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New Information for Firmware Release 1.5(1)

The following table shows the changes made for Firmware Release 1.5(1).

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<tr>
<th>Revision</th>
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</tr>
</thead>
</table>
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| Updated for enhanced multibase Bluetooth capability | Connect the Multibase to a Bluetooth Device, on page 13  
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Cisco Headset 520 Series

Cisco Headsets 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort while the Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5 mm connector for use on personal computers and mobile devices. With the 3.5 mm connector, the headset works like other headsets that plug into audio jacks.

The headsets also come with an inline USB controller that provides easy access to call control capabilities, including answer, end call, hold and resume, mute, and volume control. You use the controller to communicate with Cisco IP Phone 8800 Series and Cisco DX devices.

The Cisco Headset 520 Series is compatible on the following Cisco devices:

Table 2: Compatible Cisco Call Devices

<table>
<thead>
<tr>
<th>Call Device</th>
<th>Connection</th>
<th>Minimum Software Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR</td>
<td>USB</td>
<td>On-Premises Phone Firmware 12.1(1) or later Multiplatform Phone Firmware 11.2(1) or later</td>
</tr>
<tr>
<td>Cisco Webex DX70 and Cisco DX80</td>
<td>USB</td>
<td>Cisco Webex DX Firmware 9.3 or later</td>
</tr>
<tr>
<td>Cisco Jabber for Windows and Mac</td>
<td>USB</td>
<td>Cisco Jabber version 12.0 or later</td>
</tr>
<tr>
<td>Cisco Webex Meetings for Windows and Mac</td>
<td>USB</td>
<td>Latest version of Cisco Webex Meetings</td>
</tr>
</tbody>
</table>

Your controller buttons are used for basic call features.
The following table describes the Cisco Headset 521 and 522 controller buttons.

### Table 3: Cisco Headset 520 Series Controller Buttons

<table>
<thead>
<tr>
<th>Number</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mute button</td>
<td>Toggle the microphone on and off.</td>
</tr>
<tr>
<td>2</td>
<td>Volume button</td>
<td>Adjust the volume on your headset.</td>
</tr>
<tr>
<td>3</td>
<td>Call</td>
<td>Manage calls:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to answer an incoming call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press and hold to end a call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press twice to reject an incoming call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to put an active call on hold. Press again to retrieve a call from hold.</td>
</tr>
</tbody>
</table>

### Cisco Headset 530 Series

The Cisco Headset 531 and 532 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 531 features a single earpiece for extended wear and comfort. The Cisco Headset 532 features two earpieces for use in a noisy workplace.

Both headsets feature an RJ9 connector for use on most Cisco IP Phones. With the RJ9 connector, the headset works like other headsets that plug into the headset port on the phone.

An inline USB adapter is also available with a built-in controller that provides easy access to call control capabilities, including answer, end call, hold and resume, mute, and volume control. You can use the quick disconnect on the USB controller cable to move your headset from one device to another.

The Cisco Headset 530 Series is compatible on the following Cisco devices:
Table 4: Compatible Cisco Call Devices

<table>
<thead>
<tr>
<th>Call Device</th>
<th>Connection</th>
<th>Minimum Software Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco IP Phone 6841 and 6851</td>
<td>RJ9</td>
<td>No minimum firmware required for RJ9 connection</td>
</tr>
<tr>
<td>Cisco IP Phone 7821, 7841, 7861, 7945G, 7965G, 7975G, 8811, 8841, and 8845</td>
<td>RJ9</td>
<td>No minimum firmware required for RJ9 connection</td>
</tr>
<tr>
<td>Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR</td>
<td>RJ9 or USB</td>
<td>No minimum firmware required for RJ9 connection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On-Premises Firmware 12.1(1)SR1 or later (USB only)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Multiplatform Firmware 11.1.2 or later (USB only)</td>
</tr>
<tr>
<td>Cisco Webex DX70 and Cisco DX80</td>
<td>USB</td>
<td>Cisco Webex DX Firmware 9.3 or later</td>
</tr>
<tr>
<td>Cisco Jabber for Windows and Mac</td>
<td>USB</td>
<td>Cisco Jabber version 12.0 or later</td>
</tr>
<tr>
<td>Cisco Webex Meetings for Windows and Mac</td>
<td>USB</td>
<td>Latest version of Cisco Webex Meetings</td>
</tr>
</tbody>
</table>

Your adapter is used for basic call features.

Figure 2: Cisco Headset 530 Series Controller
The following table describes the Cisco Headset USB Adapter buttons.

**Table 5: Cisco USB Adapter Buttons**

<table>
<thead>
<tr>
<th>Number</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mute button</td>
<td>Toggle the microphone on and off.</td>
</tr>
<tr>
<td>2</td>
<td>Volume button</td>
<td>Adjust the volume on your headset.</td>
</tr>
<tr>
<td>3</td>
<td>Call button</td>
<td>Place, answer, and manage your calls:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to place a call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to answer an incoming call. Press twice to reject an incoming call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to put an active call on hold.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press and hold to end a call.</td>
</tr>
</tbody>
</table>

**Cisco Headset 560 Series**

The Cisco Headset 560 Series includes two wireless headset models designed for use in a modern office space. The Cisco Headset 561 features a single earpiece for lightweight comfort and support. The Cisco Headset 562 offers dual ear cups for rich sound and comfort in a noisy office space. To use this series, you need either the standard base or the multibase. The bases plug into the call device and facilitate communication with the headset.

Each headset base has a maximum range of approximately 330 feet (100 meters) unless there are physical barriers like walls and doors or outside interference from other radio sources. A headset will unpair from its base if it's taken too far away. The base light turns solid white when it's paired to the headset, and flashes when it isn't.

Seat your headset in the base when the battery is low. It takes 3 hours for a battery to complete a full charge.

The Cisco Headset 560 Series is compatible with the following Cisco devices:

**Table 6: Compatible Cisco Call Devices**

<table>
<thead>
<tr>
<th>Call Device</th>
<th>Firmware Requirements and Hardware Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco IP Phone 7821, 7841, 7861, 7945G, 7965G, 7975G, 8811, 8841, and 8845</td>
<td>On-Premises Firmware 12.1(1)SR1 or later (partial call functionality with the Y-cable)</td>
</tr>
<tr>
<td></td>
<td>On-Premises Firmware 12.5(1) or later (full call functionality with the Y-cable)</td>
</tr>
<tr>
<td></td>
<td>Multiplatform Cisco IP Phone 7800 Series phones do not support the Cisco Headset 560</td>
</tr>
</tbody>
</table>
## Call Device

<table>
<thead>
<tr>
<th>Call Device</th>
<th>Firmware Requirements and Hardware Compatibility</th>
</tr>
</thead>
</table>
| Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR | On-Premises Firmware 12.1(1)SR1 or later (partial call functionality with the Y-cable)  
On-Premises Firmware 12.5(1) or later (full call functionality with the USB or Y-cable)  
Multiplatform Firmware 11.2.3 or later (USB only) |
| Cisco Webex DX70 and Cisco DX80                  | Cisco Webex DX Firmware 9.3 or later (USB only)  |
| Cisco Jabber for Windows and Mac                 | Cisco Jabber version 12.5 or later (with USB or Bluetooth) |
| Cisco Webex Meetings for Windows and Mac         | Latest version of Cisco Webex Meetings (with USB or Bluetooth) |

---

**Note**

Your On-Premises administrator must enable electronic hookswitch for the Y-Cable to work with your Cisco IP Phone.

Your headset buttons are used for basic call features.

*Figure 3: Cisco Headset 560 Series Buttons*
The following table describes the Cisco Headset 561 and 562 Headset buttons.

**Table 7: Cisco Headset 560 Series Buttons**

<table>
<thead>
<tr>
<th>Number</th>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1      |        | Power and Call button | Use to power the headset on and off. Press and hold for 4 seconds to power the headset off and on. Incoming and active call management depends upon if you have one call or multiple calls. One call:  
• Press once to answer incoming calls.  
• Press once to put an active call on hold. Press again to retrieve a call from hold.  
• Press twice to reject an incoming call.  
• Press and hold to end a call.  
Multiple calls:  
• Press once to put an incoming call and put the active call on hold.  
• Press once to put a call on hold. Press again to resume a call, or press and hold until you hear a tone to end the current call and to resume a held call.  
• Press and hold until you hear a tone to end an active call, and to answer another incoming call.  
• Press twice to stay on a current call, and to reject a second incoming call. |
| 2      |        | Mute button      | Toggle the microphone on and off.                                           |
| 3      |        | Volume buttons   | Adjust the volume on your headset.                                          |
| 4      | N/A    | LED             | Shows the headset status:  
• Blinking red—Incoming call.  
• Steady red—Active call.  
• Blinking white—Firmware upgrade is in process or the headset is pairing with the base station. |

**Cisco Headset 560 Series Standard Base**

The standard base charges your headset and has LEDs that shows your headset’s battery level and call state. You can also answer and end calls when you lift or place your headset on the base.
Figure 4: Standard Base LEDs

The following table describes the standard base.

Table 8: Standard Base LEDs

<table>
<thead>
<tr>
<th>Number</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Battery Status LED</td>
<td>Indicates the headset battery charge and base status:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Headset battery strength—LEDs blink and change to solid as the battery charges.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Headset update in progress—LEDs blink in sequence, left to right.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Headset and base not paired—All LEDs blink</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Power save mode—Middle LED shows solid.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The base enters power save mode when there is no call source connectivity after 10 minutes.</td>
</tr>
<tr>
<td>2</td>
<td>Call Status LED</td>
<td>Alerts you to the call state:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Incoming call—Blinking green</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Active call—Steady green</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Muted call—Steady red</td>
</tr>
</tbody>
</table>

Cisco Headset 560 Series Multibase

The multibase can connect up to three call sources through Bluetooth, the USB connector, or the Y-cable. You can switch between call sources using the buttons on the multibase. You use the call control buttons on the headset to answer and end calls. When your headset is in the base, you automatically answer the call when you remove the headset from the base. You can return the headset to the base to end the call.
The multibase can connect up to three call sources through Bluetooth, the USB connector, or the Y-cable. The multibase can save up to four Bluetooth devices. You can switch between call sources using the buttons on the multibase. You use the call control buttons on the headset to answer and end calls. When your headset is in the base, you automatically answer the call when you remove the headset from the base. You can return the headset to the base to end the call.

The multibase comes with the following connector cables:

- USB to USB Cable: for Cisco IP Phones with USB connectivity
- USB Y-Cable: for Cisco IP Phones without a USB port

**Note**
Your Cisco IP Phone administrator must enable hookswitch calling for the Y-Cable to work.

- Mini USB Cable: for PC or Mac.

*Figure 5: Multibase LEDs*

The following table describes the Cisco Headset 560 Series Multibase multibase LEDs.
<table>
<thead>
<tr>
<th>Number</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Battery Status LED</td>
<td>Indicates the headset battery charge and base status:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Headset battery strength—LEDs blink and change to solid as the battery charges.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Headset update in progress—LEDs blink in sequence, left to right.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Headset and base not paired—All LEDs blink</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Power save mode—Middle LED shows solid.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The base enters power save mode when there is no call source connectivity after 10 minutes.</td>
</tr>
<tr>
<td>2</td>
<td>Call Status LEDs</td>
<td>Alerts you to the call state of each source:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Active Source—Steady white</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Incoming call on a selected source—Blinks green</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Incoming call on an unselected source—Blinks green</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Active call on a selected source—Steady green</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Active call on an unselected source—Pulses Green</td>
</tr>
<tr>
<td>3</td>
<td>Mute Status LED</td>
<td>Alerts you when your headset is muted.</td>
</tr>
<tr>
<td>4</td>
<td>Bluetooth Status LED</td>
<td>Alerts you to the Bluetooth status:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Paired with a call source—Steady white</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Pairing mode—Blinking white</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Searching for a call source—Pulse white</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Bluetooth is Off—LED is off</td>
</tr>
</tbody>
</table>

You select which call source you want to use with the call source controls on the Multibase. The LED next to each selected source lights up when you select the source.

Even if you are connected to a source, the LED may not be lit. The source LED only lights when the source is selected or has an active call. For example, you may be properly connected to a Cisco IP Phone, your PC, and your mobile phone through Bluetooth. However, the respective source LED is only lit when it is selected, has an active call, or has an incoming call. Press the source button to check if a source is properly connected. The source LED flashes three times if there is no connection.

You can alternate between active call sources.

---

**Note**

Place an active call on hold before you change to a different call source. Calls on one call source aren't automatically put on hold when you switch to a different call source.
The following table illustrates the multibase source icons and their corresponding connections.

Table 10: Multibase Source Controls

<table>
<thead>
<tr>
<th>Base Icon</th>
<th>Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="USB to USB cord or Y-Cable" /></td>
<td>USB to USB cord or Y-Cable</td>
</tr>
</tbody>
</table>

The desk phone icon corresponds with the middle USB port at the back of the multibase. It is intended for connecting to Cisco IP Phones but it will function properly with any compatible call device.

| ![Micro-USB cord](image) | Micro-USB cord |

The laptop icon corresponds with the micro-USB port found on the back of the multibase. The micro-USB port is intended for connections with a laptop or desktop computer but it will function properly with any compatible call device.
The mobile phone icon corresponds with the Bluetooth connection found at the back of the base. While the icon is of a mobile phone, the base will connect with any compatible Bluetooth call device. The multibase can save and remember up to four Bluetooth call devices. If you are listening to music through the Bluetooth source, the music pauses when you place the headset on the base.

### Connect the Multibase to a Bluetooth Device

The Cisco Headset 560 Series Multibase can connect to Bluetooth devices such as a mobile phone or tablet. The headset base appears on your call device as **Cisco Headset** followed by the last three digits on your headset serial number.

**Note**

You can find your headset serial number in the lower right corner on the underside of your base.

The multibase can store up to four different paired Bluetooth devices. If you already have four paired devices, the base will replace the device which has not been used in the longest time.

**Procedure**

1. **Step 1**
   - Press the **Bluetooth** button on the back of the multibase twice to start pairing.
2. **Step 2**
   - Select your headset from the **Settings** menu on your device.
   - The Bluetooth LED lights white when pairing is successful.

### Turn Bluetooth On and Off with the Multibase

Your multibase remembers the last-connected device. When you turn Bluetooth off on the multibase, the connection to the device stops. When you turn Bluetooth on again, the base reconnects to the device.

**Procedure**

- Press the **Bluetooth** button on the back of the base once to turn it on or off.
**Erase All Bluetooth Pairings**

You can erase all saved Bluetooth device pairings.

**Procedure**

Press and hold the Bluetooth button on the back of the multibase for four seconds to clear the memory.

---

**Cisco Headset 560 Series Conferencing**

If your administrator has enabled headset conferencing, you can pair up to three guest Cisco Headset 560 Series headsets to either the standard base or the multibase. With this feature, people that sit near you can connect to each other and to the same call with one base. You can conference headsets both on and off an active call. If the call source or the multibase is muted, conferenced headsets can interact with each other and won't interfere with the active call.

If you are on a call and need a coworker to join the call, the coworker's headset can pair with your base. When the call ends, you and your coworker are still connected to each other. Decide on a base that will act as the primary base and pair your coworker's headsets to that base. When you no longer need people connected to your base, they can pair their headsets back to their own bases.

Headset Firmware Release 1.5(1) or later is required for a headset to enter conferencing mode.

When the base is in conferencing mode, the battery status LEDs display number of connected headsets and each headset's status. The far-right LED shows the primary headset status while the middle LEDs indicate the status of each guest headset. The LEDs light in order as headsets connect. When a headset disconnects, newer headsets keep their position on the base. The following figure and table show the corresponding conference mode LEDs.
The following table describes LED behavior when a base is in conferencing mode.

**Table 12: Conferencing LED States**

<table>
<thead>
<tr>
<th>LED State</th>
<th>Headset Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED is solid</td>
<td>Headset is connected and not muted</td>
</tr>
<tr>
<td>LED blinks</td>
<td>Guest headset is waiting to pair</td>
</tr>
<tr>
<td>LED flashes every two seconds</td>
<td>Headset is muted</td>
</tr>
<tr>
<td>LED blinks rapidly</td>
<td>Headset is unable to pair with the base</td>
</tr>
<tr>
<td>LED is off</td>
<td>Headset is disconnected from the base</td>
</tr>
</tbody>
</table>
Guest headsets use their own tuning settings while in conferencing mode. Users can mute and adjust the volume in their headsets without changing the settings on any other paired headsets.

**Pair a Guest Headset**

You can pair up to three guest headsets to a base. Guest headsets retain any tuning or volume settings. Guest headsets are muted by default when they pair. The primary headset plays a tone indication when a guest headset is trying to pair. The primary headset must confirm the guest headset within 10 seconds. A second tone plays when the primary headset accepts the guest for conferencing. The guest headset’s original base LED’s flash white to show that there is no paired headset.

---

**Note**

When the guest headset tries to pair, the primary headset can’t accept any incoming calls until it accepts or rejects the guest headset to the base.

---

**Before you begin**

The primary headset must be already paired with the base.

**Procedure**

**Step 1**  
Place the guest headset on the base.

**Step 2**  
Press **Call** on the primary headset to enable the guest headset to join.
Optional: Press the Mute button on the guest headset to join the conversation.

### Unpair a Guest Headset

You can unpair guest headsets from the primary base.

**Procedure**

Do one of these actions.

- Press and hold Call on the guest headset until you hear a tone.
- Place the primary headset on the base. All guest headsets will disconnect.

### Change the Primary Paired Headset

You can change the primary headset on your standard base or multibase. When the new headset pairs, the previous primary headset plays a tone and unpairs from the base.

**Procedure**

1. **Step 1**
   
   On the new headset, hold Mute for five seconds until the headset LED rapidly alternates red and white.

2. **Step 2**
   
   Place the new headset on the base.

### Un-pair Your Primary Headset From Your Base

You can designate a new primary headset and force the old headset to un-pair from your base. This is useful in case you can't locate the primary headset and turn it off.
You can't un-pair the primary headset if you have an active call or are in conferencing mode.

**Procedure**

**Step 1**
On your new headset, hold Mute for five seconds. The headset LED alternates red and white.

**Step 2**
Place the headset on the base. The base designates the new headset as the primary headset and un-pairs with the old headset.

The old primary headset plays a tone indication when it un-pairs from the base.

**Related Documentation**

Use the following sections to obtain related information.

**Cisco Headset Documentation**

Refer to publications that are specific to your language, headset model, and call control system. Navigate from the following documentation URL:


**Cisco Collaboration Help**

For support articles for Cisco Webex Teams, Cisco Webex Calling, Cisco Webex Meetings, and other Cisco Webex products, go to the following URL:

https://help.webex.com/

**Cisco IP Phone 6800 Series Documentation**

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):


**Cisco IP Phone 7800 Series Documentation**

Refer to publications that are specific to your language, phone model, and call control system. Navigate from the following documentation URL:

Cisco IP Phone 7800 Series Multiplatform Phones Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:


Cisco IP Phone 8800 Series Documentation

Refer to publications that are specific to your language, phone model, and call control system. Navigate from the following documentation URL:


Cisco IP Phone 8800 Series Multiplatform Phones Documentation

Refer to publications that are specific to your language and phone model. Navigate from the following documentation URL:


Cisco Unified Communications Manager Documentation

See the Cisco Unified Communications Manager Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:


Cisco Webex DX Series Documentation

Refer to publications that are specific to your language, model, and firmware release. Navigate from the following documentation URL:

CHAPTER 3

Calls

Call functions in the Cisco Headset 500 Series are similar across all models. However, there is some variation in button location and behavior between the wired and wireless headset models.

- Wired Headsets, on page 21
- Wireless Headsets, on page 23

Wired Headsets

While the button layouts differ, the inline controllers on Cisco Headset 521, 522, 531, and 532 use the same call controls. See the following section for specific call control functions.

Related Topics
- Cisco Headset 520 Series, on page 3
- Cisco Headset 530 Series, on page 4

Make and Answer Calls

When you have an incoming call, you hear the ringtone in your headset.

Procedure

On the inline controller, press Call -call.

Adjust Your Volume

Procedure

Press Up + or Down - on the inline controller.
Mute Yourself on a Call

Procedure

Press Mute 🎤 on the inline controller.

Place a Call on Hold

Procedure

Step 1 Press Call 🔔 once on the inline controller.
Step 2 If you have an incoming call, the headset answers automatically.

End a Call

Procedure

Hold Call 🔔 on the inline controller until you hear a tone.

Reject a Call

Procedure

Press Call 🔔 twice on the inline controller.

Place a Call on Hold and Resume a Held Call

Procedure

Step 1 Press Call 🔔 on the inline controller.
Step 2 Select the call you want to resume.
End a Call and Answer an Incoming Call

**Procedure**

**Step 1**  Hold Call until you hear a tone.

**Step 2**  Press Call once.

End a Call and Resume a Held Call

**Procedure**

**Step 1**  Hold Call until you hear a tone.

**Step 2**  Select the call that you want to resume.

**Step 3**  Press Call once.

Wireless Headsets

Cisco Headset 561 and 562 with Standard Base and Cisco Headset 561 and 562 with Multibase use similar call controls to the wired headset models with a few important differences. The call control buttons are located on the headset ear cup and call status feedback is provided on the Standard Base and Multibase. See the following section for specific call control functions.

**Related Topics**

Cisco Headset 560 Series, on page 6

Turn Your Headset On and Off

**Procedure**

**Step 1**  Hold Call on your headset for 4 seconds. You will hear a tone indicating headset status.

**Step 2**  Hold Call for another 4 seconds to turn the headset back on.

* You can also place the headset on its base. The headset automatically turns on and syncs to the base.
Make and Answer Calls

When you have an incoming call, you hear the ringtone on your headset.

Procedure

Press Call on your headset.

Adjust Your Volume

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Use Volume on your headset.

Mute Yourself on a Call

Procedure

Press Mute on your headset.

- You can also mute yourself with on the multibase.

Place a Call on Hold

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

While on a call, press Call on your headset.
• If you have an incoming call, the headset answers automatically.

End a Call

Procedure

Hold Call on your headset until you hear a tone.
• You can also end a call by placing your headset on its base.

Reject a Call

On Cisco IP Phones, this feature is supported on:
• On-premises: phones with Firmware Release 12.5(1) or later
• Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Press Call on your headset twice.

Put a Call on Hold and Resume a Call

On Cisco IP Phones, this feature is supported on:
• On-premises: phones with Firmware Release 12.5(1) or later
• Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

Step 1 Press Call on your headset.
Step 2 Select the call that you want to resume.
Step 3 Press Call.
End a Call and Resume a Held Call

On Cisco IP Phones, this feature is supported on:

- On-premises: phones with Firmware Release 12.5(1) or later
- Multiplatform: phones with Firmware Release 11.2(3) or later

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Hold Call on your headset until you hear a tone.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select the call that you want to resume.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Call.</td>
</tr>
</tbody>
</table>

End an Active Call and Answer an Incoming Call

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Hold Call until you hear a tone.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press Call once.</td>
</tr>
</tbody>
</table>
- On 561 and 562 headsets using Multibase, you can press the source button on the base if the incoming call is on a different source.

Answer a Call From a Different Source on the Multibase

When you use one source on the multibase, you can switch the source to answer a call.

When you have an incoming call, you hear the ringtone in your headset even if the call is on a source you haven't selected.

Procedure

Do one of these actions:

- On the multibase, press the source button for the incoming call.
- On the incoming source device, answer the call.

Note: Active calls don't automatically go on hold when you change sources with the multibase. Make sure you place on hold or end any active calls before you switch sources.
Headset Settings

You can customize a range of settings for your Cisco Headset 500 Series. Customized settings are stored in the headsets so the settings are carried over to other supported Cisco devices. For example, a customized volume setting set on a Cisco IP Phone carries over to a Cisco DX80.

- On-Premises Phone Headset Customization, on page 27
- Multiplatform Phone Headset Customization, on page 29
- Webex DX Headset Customization, on page 31
- Jabber Headset Customization, on page 31
- Webex Meetings Headset Customization, on page 33

On-Premises Phone Headset Customization

Once you personalize your headset settings, your tuning selections are saved and are applied to any future headset model you use in your Cisco IP Phone.

Adjust Your Bass and Treble (USB Only)

You can adjust how much bass or treble you hear through your headset when you use a USB connection.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Applications 📱</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select Accessories &gt; Cisco Headset.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Setup and select Speaker &gt; Tuning.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press the Navigation cluster, left or right, to adjust the tuning.</td>
</tr>
</tbody>
</table>

Adjust Your Speaker Feedback (USB Only)

You can adjust how much of your own voice you want to hear through your headset speaker when you use a USB connection.
Procedure

**Adjust Your Speaker Feedback (Y-Cable Only)**

If you use the Y-cable to connect with a Cisco Headset 561 or 562 base, you can adjust how much of your own voice you want to hear through the headset.

**Procedure**

1. Press **Applications**
2. Select **Accessories > Cisco Headset**.
3. Select **Speaker > Sidetone**.
4. Press the Navigation cluster, up or down, to adjust the sidetone.
5. Select **Set** to apply your settings.

**Adjust Your Microphone Volume (USB only)**

You can adjust how loud you sound through your headset microphone when you use a USB connection. You may wish to adjust this setting depending your surrounding ambient noise level.

**Procedure**

1. Press **Applications**
2. Select **Accessories > Cisco Headset**.
3. Press **Setup** and select **Microphone > Gain**.
4. Press the Navigation cluster, left or right, to adjust the gain.

**Test Your Microphone (USB Only)**

You can test your microphone to hear how you sound through your headset when you use a USB connection.
Procedure

**Step 1**  
Press Applications.

**Step 2**  
Select Accessories > Cisco Headset.

**Step 3**  
Press Setup and select Microphone > Test.

**Step 4**  
Press Record and speak into the microphone.

**Step 5**  
Press Stop rec when you finish speaking.

**Step 6**  
Press Play to review your test recording.

---

**Reset Cisco Headset Settings from Your Phone**

You can reset your Cisco headset to remove your custom settings. This action returns the headset to the original configuration set by your administrator.

Your phone must be running Firmware Release 12.5(1)SR3 or later for this feature to function.

**Before you begin**

Connect your headset to the phone:

- Cisco Headset 520 Series: Connect with the USB adapter
- Cisco Headset 530 Series: Connect with the USB cable
- Cisco Headset 560 Series: Connect the standard base or multibase with the USB or Y-cable.

**Procedure**

**Step 1**  
On the phone, press Applications.

**Step 2**  
Select Accessories > Setup > Reset settings.

**Step 3**  
At the warning window, select Reset.

---

**Multiplatform Phone Headset Customization**

Once you personalize your headset settings, your tuning selections are saved and are applied to any future headset model you use in your Cisco IP Phone.

**Adjust Your Bass and Treble (USB only)**

You can adjust how much bass or treble you hear through your headset when you use a USB connection.
### Adjust Your Speaker Feedback (USB Only)

You can adjust how much of your own voice you want to hear through your headset speaker when you use a USB connection.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Applications</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select <strong>Status &gt; Accessories</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Highlight <strong>Cisco Headset</strong> and press <strong>Setup</strong>.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select <strong>Speaker &gt; Tuning</strong>.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Press the Navigation cluster, left or right, to adjust the tuning.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Press <strong>Save</strong> to apply and retain your setting.</td>
</tr>
</tbody>
</table>

### Adjust Your Microphone Volume (USB Only)

You can adjust how loud you sound through your headset microphone when you use a USB connection. You may wish to adjust this setting depending your surrounding ambient noise level.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Applications</strong>.</th>
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<tbody>
<tr>
<td>Step 2</td>
<td>Select <strong>Status &gt; Accessories</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Highlight <strong>Cisco Headset</strong> and press <strong>Setup</strong>.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select <strong>Microphone &gt; Gain</strong>.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Press the Navigation cluster, left or right, to adjust the gain.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Press <strong>Save</strong> to apply your setting.</td>
</tr>
</tbody>
</table>
Test Your Microphone (USB Only)

You can test your microphone to hear how you sound through your headset when you use a USB connection.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Applications.</th>
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</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Status &gt; Accessories.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Highlight Cisco Headset and press Setup.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select Microphone &gt; Test.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Press Record and speak into the microphone.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Press Play when you finish speaking and listen to the test recording. The maximum recording time is 20 seconds.</td>
</tr>
</tbody>
</table>

Webex DX Headset Customization

**Change Audio Sources on Your Webex DX**

Your DX device can connect to multiple audio devices.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Select the icon in the upper right corner of your DX device and choose from the available audio devices. The icon in the status bar displays which audio output your DX is currently using.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Cisco Headset.</td>
</tr>
</tbody>
</table>

Jabber Headset Customization

**Change the Audio Device in Cisco Jabber for Windows**

You can specify which audio device you wish to use in Cisco Jabber for Windows.

**Procedure**

| Step 1 | Plug in your headset or other audio device to the appropriate USB port. |
Change the Audio Device in Cisco Jabber for Mac

You can specify which audio device you wish to use in Cisco Jabber for Mac.

Procedure

Step 1  Plug in your headset or other audio device to the appropriate USB port.
Step 2  Click the phone control menu and select Use my computer for calls. You'll also see any audio devices that are currently in use.
Step 3  To change your audio device, click Audio Options and select Cisco Headset in the speaker and microphone categories, then click OK.

Adjust Your Equalizer Settings in Cisco Jabber

You can adjust your equalizer settings in Cisco Jabber for Mac or Windows. A setting of Warmer means you will hear more bass in your headset. A setting of Brighter means you will hear more treble in your headset.

Procedure

Step 1  In Cisco Jabber, click the gear icon and select Options > Audio.
Step 2  In the Speaker pulldown menu, select Cisco Headset.
Step 3  Move the Adjust audio tune slider left or right to adjust the equalizer settings.

Adjust Your Sidetone in Cisco Jabber

You can adjust how much of your own voice you want to hear through your headset speaker.

Procedure

Step 1  In Cisco Jabber, click the gear icon and select Options > Audio.
Step 2  In the Speaker pulldown menu, select Cisco Headset.
Webex Meetings Headset Customization

Change the Audio Device in Cisco Webex Meetings Desktop App for Windows and Mac

You can select your audio device settings both before and during a call.

Procedure

**Step 1** In a meeting room, select Call Using Computer and Cisco Headset for each audio field.
**Step 2** Optional: Select Audio in the menu bar and select Computer Audio Settings.
**Step 3** Select Cisco Headset for each audio field.
**Step 4** Optional: Click Test to hear the volume at its current setting.
You can use the volume and mic sensitivity sliders to adjust your speaker volume and mic sensitivity.
**Step 5** Click Ok.
Headset Settings

Change the Audio Device in Cisco Webex Meetings Desktop App for Windows and Mac
CHAPTER 5

Troubleshooting

• Troubleshoot Your Cisco Headset 500 Series, on page 35
• Maintain Your Cisco Headset 500 Series, on page 43

Troubleshoot Your Cisco Headset 500 Series

You may experience issues related to the following scenarios:
• Your headset cannot communicate with your selected call device.
• The sound in your headset speakers is poor.
• You cannot be understood when you speak into the headset microphone.

If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Related Topics
Report Headset Issues Through Your Cisco IP Phone, on page 42

What to Do First

Try these actions first if you have trouble with your Cisco Headset 500 Series.
• If you are using the Cisco Headset 520 Series or Cisco Headset 530 Series:
  • Unplug and replug your headset into your call device

• If you are using the Cisco Headset 560 Series:
  • Unplug your headset base from its power source, wait a moment, and plug the power source back in.
  • Restart your wireless headset. Press and hold \( \text{____} \) for four seconds to power your headset off and on.
  • Check the connection between your headset base and your call device. Make sure that all cords are properly plugged in and functioning.

• Check your device settings to see if your headset is detected.
• On a Cisco IP Phone connected to Cisco Unified Communications Manager: Press Applications and select Accessories.

• On a Cisco IP Phone with Multiplatform Phone Firmware: Press Applications and select Status > Accessories.

• On a Cisco Webex DX70 or DX80: Tap on the screen and select from the available audio devices in the upper right corner.

• On Cisco Jabber: Click Menu > Options > Audio.

• On Cisco Webex Meetings: Click Audio > Computer Audio Settings

• Test a different headset with your device to determine if the problem is with your wireless headset or your device.

• If you are using your headset with a Cisco IP Phone, make sure that your headset software version is up-to-date.

Related Topics
Update Your Headset Firmware With a Cisco IP Phone, on page 43

Problems With Your Headset Audio

Your Headset Does Not Alert You to Incoming Calls on a Cisco IP Phone

Problem

Your Cisco Headset 500 Series does not play a tone when you have an incoming call.

Solution

This is a known limitation Cisco Headset 500 Series with Firmware Release 1.0(2) or older. Update your headset firmware to the latest firmware release.

There is Broken or Inconsistent Sound in Your Cisco Cisco Headset 520 Series or Cisco Headset 530 Series

Problem

There is sound coming through the headset but it is inconsistent or full of static.

Solution

Using the Cisco Headset 520 Series or Cisco Headset 530 Series:

• Disconnect and reconnect your headset from the call source.

• Check the connectivity of your call source.
You Hear Broken or Inconsistent Sound in Your Cisco Headset 560 Series

Problem
There is sound coming through the headset but it is inconsistent or full of static.

Solution
Using the Cisco Headset 560 Series with standard base or multibase:

• Make sure that you are not taking your headset too far from the base.
• Unplug and plug in the power cord.
• Press and hold the Call button for 4 seconds to turn off the headset. Place the headset on to the base to pair with the headset.
• Make sure that your base is not receiving interference from other headset bases. For best call quality, make sure that your headset base is at least one foot (0.3 meters) away from another Cisco headset base.
• Check the connectivity of your call source.

Related Topics
Cisco Headset 560 Series, on page 6

You Can't Hear Sound Through Your Cisco Headset 520 Series or Cisco Headset 530 Series

Problem
There is little or no sound coming through your Cisco Headset 520 Series or Cisco Headset 530 Series.

Solution

• Check the volume level on your headset. Press the volume controls on your inline controller to adjust the sound level.
• Ensure that the audio output on your device is set to Cisco Headset.
  • On a Cisco IP Phone connected to Cisco Unified Communications Manager: Press Applications and select Accessories.
  • On a Cisco IP Phone with Multiplatform Phone firmware: Press Applications and select Status > Accessories.
  • In Cisco Jabber: Click Menu > Options > Audio.
  • In Cisco Webex Meetings: From the Select Audio Connection drop-down list, select Cisco Headset.

You Can't Hear Sound Through Your Cisco Headset 560 Series

Problem
There is little or no sound coming through your headset.
Solution

• Check the volume level on your headset.

• Ensure that the audio output on your device is set to Cisco Headset.
  • On a Cisco IP Phone connected to Cisco Unified Communications Manager: Press Applications and select Accessories.
  • On a Cisco IP Phone with Multiplatform firmware: Press Applications and select Status > Accessories.
  • In Cisco Jabber: Click Menu > Options > Audio.
  • In Cisco Webex Meetings: From the Select Audio Connection drop-down list, select Cisco Headset.

• Ensure that the headset base is plugged into a power source. The headset cannot function without its base.

• Make sure that your wireless headset is paired with its base. Place the headset into the base to pair the headset and base. Make sure that the headset is properly seated.

• Check that the headset base is properly connected to your desired call device.

• If you use your headset with a multibase, make sure that your desired call source is selected.

• Check the battery level on your wireless headset.

Other People Can't Hear You on Your Cisco Headset 520 Series or Cisco Headset 530 Series

Problem

You cannot be heard when using your Cisco Headset 520 Series or Cisco Headset 530 Series.

Solutions

• Check to make sure your microphone is not muted. Press Mute on your controller or wireless headset to mute and unmute your microphone. When you are muted on a call, Mute on your inline controller or call indicator LED on your base shows solid red.

• Make sure that the microphone boom has been lowered. For optimal sound, the headset microphone should be no further than 1 in (2.5 cm) from your mouth.

• Make sure that your headset is properly plugged into your preferred call device.
• Check that your desired call device detects your headset. Go to Cisco.com for help with your specific Cisco device.

Other People Can’t Hear You on Your Cisco Headset 560 Series

Problem

You cannot be heard when using your Cisco Headset 560 Series.

Solutions

• Check to make sure your microphone is not muted. Press Mute on your wireless headset to mute and unmute your microphone. When you are muted on a call, Mute the call indicator LED on your base shows solid red.

• Make sure that the microphone boom has been lowered. For optimal sound, the headset microphone should be no further than 1 in (2.5 cm) from your mouth.

• Check that your device detects your headset. See your Cisco device documentation for more information.

• Make sure that your base is properly plugged into your preferred call device. Ensure that the connection to and from the base is secure.

• Make sure that you don’t take your headset too far from the base.

• Make sure that your desired call source is selected on the base.

Related Topics

Cisco Headset 560 Series, on page 6

Your Headset and Base Won’t Pair

Problem

Your headset is seated in the wireless base but they have not paired. The headset and battery indicator LEDs on the base flash rapidly. It should take no longer than 10–12 seconds for the headset and base to pair.

Solution

Power cycle the headset.
1. With the headset off the base, press and hold the **Call button** for 4 seconds until the LED on the headset is off.

2. Seat the headset back on to the base. The headset will automatically turn on and begin to pair with the headset base.

---

**Note**

If the headset does not have the most recent software load, the headset will begin to update.

---

**Base with Y-Cable Doesn't Work**

**Problem**

The Cisco Headset 560 Series with standard base or multibase does not work when plugged into a Cisco IP Phone with the Y-cable.

**Solution**

- Check that all Y-cable connectors are plugged into the appropriate ports on the phone.
  - Phone: AUX port and headset port
  - Base: USB port
- For on-premises phones, contact your administrator to get the electronic hookswitch control feature activated for your phone.

---

**Conferencing Issues on Your Cisco Headset 560 Series**

**Problem**

Your headset or base does not go into conferencing mode when you try to add a guest headset.

**Solution**

- Check each headset's firmware to make sure that they have headset firmware 1.5(1) or later. Any headset that tries to start or join conferencing mode must have firmware 1.5(1) or later.
- Check with your administrator to make sure that conferencing mode is enabled. Conferencing is disabled by default.

---

**Problems with Your Bluetooth Connection**

The Cisco Headset 560 Series with Multibase enables you to connect a call device through Bluetooth. See the following sections to troubleshoot Bluetooth problems on the multibase.
Bluetooth Does Not Turn On

Problem
Bluetooth doesn't turn on when you press the Bluetooth button on the back of your multibase.

Solution
Contact your headset administrator to see if Bluetooth functionality has been disabled remotely.

Bluetooth LED Pulses White

Problem
The Bluetooth LED pulses white.

Solution
• Check that Bluetooth is activated on your desired call device.
• If you have already paired your device, make sure that you select Cisco Headset XXX from the Bluetooth menu and attempt to reconnect.

Note
The multibase appears on your desired call device as Cisco Headset followed by the last three digits of the base serial number. Your base serial number can be found on the underside of your base.

• Put the base in pairing mode and pair the call device to the base. To put your base in pairing mode, press the Bluetooth button on the back of the base twice.

Related Topics
Connect the Multibase to a Bluetooth Device, on page 13
Erase All Bluetooth Pairings, on page 14

There is No Audio With Bluetooth Turned On

Problem
The Bluetooth LED shows solid white but you cannot hear any audio.

Solution
• Make sure the audio on your intended call device is turned up.

• Make sure that the Mobile source is selected on the base. The source LED shows solid white when it is selected.

• Try re-pairing the multibase to your call device. Press and hold the Bluetooth button at the back of the base for four seconds. Press the Bluetooth button twice to put the base into pairing mode and select Cisco Headset from your call device settings menu.
Wireless Battery Issues

Headset Doesn’t Charge

**Problem**
Your Cisco Headset 560 Series doesn’t charge when placed on the base.

**Solution**

- Make sure that your headset is properly seated on the base. When the headset is properly seated, the LED shows solid white. When charging, the LEDs on the base light up in sequence from left to right. When the headset is fully charged, all five battery indicator LEDs show solid white.
- Check that your base is plugged into a reliable power source.
- It is possible that your headset battery may need replacement.

Headset Does Not Hold a Charge

**Problem**
The wireless headset is not holding a full charge.

**Solution**
Your Cisco Headset 560 Series is designed to hold its charge for up to 8 hours of continuous use. If your headset battery seems weak or defective, contact your IT department.

Report Headset Issues Through Your Cisco IP Phone

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs, and to report problems to your administrator. The PRT also logs information about your headset. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press <strong>Applications</strong>.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select <strong>Phone information &gt; Report problem</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter the date and time that you experienced the problem in the <strong>Date of problem</strong> and <strong>Time of problem</strong> fields.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select <strong>Problem description</strong>.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Select a description from the displayed list, then press <strong>Submit</strong>.</td>
</tr>
</tbody>
</table>
Report Headset Issues Through Your Multiplatform Phone

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator. The PRT also logs information about your headset. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

**Procedure**

**Step 1** Press Applications.
**Step 2** Select Status > Report problem.
**Step 3** Enter the date and time that you experienced the problem in the Date of problem field. The current date appears in this field by default.
**Step 4** Enter the time that you experienced the problem in the Time of problem field. The current time appears in this field by default.
**Step 5** Select Problem description.
**Step 6** Select a description from the displayed list.
**Step 7** Press Submit.

Maintain Your Cisco Headset 500 Series

Many headset-related issues may stem from using out-of-date firmware. You can check and update your headset firmware on any supported Cisco IP Phone or with the latest version of Cisco Jabber.

**Update Your Headset Firmware With a Cisco IP Phone**

You can update your headset software on any supported Cisco IP Phone.

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

**Procedure**

**Step 1** Connect your Cisco Headset 500 Series to a Cisco IP Phone.
**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.

**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.
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

Connect your Cisco Headset 500 Series to a computer running Cisco Jabber.

Check Your Headset Firmware on On-Premises Cisco IP 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.

Confirm Your Cisco Headset 560 Series Load

If you don't have a Cisco IP Phone, you can still check to see if you have the most recent headset firmware on your Cisco Headset 560 Series.

Procedure

Step 1 Seat your headset in the base.
Step 2 Call your preferred call device from another source.
Step 3 When the call source rings, pick up your headset from the base.
• If your headset automatically answers the call, it is running firmware version 1.0(2) or later.
• If your headset doesn't answer automatically, your headset has an older firmware load. Connect your headset to Cisco Jabber (version 12.5 or later) to upgrade your headset firmware.

Care for 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.
Product Safety

- Important Headset Safety Information, on page 47
- Compliance Statements, on page 47

Important Headset Safety Information

⚠️ High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don’t use the headset while driving. Don’t leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.

RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.
Compliance Statements for the USA

General RF Exposure Compliance

This device has been evaluated and found compliant to the ICNIRP (International Committee on Non-Ionizing Radiation Protection) limits for Human Exposure of RF Exposure.

Part 15 Radio Device

⚠️ Caution

The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user’s authority to operate this device.

Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d’Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Canadian RF Exposure Statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.
Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

Compliance Statement for Singapore

Complies with IMDA Standards DB101992