Cisco Headset 500 Series

The Cisco Headset 500 Series is a professional range of wired and wireless headsets optimized for Cisco IP phones and soft clients.

These headsets are designed for workers in open work spaces so they can be more productive. They feature vibrant audio, powerful noise isolation, and exceptional comfort.

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[*]
- 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 and automatic firmware upgrades when used with Cisco Unified Communications Manager[*]

[*]When using a compatible Cisco IP phone

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
Integrated serviceability[*]	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 and devices.
Premium audio and noise isolation	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.
Lightweight and ergonomic design	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.
Advanced ear cup design	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.
Enhanced capabilities enabled by the USB headset adapter	Use this optional accessory to connect the headset to Cisco IP phones, Cisco DX endpoints, Cisco Jabber®, Cisco Webex®, and Cisco Webex Teams™. It offers a more enhanced experience with: • In-call indicators: LED(s) on the ear plate • Simplified call controls • Customized audio
Test and adjust microphone (record, playback, gain)[**]	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.
Audio shaping[**]	This feature enables users to get the best phonic experience by shaping the inbound audio.

[*]The latest in headset management capabilities require Unified Communications Manager 12.5 SU1 and Cisco IP Phone firmware 12.5 or Cisco Jabber 12.6.

[**]Feature requires a USB interface for headsets and a supported Cisco IP phone.

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
Power 3.5-mm connector	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.
In-line USB adapter	The hand-held controller connects 3.5-mm headset to USB and provides easy access to key call control capabilities, including answer, end call, hold/resume (for multiple calls), mute, 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
Quick disconnect cabling options	Easily plug and unplug the headset as needed during shift changes or breaks with high-cycle quick disconnect.
Desktop USB adapter option	Connects quick disconnect to USB and provides easy access to key call control capabilities, including answer, end call, hold/resume (for multiple calls), mute, volume up, and volume down.
Quick disconnect RJ9 option	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

Feature	Description
Enhanced mobility wireless	The newest in DECT technology provides freedom to roam up to 300+ feet from the base with crystal clear audio.
On-ear controls	Enjoy easy access to key call control capabilities, including answer, end call, hold/resume (for multiple calls), mute, volume up, and volume down.
Full security	AES-128 encryption ensures secured communication.
Music mode	Full-band audio provides premium, 48-kHz audio experience.
Multi-mode audio	Automatically provides the best available audio experience in call mode (narrowband or wideband) and (wideband or full band) in music mode.
Auto-answer	The headset automatically answers calls when undocked. The headset will automatically end calls when docked.
All cables included	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.

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
Standard features	All features listed in the Standard base station
Multiple sources	Simultaneously connect to multiple physical and Bluetooth sources. Select a connection with the source selector buttons on the base station.
Auto-source selection	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.
Bluetooth connectivity	Pair Bluetooth devices to the base for convenient connectivity to mobile devices and phones. The Multibase station supports one active Bluetooth connection.
All cables included	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.

Platform support

Note: Table 6 lists support for basic headset functionality. Advanced capabilities 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 500 Headset 500 Series, but they have not been tested and are not supported.

Table 6. Platform support

	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562	
	3.5 mm	USB	RJ9	USB	RJ9/RJ11 (Y)	USB
Cisco IP Phone 6841	Not applicable (N/A)	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	TBD	-
Cisco IP Phone 6851	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	TBD	-
Cisco IP Phone 7821	N/A	N/A	Yes	N/A	Yes	N/A

	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562	
	3.5 mm	**USB**	**RJ9**	**USB**	**RJ9/RJ11 (Y)**	**USB**
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 7841	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 7861	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 7945G	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 7965G	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 7975G	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 8811	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 8821	Yes	N/A	N/A	N/A	N/A	N/A
Required software version	All phone loads posted on Cisco.com	-	-	-	-	-
Cisco IP Phone 8841	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 8845	N/A	N/A	Yes	N/A	Yes	N/A
Required software version	-	-	All phone loads posted on Cisco.com	-	All phone loads posted on Cisco.com	-
Cisco IP Phone 8851	N/A	Yes	Yes	Yes	Yes	Yes
Required software version	-	12.1 (or later)	All phone loads posted on Cisco.com	12.1 (or later)	All phone loads posted on Cisco.com	12.5 (or later)
Cisco IP Phone 8861	N/A	Yes	Yes	Yes	Yes	Yes
Required software version	-	12.1 (or later)	All phone loads posted on Cisco.com	12.1 (or later)	All phone loads posted on Cisco.com	12.5 (or later)
Cisco IP Phone 8865	N/A	Yes	Yes	Yes	Yes	Yes
Required software version	-	12.1 (or later)	All phone loads posted on Cisco.com	12.1 (or later)	All phone loads posted on Cisco.com	12.5 (or later)
Cisco IP Phone 8865NR	N/A	Yes	Yes	Yes	Yes	Yes
Required software version	-	12.1 (or later)	All phone loads posted on Cisco.com	12.1 (or later)	All phone loads posted on Cisco.com	12.5 (or later)

	Headset 521 / 522		Headset 531 / 532		Headset 561 / 562	
	3.5 mm	USB	RJ9	USB	RJ9/RJ11 (Y)	USB
Cisco DX70	N/A	Yes	N/A	Yes	N/A	Yes
Required software version	-	CE 9.3 (or later)	-	CE 9.3 (or later)	-	CE 9.3 (or later)
Cisco DX80	N/A	Yes	N/A	Yes	N/A	Yes
Required software version	-	CE 9.3 (or later)	-	CE 9.3 (or later)	-	CE 9.3 (or later)
Cisco Jabber (Mac)	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	All loads posted on Cisco.com	12.0 (or later)	-	12.0 (or later)	-	12.0 (or later)
Cisco Jabber (Windows)	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	All loads posted on Cisco.com	12.0 (or later)	-	12.0 (or later)	-	12.0 (or later)
Cisco Jabber (VXME for Windows)	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	All loads posted on Cisco.com	12.0 (or later)	-	12.0 (or later)	-	12.0 (or later)
Cisco Jabber (Mac)	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	All loads posted on Cisco.com	12.0 (or later)	-	12.0 (or later)	-	12.0 (or later)
Cisco Webex Teams (Mac)	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	Current	Current	-	Current	-	Current
Cisco Webex Teams (Windows)	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	Current	Current	-	Current	-	Current
Cisco Webex	Yes	Yes	N/A	Yes	N/A	Yes
Required software version	Current	Current	-	Current	-	Current
Cisco Unified Communications Manager	Yes. Required for automatic software update and administrative configuration (where applicable).					
Required software version	All supported versions					

Product specifications

Table 7.   Product specifications for the Cisco Headset 500 Series

Headset detail	
Connectivity options	PC, Mac, Cisco IP phone, DX endpoint (see Platform Support above)
Hearing protection	Yes (requires USB headset adapter or wireless base) Acoustic spike protection from sounds to over 118 dB
Microphone type	Electret condenser/ECM
Microphone directionality	Unidirectional
Microphone frequency response	150 to 6800 Hz
Speaker impedance	~90 ohms
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 8. Product specifications for Cisco Headset 561 and 562 standard base

Headset detail	
Wireless technology	DECT 6.0 (or region-specific)
Range	100 meters (333 feet)
Battery life	Storage: 200 days Standby: 60 hours Active use: 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 9. Ordering information for Cisco Headset 521, 522, 531, and 532

Part number	Product description
CP-HS-W-521-USB=	Headset 521 Wired Single with 3.5mm connector and USB Adapter
CP-HS-W-522-USB=	Headset 522 Wired Dual with 3.5mm connector and USB Adapter
CP-HS-W-531-RJ=	Cisco Headset 531 (Wired Single with Quick Disconnect coiled RJ Headset Cable)
CP-HS-W-532-RJ=	Cisco Headset 532 (Wired Dual with Quick Disconnect coiled RJ Headset Cable)
CP-HS-W-531-USBA=	Cisco Headset 531 (Wired Single with USB Headset Adapter)
CP-HS-W-532-USBA=	Cisco Headset 532 (Wired Dual with USB Headset Adapter)
CP-HS-W-USBA=	Cisco USB Headset Adapter (optional accessory)
CP-HS-W-RJ=	Cisco QD RJ Headset Cable (optional accessory)

Table 10. Ordering information for Cisco Headset 561 and 562 with Standard base

Part number	Product description
CP-HS-WL-561-S-US=	561 Wireless Single Headset with Standard Base Station. Frequency Band: United States-Canada
CP-HS-WL-562-S-US=	562 Wireless Dual Headset with Standard Base Station. Frequency Band: United States-Canada
CP-HS-WL-561-S-EU=	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=	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=	561 Wireless Single Headset with Standard Base Station. Frequency Band: Latin America
CP-HS-WL-562-S-LA=	562 Wireless Dual Headset with Standard Base Station. Frequency Band: Latin America
CP-HS-WL-561-S-JP=	561 Wireless Single Headset with Standard Base Station. Frequency Band: Japan
CP-HS-WL-562-S-JP=	562 Wireless Dual Headset with Standard Base Station. Frequency Band: Japan
CP-HS-WL-561-S-KR=	561 Wireless Single Headset with Standard Base Station. Frequency Band: Korea
CP-HS-WL-562-S-KR=	562 Wireless Dual Headset with Standard Base Station. Frequency Band: Korea

Table 11. Ordering information for Cisco Headset 561 and 562 with Multibase

Part number	Product description
CP-HS-WL-561-M-US=	561 Wireless Single Headset with Multibase Station. Frequency Band: United States-Canada
CP-HS-WL-562-M-US=	562 Wireless Dual Headset with Multibase Station. Frequency Band: United States-Canada
CP-HS-WL-561-M-EU=	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=	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=	561 Wireless Single Headset with Multibase Station. Frequency Band: Latin America
CP-HS-WL-562-M-LA=	562 Wireless Dual Headset with Multibase Station. Frequency Band: Latin America
CP-HS-WL-561-M-JP=	561 Wireless Single Headset with Multibase Station. Frequency Band: Japan
CP-HS-WL-562-M-JP=	562 Wireless Dual Headset with Multibase Station. Frequency Band: Japan
CP-HS-WL-561-M-KR=	561 Wireless Single Headset with Multibase Station. Frequency Band: Korea
CP-HS-WL-562-M-KR=	562 Wireless Dual Headset with Multibase Station. Frequency Band: Korea

Table 12. Ordering information for Cisco Headset 561 and 562 optional accessories

Product Number	Description
CP-HS-WL-561-N-US=	561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: United States-Canada
CP-HS-WL-562-N-US=	562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station Frequency Band: United States-Canada
CP-HS-WL-561-N-EU=	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
CP-HS-WL-562-N-EU=	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
CP-HS-WL-561-N-LA=	561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: Latin America
CP-HS-WL-562-N-LA=	562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station Frequency Band: Latin America
CP-HS-WL-561-N-JP=	561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: Japan
CP-HS-WL-562-N-JP=	562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station Frequency Band: Japan
CP-HS-WL-561-N-KR=	561 Spare Wireless Single Headset Only with No Base Station. Requires Base Station. Frequency Band: Korea
CP-HS-WL-562-N-KR=	562 Spare Wireless Dual Headset Only with No Base Station. Requires Base Station. Frequency Band: Korea

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.

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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.