 6: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 530 Series	Headset Firmware 2.0(1) or later

Table 7: Compatible Devices and Soft Clients

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

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.

Table 8: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later

Table 9: Compatible Devices and Soft Clients

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

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 is known to work with Microsoft Teams, this scenario isn't tested or supported by Cisco.

Table 10: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 firmware version 1-10-0-93 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 1-3-50

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 USB HD Adapter Bluetooth

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

Table 12: Cisco Headset 720 Features (Webex version)

Feature	USB	USB HD Adapter	Bluetooth
Answer and end calls	Yes*	Yes*	No
Hold/resume calls	Yes*	Yes*	No
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 HD Adapter upgrades	No	No	No

*—This feature is only available on Microsoft Teams for Windows 10.

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

Table 13: Cisco Headset 720 Features (Microsoft Teams Certified version)

Feature	USB	USB HD Adapter	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 HD Adapter upgrades	No	No	No

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.

Table 14: 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 1-3-52 or later

Table 15: 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 HD Adapter Bluetooth

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 HD 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 is known to work with Microsoft Teams, this scenario isn't tested or supported by Cisco.

Table 16: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950 certified for Microsoft Teams	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-71

Table 17: 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 HD Adapter Bluetooth

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

Table 18: Bang & Olufsen Cisco 950 Features (Microsoft Teams Certified version)

Feature	USB HD Adapter	Bluetooth
Answer and end calls	Yes	No
Mute/unmute calls	Yes	No
Microsoft Teams Short Control	Yes	No

Feature	USB HD Adapter	Bluetooth
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 HD Adapter upgrades	No	No



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

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.

Table 19: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.3.31 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52

Table 20: 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 HD Adapter Bluetooth

