

Cisco Wideband Handset Advisory

The Cisco Wideband Handset (CP-WB-HANDSET=) is a supported field upgrade on Cisco Unified IP Phones 7906G, 7911G, 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G and 7971G-GE.

The Cisco Wideband Handset is identified by a 14-digit number located beneath the handset cord port.



Caution The Cisco Wideband Handset requires that your Cisco Unified IP Phone run firmware version 8.3(1) or later.

If firmware versions earlier than 8.3(1) are used, voice quality might be compromised and the phone will no longer meet Regulatory Compliance for FCC Part 68 (Hearing Aid Compatibility), Australia S004 and S040 and New Zealand PTC 220.

Verifying the Firmware Version on the Phone

Go to **Settings > Status > Firmware Versions > Load File**. If the firmware version is earlier than 8.3(1), notify your network administrator or reseller.

Activating the Wideband Handset

To activate wideband on your handset, follow the instructions in the “Using a Handset, Headset, and Speakerphone” chapter of your phone guide.

Returned Material Authorization

If you require a replacement phone, do the following:

1. Remove the wideband handset from the Returned Material Authorization (RMA) phone that you are sending back to Cisco Service Logistics.
2. Remove the conventional handset shipped with the new phone, then include this handset with the RMA phone that you are returning.
3. Attach the wideband handset to your new replacement phone.



http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_translated_end_user_guides_list.html