Accessories

Supported Accessories

The Cisco IP Phone 6800 Series Multiplatform Phones supports both Cisco and third-party accessories.

Table 1: Accessory Support for the Cisco IP Phone 6800 Series Multiplatform Phones

Accessory	Type	6821	6841	6851
Cisco Accessories				
Cisco IP Phone 6800 Key Expansion Module	Add-on module	Not supported	Not supported	Supported Supports on key expansion module
Cisco IP Phone 6800 Wall Mount Kit		Not supported	Supported	Supported
Cisco Headset 520 Series	USB	Not supported	Not supported	Not supported
Cisco Headset 530 Series	Standard RJ9	Supported	Supported	Supported
	USB Adapter	Not supported	Not supported	Not supported
Cisco Headset 560 Series	Standard RJ9 and AUX	Not supported	Not supported	Not supported
	USB	Not supported	Not supported	Not supported

Accessory	Type	6821	6841	6851	6
Cisco Headset 700 Series	USB Adapter	Not supported	Not supported	Not supported	N s
	USB-C Cable	Not supported	Not supported	Not supported	N s
Third-Party Accessories					
Headsets	Analog	Supported	Supported	Supported	S
	Analog Wideband	Supported	Supported	Supported	S
	USB	Not supported	Not supported	Not supported	N s
Microphone	External	Not supported	Not supported	Not supported	N s
Speakers	External	Not supported	Not supported	Not supported	N s

Headsets

Here are the Cisco headsets we support. For tips on setting up and using these headsets, take a look at the info for your model:

- Bang & Olufsen Cisco 980
- Cisco Headset 320 Series
- Cisco Headset 520 Series
- Cisco Headset 530 Series
- Cisco Headset 560 Series
- Cisco Headset 720 Series
- Cisco Headset 730

See the Cisco Headset Compatibility Guide for detailed information on Cisco headset integration with your device.

Important Headset Safety Information

High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Cisco Headset 320

Connect Cisco Headset 320

You need to connect your headset to your phone.

Before you begin

Your administrator enables the peripheral inventory.

Procedure

Step 1   Plug in the headset to the phone using the USB cable.

After you connect, the phone screen displays **Cisco Headset** message. Also **Cancel** softkey is displayed on the screen.

Step 2   (Optional) Navigate to **Applications** > **Status** > **Accessories** to check the headset name under the **Accessories** list.

Step 3   (Optional) Click **Details** to check the headset details.

After the phone is paired and connected with the headset, you can see the headset details. Headset details that the phone displays are **Name**, **Model**, **Serial Number**, and **Firmware**.

If the headset version is lower than the phone's configured version, and in idle home page, the phone prompts you to upgrade the current version to the latest version. For details, see Upgrade Cisco Headset 320, on page 3

Step 4   Plug the headset out of the phone.

The phone displays **Accessories disconnected**. Under the **Accessories** list, the headset gets removed.

Upgrade Cisco Headset 320

You need to upgrade firmware version of the headset to pair with the phone if the version is lower than the configured version.

Before you begin

Cisco Headset 320 is connected to your phone.

Procedure

Step 1   After the headset is connected, click **Upgrade** softkey, when the upgrade screen appears.

During the upgrade process, the headset icon appears on the top of the phone screen. After the upgrade completes, the icon disappears. You can see the headset details in the phone **Accessories** screen.

Step 2   (Optional) Click **Postpone** softkey to delay the process or you can click **Cancel** softkey to cancel the upgrade.

If you don't perform any actions, the upgrade starts automatically after sometime.

Headset 320 Controls - Webex

The following diagram shows the Cisco Headset 320 Series controller and LEDs.

Table 2: Cisco Headset 320 Series Buttons

Number	Symbol	Button	Action
1	∅	Mute	Mute and unmute your calls.

Number	Symbol	Button	Action
2		Webex button **Note** This button is available when you are not working with your phone but you work with your system using Webex application.	Answer, end, reject, hold, and resume calls. When you connect the 320 headset directly to your system with USB, use the Webex button to bring the application to the top of your desktop screen or join upcoming Webex meetings.
3	+	Volume up	Turn up your volume.
4	−	Volume down	Turn down your volume.

Table 3: Cisco Headset 320 Series LED Status

Call Status	LED Status	LED
Incoming call Upcoming Webex meeting*	Blinking Green	
Active call/meeting	Solid Green	
Headset muted	Solid Red	

Headset 320 Controls - Teams

The following diagram shows the Cisco Headset 320 Series controller and LEDs.

Table 4: Cisco Headset 320 Series Buttons

Number	Symbol	Button	Action
1		Mute	Mute and unmute your calls.
2		Microsoft Teams button **Note** This button is available when you are not working with your phone but you work with your system using Teams application.	• Answer, end, reject, hold, and resume calls. • When you connect the 320 headset directly to your system with USB, use the Teams button to bring up the Teams application to the top of your desktop screen or join upcoming Teams meetings.
3	+	Volume up	Turn up your volume.
4	−	Volume down	Turn down your volume.

Table 5: Cisco Headset 320 Series LED Status

Call Status	LED Status	LED
Incoming call	Blinking white	
In an active call or meeting	Solid Green	
Call on hold	Pulsing green	
Connecting to Microsoft Teams	Pulsing white	
Connected to Microsoft Teams	Solid white	
Upcoming Microsoft Teams meeting	Pulsing white	
Failed to connect to Microsoft Teams	Blinks white, then off	
Headset muted	Solid Red	

Cisco Headsets 500 Series

You can use the Cisco Headset 500 Series with your Cisco IP Phone 6871 Multiplatform Phones. The Cisco Headset 500 Series offers a more enhanced experience with:

- In-call indicators: LEDs on an ear plate

- Simplified call controls

- Customized audio

The supported headsets are:

- Cisco Headset 520 Series

- Cisco Headset 531 and 532

- Cisco Headset 560 Series (Standard Base and Multibase)

Cisco Headset 521 and 522

The Cisco Headsets 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort. The Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline controller with a USB connector is also available for use on the Cisco IP Phone 6871 Multiplatform Phones. The controller is an easy way to answer your calls, and to access basic phone features such as hold and resume, mute, and volume control.

The Cisco Headsets 521 and 522 require Multiplatform Firmware Release 11.2(3) or later version. Upgrade your phones to the latest firmware before using these headsets.

To check your phone model and the firmware version, press **Applications** and select **Status** > **Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

Cisco Headset 521 and 522 Buttons and LED

Your controller buttons are used for basic call features.

Figure 1: Cisco Headset 521 and 522 Controller
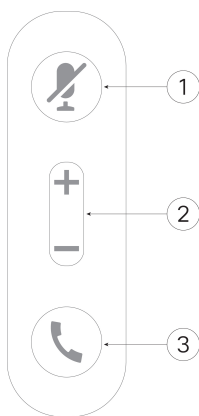
The following table describes the Cisco Headset 521 and 522 controller buttons.

Table 6: Cisco Headset 521 and 522 Controller Buttons

Number	Name	Description
1	Mute button	Toggle the microphone on and off.
2	Volume button (+ and −)	Adjust the volume on your headset.

Number	Name	Description
3	Call button 📞	Use to manage calls: • Press once to answer an incoming call. • Press and hold for 2 seconds to end a call. • Press twice to reject an incoming call. • Press once to put an active call on hold. Press again to retrieve a call from hold.

Cisco Headset 531 and 532

The Cisco Headset 530 Series are two headsets that are developed for Cisco products and services. The 531 headset features a single earpiece, and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 531 and 532 use one of two connectors with the Cisco IP Phone 6871 Multiplatform Phones:

• RJ9 connector–Use it with Cisco IP Phones that have a headset port.

• USB headset adapter– Provides enhanced call control.

The Cisco Headset USB Adapter is available for use with the Cisco Headset 531 and 532. With the adapter, you can test your headset, and customize your bass and treble, gain or microphone volume, and sidetone or feedback settings. The adapter also retains your settings if you switch between phones.

The Cisco USB adapter is supported onCisco IP Phone 6871 Multiplatform Phones. To check your phone model, press **Applications** ⚙ > **Status** > **Product information**. The **Product name** field shows your phone model.

The Cisco Headset 530 Series require Multiplatform Firmware Release 11.1(2) or a later version. Upgrade your phones to the latest firmware before using these headsets.

Cisco Headset 531 and 532 LED and Buttons

The Cisco Headset USB Adapter for Cisco Headset 530 Series is used for the basic call features.

Figure 2: Cisco Headset USB Adapter
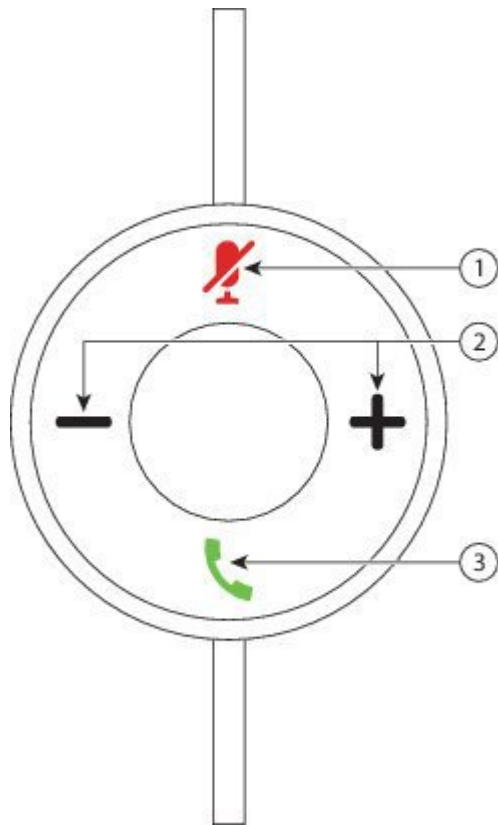
The following table describes the Cisco Headset 531 and 532 USB Adapter buttons.

Table 7: Cisco Headset USB Adapter Buttons

Number	Name	Description
1	Mute button	Toggle the microphone on and off. When Mute on the USB adapter is enabled, the **Mute** button on the USB adapter lights up.
2	Volume button (+ and −)	Adjust the volume on your headset.

Number	Name	Description
3	Call button 📞	Incoming and active call management depends upon if you have one call or multiple calls. One call: • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve the call from hold. • Press twice to reject an incoming call. Multiple calls: • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold and press again to resume a call. • Press and hold for 2 seconds to end the current call and press again to resume a held call. • Press and hold for 2 seconds to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.

Cisco Headset 561 and 562

The Cisco Headset 560 Series are two wireless headsets that are developed for Cisco products and services. The Cisco Headset 561 features a single earpiece, and offers lightweight comfort. The Cisco Headset 562 features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 560 Series use a headset base to connect with Cisco IP Phones and charge the headsets. The available options for the base are Standard base and Multibase. The Cisco Headset 560 Series with Standard Base support connection with a single source from a phone or a computer. The Cisco Headset 560 Series with Multibase support multiple sources from phones, computers, and Bluetooth-paired devices and provide an easy and intuitive switch among the connected sources.

You can connect the Cisco Headset 560 Series with any of the following:

• RJ9 and AUX connector (Y-cable)—Supported on Cisco IP Phones 6871 with multiple platforms.

• USB connector—Supported on Cisco IP Phone 6871with multiple platforms.

The Cisco Headset 560 Series require Multiplatform Firmware Release 11.2(3) and higher. Upgrade your phones to the latest firmware before using these headsets.

To check your phone model and the firmware version, press **Applications** ⚙ and select **Status** > **Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

Cisco Headset 561 and 562 Buttons and LED

Your headset buttons are used for basic call features.

Figure 3: Cisco Headset 561 and 562 Headset Buttons
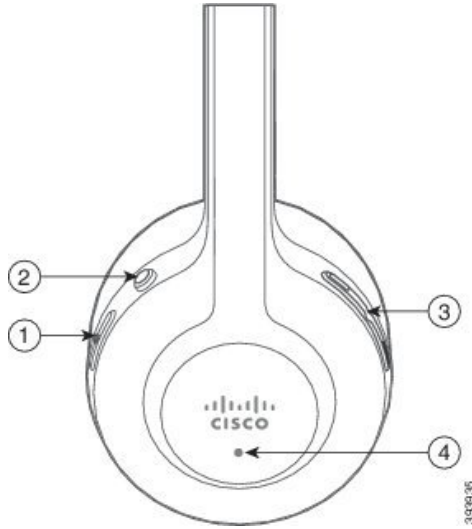
The following table describes the Cisco Headset 561 and 562 Headset buttons.

Table 8: Cisco Headset 561 and 562 Headset Buttons

Number	Name	Description
1	Power and Call button 📞	Use to power the headset on and off. Press and hold for 4 seconds to power on/off the headset. Incoming and active call management depends upon if you have one call or multiple calls. One call: • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve the call from hold. • Press twice to reject an incoming call. Multiple calls: • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold and press again to resume a call. • Press and hold for 2 seconds to end the current call and press again to resume a held call. • Press and hold for 2 seconds to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.
2	Mute button 🎤	Toggle the microphone on and off. When Mute on the headset is enabled: • The **Mute** 🎤 button on the phone lights up. • The **Mute** 🎤 button on the headset base lights up. (For Multibase only)
3	Volume button (＋ and －)	Adjust the volume on your headset.
4	LED	Shows the headset status: • Blinking red—Incoming call. • Steady red—Active call. • Flashing white every 6 seconds—The headset is paired and idle. • Blinking white—Firmware upgrade is in process or the headset is pairing with the base station.

Charge Cisco Headset 561 and 562

Use the headset base to charge the headset.

Procedure

Place the headset into the socket on the base.

The LEDs on the base station indicate the charging status. When the headset is fully charged, the five LEDs on the base are steady white. If the LEDs don't light up, remove the headset from the base and try again.

Upgrade the Headset 500 Series Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected, the upgrade prompt displays when you return to the home screen in idle mode.

Note If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends.

Before you begin

Your administrator configures the upgrade rule for your headset on the phone administration web page.

Procedure

Step 1 Press **Upgrade** on the phone when prompted.

The upgrade icon 🎧 on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

Step 2 (Optional) If you want to upgrade your headset later, press **Postpone**.

You will be prompted every 2 hours until you start the upgrade.

Cisco Headset 500 Series Setup

On the phone screen, you can test your headset, customize your bass and treble, gain or microphone volume, and sidetone or feedback settings when:

- The Cisco Headset 520 Series is connected to the phone with the inline USB controller.

- The Cisco Headset 531 and 532 is connected to the phone with the USB adapter.

- The Cisco Headset 560 Series Standard Base or Multibase is connected to the phone with the Y-cable or the USB cable.

You are prompted to set up your headset when you connect it to the phone. If you ignore the headset setup prompt, you can also access it from **Applications** ⚙ > **Status** > **Accessories**.

✎

Note The settings are stored in the inline USB controller, the USB adapter, or the headset base, varying from headset models. A factory reset on the phone does not affect the headset settings.

Adjust Your Headset Bass and Treble

You can customize your headset by adjusting the bass and treble. If you prefer a headset with more bass, tune it toward the warmer setting. If you prefer more treble, tune it toward the brighter setting.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status**.
Step 3	Select **Accessories**.
Step 4	Navigate to **Setup** > **Speaker** > **Tuning**.
Step 5	Press the Navigation cluster, left or right, to adjust the tuning.
Step 6	Press **Save** to apply and retain your setting.

Adjust Your Headset Microphone Volume

Microphone volume is also known as gain. You can adjust the gain level when you are on a call with various loud and soft voices. This setting equalizes the voices that you hear in the earpiece by making the loud voices softer, and the quiet voices louder.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status**.
Step 3	Select **Accessories**.
Step 4	Navigate to **Setup** > **Microphone** > **Gain**.
Step 5	Press the Navigation cluster, left or right, to adjust the gain.
Step 6	Press **Save** to apply and retain your setting.

Adjust your headset speaker feedback

Feedback, also called sidetone, is the term for hearing your own voice in your headset. You can adjust the sidetone level or turn it off if you find it distracting to hear your own voice during a call.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Navigate to **Status** > **Accessories** > **Setup** > **Speaker** > **Sidetone**.
Step 3	Press the Navigation cluster, left or right, to adjust the sidetone.
	The sidetone default value is low.
Step 4	Press **Set** to apply and retain your settings.

Test Your Headset Microphone

You can check if your microphone is working before you begin a call.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status**.
Step 3	Select **Accessories**.
Step 4	Navigate to **Setup** > **Microphone** > **Test**.
Step 5	Press **Record** and speak into the microphone.

Replace your Cisco Headset 500 Series ear pads

Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.
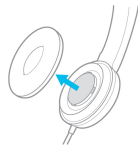
✎

Note   Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

Procedure

Step 1   Rotate the old ear pad counterclockwise.
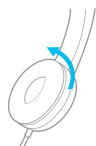
Step 2   Pull the old ear pad away from the speaker.

Step 3   Push the new ear pad toward the speaker.
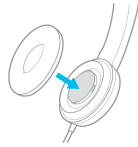
Step 4   Rotate the new ear pad clockwise.

Cisco Headsets 700 Series

You can use the Cisco Headset 700 Series with the following Cisco IP Phone Multiplatform Phones:

- Cisco IP Phone 6871 Multiplatform Phones

The Cisco Headset 700 Series is a wireless headset that uses Bluetooth connectivity to pair with Cisco IP Phone Multiplatform Phones. It provides the following features:

- Reliable audio with Clear Voice
- Enterprise-grade security
- Intelligent headset management
- Customizable Audio

The supported headset model in the Cisco Headset 700 Series is:

- Cisco Headset 730

  The firmware version of the headset must be 1-7-0-138 or later.

  The firmware version of the USB adapter must be 1-3-12 or later.

Cisco Headset 730

The Cisco Headset 730 is a wireless headset that uses Bluetooth connectivity to pair with the Cisco IP Phones Multiplatform Phones. The headset features full call control and music playback capabilities in addition to powerful noise cancellation and ambient audio enhancement systems for use in a busy office environment.

The Cisco Headset 730 comes with a USB Adapter for use with devices that don't offer a reliable Bluetooth solution. The headset can also connect to devices via the included 3.5 mm cable and USB-C to USB-A cable. The USB-C cable also acts as a charging cable and can connect to any USB power adapter.

You can connect the Cisco Headset 730 with any of the following:

- USB adapter

- USB-C cable

- 3.5 mm audio cable

The following call control features apply to the Cisco Headset 730 that is used with the Cisco IP Phone Multiplatform Phones:

- Answer a call

- End a call

- Adjust the headset volume

- Hold a call

- Resume a call

- Reject a call

- Handle multiple calls

- Mute your microphone

Note These call control features are available only when the headset connects to the phone by USB adapter or USB-C cable. For the Bluetooth connection, only basic call control features are supported (such as, answer or end a call), the call control features will be fully supported in a future release.

For more information about the Cisco Headset 730, see Cisco Headset 730 User Guide.

The Cisco Headset 730 requires Multiplatform Firmware Release 11.3(5) and higher. Upgrade your phones to the latest firmware before using the headset.

To check your phone model and the firmware version, press **Applications** and select **Status** > **Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

Upgrade the Headset 730 Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected, the upgrade prompt displays when you return to the home screen in idle mode.

Note If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends.

Before you begin

- Your administrator configures the upgrade rule for your headset on the phone administration web page.

- Your phone is idle.

Procedure

Step 1	Return to or enter the phone main screen.
Step 2	Connect the headset to the phone with the USB-C cable.

> **Note** The headset can be upgraded only by the USB-C connection.

Step 3	Press **Upgrade** on the phone when prompted.

The upgrade icon 🎧 on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

Step 4	(Optional) If you want to upgrade your headset later, press **Postpone**.

You will be prompted every 2 hours until you start the upgrade.

Find Details of Your Headset 730 on the Phone

You can find information about the name, model, serial number, and firmware version of the Cisco Headset 730 on the phone.

Before you begin

- Ensure that the firmware version of your headset is 1-7-0-138 or later.

  To upgrade the firmware of your headset, see .

- Ensure that the firmware version of the USB adapter for the headset is 1-3-12 or later.

  For details about how to upgrade the adapter, contact the Headset support.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Status** > **Accessories**.

The menu displays the accessories that have connected to the phone.

Step 3	Highlight the **Cisco Headset 730** from the **Accessories** menu.

If the menu displays the **Cisco USB HD Adapter** instead, this means that the headset doesn't pair to the phone. You can proceed with the next step to find details about the USB adapter.

Step 4	Press **Details**.

Step 5   Press **Back** to exit.

Cisco Headset 720

Connect Cisco Headset 720

You need to connect your headset to your phone.

Before you begin

Your administrator enables the peripheral inventory.

Procedure

Step 1   Plug in the headset USB cable or the USB adapter to the phone.

After you connect, the phone screen displays **Cisco Headset** message. Also **Cancel** softkey is displayed on the screen.

Step 2   (Optional) Navigate to **Applications** > **Status** > **Accessories** to check the headset name under the **Accessories** list.

Step 3   (Optional) Click **Details** to check the headset details.

Headset connection using a dongle:

- After the phone is paired and connected with the headset, you can see details of both the headset and the adapter. Headset details that the phone displays are **Name**, **Model**, **Serial Number**, and **Firmware**. Adapter details that the phone displays are **Model**, **Serial Number**, and **Firmware**.

  Only Cisco USB HD Adapter details are displayed when phone is unpaired or disconnected with the headset.

Headset connection using USB:

- After the phone is paired and connected with the headset, the device name is displayed.
- When you click **Details** softkey, you see details such as **Name**, **Model**, **Serial Number**, and **Firmware**.

Step 4   Plug the headset out of the phone.

The phone displays **Accessories disconnected**. Under the **Accessories** list, the headset gets removed.

Headset 720 Controls - Webex

The following diagram shows the Cisco Headset 720 Series controller and LEDs.

Table 9: Cisco Headset 720 Series Buttons

Number	Symbol	Button	Action
1		Mute	Mute and unmute your calls.
2	✚	Volume up	Turn up your volume.
3		Webex button **Note** This button is available when you are not working with your phone but you work with your system using Webex application.	Answer, end, reject, hold, and resume calls. When you connect the headset to your system, use the Webex button to bring the application to the top of your desktop or join upcoming Webex meetings. Turn the Busy Light on and off outside of a call.
4	▬	Volume down	Turn down your volume.
5		Multifunction button	You can choose which button configuration you want through the Cisco Headsets app. • Play, pause, and skip audio playback. • Activate your mobile assistant.

Number	Symbol	Button	Action
6	⌀	Mute button	Mute and unmute your microphone on a call.

Headset 720 Controls - Teams

The following diagram shows the Cisco Headset 720 Series controls.

Table 10: Cisco Headset 720 Series Buttons

Number	Symbol	Button	Action
1	✶ / ⏻	Power/Bluetooth switch	• Turn the headset on and off. • Pair your headset.
2	➕	Volume up	Turn up your volume.

Number	Symbol	Button	Action
3		Microsoft Teams button **Note** This button is available when you are not working with your phone but you work with your system using Teams application.	• Answer, end, reject, hold, and resume calls. • When you connect the headset to your system, use the Teams button to bring up the Teams application to the top of your desktop screen or join upcoming Teams meetings.
4	—	Volume down	Turn down your volume.
5	⬭	Multifunction button	Either: • Control music playback. • Activate your mobile assistant.
6		Mute	Mute and unmute your calls.

Mute or Unmute the Headset

You can mute or unmute the headset in two different ways.

- Press the mute key to mute or unmute.

- To set force-muted and not-force-muted, lift or lower the headset boom.

  For more information, see Mute or Unmute with Headset Boom (Headset 320 and Headset 720), on page 23.

✏️

Note   Press the mute key on the phone to mute or unmute the phone.

Mute or Unmute with Headset Boom (Headset 320 and Headset 720)

When the headset boom is lowered or raised, the following table lists the results:

Headset Boom status	Current Status	Action	Result
Force-muted	Muted	Lower headset boom to not force-muted position	Unmuted
Not Force-muted	Muted	Lift headset boom to force-mute position	Muted
	Unmuted		Muted

Note If the headset is force-muted, the phone is force to mute.

- If the headset is force-muted and you lower the headset boom, the mute status changes to unmuted.

- If the headset is not force-muted and you lift the headset boom, the mute status changes to muted.

Headset or Phone Mute Toggle (Headset 320 and Headset 720)

The following table shows the variations in the mute status when you press the headset or phone mute key:

Headset Boom status	Current Status	Action	Result
Force-muted	Muted	Press headset or phone mute toggle	Muted
Not Force-muted	Muted		Unmuted
	Unmuted		Muted

Note If the headset is force-muted, the phone is forced to mute.

- If the headset boom is force-muted and you press the headset or phone mute toggle, the mutes status remains muted.

- If the headset boom is force-muted and you press the headset or phone mute toggle, the mute status changes.

A Mute Sync Between a Headset and Phone Fails (Headset 320 and Headset 720)

Problem

A mute status doesn't sync between the headset and the phone.

Cause

- When phone is idle.

- When phone is on hold.

- When phone is dialing.

- When phone is ringing.

- When the condition "current call is active and audio path is headset" doesn't meet.

Therefore, pressing the mute and unmute key has no impact.

Solution

- Verify if your headset is connected to a phone, but only one phone.

- Verify if the call is active (not ringing, not dialling, or on hold).

- Verify if the headset is your phone's audio path.

- Verify if the force-mute setting on your headset is active.

Third Party Headsets

Cisco Systems performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third-party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third-party headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.

Note   Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance

of any third-party headset. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

Cisco doesn't recommend or test any third-party headsets with their products. For information about third-party headset support for Cisco products, go to the manufacturer's web site.

Cisco does test the Cisco headsets with the Cisco IP Phones. For information about Cisco Headsets and Cisco IP Phone support, see https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html.

Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.

⚠

Caution   Failure to press the cable into the channel in the phone can lead to cable damage.
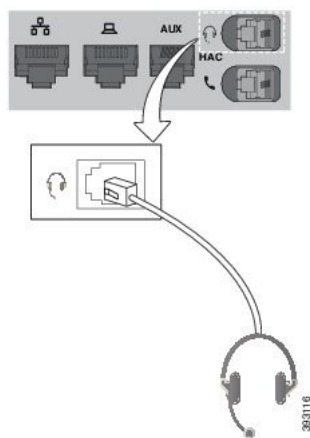
Standard Headsets

You can use a standard headset with your desk phone. Standard headsets plug into the back of the phone with an RJ-type connecter.

Connect a standard headset

Procedure

Plug the headset into the jack on the back of the phone and press the cable into the cable channel.

Figure 4: Standard Headset Connection

Caution   Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

USB headsets

You can use a USB headset for your calls if your phone has a USB port.

For a list of supported headsets, see Unified Communications Endpoint and Client Accessories. USB headsets that are not listed may not function properly if you attach them to the USB port. For more information, see the documentation from your USB headset manufacturer.

Connect a USB headset

When you use USB headsets with your phone, keep in mind:

- You can use only one headset at a time. The most-recently connected headset is the active headset.

- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.

Procedure

Plug the USB headset plug into the USB port on the phone.

E-Hookswitch Headset

Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. After installing the headset, your administrator enables it on the phone web page.

The Cisco IP Phone 6851, 6861, and 6871 Multiplatform Phones support Electronic Hookswitch headsets. The Cisco IP Phone 6821 and 6841 Multiplatform Phones don't support these headsets.

Swap Headsets While on a Call

You can connect an analog headset and a USB headset simultaneously to your phone. However, you can use only one headset at a time.

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect a USB headset and an analog headset to the phone, you can make your USB headset the preferred audio device.

- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

Procedure

Step 1 Before you make or answer a call, press **Headset**.

Step 2 (Optional) If you place a call, dial the number.

Cisco 6800 series Key Expansion Module setup overview

The Cisco IP Phone 6851 Multiplatform Phone supports only one key expansion module. The key expansion module provides 14 lines or programmable buttons, and two pages. Each page contains 14 lines or buttons.

Key Expansion Module buttons and hardware

The following table describes the features of the key expansion module.

1	LCD screens—Displays the phone number, name, and icon. Icons indicate the line status and the phone service assigned on that line.
2	Lighted buttons—14 buttons. Each button corresponds to one line (same as on the phone). The lights beneath each button indicate the state of the corresponding line as follows: • light off—Button is not configured. • green steady—Line is configured correctly, registered successfully, and is in idle state. • red steady—Line is in use and has an active call on it or has one parked call. • amber steady/blinking—A configuration error occurred when this feature was being set up.
3	Page buttons—2 buttons. The button for page 1 is labeled as **1** and the button for page 2 is labeled as **2**. The lights in each button indicate the state of the page as follows: • green steady—Page is in view. • light off—Page is not in view. • amber steady—Page is not in view but has one or more alerting calls on the page.

Key Expansion Module Power Information

The phone uses an RJ9 jack to connect to the key expansion module. The key expansion module requires the phone to use either Power over Ethernet (PoE) or the Cisco IP Phone 6800 Power Adapter. The key expansion module draws 9V DC, 5W from the phone.

Table 11: Power-Supply Compatibility Table

Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone 6800 Power Adapter
6851 with 1 expansion module	Yes	Yes	Yes

Find information about the Key Expansion Module of your phone

Your administrator may ask for information about the key expansion module that is added to your phone. This information uniquely identifies the key expansion module for troubleshooting purposes.

Procedure

Step 1 Press **Applications** ⚙ .

Step 2 Select **Status** > **Accessories**.

Step 3 Select **Attendant Console Unit1** .

Step 4 Press **Detail**.

In the **Accessories details** screen you see the details:

- **Name**: Displays the name assigned to the key expansion module.

- **Unit enabled**: Displays Yes or No if the connected key expansion module is enabled or disabled respectively.

- **Unit online**: Displays Yes or No if the connected key expansion module is online or offline respectively.

- **Hardware version**: Displays the hardware version of the key expansion module.

- **Software version**: Displays the software version installed in the key expansion module.

- **VID**: Indicates the extension on the calling phone from which the outbound call is sent.

- **Serial number**: Displays the serial number of the key expansion module.

- **Product name**: Displays the name that you assigned to the key expansion module.

- **Description**: Displays a description for the key expansion module. For example, Cisco IP Phone 6800 Key Expansion Module.

View the UDI Information of the Key Expansion Module

You can view the Unique Device Identifier (UDI) information of the key expansion module. The UDI information includes:

- Product name (PID)
- Product Version ID (VID)
- Serial number (SN)

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Select **Status** > **Accessories** > **Attendant console unit n**.

Adjust the contrast of the Key Expansion Module

You can adjust the key expansion module screen contrast to make the screen easier to read.

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Select **User Preferences** > **Attendant console preferences**.

Step 3 Select **Contrast level**.

Step 4 Press the Navigation cluster up to increase the contrast, or down to reduce the contrast.

Step 5 Press **Save** to save the contrast level.

Change the display mode of the Key Expansion Module from the phone

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Select **User Preferences** > **Attendant console preferences**.

Step 3 Select **Display mode**.

Step 4 Press the **Select** button of the Navigation cluster to choose a display mode.

The options are:

- **Both**
- **Name**

• **Ext**

Step 5   Press **Save** to save the display mode.

Add Features or Menu Shortcuts to Key Expansion Module Line Keys

After you configure a line key on the key expansion module with a menu shortcut or a feature, you can press the configured line key to open the menu or access the feature.

Before you begin

Your administrator must enable this feature on your phone.

Procedure

Step 1   Press and hold a line key for two seconds. The available feature list is displayed.

Step 2   Do the following actions as you need:

• Select a feature from the list to add it to the line key.

• Select a menu item from the menu shortcut list to add it to the line key.

Step 3   Press **Set**.

Remove Features or Menu Shortcuts from Key Expansion Module Line Keys

Procedure

Step 1   Press and hold the line key on the key expansion module for two seconds. The feature list is displayed.

**Step 2**   Select **None** from the list and press **Set**.

Wall Mount Kit

Wall Mount Kit Components

You can mount the phone to a wall.

• The Cisco IP Phone 6821 Multiplatform Phones use a commercially-available wall plate.

• The Cisco IP Phone 6841, 6851, and 6861 Multiplatform Phones use the Cisco IP Phone 6800 Series Multiplatform Phones Wall Mount Kit.

Figure 5: Cisco IP Phone 6800 Series Multiplatform Phones Wall Mount Kit
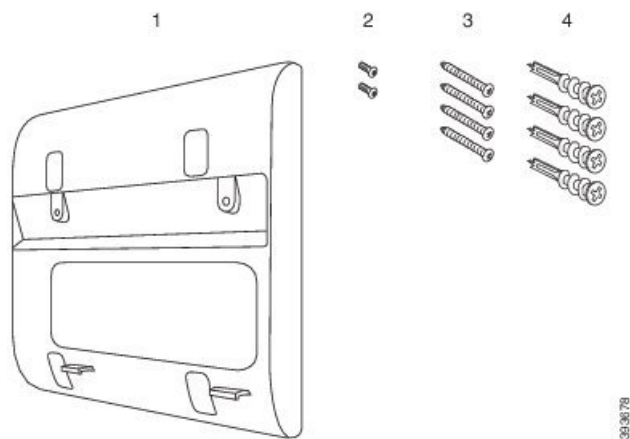
The kit is made up of these components:

- Wall bracket

- Two M3-7L screws

- Four M4-25L screws

- Four drywall anchors

Related Topics

Install the Cisco IP Phone 6821 Multiplatform Phones on a Wall

Before you begin

You can mount the Cisco IP Phone 6821 Multiplatform Phones on the wall with a standard telephone wall plate with an opening for an RJ-45 connector. Cisco recommends that you use Leviton Wall Mount plate (Leviton type number: 4108W-0SP) to wall mount the phone.

The following figure shows a list of items required to mount the phone.

Figure 6: Leviton Wall Mount Plate
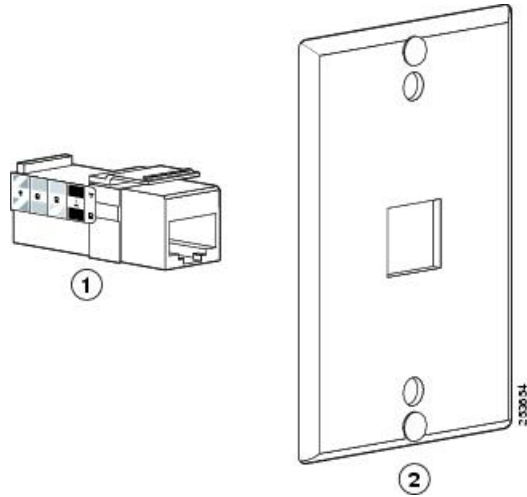
1	RJ45 Connector	2	Leviton Wall Mount Plate

Procedure

Step 1 If you need to use the power adapter, ensure that the adapter will reach from the phone to the electrical outlet.

Step 2 Use the manufacturer's instructions to install the wall mount plate and connect the wall mount plate RJ45 connector to the LAN.

Step 3 Plug the LAN cable (RJ45 connector) into the phone jack at the base of the phone as shown in the following figure.
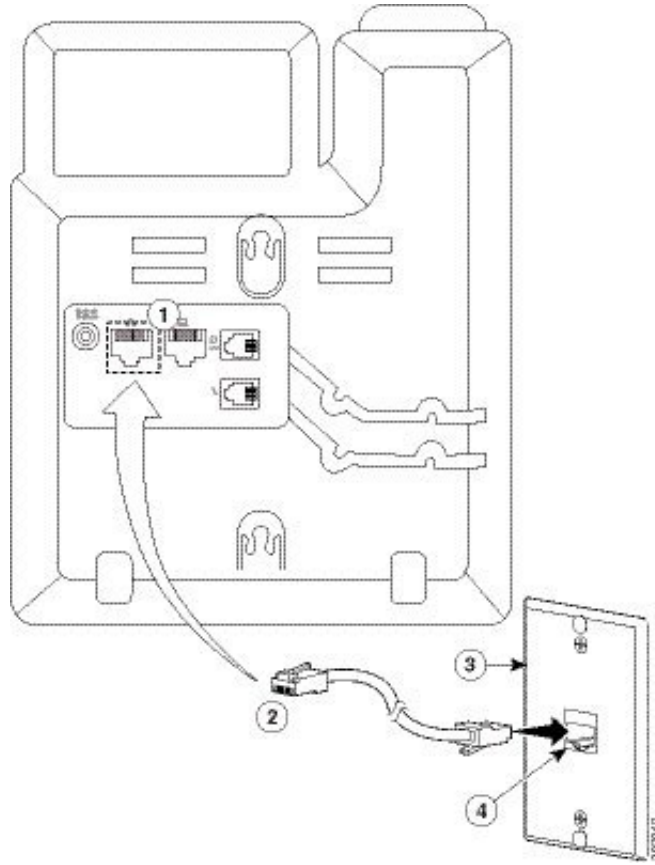
Figure 7: RJ45 Connector in the Phone Jack
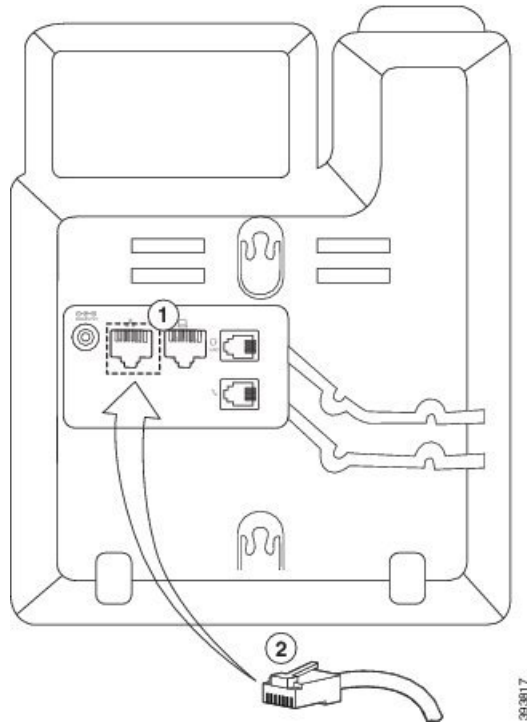
1	Network Port on the Phone
2	RJ45 Connector

Step 4   Plug the RJ45 connector into the wall mount phone jack as shown in the following figure.

Figure 8: RJ45 Connector in the Wall Mount Jack

1	Network Port on the Phone	3	Wall Mount Plate
2	RJ45 Connector	4	Network Port on the Wall Mount Plate

Step 5   Press the LAN cable into one of the cable channels.

Step 6   (Optional) If you do not use PoE, plug the power adapter into the phone and the electrical outlet, and press the power cable into the other cable channel.

Step 7   Slip the mounting holes on the phone over the wall mount pins as shown in the following figure.
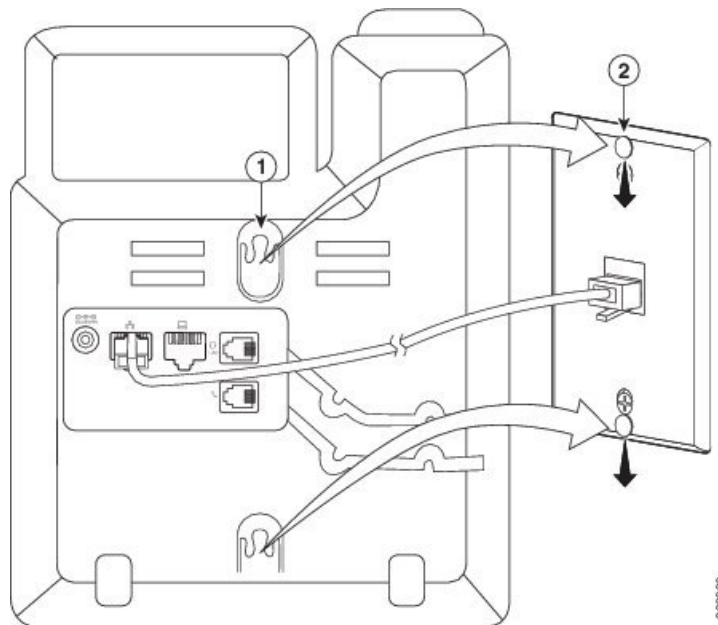
Figure 9: Mounting Holes
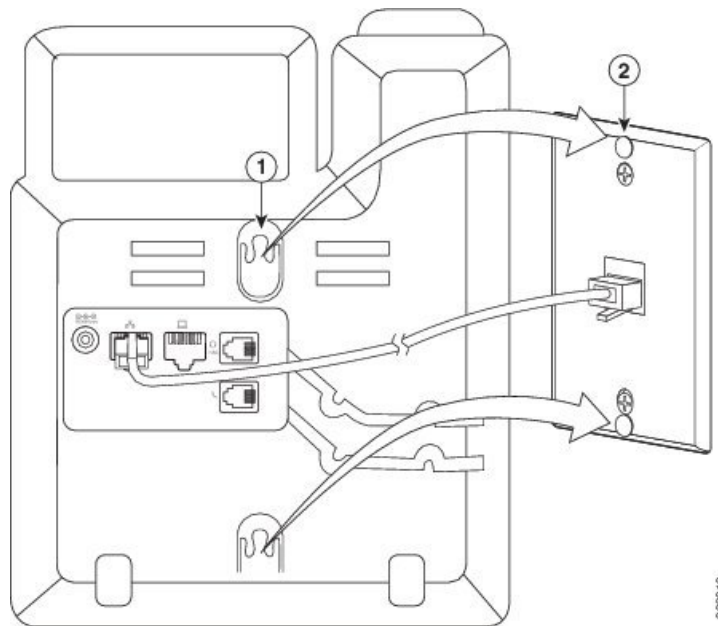
1	Mounting Hole on the Phone
2	Wall Mount Pin on the Wall Mount Plate

Step 8   Firmly slide the phone down into place as shown in the following image:

Figure 10: Sliding the IP Phone

Related Topics

Install a Cisco IP Phone 6841, 6851, 6861, or 6871 with the Wall Mount Kit

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces. To mount the kit on concrete, brick, or similar hard surfaces, you must provide the appropriate screws and anchors for your wall surface.

Before you begin

You need these tools:

- #2 Phillips-head screwdriver
- Level
- Pencil

You must also install an Ethernet jack for the phone in the desired location if an Ethernet jack doesn't currently exist. This jack must be wired appropriately for an Ethernet connection. You can't use a regular phone jack.

If the phone is a Cisco IP Phone 6841 or 6861, you need a power outlet close to the phone. If the phone is a Cisco IP Phone 6821, 6851, or 6871, you require either a power outlet close to the phone or you need the LAN to provide Power over Ethernet (PoE).

Procedure

Step 1	Hold the bracket against the wall, with the notches at the bottom.
Step 2	Use the level to ensure that the bracket is level.
Step 3	Use a pencil to mark the screw holes.
Step 4	Center the anchor over the pencil mark and use a #2 Phillips-head screwdriver to press the anchor into the wall. Screw the anchor clockwise into the wall until it is seated flush.
Step 5	Use the M4-25L screws provided and the #2 Phillips-head screwdriver to attach the bracket to the wall through the anchors.

You should tighten the screws so that the bracket is held to the wall, but can be slipped off.
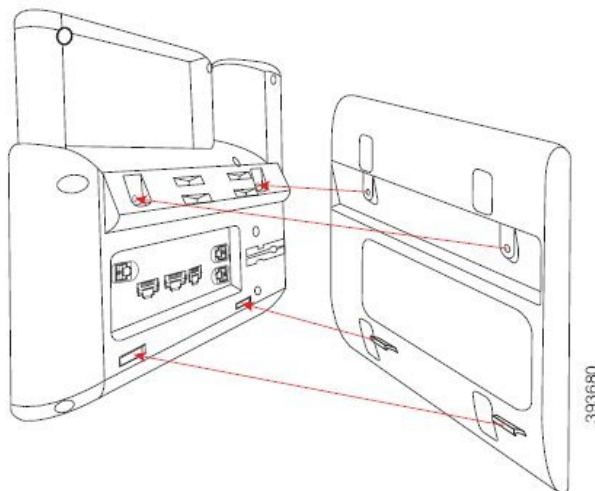
The following graphic shows steps 1–5.
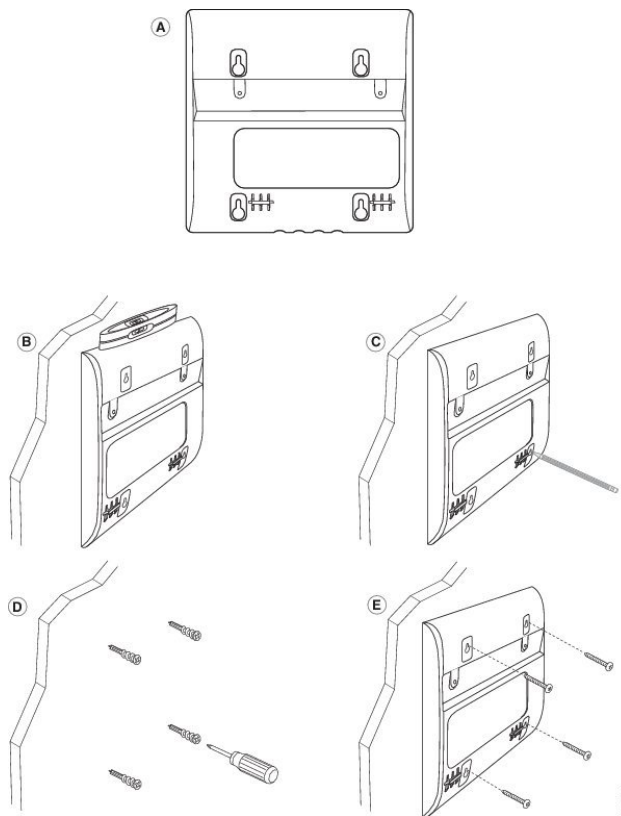
Step 6   If the phone is in use, unplug the LAN and power cables from the phone.

The handset cable needs to be connected to the phone and seated in the cable channel.

Step 7   Remove the wall bracket from the wall and place it on the back of the phone so that the bracket fits in the indentations in the back of the phone.
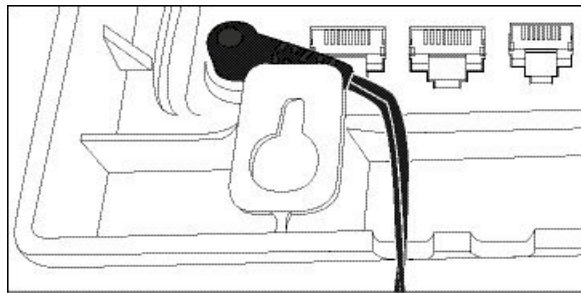

Make sure that the handset cable is between the phone and the bracket, as shown below.
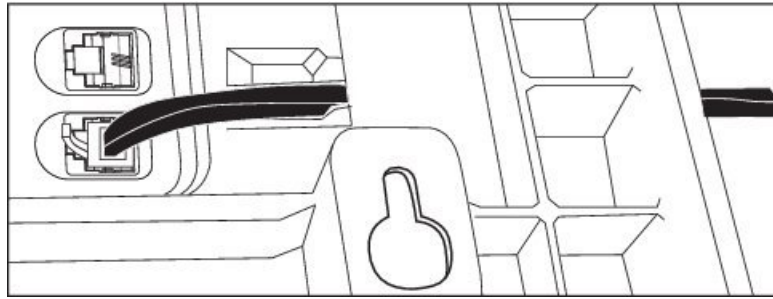
Step 8   Attach the bracket to the phone with the M3-7L screws provided.

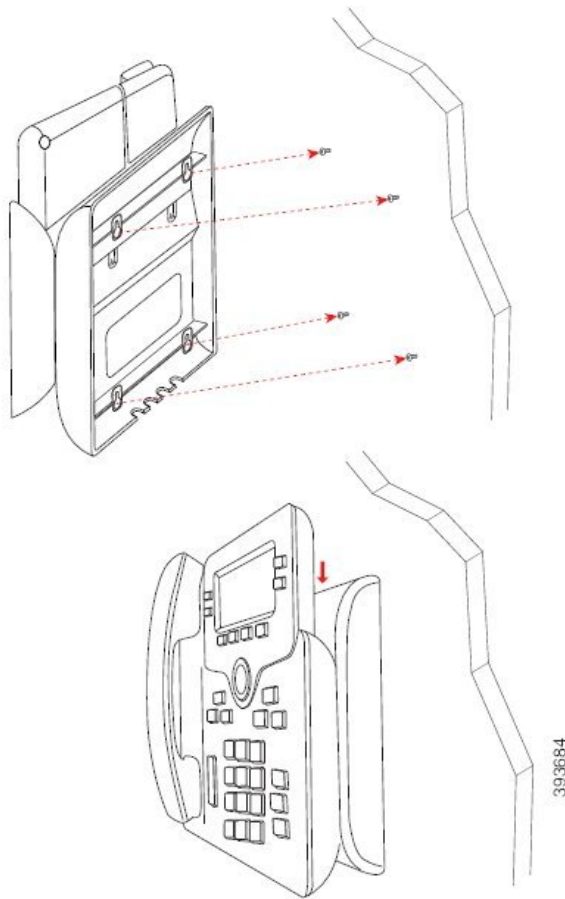**Step 9**   If you use the power adapter, plug the adapter into the phone and thread the cable through the closest notch in the bottom of the bracket.

Step 10   Plug the LAN cable into the phone and thread the cable through a notch in the bottom of the bracket.
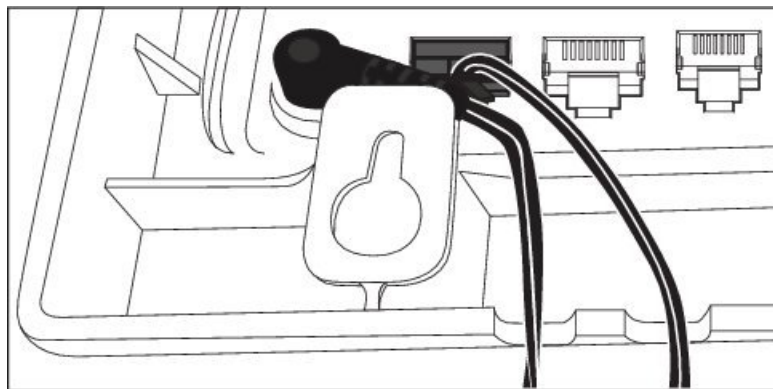
Step 11   Place the bracket over the wall screws and pull the phone down until it is seated securely. You may need to remove the phone and loosen or tighten the wall screws to make the phone and bracket stable.

Step 12   Plug the LAN cable into the LAN jack.

Step 13   If you use external power, plug the power adapter into the electrical outlet.

What to do next

You can adjust the phone so that the handset doesn't fall out of the handset rest. See Adjust the Handset Rest, on page 40.
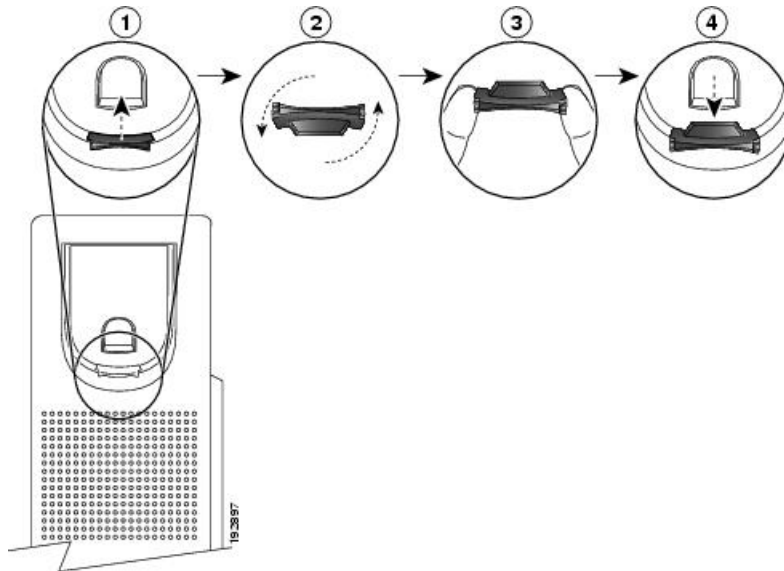
Related Topics

Adjust the Handset Rest, on page 40

Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

Figure 11: Adjust the Handset Rest

Procedure

Step 1	Remove the handset from the cradle and pull the plastic tab from the handset rest.
Step 2	Rotate the tab 180 degrees.
Step 3	Hold the tab between two fingers, with the corner notches facing you.
Step 4	Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
Step 5	Return the handset to the handset rest.