



# Cisco Headset 500 Series

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The Cisco Headset 500 Series is a professional range of wired and wireless headsets optimized 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.

## Product overview

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 minimize 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

\* When using a compatible Cisco IP phone or Cisco Jabber version

Use the Cisco Headset 500 Series with the optional USB headset adapter for enhanced experiences, including with automatic software upgrades, in-call presence indicator, and audio customizations which allow you to adjust how you hear others and how they hear you.

## Features and benefits

**Table 1.** Features and benefits for Cisco Headset 500 Series

Feature	Description
<b>Integrated serviceability</b>	Headsets are easier to deploy, manage, and service with Cisco collaboration plus headsets. Centrally manage policy, defaults, and much more when using Cisco Headsets with Cisco Unified Communications Manager, Cisco Webex Control Hub, and devices.
<b>Premium audio and noise isolation</b>	The microphone is exceptional at capturing wide bandwidth sound, with little signal noise and low distortion. It is composed of a high-quality electret capsule and unique housing design. The capsule's orientation in the microphone housing creates a short acoustic path, which provides maximum acoustic sensitivity (best voice reception) and balanced noise reduction. The optimized microphone capsule and housing create a clean and natural sound with reduced background noise so the user's voice can be clearly heard.
<b>Lightweight and ergonomic design</b>	Built with comfort in mind, these headsets are designed to be delightful to wear for extended periods of time and to reduce head fatigue. They feature quality materials, including multiaxial ear cups.
<b>Advanced ear cup design</b>	Our design creates a full and rich sound that makes collaboration easier and music more enjoyable. The ear cups feature efficient acoustic transducers and integrations.
<b>Enhanced capabilities enabled by the USB headset adapter</b>	Use this optional accessory to connect the headset to Cisco IP phones, Cisco DX endpoints, Cisco Jabber®, Cisco Webex Teams™ and Cisco UC-One. It offers a more enhanced experience with: <ul style="list-style-type: none"> <li>• In-call indicators: LED(s) on the ear plate</li> <li>• Simplified call controls</li> <li>• Customized audio</li> </ul>
<b>Test and adjust microphone (record, playback, gain)**</b>	The microphone test removes the guesswork associated with tuning microphone gain levels by enabling users to record themselves speaking in their work environment and then playing the recordings back.
<b>Audio shaping**</b>	This feature enables users to get the best phonic experience by shaping the inbound audio.

\*\* Feature requires a USB interface for headsets and a compatible Cisco IP phone and firmware, or a compatible Jabber version.



**Figure 1.**  
Cisco Headset 521 and 522 and in-line USB adapter

**Table 2.** Features and benefits of Cisco Headset 521 and 522

Feature	Description
<b>Power 3.5-mm connector</b>	Enables flexible headset use with standard 3.5-mm jacks on laptops, tablets, and mobile phones and connects headset LEDs to power when using an in-line USB headset adapter.
<b>In-line USB adapter</b>	The hand-held controller connects 3.5-mm headset to USB and provides easy access to key call control capabilities, including answer call, end call, reject call, hold/resume (for multiple calls), mute/unmute, volume up, and volume down.

**Note:** The Cisco Headset 521 and 522 terminate with a power 3.5-mm connector and include an in-line USB adapter.



**Figure 2.**  
Cisco Headset 531, 532, and desktop USB headset adapter

**Table 3.** Features and benefits for Cisco Headset 531 and 532

Feature	Description
<b>Quick disconnect cabling options</b>	Easily plug and unplug the headset as needed during shift changes or breaks with high-cycle quick disconnect.
<b>Desktop USB adapter option</b>	Connects quick disconnect to USB and provides easy access to key call control capabilities, including answer call, end call, reject call, hold/resume (for multiple calls), mute/unmute, volume up, and volume down.
<b>Quick disconnect RJ9 option</b>	Provides the broadest range of Cisco IP phone connectivity.

**Note:** The Cisco Headset 531 and 532 terminate with quick disconnect and are bundled with either a desktop USB adapter or RJ9 cabling option.



**Figure 3.** Cisco Headset 561 and 562 with Standard Base Station

**Table 4.** Features and benefits for Cisco Headset 561 and 562 with Standard Base Station

Feature	Description
<b>Enhanced mobility wireless</b>	The newest in DECT technology provides freedom to roam up to 300+ feet from the base with crystal clear audio.
<b>On-ear controls</b>	Enjoy easy access to key call control capabilities, including answer call, end call, reject call, hold/resume (for multiple calls), mute/unmute, volume up, and volume down.
<b>Full security</b>	AES-128 encryption ensures secured communication.
<b>Music mode</b>	Full-band audio provides premium, 48-kHz audio experience.
<b>Conference/Training Mode</b>	Pair up to three additional headsets to the same base station for easy, comfortable training. Each headset will retain its own settings and will automatically be on mute when added.
<b>Multi-mode audio</b>	Automatically provides the best available audio experience in call mode (narrowband or wideband) and (wideband or full band) in music mode.

Feature	Description
<b>Auto-answer</b>	The headset automatically answers calls when undocked. The headset will automatically end calls when docked.
<b>All cables included</b>	The Standard base comes with a USB-A cable for USB connectivity and an RJ9/11 Y cable for Cisco IP phone connectivity, making it easier and less expensive to order Cisco headsets for use with Cisco devices.  USB-C cables can be purchased separately for using the headset with USB-C compatible devices.



**Figure 4.**  
Cisco Headset 561 and 562 with Multibase Station

**Table 5.** Features and benefits for Cisco Headset 561 and 562 with Multibase Station

Feature	Description
<b>Standard features</b>	All features listed in the Standard base station.
<b>Multiple sources</b>	Simultaneously connect to multiple physical and Bluetooth sources. Select a connection with the source selector buttons on the base station.
<b>Auto-source selection</b>	The headset can answer calls from any source with a single press of a button. The Multibase station will automatically select the source with the incoming call.
<b>Bluetooth connectivity</b>	Pair Bluetooth devices to the base for convenient connectivity to mobile devices and phones. The Multibase station supports four paired devices and one active Bluetooth connection.
<b>All cables included</b>	The Multibase station comes with two USB-A cables for USB connectivity and an RJ9/11 Y cable for Cisco IP phone connectivity, making it easier and less expensive to order Cisco headsets for use with Cisco devices.  USB-C cables can be purchased separately for using the headset with USB-C compatible devices.

## Platform support

**Note:** Table 6-7 lists support for basic call control and serviceability functionalities. Advanced call control support may be available only in the latest version of software. Legacy Cisco phones, third-party apps, and third-party devices may work with the Cisco Headset 500 Series, but they have limited or no testing coverage and are not officially supported by Cisco.

**Basic call control support: Mute/Unmute/Volume+/Volume-/Answer Call/End Call.**

**Advanced call control support: Reject call/Hold call/Resume call/Multiple call handling.**

**Table 6.** Call control support

Model	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562		
	3.5 mm (Audio Only)	USB	RJ9 (Audio Only)	USB	RJ9/RJ11 (Y)	USB	BT
Cisco IP Phone 6821 MPP	N/A	N/A	Yes	N/A	N/A	N/A	N/A
Cisco IP DECT Phone 6825 MPP	Yes	N/A	N/A	N/A	N/A	N/A	N/A
Cisco IP Phone 6841 MPP	N/A	N/A	Yes	N/A	N/A	N/A	N/A
Cisco IP Phone 6851 MPP	N/A	N/A	Yes	N/A	No	N/A	N/A
Cisco IP Phone 6861 MPP	N/A	N/A	Yes	N/A	No	N/A	N/A
Cisco IP Phone 6871 MPP	N/A	Yes: Phone load 11.3(1) or later Headset load 1.5(1) or later	Yes	Yes: Phone load 11.3(1) or later Headset load 1.5(1) or later	Yes: Phone load 11.3(1) or later Headset load 1.0(2) or later	Yes: Phone load 11.3(1) or later Headset load 1.0(2) or later	N/A
Cisco IP Phone 7811	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cisco IP Phone 7821	N/A	N/A	Yes	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A	N/A
Cisco IP Phone 7841	N/A	N/A	Yes	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A	N/A



Model	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562		
	3.5 mm (Audio Only)	USB	RJ9 (Audio Only)	USB	RJ9/RJ11 (Y)	USB	BT
Cisco IP Phone 7861	N/A	N/A	Yes	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A	N/A
Cisco IP Phone 7811 MPP	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cisco IP Phone 7821 MPP	N/A	N/A	Yes	N/A	No	N/A	N/A
Cisco IP Phone 7841 MPP	N/A	N/A	Yes	N/A	No	N/A	N/A
Cisco IP Phone 7861 MPP	N/A	N/A	Yes	N/A	No	N/A	N/A
Cisco IP Conference Phone 7832	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cisco IP Conference Phone 7832 MPP	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cisco IP Phone 8811	N/A	N/A	Yes	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A	N/A
Cisco Wireless IP Phone 8821	Yes	N/A	N/A	N/A	N/A	N/A	N/A
Cisco IP Phone 8841	N/A	N/A	Yes	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A	N/A
Cisco IP Phone 8845	N/A	N/A	Yes	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later

Model	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562		
	3.5 mm (Audio Only)	USB	RJ9 (Audio Only)	USB	RJ9/RJ11 (Y)	USB	BT
<b>Cisco IP Phone 8851</b>	N/A	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later
<b>Cisco IP Phone 8861</b>	N/A	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes; Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later
<b>Cisco IP Phone 8865</b>	N/A	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later
<b>Cisco IP Phone 8865NR</b>	N/A	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 12.1(1) or later Headset Load 1.5(1) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	Yes: Phone load 12.5(1)SR2 or later Headset Load 1.0(2) or later	N/A
<b>Cisco IP Phone 8811 MPP</b>	N/A	N/A	Yes	N/A	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	N/A	N/A
<b>Cisco IP Phone 8841 MPP</b>	N/A	N/A	Yes	N/A	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	N/A	N/A

Model	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562		
	3.5 mm (Audio Only)	USB	RJ9 (Audio Only)	USB	RJ9/RJ11 (Y)	USB	BT
<b>Cisco IP Phone 8845 MPP</b>	N/A	N/A	Yes	N/A	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	N/A	No
<b>Cisco IP Phone 8851 MPP</b>	N/A	Yes: Phone load 11.1(2) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 11.1(2) or later Headset Load 1.5(1) or later	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	No
<b>Cisco IP Phone 8861 MPP</b>	N/A	Yes: Phone load 11.1(2) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 11.1(2) or later Headset Load 1.5(1) or later	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	No
<b>Cisco IP Phone 8865 MPP</b>	N/A	Yes: Phone load 11.1(2) or later Headset Load 1.5(1) or later	Yes	Yes: Phone load 11.1(2) or later Headset Load 1.5(1) or later	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset Load 1.0(2) or later	No
<b>Cisco IP Conference Phone 8832/8832NR</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Cisco IP Conference Phone 8832 MPP</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Cisco IP Phone 6900/79x2/79x5/8900/9900 Series</b>	N/A	No	Interoperability verified with those models with RJ9 headset port, but not officially supported by Cisco	No	Interoperability verified with those models with RJ9 headset port and RJ11 auxiliary port for basic call control, but not officially supported by Cisco (Please set sidetone to "off" to avoid echo.)	No	No

Model	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562		
	3.5 mm (Audio Only)	USB	RJ9 (Audio Only)	USB	RJ9/RJ11 (Y)	USB	BT
<b>Cisco SPA Series IP Phone</b>	No	No	No	No	No	No	No
<b>Cisco Jabber Client - Desktop</b>	Yes	Yes: Jabber load 12.0 or later Headset load 1.5(1) or later	N/A	Yes: Jabber load 12.0 or later Headset load 1.5(1) or later	N/A	Yes: Jabber load 12.5 or later Headset load 1.0(2) or later	No
<b>Cisco Jabber Client - Mobile</b>	Yes	N/A	N/A	N/A	N/A	N/A	Audio Only
<b>Cisco Jabber Client - VDI</b>	Yes	Yes: Jabber load 12.0 or later for Win32 Jabber Load 12.7MR or later for Win64 Headset load 1.5(1) or later	N/A	Yes: Jabber load 12.0 or later for Win32 Jabber Load 12.7MR or later for Win64 Headset load 1.5(1) or later	N/A	Yes: Jabber load 12.5 or later for Win32 Jabber Load 12.7MR or later for Win64 Headset load 1.5(1) or later	No
<b>Cisco Webex Teams - Desktop</b>	Yes	Yes: Headset load 2.0(1) or later	N/A	Yes: Headset load 2.0(1) or later	N/A	Yes: Headset load 2.0(1) or later	No
<b>Cisco Webex Desktop Series</b>	N/A	Yes: Webex Desktop load 9.8 or later Headset load 1.5(1) or later	N/A	Yes: Webex Desktop load 9.8 or later Headset load 1.5(1) or later	N/A	Yes: Webex Desktop load 9.8 or later Headset load 1.5(1) or later	No
<b>Cisco Webex Meetings</b>	Yes	Mute/ Unmute Only	N/A	Mute/ Unmute Only	N/A	Mute/ Unmute Only	No

Model	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562		
	3.5 mm (Audio Only)	USB	RJ9 (Audio Only)	USB	RJ9/RJ11 (Y)	USB	BT
<b>Cisco UC-One</b>	Yes	Yes: UC-One load 22.9 or later Headset load 1.5(1) or later	N/A	Yes: UC-One load 22.9 or later Headset load 1.5(1) or later	N/A	Yes: UC-One load 22.9 or later Headset load 1.5(1) or later	No
<b>Microsoft Skype for Business</b>	Yes	Interoperability verified, but not officially supported by Cisco  Headset load 2.0 (1) or later	N/A	Interoperability verified, but not officially supported by Cisco  Headset load 2.0 (1) or later	N/A	Known to work, but not officially supported by Cisco  Headset load 2.0 (1) or later	No

**Table 7.** Serviceability support

Model	Local Config	Remote Firmware Upgrade / Management	Inventory Management	Diagnostics	Remote Config
<b>Cisco IP Phone 6821 MPP</b>	No	No	No	No	No
<b>Cisco IP DECT Phone 6825 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 6841 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 6851 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 6861 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 6871 MPP</b>	Yes: Phone load 11.3(1) or later Headset load 1.5(1) or later	Yes: Phone load 11.3(1) or later Headset load 1.5(1) or later	No	Yes: Phone load 11.3(1) or later Headset load 1.5(1) or later	No
<b>Cisco IP Phone 7811</b>	N/A	N/A	N/A	N/A	N/A

Model	Local Config	Remote Firmware Upgrade / Management	Inventory Management	Diagnostics	Remote Config
<b>Cisco IP Phone 7821</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later
<b>Cisco IP Phone 7841</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later
<b>Cisco IP Phone 7861</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/11.5(1)SU7 or later
<b>Cisco IP Phone 7811 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 7821 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 7841 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 7861 MPP</b>	No	No	No	No	No
<b>Cisco IP Conference Phone 7832</b>	No	No	No	No	No
<b>Cisco IP Conference Phone 7832 MPP</b>	No	No	No	No	No

Model	Local Config	Remote Firmware Upgrade / Management	Inventory Management	Diagnostics	Remote Config
<b>Cisco IP Phone 8811</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco Wireless IP Phone 8821</b>	No	No	No	No	No
<b>Cisco IP Phone 8841</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco IP Phone 8845</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco IP Phone 8851</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later

Model	Local Config	Remote Firmware Upgrade / Management	Inventory Management	Diagnostics	Remote Config
<b>Cisco IP Phone 8861</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco IP Phone 8865</b>	Yes Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco IP Phone 8865NR</b>	Yes: Phone load 12.5(1)SR2 or later Headset load 1.0(2) or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Phone load 12.5(1)SR3 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco IP Phone 8811 MPP</b>	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No
<b>Cisco IP Phone 8841 MPP</b>	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No



Model	Local Config	Remote Firmware Upgrade / Management	Inventory Management	Diagnostics	Remote Config
<b>Cisco IP Phone 8845 MPP</b>	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No
<b>Cisco IP Phone 8851 MPP</b>	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No
<b>Cisco IP Phone 8861 MPP</b>	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No
<b>Cisco IP Phone 8865 MPP</b>	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No	Yes: Phone load 11.2(3) or later Headset load 1.0(2) or later	No
<b>Cisco IP Conference Phone 8832/8832NR</b>	No	No	No	No	No
<b>Cisco IP Conference Phone 8832 MPP</b>	No	No	No	No	No
<b>Cisco IP Phone 6900/79x2/79x5/8900/9900 Series</b>	No	No	No	No	No
<b>Cisco SPA Series IP Phone</b>	No	No	No	No	No
<b>Cisco Jabber Client - Desktop</b>	Yes: Jabber load 12.6MR or later Headset load 1.5(1) or later	Yes: Jabber load 12.6MR or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Jabber load 12.6MR or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Jabber load 12.7 or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Jabber load 12.6MR or later Headset load 1.5(1) or later CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco Jabber Client - Mobile</b>	No	No	No	No	No

Model	Local Config	Remote Firmware Upgrade / Management	Inventory Management	Diagnostics	Remote Config
<b>Cisco Jabber Client - VDI</b>	Yes: Jabber load 12.6MR or later for Win32  Jabber Load 12.7MR or later for Win64  Headset load 1.5(1) or later	Yes: Jabber load 12.6MR or later for Win32  Jabber Load 12.7MR or later for Win64  Headset load 1.5(1) or later  CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Jabber load 12.6MR or later for Win32  Jabber Load 12.7MR or later for Win64  Headset load 1.5(1) or later  CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Jabber load 12.7 or later for Win32  Jabber Load 12.7MR or later for Win64  Headset load 1.5(1) or later  CUCM 12.5(1)SU1/ 11.5(1)SU7 or later	Yes: Jabber load 12.6MR or later for Win32  Jabber Load 12.7MR or later for Win64  Headset load 1.5(1) or later  CUCM 12.5(1)SU1/ 11.5(1)SU7 or later
<b>Cisco Webex Teams - Desktop</b>	No	No	No	No	No
<b>Cisco Webex Desktop Series</b>	No	No	No	No	No
<b>Cisco Webex Meetings</b>	No	No	No	No	No
<b>Cisco UC-One</b>	No	No	No	No	No
<b>Microsoft Skype for Business</b>	No	No	No	No	No

## Product specifications

**Table 8.** Product specifications for the Cisco Headset 500 Series

Headset detail	
<b>Connectivity options</b>	PC, Mac, Cisco IP phone, DX endpoint (see Platform Support above)
<b>Hearing protection</b>	Yes (requires USB headset adapter or wireless base) Acoustic spike protection from sounds to over 118 dB
<b>Microphone type</b>	Electret condenser/ECM
<b>Microphone directionality</b>	Unidirectional
<b>Microphone frequency response</b>	150 to 6800 Hz
<b>Speaker impedance</b>	~90 ohms

Headset detail	
Earpiece bandwidth	50 Hz to 18 kHz
Maximum sound pressure	118 db SPL(A) (requires USB adapter or wireless base)
In-call presence indicator on ear plate	LED on each ear plate (requires USB headset adapter or wireless base)

**Table 9.** Product specifications for Cisco Headset 561 and 562 Standard Base Station

Headset detail	
Wireless technology	DECT 6.0 (or region-specific)
Range	Up to 100 meters (333 feet)
Battery life	Storage: up to 200 days Standby: up to 60 hours Active use: up to 10 hours
Connectivity	1 simultaneous connection (USB or RJ9/RJ11 Y) All cables included
Audio bandwidth	Narrowband (8 kHz) Wideband (16 kHz) Full band (48 kHz)

## Ordering information

The Cisco Headset 500 Series is available now. To order, visit [the Cisco Ordering Home Page](#).

**Table 10.** Ordering information for Cisco Headset 521, 522, 531, and 532

Part number	Product description
<b>CP-HS-W-521-USB=</b>	Cisco Headset 521 (Wired Single with 3.5mm connector and USB-A Adapter)
<b>CP-HS-W-522-USB=</b>	Cisco Headset 522 (Wired Dual with 3.5mm connector and USB-A Adapter)
<b>CP-HS-W-521-USBC</b>	Cisco Headset 521 (Wired Single with 3.5mm connector and USB-C Adapter)
<b>CP-HS-W-522-USBC</b>	Cisco Headset 522 (Wired Dual with 3.5mm connector and USB-C Adapter)
<b>CP-HS-W-531-RJ=</b>	Cisco Headset 531 (Wired Single with Quick Disconnect coiled RJ Headset Cable)
<b>CP-HS-W-532-RJ=</b>	Cisco Headset 532 (Wired Dual with Quick Disconnect coiled RJ Headset Cable)
<b>CP-HS-W-531-USBA=</b>	Cisco Headset 531 (Wired Single with USB-A Headset Adapter)
<b>CP-HS-W-532-USBA=</b>	Cisco Headset 532 (Wired Dual with USB-A Headset Adapter)
<b>CP-HS-W-531-USBC</b>	Cisco Headset 531 (Wired Single with USB-C Headset Adapter)

Part number	Product description
CP-HS-W-532-USBC	Cisco Headset 532 (Wired Dual with USB-C Headset Adapter)
CP-HS-W-USBA=	Cisco USB-A Headset Adapter (optional accessory) for 530 Series
CP-HS-W-RJ=	Cisco QD RJ Headset Cable (optional accessory) for 530 Series
CP-HS-W-5EC8=	Cisco 8-pack Ear Pad Spare (optional accessory) for 520 and 530 Series
CP-HS-W-USBC	Cisco QD USB-C Headset Adapter (optional accessory) for 530 Series
CP-HS-W-YQD=	Cisco QD Y Trainer Cable (optional accessory) for 530 Series

**Table 11.** Ordering information for Cisco Headset 561 and 562 with Standard Base Station

Part number	Product description
CP-HS-WL-561-S-US=	Cisco Headset 561 Wireless Single Headset with Standard Base Station. Frequency Band: United States-Canada
CP-HS-WL-562-S-US=	Cisco Headset 562 Wireless Dual Headset with Standard Base Station. Frequency Band: United States-Canada
CP-HS-WL-561-S-EU=	Cisco Headset 561 Wireless Single Headset with Standard Base Station. Frequency Band: Europe, U.K., Asia, South Africa, Hong Kong, Australia, New Zealand
CP-HS-WL-562-S-EU=	Cisco Headset 562 Wireless Dual Headset with Standard Base Station. Frequency Band: Europe, U.K., Asia, South Africa, Hong Kong, Australia, New Zealand
CP-HS-WL-561-S-LA=	Cisco Headset 561 Wireless Single Headset with Standard Base Station. Frequency Band: Latin America
CP-HS-WL-562-S-LA=	Cisco Headset 562 Wireless Dual Headset with Standard Base Station. Frequency Band: Latin America

**Table 12.** Ordering information for Cisco Headset 561 and 562 with Multibase Station

Part number	Product description
CP-HS-WL-561-M-US=	Cisco Headset 561 Wireless Single Headset with Multibase Station. Frequency Band: United States-Canada
CP-HS-WL-562-M-US=	Cisco Headset 562 Wireless Dual Headset with Multibase Station. Frequency Band: United States-Canada
CP-HS-WL-561-M-EU=	Cisco Headset 561 Wireless Single Headset with Multibase Station. Frequency Band: Europe, U.K., Asia, South Africa, Hong Kong, Australia, New Zealand
CP-HS-WL-562-M-EU=	Cisco Headset 562 Wireless Dual Headset with Multibase Station. Frequency Band: Europe, U.K., Asia, South Africa, Hong Kong, Australia, New Zealand
CP-HS-WL-561-M-LA=	Cisco Headset 561 Wireless Single Headset with Multibase Station. Frequency Band: Latin America
CP-HS-WL-562-M-LA=	Cisco Headset 562 Wireless Dual Headset with Multibase Station. Frequency Band: Latin America

**Table 13.** Ordering information for Cisco Headset 561 and 562 optional accessories

Product Number	Description
<b>CP-HS-WL-561-N-US=</b>	Cisco Headset 561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: United States-Canada
<b>CP-HS-WL-562-N-US=</b>	Cisco Headset 562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station Frequency Band: United States-Canada
<b>CP-HS-WL-561-N-EU=</b>	Cisco Headset 561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: Europe, U.K., Asia, South Africa, Hong Kong, Australia, New Zealand
<b>CP-HS-WL-562-N-EU=</b>	Cisco Headset 562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station Frequency Band: Europe, U.K., Asia, South Africa, Hong Kong, Australia, New Zealand
<b>CP-HS-WL-561-N-LA=</b>	Cisco Headset 561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: Latin America
<b>CP-HS-WL-562-N-LA=</b>	Cisco Headset 562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station Frequency Band: Latin America
<b>CP-HS-WL-5EC8=</b>	Cisco 8-pack Ear Pad Spare (optional accessory) for 560 Series
<b>CP-HS-WL-USBA-C</b>	Cisco USB-A to USB-C Spare Cable (optional accessory) for 560 Series
<b>CP-HS-WL-MUSB-C</b>	Cisco Micro-USB to USB-C Spare Cable (optional accessory) for 560 Series
<b>CP-HS-WL-5ACA=</b>	Cisco AC Power Adapter Spare (optional accessory) for 560 Series

## Warranty information

The Cisco Headset 521, 522, 531, and 532 models have a two-year limited liability warranty.

The Cisco Headset 561 and 562 models have a one-year limited liability warranty.

## Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
<b>Information on product material content laws and regulations</b>	<a href="#">Materials</a>
<b>Information on electronic waste laws and regulations, including products, batteries, and packaging</b>	<a href="#">WEEE compliance</a>

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### For more information

Amplify the headset experience with the Cisco Headset 500 Series. Enjoy a reliable experience with Cisco IP phones and soft clients.

For additional information, visit <https://www.cisco.com/go/headsets>.

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