



# Cisco Headset 500 Series Release Notes for Firmware Release 1.0(2)

First Published: 2019-01-28

## Release Notes for Firmware Release 1.0(2)

These release notes support the Cisco Headset 561 and 562 running Firmware Release 1.0(2). Firmware Release 1.0(2) is not supported on the Cisco Headset 521, 522, 531, or 532.

**Table 1: Cisco Headset 560 Series, Support, and Firmware Release Compatibility**

Supported Cisco Devices	Support Requirements
Cisco IP Phone 7821, 7841, 7861, 7945G, 7975G, 8811, 8841, 8845 (Y-cable only) Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR (Y-cable or USB connector)	On-Premise Firmware 12.5(1) or later <b>Note</b> Multiplatform Phones don't currently support the headsets.
Cisco DX70 and DX80	DX Firmware CE 9.3 or later
Cisco Jabber (Windows and Mac)	Jabber software version 12.0 or later
Cisco Webex Meetings (Windows and Mac)	Current Webex Meetings software version

## New and Changed Features

The following sections describe the features that are new or have changed in this release.

### Multibase Support

This release provides support for Cisco Headset 561 and 562 with Multibase. The Multibase allows you to connect to multiple sources and provides a superior wireless office experience. Users can connect to up to three call sources at one time and switch between the sources using the Multibase buttons.

The Multibase also offers Bluetooth call connectivity.

The Multibase is compatible with the same devices as the Standard Base.

### Where to Find More Information

- *Cisco IP Phone 7800 and 8800 Series Accessories Guide for Cisco Unified Communications Manager*
- *Cisco Headset 500 Series Administration Guide*
- *Cisco Headset 561 and 562 with Multibase Quick Reference Guide for Cisco IP Phones*

- *Cisco Headset 561 and 562 with Multibase Quick Reference Guide for Cisco Jabber*
- *Cisco Headset 561 and 562 with Multibase Quick Reference Guide for Cisco DX70 and DX80*
- *Cisco Headset 561 and 562 with Multibase Quick Reference Guide for Cisco Webex*

## Enhanced Standard Base Functionality

You can answer and end calls when you lift and set down your Cisco Headset 561 and 562 on the Standard Base.




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**Note** This functionality is native to Cisco Headset 561 and 562 with Multibase.

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### Where to Find More Information

- *Cisco IP Phone 7800 and 8800 Series Accessories Guide for Cisco Unified Communications Manager*

## User Interface Support for Cisco Webex Meetings and Cisco Webex DX Series

Cisco Headset 500 Series has fully integrated support with the USB connector for:

- Cisco Webex Meetings on both Windows and Mac operating systems.
- Cisco Webex DX Series running Firmware Release 9.3 or later.

### Where to Find More Information

- Cisco Collaboration Help articles for Cisco Webex Meetings
- *Cisco DX80 and Cisco DX70 User Guide*

## New Upgrade Options for Cisco Headsets on Cisco Jabber

You can upgrade your headset through the Cisco Jabber desktop application (software version 12.5 or later).

### Where to Find More Information

- Cisco Collaboration Help articles for Cisco Jabber on Mac
- Cisco Collaboration Help articles for Cisco Jabber on Windows

## Remote Configuration of Headset Parameters for On-Premises Phones

You can remotely configure your Cisco Headset 500 Series parameters for use with your on-premises phones. It's a convenient way to set up or modify your organization's default headset settings on Cisco IP Phones.

To configure the settings, download the `defaultheadsetconfig.json` file from the Cisco Software Download website and follow the instructions found in the readme file.

Remote configuration requires:

- Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series Firmware Release 12.5(1) or later.

- Cisco Unified Communications Manager Release 10.5(2), 11.0(1), 11.5(1), 12.0(1), and 12.5(1) and later.

You can configure these settings:

- Speaker Volume
- Microphone Gain
- Sidetone
- Equalizer
- Audio bandwidth
- Bluetooth
- DECT Radio range

Upgrade your phones to the latest firmware release before you apply the `defaultheadsetconfig.json` file.

#### Where to Find More Information

- *Cisco IP Phone 7800 and 8800 Series Accessories Guide for Cisco Unified Communications Manager*
- *Cisco Headset 500 Series Administration Guide*
- *Cisco IP Phone 7800 Series Administration Guide*
- *Cisco IP Phone 8800 Series Administration Guide*

## Tone Enhancements

Headsets have additional tone alerts to notify users when they press and hold the call button to end a call.



**Note** Different sources may have different tone settings. There may be a variance in the quality and volume of the tone depending on the selected source. This is noticeable when a Bluetooth device connects or disconnects from the Multibase.

## Installation

### Install Headset Firmware Release 1.0(2)

Before using the headset firmware release on the Cisco Unified Communications Manager, you must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

#### Procedure

**Step 1** Go to the following URL: <https://software.cisco.com/download/home/286320550>

- Step 2** Choose **Cisco Headset 500 Series**.
  - Step 3** Choose **Headset 560**
  - Step 4** In the Latest Releases folder, choose **1.0(2)**.
  - Step 5** Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts:
    - Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
  - Step 6** Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware.
  - Step 7** Follow the instructions in the readme file to install the firmware.
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## Install the Headset Firmware Release 1.0(2) Zip Files

If a Cisco IP Phone or Cisco Jabber desktop application is not available to load the installer program, the following .zip file is available to load the firmware.

- cmterm-1-0-2-10.zip

### Procedure

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- Step 1** Go to the following URL: <https://software.cisco.com/download/home/286320550>
  - Step 2** Choose **Cisco Headset 500 Series**.
  - Step 3** Choose **Headset 560**
  - Step 4** In the Latest Releases folder, choose **1.0(2)**.
  - Step 5** Download the relevant zip files.
  - Step 6** Unzip the files.
  - Step 7** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.
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## Download the Sample Configuration File

Before configuring the headset parameters remotely, you must download the latest JavaScript Object Notation (JSON) sample file.

### Procedure

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- Step 1** Go to the following URL: <https://software.cisco.com/download/home/286320550>.
- Step 2** Choose **Headsets 500 Series**.
- Step 3** Choose **Headset 560**
- Step 4** In the 1.0(2) release folder, choose the appropriate file.

- Step 5** Click the **Download** or **Add to cart** button, and follow the prompts.
- Step 6** Unzip the file, and follow the instructions in the included documentation.

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## Install the Sample File on Cisco Unified Communications Manager

After you edit the defaultheadsetconfig.json file, install it on Cisco Unified Communications Manager using the TFTP File Management tool.

### Procedure

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- Step 1** From Cisco Unified OS Administration, choose **Software Upgrades > TFTP File Management**.
  - Step 2** Select **Upload File**.
  - Step 3** Select **Choose File** and navigate to the defaultheadsetconfig.json file.
  - Step 4** In the **Directory** field, enter the TFTP directory.
  - Step 5** Select **Upload File**.
  - Step 6** Click **Close**.
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## Restart the Cisco TFTP Server

After you upload the defaultheadsetconfig.json file to the TFTP directory, restart the Cisco TFTP server and reset the phones. After about 10–15 minutes, the download process begins and the new configurations are applied to the headsets. It takes an additional 10 to 30 minutes for the settings to be applied.

### Procedure

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- Step 1** Log in to Cisco Unified Serviceability and choose **Tools > Control Center - Feature Services**.
  - Step 2** From the **Server** drop-down list box, choose the server on which the Cisco TFTP service is running.
  - Step 3** Click the radio button that corresponds to the **Cisco TFTP** service.
  - Step 4** Click **Restart**.
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## Limitations and Restrictions

### Headset Alerts For an Incoming Call

The Cisco Headset 500 Series doesn't play a tone when you have an incoming call. The tone only sounds on the connected device.

## Caveats

### View Caveats

You can search for caveats using the Cisco Bug Search.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

### Procedure

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**Step 1** Perform one of the following actions:

- Use this URL for all caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=286323239&rls=1.0\(2\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286323239&rls=1.0(2)&sb=anfr&svr=3nH&bt=custV)
- Use this URL for all open caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=286323239&rls=1.0\(2\)&sb=af&sts=open&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286323239&rls=1.0(2)&sb=af&sts=open&svr=3nH&bt=custV)
- Use this URL for all resolved caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=286323239&rls=1.0\(2\)&sb=fr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286323239&rls=1.0(2)&sb=fr&svr=3nH&bt=custV)

**Step 2** When prompted, log in with your Cisco.com user ID and password.

**Step 3** (Optional) Enter the bug ID number in the Search for field, then press **Enter**.

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### Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco Headset 500 Series that use Firmware Release 1.0(2).

For more information about an individual defect, you can access the online record for the defect from the Bug Search Toolkit. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the list reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects or to view specific bugs, access the [View Caveats](#).

- CSCvo01194: There is noise in the headset when the multibase switches from an IP-Phone source to the Bluetooth source.
- CSCvo01193: There is a delay in music transfer to the headset on Bluetooth when the IP-Phone source switches to the mobile source.
- CSCvn94604: Multibase can't be detected by Macbook Pro 13 immediately after the Macbook wakes up.
- CSCvn91660: There is a delay when test recording the headset through the USB2 connection.
- CSCvn79632: Noise in the headset during an active call through Bluetooth.
- CSCvn77884: Headset and base disconnect and reconnect unprompted.
- CSCvn76631: There is no end call tone when the call button is held down.
- CSCvn75192: There is no sound in the microphone for the first two seconds when the multibase is connected to an IP-Phone through USB2.
- CSCvn73816: Power off tone is too low when music is playing on a Windows 10 source.
- CSCvn66483: Bluetooth doesn't reconnect when call source comes back into range.
- CSCvn47014: The Bluetooth connect tone does not play or is too soft with the PC or Mobile source selected.

- CSCvn41271: Volume changes when playing music on a Macbook using USB1 or USB2
- CSCvn30880: Microphone stops working on active Jabber calls in Windows when the USB1 cable is unplugged.
- CSCvn29436: Ringback tone lingers in the headset
- CSCvn15714: Noise in the headset immediately after on-hook and off-hooking the phones.
- CSCvm38924: Headset does not make clean contact with the charging pin on the base.
- CSCvm35917: Poor voice quality for the first few seconds after the PC source is connected.
- CSCvk73261: 79xx sound can be heard when the headset volume is set above 50%.
- CSCvk71860: There is sound in the headset when the headset plug is plugged into the phone but the AUX plug is not.
- CSCvk38953: 7945/65/75 IP Phones there should be no sidetone.

## Related Documentation

Use the following sections to obtain related information.

### 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 Headset Documentation

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/headset-500-series/tsd-products-support-series-home.html>

### 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:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/index.html>

### 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:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/index.html>

The Deployment Guide is located at the following URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-implementation-design-guides-list.html>

## 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:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

## Cisco Webex DX Series Documentation

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-series-home.html>



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- Increase the separation between the equipment and receiver.
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- Consult the dealer or an experienced radio/TV technician for help.

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