



# Cisco Headset Guide



# Cisco 500 Series Headsets

**The Cisco Headset 500 Series is a professional range of wired and wireless headsets optimised for Cisco IP phones, soft clients, and desktop video devices.**

The 500 Series are headsets designed for workers in open work spaces to stay connected and productive in any environment. They feature vibrant audio, powerful noise isolation, exceptional comfort, and easy administration.

The Cisco Headset 500 Series delivers surprisingly vibrant sound for open workspaces. Users can stay focused in noisy environments with rich sound, exceptional comfort, and proven reliability. The 500 Series offers a lightweight form factor that is comfortable to wear, even for an entire workday. It's designed for workers who spend a lot of time wearing headsets for voice communications and listening to music.

## **The Headset 500 Series offers:**

- Lightweight comfort that is ideal for extended wear
- Premium sound in a sleek form factor – great for music and voice communications
- Powerful noise isolation with unidirectional microphones that are designed to hone in on the user's voice and simultaneously minimise background noise
- Easy, intuitive user configuration experience when used with Cisco IP phones\* and Cisco Jabber\*\*
- Extended Digital Enhanced Cordless Telecommunications (DECT) range (300+ feet) with wireless models
- Flexible options for connecting to devices: various models support USB, RJ, 3.5 mm, DECT, and Bluetooth connections
- Proven reliability and integrations for Cisco IP phones, Cisco DX Series endpoints, and Cisco soft clients
- Easy device management including remote firmware upgrade, inventory management, diagnostics, and metrics when used with compatible Cisco Unified Communications Manager\* and Webex Control Hub



# Headset Comparisons



Cisco  
Headset 532



Cisco  
Headset 531

	Cisco Headset 532	Cisco Headset 531
Primary Use	Office/ Contact Centre	Office/ Contact Centre
Connection Style	Wired	Wired
Wireless Range	N/A	N/A
Talk Time	Unlimited	Unlimited
Simultaneous Connections	1	1
IT Management Capabilities	Yes	Yes
In-Call Presence Led Light	Yes (with USB connection)	Yes (with USB connection)
Replaceable Ear Pads	Yes	Yes
Noise Cancellation	Passive	No
Mic Background Noise Suppression	Yes	Yes
Voice Commands	No	No
Quick Disconnect	Yes	Yes
Y-Trainer Cable	Yes	Yes
Wireless	No	No
USB A	Yes*	Yes*
RJ9/RJ11	Yes*	Yes*
3.5MM JACK	No	No



Cisco Headset 522



Cisco Headset 521



Cisco Headset 562



Cisco Headset 561



Standard Base



Multi-base

Mobile/Office	Mobile/Office	Office/ Contact Centre	Office/ Contact Centre	Office/ Contact Centre	Office/ Contact Centre
Wired	Wired	DECT Wireless	DECT Wireless		
N/A	N/A	300 ft / 100 m	300 ft / 100 m	300 ft / 100 m	300 ft / 100 m
Unlimited	Unlimited	9 hrs	9 hrs		
1	1	Base style dependent	Base style dependent	1	1 Bluetooth + 2 USB
Yes	Yes	Yes	Yes		
Yes	Yes	Yes	Yes		
Yes	Yes	Yes	Yes		
Passive	No	Passive	No		
Yes	Yes	Yes	Yes		
No	No	No	No		
No	No	N/A	N/A		
No	No	No	No		
No	No	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes	Yes
No	No	Yes	Yes	No	No
Yes	Yes	No	No	No	No

# Cisco 700 Series Headsets

**The Cisco Headset 730 is a premium Bluetooth headset built for business, personal, and the journey between.**

These headsets are designed for mobile or office workers, enabling productivity in any environment with superior audio, adaptive noise cancellation, enterprise-grade security, and a sleek microphone design. Deep integrations with Cisco collaboration applications and devices allow for intuitive user experiences and intelligent IT headset management.



## Key Features

Features	Benefits
Clear voice technology	Voice-honing, boom-less technology coupled with adaptive noise cancellation, background noise reduction, and side tone enabling, crystal clear audio. Anytime.
Bluetooth (5.0)	Connect on the go to any device that supports Bluetooth. Simultaneously connect 2 Bluetooth devices plus 1 USB.
Active noise cancellation	Switch between Noise Cancellation (NC) to focus in any environment or Ambient (AMB) to easily collaborate with others.
Smart sensors	Automatically play/pause music, answer calls, or mute your microphone with contextual movements.
Mute notification	Talking on mute? Receive a notification so you aren't talking to a muted mic during a call.
On-ear buttons	Easy call and music controls.
Integrated presence LED light	Automatic call presence or manual "Do Not Disturb" LED light.
Cisco Headsets mobile app	Configure and customise your headset for an exceptional experience. Easily adjust equaliser settings, configure features, and discover all that your headset offers.
Enterprise-grade security	Industry-first hardware and software protection to help communications stay secure.
Intelligent, integrated headset management	Manage all Cisco endpoints, apps, and headsets from a single platform. No additional software or service fees are required. Enjoy simple IT headset management to deploy, monitor, and troubleshoot issues.
Two headset finishes	Available in platinum or carbon black finish.

# Product Specifications

## Connectivity

Connectivity options	Bluetooth, USB-A, and 3.5 mm
Simultaneous connections	2 Bluetooth + 1 USB
Bluetooth codecs	SBC, AAC, aptX, aptXHD
Bandwidth	<ul style="list-style-type: none"><li>Narrowband (8 kHz)</li><li>Wideband (16 kHz)</li><li>Full band (48KHz)</li></ul>
Bluetooth range	65 meters (213 feet)
Bluetooth profiles	Headset Profile (HSP), Hands-Free Profile (HFP), Audio/Video Remote Control Profile (AVRCP), Advanced Audio Distribution Profile (A2DP)
Bluetooth version	5.0

## Audio

Active noise cancellation	Hybrid 4-microphone with three noise cancellation modes. Adaptive - Noise cancellation automatically adjusts based on your environment Manual - Noise cancellation level specified in the Cisco Headsets app Ambient - Ability to hear conversations in user's environment
Voice activated AI	Access Google Assistant, Siri, or Cortana
Hearing protection	Acoustic shock protection from sounds louder than 118 dB (A)
Microphone type	The microphone uplink solution consists of 2 directional Electret Condenser Microphones (ECMs), uniquely integrated to minimise undesired noise, enhance the user's voice, and cancel background talkers
Microphone directionality	Unidirectional
Microphone frequency response	80 to 6800 Hz
Speaker configuration	Stereo
Speaker size	40 mm
Speaker impedance	32 ohms
Speaker bandwidth	20 Hz to 20 kHz

## Battery

Talk time	Up to 20 hours with Noise Cancellation (NC)
Listen time	Up to 25 hours with Noise Cancellation (NC)
Charging time	2.5 hours
Quick charge	1 hour with 10 minutes of charge time



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