



Troubleshooting and Maintenance

- [Troubleshoot Your Cisco Headset 500 Series, on page 1](#)
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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.

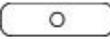
If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Related Topics

- [Report Headset Issues Through Your Cisco IP Phone, on page 8](#)

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  for 4 seconds to power your headset off and place your headset in the cradle on the base.
 - Check the connection between your headset base and your call device. Make sure that all cords are properly plugged in.
- 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 Desk Series: 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: Click on your profile picture and select **Settings > Audio > Cisco Headset**.
 - 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 and phone firmware version is up-to-date.
 - If you are using your headset with Jabber or Webex on a Windows or Mac device, close other open soft clients.

Related Topics

[Update Your Cisco Headset Firmware With a Cisco IP Phone](#), on page 10

Problems With Your Headset Audio

You Hear Garbled or Inconsistent Sound in Your Wired Headset

Problem

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

Solution

Using Cisco Headset 521, 522, 531, and 532:

- Unplug your headset from the call source. Reconnect the headset.
- Check the connectivity of your call source.

You Hear Garbled or Inconsistent Sound in Your Wireless Headset

Problem

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

Solution

- Test you call device to see if the problem is in your headset or with your device.

- Try a different headset or audio source with your call device.
- On a Cisco IP Phone, use the handset to make a call.
- Try these steps if you decide your headset is the source of the poor audio quality.
 - Make sure you have the most recent firmware versions on both your headset and your call device.
 - Unplug and plug in the headset cables.
 - 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 DECT sources. For best call quality, make sure that your headset base is at least 3 feet (1 meter) away from another Cisco headset base.
 - Make sure that you are not taking your headset too far from the base.

Related Topics

[Cisco Headset 560 Series](#)

You Can't Hear Sound Through Your Cisco Headset 520 Series and 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 or wireless headset 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**.
 - On Cisco Jabber: Click **Menu > Options > Audio**.
 - In Cisco Webex: Click on your profile picture and select **Settings > Audio > Cisco Headset**.
 - In Cisco Webex Meetings: From the **Select Audio Connection** drop-down list, select **Cisco Headset**.
- Close any other calling soft clients.

You Can't Hear Sound Through Your Wireless Headset

Problem

There is little or no sound coming through your wireless 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**.
 - On Cisco Jabber: Click **Menu > Options > Audio**.
 - In Cisco Webex: Click on your profile picture and select **Settings > Audio > Cisco Headset**.
 - 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.
- Close any other calling soft clients.
- 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. When joined, the headset and base sync automatically.
- 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.

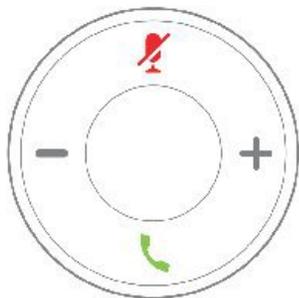
Other People Can't Hear You on Your Cisco Headset 520 Series or Cisco Headset 530 Series

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 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.

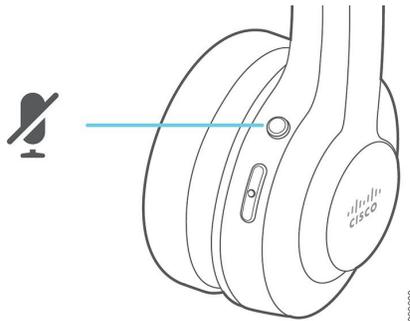
Other People Can't Hear You on Your Cisco Headset 560 Series

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, 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.
- 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 device detects your headset.
- Move your base away from potential sources of radio interference such as DECT, Wi-Fi, and Bluetooth devices.

Related Topics

[Cisco Headset 560 Series](#)

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 in the Cisco Headset 500 Series with Firmware Release 1.0(2) or older. Update your headset firmware to the latest firmware release.

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 automatically turns on and pairs 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, check that **Connect e-hook headset** is selected in **Applications**  > **Admin settings** > **Aux port**.

Conference Feature Issues on Your Cisco Headset 560 Series

Problem

Your headset or base doesn't enter conferencing mode when you try to add a guest headset.

Solution

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

Problems with Your Bluetooth Connection

The Cisco Headset 560 Series Multibase enables you to connect a call device through Bluetooth.

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](#)

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.

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

-
- Step 1** Press **Applications** .
- Step 2** Select **Phone information** > **Report problem**.

- Step 3** Enter the date and time that you experienced the problem in the **Date of problem** and **Time of problem** fields.
 - Step 4** Select **Problem description**.
 - Step 5** Select a description from the displayed list, then press **Submit**.
-

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**.
-

Report Issues in Cisco Jabber

To report headset-related issues with Cisco Jabber, make sure to send call logs, which provide more detailed audio information to our engineers.

Procedure

- Step 1** In Cisco Jabber, click the gear icon  and select **Help > Report a problem**.
 - Step 2** In the window, select the area of the problem you had and describe the problem in as much detail as you can.
 - Step 3** Include any relevant files or screen shots that may be useful.
 - Step 4** Click **Send**.
-

Report Headset Issues Through Your Cisco Webex Desk Series

You can send device logs to your Cisco Webex Desk Series device administrator. The device logs also include information about your headset.

Procedure

- Step 1** Tap the device name in the upper left corner of your device and select the **Settings** application.
 - Step 2** Select **Issues and diagnostics**.
 - Step 3** Press **Send logs**.
-

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 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.
 - 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.

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.
-

Upgrade Your Cisco Headset to the Latest Release on Webex

Webex only supports the most recent Cisco Headset firmware version. When you connect your headset, Webex checks the firmware version and notifies you if there is a new firmware version to install. After the upgrade, Webex notifies you that the upgrade is complete. Webex 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.

Procedure

- Step 1** Open Webex.
- 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 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 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 to a USB port on your computer.
- Step 2** In Google Chrome, go to <https://upgrade.cisco.com/accessories>.
- 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**.
-

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**.
-

Check Your Headset Firmware on Cisco Jabber

You can check your Cisco headset firmware on Cisco Jabber 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.
-

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 13](#)

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**.
-

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.

Replace Your Cisco Headset 500 Series Ear Pads

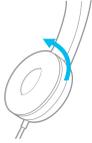
Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.



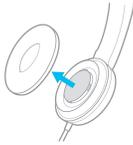
Note Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

Procedure

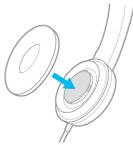
Step 1 Rotate the old ear pad counterclockwise.



Step 2 Pull the old ear pad away from the speaker.



Step 3 Push the new ear pad toward the speaker.



Step 4 Rotate the new ear pad clockwise.

