Amplifying the Headset Experience
Cisco Headset 500 Series

May 2018

Cisco Headset 500 Series: Features and Benefits

- Premium sound in a sleek form factor

- Powerful noise isolation with unidirectional microphones that are designed to hone in on the user's voice and simultaneously minimize background noise

- Proven reliability: These headsets support Cisco IP phones, Cisco DX Series endpoints, and Cisco soft clients

- Lightweight comfort that is ideal for extended wear

- Use Headset 500 Series with the USB headset adapter for an enhanced experience, including automatic software upgrades, in-call presence indicator, and audio customizations that allow you to adjust how you hear the far end and how they hear you.

Why are we creating headsets?

- Our customers want a better headset experience

- Currently they experience issues with 3rd party headsets

- By delivering headsets that are optimized to work with Cisco IP Phones, soft clients & infrastructure we are able to:

  - Control the end-to-end user experience

  - Provide deep integrations only Cisco can offer

  - Simplify UC buying and support

Compatible Cisco Solutions
Cisco Headset 500 Series

Cisco IP Phones

Cisco DX

Cisco Jabber

Cisco WebEx

Webex Teams

Supported now

Cisco Wired Headset

wired: single
Cisco Headset 531

wired: dual
Cisco Headset 532

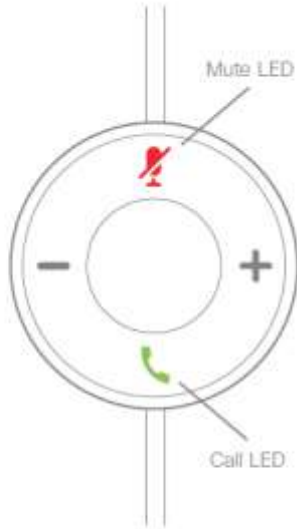Two Connector Options:

USB

RJ-9:
for non-USB
Cisco Phones

https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/headset-500-series/datasheet-c78-740352.html

Enhancing the experience:
USB headset adapter

Simplified call control

Audio customizations

In-call indicator

Automatic software upgrades

USB Headset Adaptor and Headset LED Details

USB controller LEDs

Mute LED

Call LED

Status	Call LED		Mute LED	
Incoming call	Blinking green	🟢	—	
Active call	Steady green	🟢	—	
Muted call	Steady green	🟢	Steady red	🔴

Basic call functions

Make a call
Press 📞 on the USB controller and enter the phone number.

Answer a call
Press 📞 on the USB controller.

Put a call on hold
Press 📞 on the USB controller.
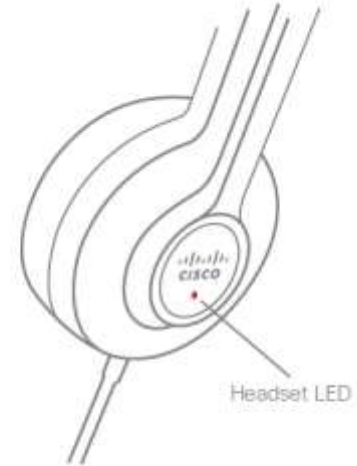
Resume a call on hold
Press 📞 on the USB controller.

End a call
Hold down 📞 on the USB controller for 2 seconds.

Reject a call
Double tap 📞 on the USB controller.

Headset LEDs

Headset LED

Status	Headset LED	
Incoming call	Blinking red	🔴
Active call	Steady red	🔴
Muted call	Steady red	🔴

Magical Experience When Connected…

Personalize Performance

Record / Playback: Use the Record/Playback capability to test and adjust microphone gain for your environment

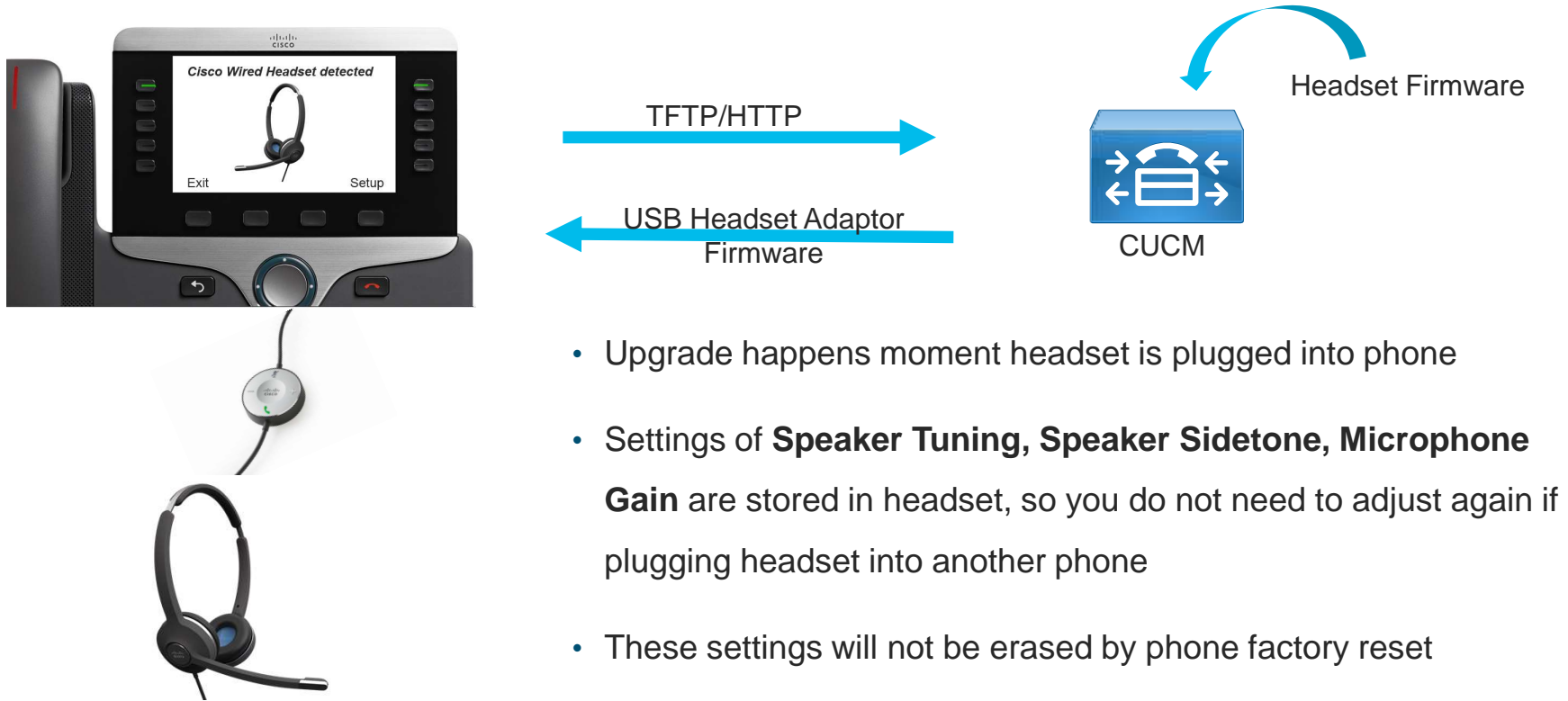**Tune Audio**: Adjust the sound according to your preferences

Automatic Software Updates
Infrastructure and phones can automatically update controller software for you.

* Phone firmware 12.1 required for 8851/61/65

*USB Controller and Cisco IP Phone 8800 Series: required

USB Headset Adaptor Firmware Upgrade Details

Cisco Wired Headset detected

Exit   Setup

TFTP/HTTP →

← USB Headset Adaptor Firmware

Headset Firmware

CUCM

- Upgrade happens moment headset is plugged into phone

- Settings of **Speaker Tuning, Speaker Sidetone, Microphone Gain** are stored in headset, so you do not need to adjust again if plugging headset into another phone

- These settings will not be erased by phone factory reset

* Phone firmware 12.1 required for 8851/61/65

Cisco Headset 500 Series
Amplifying the Headset Experience

A professional range of headsets optimized for Cisco IP Phones. Designed for workers in open work spaces so they can be more productive.

Headset 531/532

- Wired Single/Dual
- Noise Reduction
- Quick Disconnect
- USB/RJ9
- Presence Indication
- Native Cisco Integration

Headset 561/562

- Wireless (DECT)
- Single/Dual
- Single/Multi-source base
- Bluetooth support option
- On ear controls
- Patent Pending Acoustics

Planned

* Disclaimer: Product, price, features, availability, and plan subject to change without notice

Better for IT

✓ Minimize user issues

✓ Automatic software upgrades

✓ Single admin experience

✓ Simplified purchasing and support

Enjoy peace of mind with reliable headsets optimized for Cisco.

Contact Center:

✔ Noise isolating microphone improves the call experience

✔ Quick disconnect gives agents ability to easily move around

✔ Lightweight design and soft leatherette ear pads deliver exceptional comfort

Open Workplace:

✔ Noise isolating microphone improves the call experience for the far end

✔ LED lighting indicates if the user is in a call or not

✔ Audio shaping for sound clarity on the far end

Ordering Information

Pricing
GPL

	Product name and description	SKU	Price (GPL)
	Cisco Headset 531: 531 w/ RJ9	CP-HS-W-531-RJ=	$245
	Cisco Headset 531: 531 w/ USB headset adapter	CP-HS-W-531-USBA=	$365
	Cisco Headset 532: 532 w/ RJ9	CP-HS-W-532-RJ=	$275
	Cisco Headset 532: 532 w/ USB headset adapter	CP-HS-W-532-USBA=	$395

Accessory pricing
GPL

Product name	Description	SKU	Price (GPL)
Quick Disconnect RJ Headset Cable	5ft coiled headset cable with Quick Disconnect	CP-HS-W-RJ=	$75
USB Headset Adapter	USB Controller for Cisco Headset 500 Series	CP-HS-W-531-USBA=	$175
Replacement Ear pads	Replacement ear pads for Cisco Headset 500 Series	CP-HS-W-532-RJ=	TBD
Quick Disconnect Y Cable	Agent Trainer cable for Cisco Headset 500 Series	CP-HS-W-532-USBA=	TBD

More details

- Main cisco.com page for Cisco Headset 500 series → [here](#)

  - [Cisco Headset 500 Series Data Sheet](#)
  - [Cisco Headset 500 Series Ordering Guide](#)

  [User guides:](#)
  - [Cisco Headset 531 and Cisco Headset 532 for Cisco Jabber](#)
  - [Cisco Headset 531 and Cisco Headset 532 with Cisco USB Adapter for the Cisco IP Phone 8851, 885 8861, 8865, and 8865NR](#)