

Cisco CP-HS-WL-561-M-US=

Cisco 561 Wireless Headset User Manual

Model: CP-HS-WL-561-M-US=

1. INTRODUCTION

This manual provides essential instructions for the setup, operation, and maintenance of your Cisco 561 Wireless Headset. Designed for professional communication, this monaural, supra-aural headset offers wireless connectivity via Bluetooth and DECT technologies, ensuring clear audio and comfort in various work environments.

2. PACKAGE CONTENTS

Verify that all items are present in your product package:

- Wireless DECT Headset
- Multi Base Station
- Cables
- Power Supply

3. PRODUCT OVERVIEW

The Cisco 561 Headset features an over-the-head design with an on-ear earpiece, equipped with sound isolation for focused communication. It includes integrated controls for call management and volume adjustment.



Figure 3.1: Cisco 561 Wireless Headset



Figure 3.2: Cisco 561 Wireless Headset with Multi Base Station

3.1 Controls and Indicators

- **Volume Control:** Buttons located on the earpiece to adjust audio levels.
- **Mute Button:** A dedicated button for muting the microphone during calls.
- **Call Control Button:** For answering and ending calls.
- **Adjustable Microphone Boom:** Can be positioned for optimal voice capture.
- **Charging Indicators:** LEDs on the Multi Base Station show charging status.

4. SETUP

4.1 Charging the Headset

1. Connect the power supply to the Multi Base Station and plug it into a power outlet.
2. Place the Cisco 561 Headset onto the Multi Base Station. Ensure the headset is correctly seated for charging.
3. The charging indicators on the base station will illuminate to show charging progress. A full charge is indicated when all LEDs are solid.

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Video 4.1: Overview of Cisco Headset 500 Series features, including charging and connectivity. This video demonstrates the headset's design and integration with Cisco devices.

4.2 Connecting to Devices

The Cisco 561 Headset supports multiple connectivity options:

- **Cisco IP Phones:** Connect the Multi Base Station to your Cisco IP Phone using the provided cables. The headset will automatically integrate for call control.
- **Cisco Jabber/Webex Devices:** For soft client integration, connect the Multi Base Station to your computer via USB-A. The headset will be recognized as an audio device.
- **Cisco Computers with USB-A ports:** Direct connection to a computer via USB-A for audio and microphone functionality.
- **Cisco Devices with Bluetooth and/or RJ-9/AUX ports:** Follow the device's pairing instructions for Bluetooth connectivity or use appropriate cables for RJ-9/AUX connections.

5. OPERATION

5.1 Wearing the Headset

Adjust the headband for a comfortable fit. Position the microphone boom arm approximately two finger-widths from your mouth for optimal voice clarity. The monaural design allows you to keep one ear open to your surroundings.

5.2 Call Management

- **Answering/Ending Calls:** Press the Call Control button on the earpiece.
- **Adjusting Volume:** Use the Volume Up/Down buttons on the earpiece.
- **Muting the Microphone:** Press the Mute button on the earpiece. Press again to unmute.

5.3 Audio Tuning

The headset offers customizable audio tuning. Depending on your connected Cisco device, you may be able to adjust audio settings (e.g., warmer or brighter tones) directly from the device's interface for a personalized listening experience.

6. MAINTENANCE

To ensure the longevity and optimal performance of your Cisco 561 Headset:

- **Cleaning:** Use a soft, dry cloth to clean the headset and base station. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headset on its Multi Base Station to keep it charged and protected.
- **Battery Care:** For best battery life, avoid fully discharging the headset frequently.

7. TROUBLESHOOTING

If you encounter issues with your headset, refer to the following common solutions:

Problem	Possible Cause	Solution
No audio/microphone not working	Headset not powered on, not paired, or incorrect audio device selected.	Ensure headset is charged and powered on. Verify Bluetooth/DECT connection. Check audio settings on your connected device.
Headset keeps disconnecting	Out of range, low battery, or interference.	Move closer to the base station/device. Recharge the headset. Minimize interference from other wireless devices.
Poor audio quality	Microphone position, environmental noise, or connection issue.	Adjust microphone position. Utilize sound isolation features. Check for strong wireless connection.

8. SPECIFICATIONS

Brand: Cisco

Model Number: CP-HS-WL-561-M-US=

Model Name: Headset 560 Series

Series Number: 561

Connectivity Technology: Bluetooth, DECT

Bluetooth Version: 4.2

Ear Placement: On Ear

Form Factor: Over Ear

Noise Control: Sound Isolation

Control Type: Call Control

Control Method: Touch

Frequency Range: Up to 48 kHz

Audio Driver Type: Dynamic Driver

Additional Features: Volume Control

Specific Uses For Product: Professional Communication

Compatible Devices: Cisco IP Phones, Cisco Jabber/Webex Devices, Cisco Computers with USB-A ports, Cisco Devices with Bluetooth and/or RJ-9/AUX ports

Cable Features: Without Cable (Wireless)

Water Resistance Level: Not Water Resistant

Item Weight: 16 ounces

UPC: 889728180412

9. WARRANTY AND SUPPORT

Your Cisco 561 Wireless Headset is covered by a **Two-year limited liability warranty** from the date of purchase. For warranty claims, technical support, or additional product information, please refer to the official Cisco support channels or visit the Cisco website.

