Cisco Webex Meetings

Cisco Headset 320 Series

The Cisco Headset 320 Series can connect to Webex Meetings through any USB connection.

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

> **Note** You can't start or end meetings with a Cisco Headset on Webex Meetings.

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 Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 3: Cisco Headset 320 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 320 Series serviceability features on Control Hub through Webex Meetings.

Table 4: Control Hub Serviceability Features

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

Cisco Headset 520 Series

The Cisco Headset 520 Series can connect to Cisco Webex Meetings through any USB connection.

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

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 5: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 520 Series	Headset Firmware 2.0(1) or later

Table 6: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Cisco Webex Meetings	Latest version of Cisco Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 7: Cisco Headset 520 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 520 Series serviceability features on Cisco Webex Control Hub through Cisco Webex Meetings.

Table 8: Control Hub Serviceability Features

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

Cisco Headset 530 Series

The Cisco Headset 530 Series can connect to Cisco Webex Meetings through any USB connection.

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

> **Note** You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 9: Minimum Headset Firmware

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

Table 10: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 11: Cisco Headset 530 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 530 Series serviceability features on Cisco Webex Control Hub through Webex Meetings.

Table 12: Control Hub Serviceability Features

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

Cisco Headset 560 Series

The Cisco Headset 560 Series can connect to Cisco Webex Meetings through the USB cable.

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

✎

Note   You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 13: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 560 Series	Headset Firmware 2.0(1) or later

Table 14: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Cisco Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB

The following table lists the available headset features on Webex Meetings.

Table 15: Cisco Headset 560 Series Features

Feature	USB
Answer and end calls	No
Mute/unmute calls	Yes
Volume control	Yes
Adjust sidetone	No
Adjust microphone gain	Yes
Adjust equalizer	No
Reset settings	No
Headset upgrades	No

The following table lists the available Cisco Headset 560 Series serviceability features on Cisco Webex Control Hub through Cisco Webex Meetings.

Table 16: Control Hub Serviceability Features

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

Cisco Headset 720 Series

The Cisco Headset 720 Series can connect to Webex Meetings through a USB or Bluetooth connection.

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

✎

Note   You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 17: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 720 Series	Cisco Headset 720 Series firmware version 1-10-0-93 or later
Cisco Headset 720 Series for Microsoft Teams	Cisco Headset 720 Series firmware version 1-11-0-208 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-50 or later

Table 18: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB USB HD Adapter Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 19: Cisco Headset 720 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer and end calls	N/A	N/A	N/A
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	Yes	Yes	Yes
Adjust equalizer	No	No	No
Reset settings	No	No	No
Headset upgrades	No	No	No
USB HD Adapter upgrades	No	No	No

The following table lists the available Cisco Headset 720 serviceability features on Control Hub through Webex Meetings.

Table 20: Control Hub Serviceability Features

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

Cisco Headset 730

The Cisco Headset 730 can connect to Webex Meetings through any USB or Bluetooth connection.

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

Note   You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 21: Minimum Headset Firmware

Headset Model	Minimum Firmware
Cisco Headset 730	Cisco Headset 730 firmware version 1-5-0-164 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-1-59

Table 22: Cisco Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest version of Webex Meetings	Latest version of Webex Meetings	USB USB HD Adapter Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 23: Cisco Headset 730 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer and end calls	N/A	N/A	N/A
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Presence LED Light Sync	Yes	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	Yes	Yes	Yes
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

The following table lists the available Cisco Headset 730 serviceability features on Control Hub through Webex Meetings.

Table 24: Control Hub Serviceability Features

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

Bang & Olufsen Cisco 950

The Bang & Olufsen Cisco 950 can connect to Webex Meetings through the USB HD Adapter or Bluetooth connection.

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

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 25: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 950	B&O Cisco 950 firmware version 5.0.7 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-52

Table 26: Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest Webex Meetings version	Latest Webex Meetings version	USB HD Adapter Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 27: B&O Cisco 950 Features

Feature	USB HD Adapter	Bluetooth
Answer and end calls	—	—

Feature	USB HD Adapter	Bluetooth
Mute/unmute calls	Yes	Yes
Volume control	Yes	Yes
Adjust sidetone	No	No
Adjust microphone gain	Yes	Yes
Adjust equalizer	No	No
Adjust Active Noise Cancellation	No	No
Reset settings	No	No
Headset upgrades	No	No
USB HD Adapter upgrades	No	No

The following table lists the available B&O Cisco 950 serviceability features on Webex Control Hub through Webex Meetings.

Table 28: Control Hub Serviceability Features

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

Bang & Olufsen Cisco 980

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

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

Note You can't start or end meetings with a Cisco Headset on Webex Meetings.

Table 29: Minimum Headset Firmware

Headset Model	Minimum Firmware
Bang & Olufsen Cisco 980	B&O Cisco 980 firmware version 3.1.66 or later
Cisco Headset USB HD Adapter	USB HD Adapter firmware version 1-3-20

Table 30: Webex Meetings

Model	Minimum Firmware	Recommended Firmware	Connection
Webex Meetings	Latest Webex Meetings version	Latest Webex Meetings version	USB USB HD Adapter Bluetooth

The following table lists the available headset features on Webex Meetings.

Table 31: B&O Cisco 980 Features

Feature	USB	USB HD Adapter	Bluetooth
Answer and end calls	—	—	—
Mute/unmute calls	Yes	Yes	Yes
Volume control	Yes	Yes	Yes
Adjust sidetone	No	No	No
Adjust microphone gain	Yes	Yes	Yes
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

The following table lists the available B&O Cisco 980 serviceability features on Webex Control Hub through Webex Meetings.

Table 32: Control Hub Serviceability Features

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

Related Documentation

Use the following sections to obtain related information.

Cisco Webex Help Center

For support articles for Webex products, go to the following URL:

https://help.webex.com/