Troubleshooting

Troubleshooting Overview

You may experience issues related to the following scenarios:

- A user's headset cannot communicate with their selected call device.
- Users experience poor audio quality.
- The headset or phone firmware is incompatible.

If you can configure Unified Communications Manager or Cisco Unified Real-Time Monitoring Tool (RTMT) to collect Problem Report Tool (PRT) logs for headsets connected to Cisco IP Phones. The PRT includes data on call quality, codecs used, audio settings, wireless settings, and alert logs.

Unified Communications Manager stores the call diagnostics details for Headsets. Cisco IP Phones send headset diagnostics data in Headset-Stat header either in a BYE message or a 200 OK response to BYE message to update the CMRs in Unified Communications Manager.

Cisco IP Phones share the headset diagnostics data with Unified Communications Manager and this information is stored in the CMR records as two new fields:

- headsetSN—Serial number of the headset.
- headsetMetrics—Headset metrics such as RSSI frame errors, connection drop reason, beacon moves, audio settings, and DECT bandwidth.

For more information on the new CMR records, see the *Call Detail Records Administration Guide for Cisco Unified Communications Manager, Release 12.5(1)SU1*.

User Can't Use the Headset with a Cisco IP Phone

Problem

Your user has difficulty connecting their Cisco Headset 500 Series to a Cisco IP Phone.

Solution

- Check the user's phone firmware.
- Check the connection between the phone and the headset.
- Disconnect and reconnect the headset.
- Generate a problem report for the phones from Cisco Unified Communications Manager. This action results in the same information that the Problem Report Tool (PRT) softkey generates on the phone.

  The problem report contains information about the phone and the headsets.

See the *Cisco Headset 500 Series User Guide* for other troubleshooting solutions that the user can perform at their desk.

Related Topics

Configure Cisco IP Phones for Headsets on Cisco Unified Communications Manager

Headsets Don't Work with Cisco Jabber

Problem

Cisco Jabber for Windows or Mac does not work with any Cisco headset models.

Solution

Make sure that Jabber on Cisco Unified Communications Manager has been properly configured for headsets. Check the `jabber-config.xml` file on the TFTP server to make sure that the parameter **EnableAccessoriesManager** is set to `true`. This parameter enables call management functionality in connected devices, including headsets.

Refer to the *On-Premises Deployment for Cisco Jabber* for detailed information about on how to modify and upload the `jabber-config.xml` file to your TFTP server.

See https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_0/cjab_b_on-premises-deployment-for-cisco-jabber-12/cjab_b_on-premises-deployment-for-cisco-jabber-12_chapter_01111.html

For more detailed information on all the Cisco Jabber configuration fields in Cisco Unified Communications Manager, see the *Parameters Reference Guide for Cisco Jabber* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_0/cjab_b_parameters-reference-guide-for-cisco_12.html.

Poor Audio Quality

Problem

Your user experiences poor audio quality.

Solution

- Unplug and reconnect the headset to the desired call device.
- If users experience poor audio quality with the Cisco Headset 560 Series:
  - Eliminate potential sources of radio interference between the headset and the base such as large metal or glass surfaces and other DECT devices.
  - Make sure that the headset bases are not too close to each other. For more complete DECT headset deployment and density information, refer to the Cisco white paper, How to Deploy DECT at Work for the Cisco Headset 560 Series.
  - Make sure users securely return their headsets to the headset base when the headsets aren't in use. The Cisco Headset 560 Series reduces DECT power when the headset is seated in the base.
  - Lower the headset's DECT range and bandwidth in Cisco Unified Communications Manager Administration. See Headset Template Management for more information.

Note When you switch Cisco Headset 560 Series to **Short Range** or **Medium Range**, users will not be able to roam as far from their base.

Generate PRT for Endpoints on Unified CM

Use this procedure to trigger the Problem Reporting Tool (PRT) on the endpoints.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Click **Find** and select one or more phones that the headset connects to.

Step 3 Click **Generate PRT for Selected** to collect PRT logs for the headsets used by the selected phones.

Step 4 Click **Save**.

Cisco Unified Communications Manager sends SIP Notify messages to remotely trigger the log collection on the phone and upload it to the log server configured in the “Customer support upload URL” parameter.

Generate PRT for Endpoints on RTMT

Devices or endpoints generate alarms for each critical event for diagnostics and troubleshooting. These alarms are generated using the Problem Reporting Tool (PRT) available in the Trace Collection menu or the Device Monitoring menu of the Cisco Unified Real-Time Monitoring Tool (RTMT) user interface.

Procedure

Step 1 Open the Trace and Log Central options.

Step 2 In the Trace & Log Central tree hierarchy, choose **Generate PRT**.
The Generate PRT wizard appears.

Step 3 Enter the Device name as configured in the Find and List Phones page in the Cisco Unified CM Administration user interface.

Step 4 Click **Generate PRT**.

The generated report is uploaded at the **Customer support upload URL**. The download option is available only if the **Customer support upload URL** parameter is configured at the Enterprise, Profile, or Device level in the Cisco Unified CM Administration user interface.

Note Check the **Customer support upload URL** parameter in the Enterprise, Profile, or Device level configuration page settings. Else, PRT generation fails.

Troubleshooting Documentation for Cisco Webex Control Hub

Use the following additional documentation to troubleshoot issues with headsets in Cisco Webex Control Hub.

- Cisco Headset 500 Series Release Notes
- What's New in Cisco Webex Conrol Hub—https://help.webex.com/en-us/u9dlxd/What-s-New-in-Cisco-Webex-Control-Hub
- Troubleshooting Meetings—https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings
- Troubleshooting Cisco Webex Control Hub Devices—https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Devices#Troubleshooting

Update your Cisco headset firmware with a Cisco IP phone

You can update your headset software on any supported Cisco IP phone. During a headset firmware upgrade, you can view the progress on your phone screen.

During the update, the LEDs on the Cisco Headset 560 Series base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

Step 1 Connect your headset to a Cisco IP phone.

Note You can only upgrade the Cisco Headset 730 on IP phones through the USB cable.

Step 2 If the headset does not automatically begin to update, restart the phone. The phone downloads the latest headset version file when the phone restarts and uploads it to the headset.

Check your headset firmware on on-premises phones

You can check your headset software on any supported Cisco IP phone.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessories**.

Step 3 Highlight **Cisco Headset** and press **Show detail**.

Check your headset firmware on multiplatform phones

You can check your headset software on any supported Cisco IP phone.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status** > **Accessories**.

Step 3 Highlight **Cisco Headset** and press **Show detail**.

Update your headset firmware on Cisco Jabber

You can update your headset software on any computer running Cisco Jabber version 12.5 or later. Jabber automatically begins the update process if a new firmware release is available.

Jabber version 12.9 or later displays the headset update progress.

During the upgrade, the LEDs on the Cisco Headset 560 Series base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

Step 1 Connect your headset via the USB cable to a computer running Cisco Jabber.

Step 2 Follow the on-screen instructions.

Webex App | Upgrade your Cisco headset to the latest release

Webex App only supports the most recent Cisco headset firmware version. When you connect your headset, Webex App checks the firmware version and notifies you if there is a new firmware version to install. After the upgrade, the app notifies you that the upgrade is complete. the app won't begin the upgrade process if your headset is already upgrading through another Cisco client.

Note Cisco Unified Communications Manager (Unified CM) administrators can restrict headset upgrades to Unified CM sources. Check with your administrator if you aren't able to upgrade your headset through Webex App.

For the latest Cisco Headset 500 Series release information, see Cisco Headset 500 Series Release Notes .

For the latest Cisco Headset 700 Series release information, see Cisco Headset 700 Series Release Notes .

Procedure

Step 1 Open your Webex App.

Step 2 Connect your headset to your computer with the included USB cable.

Step 3 Click **Update** . The window shows your upgrade progress.

Upgrade Your Cisco Headset to the Latest Release on Cisco Webex Meetings

Cisco Webex Meetings only supports the most recent Cisco Headset firmware version. When you connect your headset, Webex Meetings checks the firmware version and notifies you if there is a new firmware version to install. After the upgrade, Webex Meetings notifies you that the upgrade is complete. If you experience any issues, make sure that you've upgraded your headset to the latest version before you contact support.

Procedure

Step 1 Open Webex Meetings.

Step 2 Connect your headset to your computer with the included USB cable.

Step 3 Click **Upgrade**.

Upgrade your headset on Cisco Accessory Hub

You can upgrade your Cisco Headset 500 Series, Cisco Headset 730, or Cisco Headset USB HD Adapter on Cisco Accessory Hub. This tool enables you to upgrade and check your headset firmware through your web browser. It automatically checks your headset model and current firmware version. It gives you the option to upgrade your headset when there is a newer firmware version available.

You can also upload an older firmware version from your PC desktop. Download the zipped firmware files from the Cisco Software Download page and extract the .ptc firmware files. Headset models match to each .ptc file by name. Use the following table as a guide:

Table 1: Headset firmware files

Term	Headset model
`ddp`	Cisco Headset 520 and 530 Series **Note** You can only upgrade to new firmware versions from firmware version 2.3(1) or later. You can downgrade from 2.3(1), but Cisco Accessory Hub won't be able to detect your headset after it downgrades to the older firmware.
`md`	Cisco Headset 560 Series
`sunkist`	Cisco Headset 730
`dongle`	Cisco Headset 730 USB Adapter

Before you begin

You need Google Chrome version 92 or later to access this feature.

Procedure

Step 1 Connect your headset or USB adapter to a USB port on your computer.

Step 2 In Google Chrome, go to Cisco Accessory Hub.

Step 3 Click **Next** and select your headset in the pop-up window.

Step 4 Do one of the following:

- Select the most recent firmware version from the cloud.
- Upload an older firmware version from your PC desktop.

Step 5 Click **Start Upgrade**.

Open a TAC Case Online

If you have additional questions about troubleshooting your headset, you can open a support case with the Cisco Technical Support Center (TAC) online.

Procedure

Step 1 Go to https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-500-series/tsd-products-support-series-home.html.

Step 2 Click on **Open a TAC Case Online** and follow the instructions.

Step 3 You can also open a case by sending an email to tac@cisco.com.

Locate your headset serial number

You can find your Cisco Headset 500 Series serial number in the following places.

- On the outside of the box your headset shipped in.
- Underneath the Cisco Headset 520 Series or Cisco Headset 530 Series inline controller. Scan the QR code to see the headset serial number.
- On the bottom of the Cisco Headset 560 Series standard base or multibase.
- On a connected Cisco IP phone.

  See Find your headset serial number on a Cisco IP phone, on page 8

Find your headset serial number on a Cisco IP phone

You can find your headset serial number on any Cisco IP phone.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessories**.

Step 3 Highlight **Cisco Headset** and press **Show detail**.

Find your headset serial number in Cisco Jabber

You can find your Cisco headset serial number on Cisco Jabber for Windows and Mac, version 12.8 or later.

Procedure

Step 1 In Cisco Jabber, click the gear icon and select **Settings** > **Audio**.

Step 2 Under the **Speaker** slider, click **Advanced Settings**.

Your headset model, serial number, and current firmware version displays at the top of the window.

Clean your Cisco Headset 500 Series

To clean your headset, use only a dry soft cloth to gently wipe the ear pads, microphone, and headset base. Do not apply liquids or powders directly to the headset. As with all non-weatherproof electronics, liquids and powders can damage the components, cause failures, and will void the headset warranty.