

Cisco Cisco 980

Cisco Bang & Olufsen Cisco 980 Wireless Over-Ear Bluetooth Headset User Manual

Model: Cisco 980 (HS-WL-980-BUNA-L)

1. INTRODUCTION

The Cisco Bang & Olufsen Cisco 980 is a premium over-ear wireless headset designed for business communication, hybrid work, and entertainment. It integrates Cisco's communication expertise with Bang & Olufsen's audio quality and design. This manual provides instructions for setting up, operating, maintaining, and troubleshooting your headset.



Image 1.1: The Cisco Bang & Olufsen Cisco 980 headset in First Light color.



Image 1.2: The Cisco Bang & Olufsen Cisco 980 headset positioned on a wooden desk, showcasing its design.

2. WHAT'S IN THE BOX

Verify that all components are present in your product packaging:

- Cisco Bang & Olufsen Cisco 980 Headset
- Headband
- Ear Cushions (pre-installed or spare)
- USB-A HD Adapter
- USB-A to USB-C Cable
- 3.5mm Audio Cable
- Protective Case

3. SETUP

3.1. Charging the Headset

Before first use, fully charge your headset. The headset is powered by a Lithium Ion battery. Connect the USB-A to USB-C cable to the headset's charging port and to a compatible USB power source. The charging time is approximately 4.4 Watt Hours.

3.2. Connectivity Options

The Cisco 980 headset offers versatile connectivity:

- **Bluetooth 5.1:** For wireless pairing with Bluetooth-capable devices such as cellphones, laptops, and tablets.

- **USB-A HD Adapter:** Included for enhanced wireless connectivity, especially with desktops and Cisco devices.
- **USB-A to USB-C Cable:** For wired connection and charging.
- **3.5mm Audio Cable:** For wired audio connection to devices with a 3.5mm jack.

The headset supports simultaneous connection to up to 3 devices (two wireless and one wired).

3.3. Mobile App Configuration

Download the Bang & Olufsen mobile app to easily configure and customize your headset settings, troubleshoot issues, and access Cisco support.

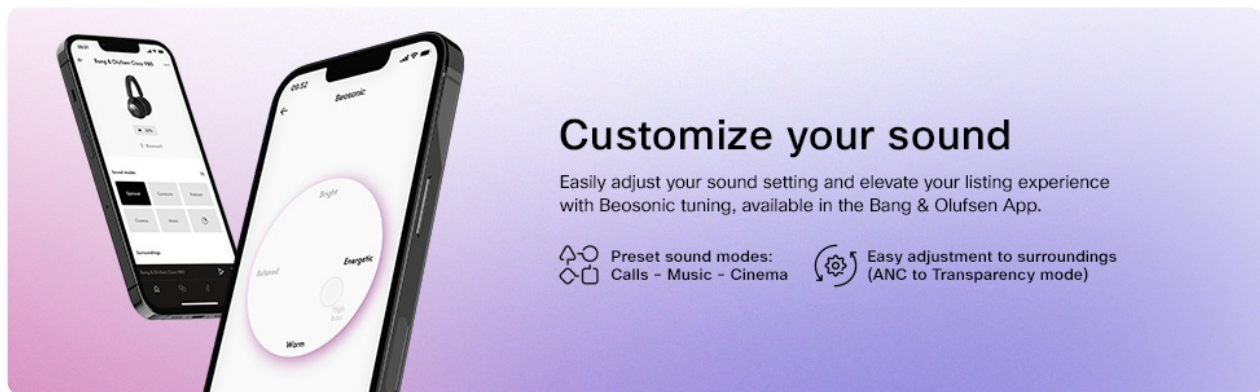


Image 3.1: The Bang & Olufsen mobile app interface for customizing sound settings.

3.4. Cisco Application Integration

The headset is optimized for Webex and other Cisco applications and devices, providing an intuitive user experience and intelligent IT headset management within the Cisco ecosystem.

4. OPERATING INSTRUCTIONS

4.1. Power On/Off

Refer to the headset's physical controls for power on/off functionality. Typically, this involves pressing and holding a designated button.

4.2. On-Ear Controls

The headset features on-ear controls for quick access to various functions:

- **Call Control:** Answer, end, or reject calls.
- **Media Playback:** Play, pause, skip tracks.
- **Volume Adjustment:** Increase or decrease audio volume.
- **Active Noise Cancellation (ANC) Control:** Toggle ANC modes.

4.3. Active Noise Cancellation (ANC)

The Adaptive Active Noise Cancellation feature allows you to block out surrounding noise or adjust to hear more of your environment as needed. This helps maintain focus in various work settings.



Perfected for business

Focus anywhere with an over-ear style and active noise cancellation to remove background noises. Plus, enhance your workday with on-ear controls, in-ear voice notifications, and a USB HD adapter.



Adaptive Active
Noise Cancellation

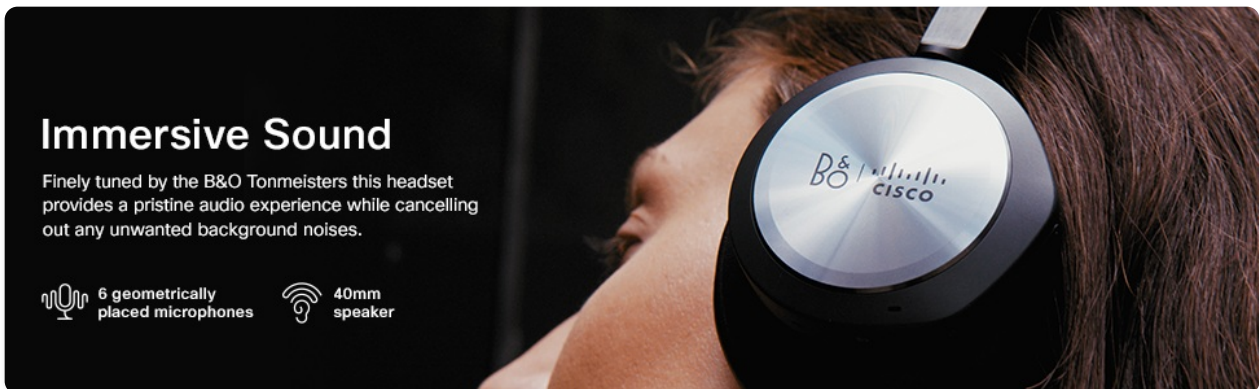


23 hours talk time / 47
hours listen time with ANC

Image 4.1: A user demonstrating the headset's ability to provide focus in a busy outdoor environment with ANC.

4.4. Audio Quality and Microphones

The headset features 40mm electro-dynamic Neodymium speakers and leverages advanced audio codecs like aptX™ Adaptive and AAC for Bang & Olufsen's Signature Sound. Six integrated beamforming microphones ensure clear voice pickup, with a specialized sound mode for meetings. You can also design your own sound mode using Bang & Olufsen Beosonic via the mobile app.



Immersive Sound

Finely tuned by the B&O Tonmeisters this headset provides a pristine audio experience while cancelling out any unwanted background noises.



6 geometrically
placed microphones



40mm
speaker

Image 4.2: A close-up view of the headset on a user, emphasizing the immersive audio experience.

5. MAINTENANCE

5.1. Cleaning and Care

The headset is constructed with premium materials such as pearl-blasted aluminum, natural leather, and memory foam. To maintain its appearance and functionality:

- Wipe surfaces gently with a soft, dry cloth.
- Avoid using harsh chemicals or abrasive materials.
- Keep the headset dry; it has a water resistance level but is not fully waterproof.

5.2. Storage

When not in use, store the headset in its protective case to prevent damage and keep it clean.

5.3. Ear Cushions

Spare ear cushions are available for replacement to ensure continued comfort and hygiene.



Highest Comfort

Ensure all-day comfort with a lightweight frame and premium materials, including memory foam ear cushions.



Headset weight
(282 g)



Memory foam
ear cushions

Image 5.1: The headset's earcups, emphasizing the memory foam for highest comfort.



Minimalist design

Timeless, iconic design and high-end materials such as pearl blasted aluminum and natural leather ensures a sophisticated look - in and outside the office.



Treated leather, stainless steel,
and anodized aluminum



Available in Black
Anthracite and First Light

Image 5.2: The headset in black, illustrating its minimalist design and use of treated leather, stainless steel, and anodized aluminum.

6. TROUBLESHOOTING

If you encounter issues with your Cisco 980 headset, consider the following:

- **No Power:** Ensure the headset is fully charged.
- **No Audio/Poor Audio Quality:** Check Bluetooth connection, ensure correct audio output device is selected on your computer/phone. For wired connections, ensure cables are securely plugged in.
- **Microphone Issues:** Verify microphone is not muted. Check privacy settings on your device.
- **Connectivity Problems:** Try re-pairing Bluetooth devices. Ensure the USB-A HD Adapter is correctly installed and recognized.
- **App Issues:** Ensure the Bang & Olufsen mobile app is updated to the latest version.

For more detailed troubleshooting, refer to the Bang & Olufsen mobile app or contact Cisco support.

7. SPECIFICATIONS

Feature	Specification
Model Name	Bang & Olufsen Cisco 980
Item Model Number	Cisco HS-WL-980-BUNA-L
Connectivity Technology	Wireless (Bluetooth 5.1), Wired (USB-A, 3.5mm Jack)
Noise Control	Adaptive Active Noise Cancellation

Sensitivity	95 dB
Impedance	24 Ohm
Item Weight	9.9 ounces (0.62 Pounds)
Product Dimensions	21.27 x 10.05 x 13.39 inches
Power Source	Battery-Powered (1 Lithium Ion battery included)
Charging Time	4.4 Watt Hours
Material	Aluminum, Leather, Plastic
Water Resistance Level	Water Resistant
Special Features	Fast Charging, Microphone Included, Sweatproof
UPC	889728468060

8. WARRANTY INFORMATION

The Cisco Bang & Olufsen Cisco 980 headset comes with a **1-year limited liability warranty**. This warranty covers manufacturing defects and ensures peace of mind regarding your product's quality and performance.

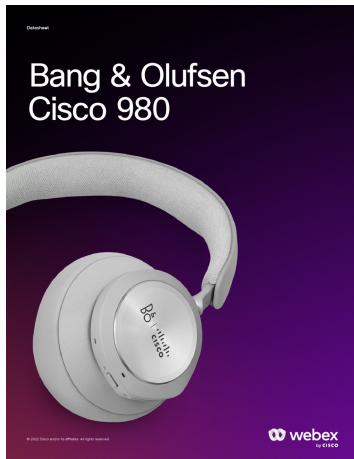
9. SUPPORT

- For further assistance, technical support, or warranty claims, please utilize the following resources:
- **Bang & Olufsen Mobile App:** Access troubleshooting guides and support contacts directly through the app.
 - **Webex Support:** For issues related to Webex integration and general support.
 - **Cisco's TAC Team:** For advanced technical assistance.

Related Documents - Cisco 980

 Cisco IP Phone 6800 Series A comprehensive guide detailing the compatibility, connection methods, firmware requirements, and feature sets of various Cisco headsets, including the 320, 520, 530, 560, 720, 730 series, and Bang & Olufsen models, with the Cisco IP Phone 6800 Series. Cisco Headset 320 Series A comprehensive guide detailing the compatibility, connection methods, firmware requirements, and feature sets of various Cisco headsets, including the 320, 520, 530, 560, 720, 730 series, and Bang & Olufsen models, with the Cisco IP Phone 6800 Series.	Cisco IP Phone 6800 Series Headset Compatibility and Features A comprehensive guide detailing the compatibility, connection methods, firmware requirements, and feature sets of various Cisco headsets, including the 320, 520, 530, 560, 720, 730 series, and Bang & Olufsen models, with the Cisco IP Phone 6800 Series.
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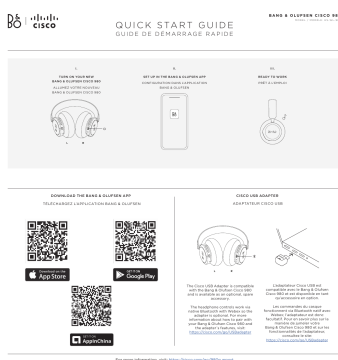


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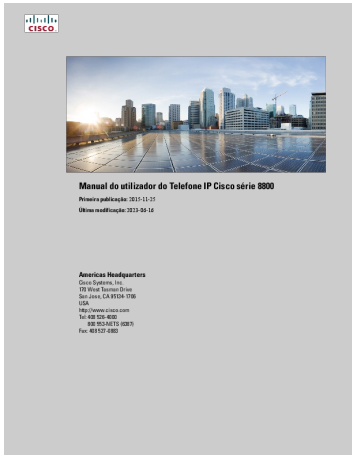


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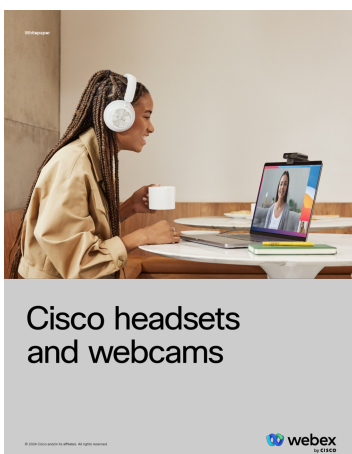


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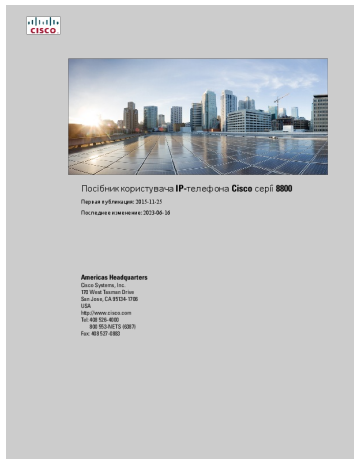


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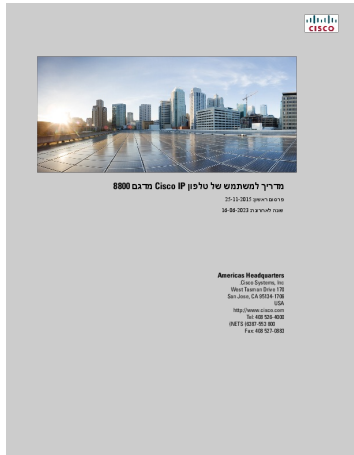


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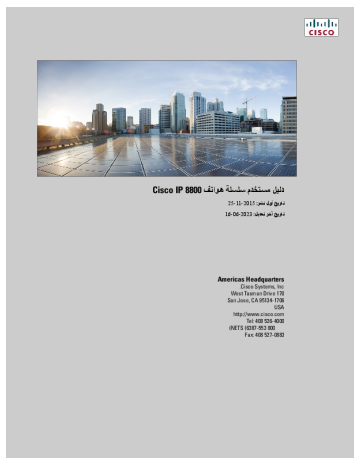


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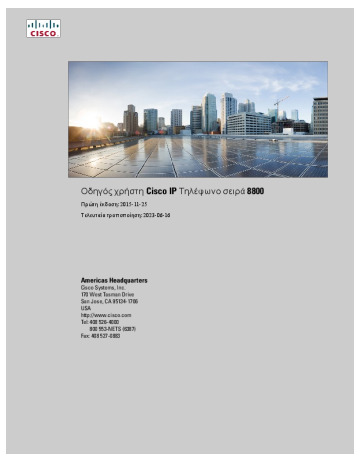


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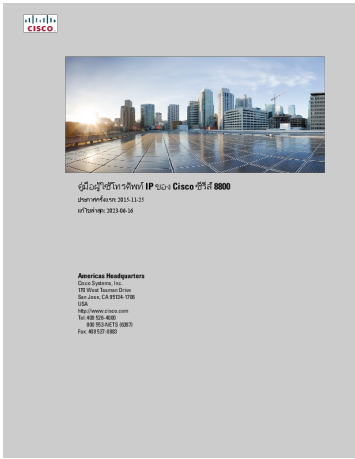


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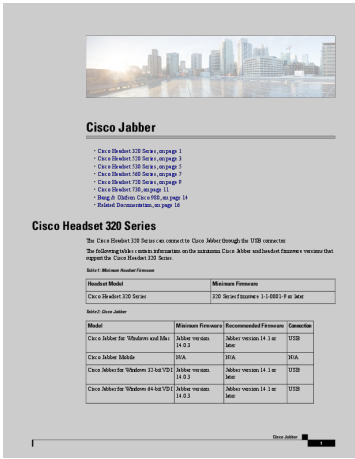
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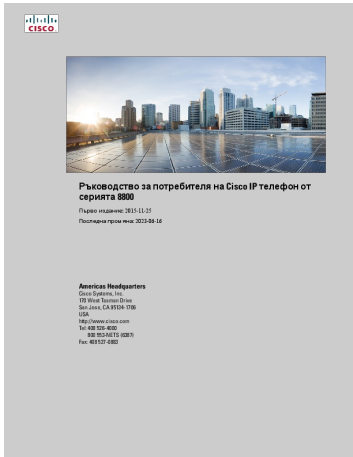
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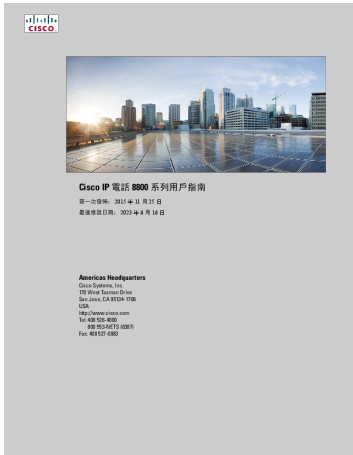
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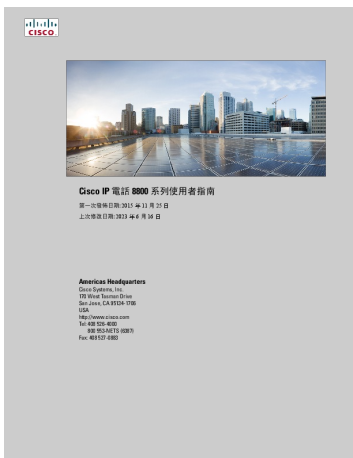


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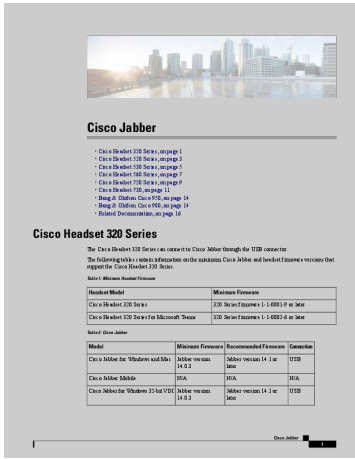
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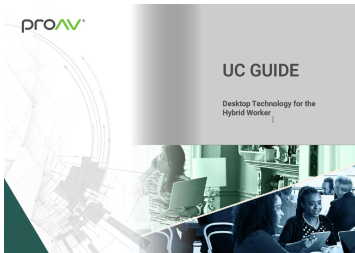
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[Cisco Jabber Headset Compatibility and Firmware Guide](#)

This document outlines the compatibility and requirements for various Cisco headsets when used with Cisco Jabber, detailing minimum firmware versions, supported features, and connection methods for models like the Cisco Headset 320, 520, 530, 560, 720, 730 Series, and Bang & Olufsen Cisco 950/980.

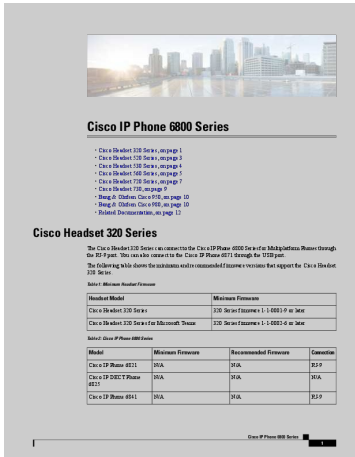
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[UC Guide: Desktop Technology for the Hybrid Worker | proAV](#)

A comprehensive guide from proAV detailing desktop technology solutions for hybrid workers, featuring products from Poly, Cisco, Logitech, Huddly, Shure, Samsung, Sharp/NEC, and LG. Covers headsets, webcams, speakerphones, desk phones, and displays designed to enhance productivity and collaboration in hybrid work environments.

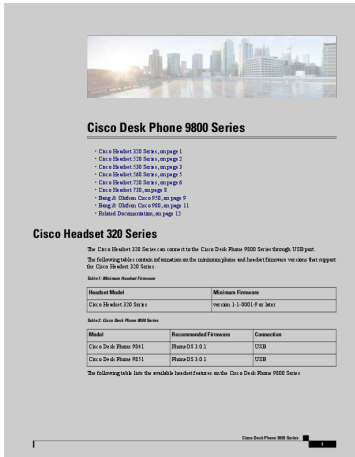
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[Cisco IP Phone 6800 Series Headset Compatibility and Features](#)

A comprehensive guide detailing the compatibility, connection methods, firmware requirements, and feature sets of various Cisco headsets, including the 320, 520, 530, 560, 720, 730 series, and Bang & Olufsen models, with the Cisco IP Phone 6800 Series.

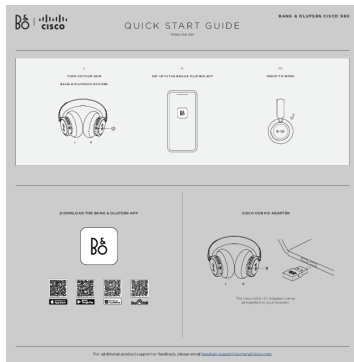
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[Cisco Desk Phone 9800 Series Headset Compatibility Guide](#)

Comprehensive compatibility guide for various Cisco headsets with the Cisco Desk Phone 9800 Series. Details firmware requirements, features, and connection types for models including Cisco Headset 320, 520, 530, 560, 720, 730, and Bang & Olufsen Cisco 950, 980.

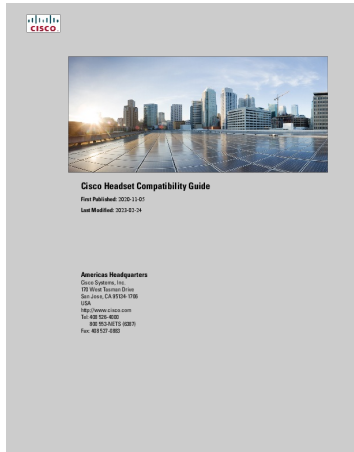
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[Bang & Olufsen Cisco 980 Quick Start Guide](#)

User guide for setting up and operating the Bang & Olufsen Cisco 980 headset, covering initial setup, app integration, and daily usage features like ANC, music, calls, and voice assistant.

lang:en **score:29** filesize: 2.06 M page_count: 2 document date: 2021-10-25



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Cisco Headset Compatibility Guide Jack Schofield Complete Book 2 46 MB Introduction 500 Series n500

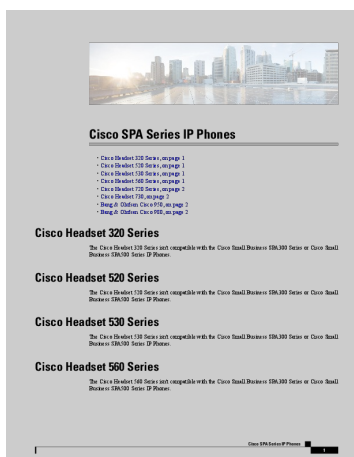
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Cisco Headset Compatibility Guide First Published: 2020-11-05 Last Modified: 2023-02-24 Americas Hea ... Series 6 Cisco Headset 560 Series 7 Cisco Headset 720

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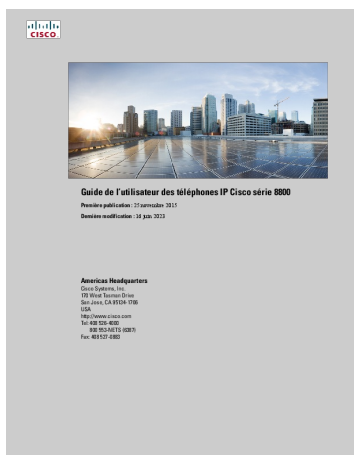
Cisco SPA Series IP Phones Cisco Headset 320 Series, on page 1 Cisco Headset

520 Series, on page 1 Cisco Headset 530 Series, on page 1 Cisco Headset 560

Series, on page 1 Cisco Headset 720 Series, on page 2 Cisco Headset 730, on page

2 Bang Olufsen Cisco 950, on page 2 Bang Olufsen Cisco...

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Guide de l'utilisateur des téléphones IP Cisco série 8800 Diane Reid Phone Series Translated End User

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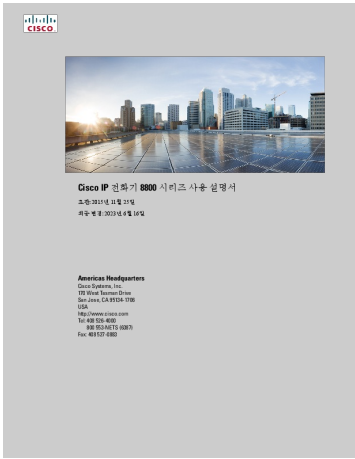
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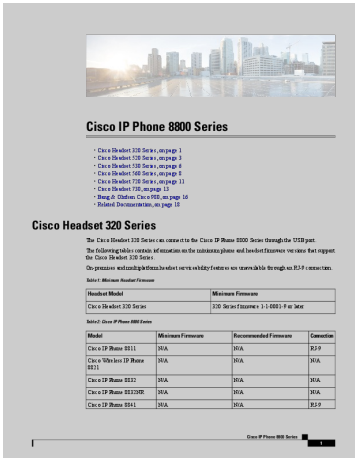


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Cisco IP 8800 : 2015 11 25 : 2023 6 16 Americas Headquarters Cisco Systems, Inc. 170 West Tasma ... 123 Cisco 700 127 Cisco 730 127 Cisco Headset 720 Buttons and Hardware 130 Bang Olufsen **Cisco 980** Buttons and Hardware 131 131 132 132 133 133 133 133 USB 134 Y- Cisco ...

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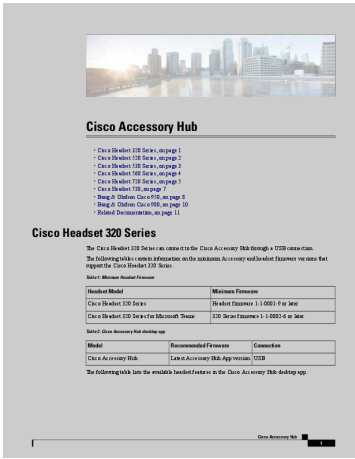


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Cisco IP Phone 8800 Series Cisco Headset 320 Series, on page 1 Cisco Headset 520 Series, on page 3 Cisco Headset 530 Series, on page 6 Cisco Headset 560 Series, on page 8 Cisco Headset 720 Series, on page 11 Cisco Headset 730, on page 13 Bang Olufsen **Cisco 980**, on page 16 Related Document...

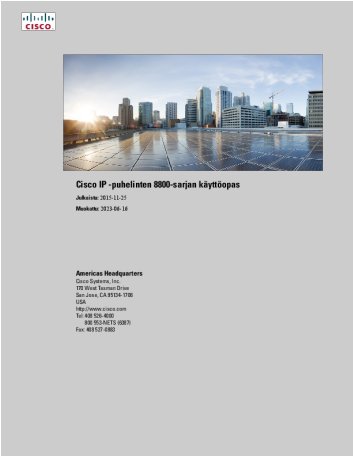
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Cisco Accessory Hub and Headset Compatibility Guide

Comprehensive guide detailing compatibility, firmware requirements, and features for Cisco Headsets (320, 520, 530, 560, 720, 730) and Bang & Olufsen Cisco earbuds (950, 980) with the Cisco Accessory Hub.

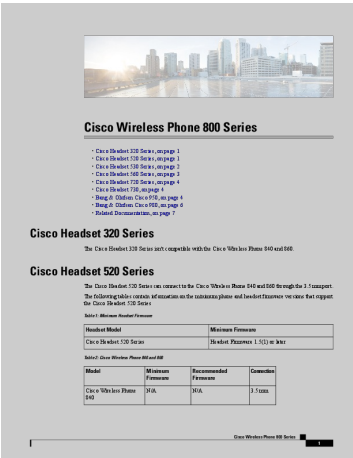
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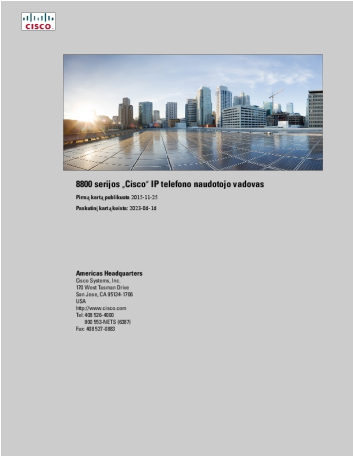
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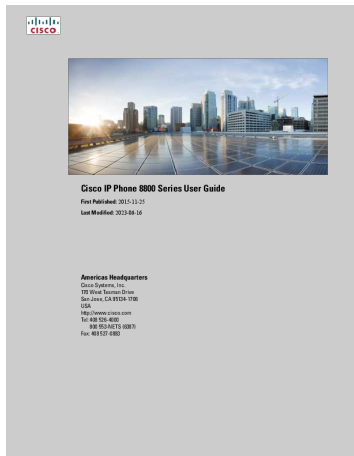
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Cisco Wireless Phone 800 Series Unknown The following table lists the available headset serviceability features on Unified Communications Manager through 840 and 860 n500 m ip phone cisco c en us td docs voice comm cuipph Headsets Compatibility Guide b compatibility ||| Cisco Wireless Phone 800 Series Cisco Headset 320 Series, on page 1 Cisco Headset 520 Series, on ... eries, on page 4 Cisco Headset 730, on page 4 Bang Olufsen Cisco 950, on page 4 Bang Olufsen **Cisco 980**, on page 6 Related Documentation, on page 7 Cisco Headset 320 Series The Cisco Headset 32... lang:en **score:27** filesize: 1 M page_count: 8 document date: 2025-06-03



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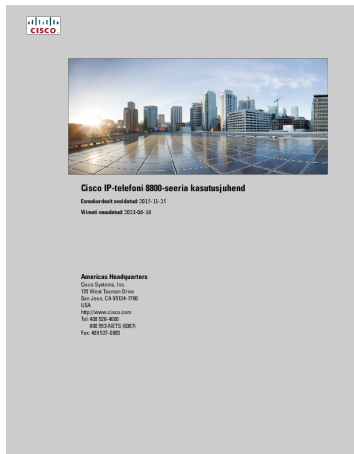


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Cisco IP Phone 8800 Series User Guide First Published: 2015-11-25 Last Modified: 2023-06-16 Americas ... isco Headset 730 Buttons and Hardware 122 Cisco Headset 720 Buttons and Hardware 125 Bang Olufsen **Cisco 980** Buttons and Hardware 125 Third Party Headsets 126 Bluetooth Headsets 126 Audio Quality 127...

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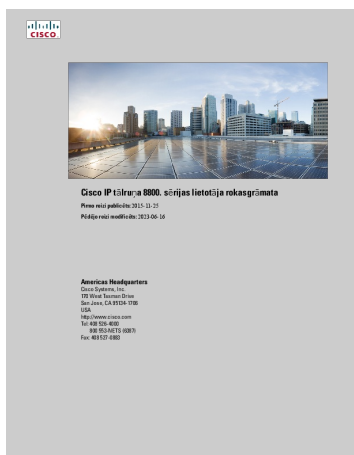


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Cisco IP telefoni 8800 seeria kasutusjuhend Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide et EE content dam en us td docs voice comm cuipph series localizations |||

Cisco IP-telefoni 8800-seeria kasutusjuhend Esmakordselt avaldatud: 2015-11-25 Viimati muudetud: 2023-08-16 o peakomplekt 730 Nupud ja riistvara 122 Cisco Headset 720 Buttons and Hardware 125 Bang Olufseni **Cisco 980** Buttons and Hardware 125 Muu tootja peakomplektid 126 Bluetooth-peakomplektid 126 Heli kva...

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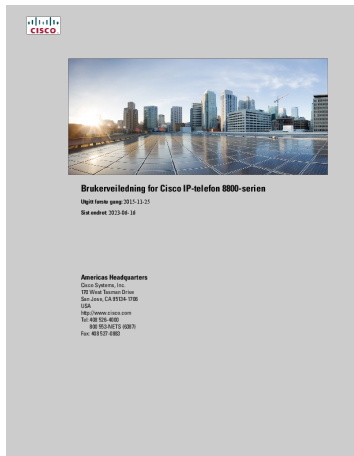


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Cisco IP tālruņa 8800 sērijas lietotāja rokasgrāmata Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide lv LV content dam en us td docs voice comm cuipph series localizations |||

Cisco IP tlruņa 8800. srijas lietotja rokasgrmata Pirmo reizi publicts: 2015-11-25 Pdjo reizi modific ... 2 Cisco austias 730 Pogas un aparatra 122 Cisco Headset 720 Buttons and Hardware 125 Bang Olufsen **Cisco 980** Buttons and Hardware 126 Cisco IP tlruņa 8800. srijas lietotja rokasgrmata x Saturs Tres...

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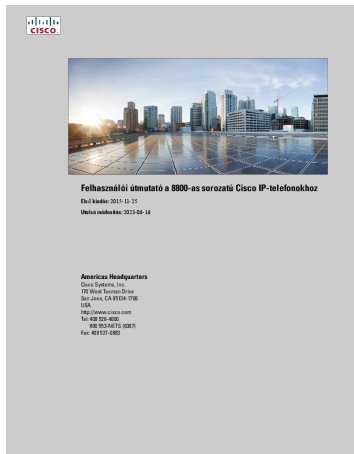


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Brukerveiledning for Cisco IP-telefon 8800-serien Utgitt frste gang: 2015-11-25 Sist endret: 2023-06 ... detelefoner 730 Knapper og maskinvare 122 Cisco Headset 720 Buttons and Hardware 125 Bang Olufsen **Cisco 980** Buttons and Hardware 125 Tredjeparts headset 126 Bluetooth-headset 126 Lydkvalitet 127 Kab...

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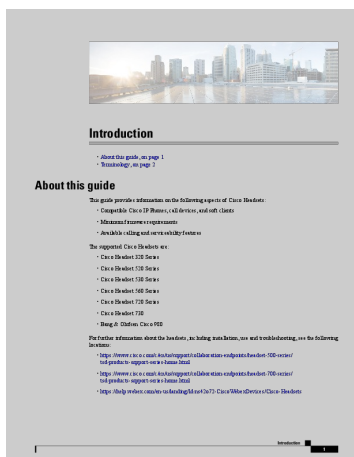


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Felhasználói útmutató a 8800-as sorozatú Cisco IP telefonokhoz Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide hu HU content dam en us td docs voice comm cuipp h series localizations |||

Felhasznli tmutat a 8800-as sorozat Cisco IP-telefonokhoz Els kiads: 2015-11-25 Utols mdosts: 2023-0 ... Cisco fejhallgat 730 Gombok s felpts 124 Cisco Headset 720 Buttons and Hardware 127 Bang Olufsen **Cisco 980** Buttons and Hardware 127 Harmadik fl ltal gyrtott fejhallgat 128 Bluetooth-fejhallgat 12...

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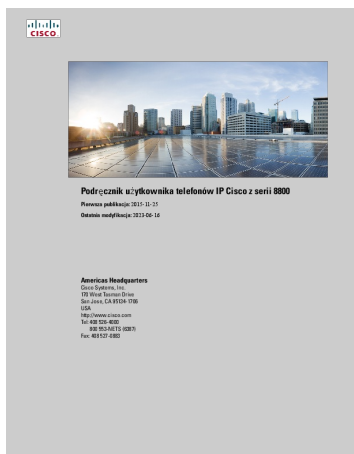


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Introduction About this guide, on page 1 Terminology, on page 2 About this guide This guide provid ... t 530 Series Cisco Headset 560 Series Cisco Headset 720 Series Cisco Headset 730 Bang Olufsen **Cisco 980** For further information about the headsets, including installation, use and troubleshootin...

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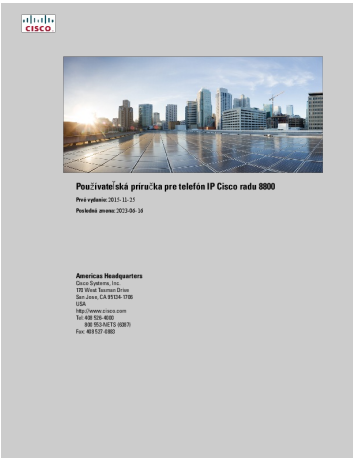


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Podręcznik użytkownika telefonów IP Cisco z serii 8800 Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide pl PL content dam en us td docs voice comm cuipp h series localizations |||

Podrcznik uytkownika telefonw IP Cisco z serii 8800 Pierwsza publikacja: 2015-11-25 Ostatnia modyfik ... kowy Cisco 730 Przyciski i podzespol 130 Cisco Headset 720 Buttons and Hardware 132 Bang Olufsen **Cisco 980** Buttons and Hardware 133 Zestawy sluchawkowe innych firm 133 Zestawy sluchawkowe Bluetooth...

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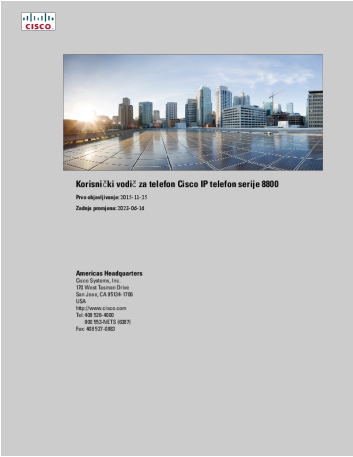


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Používateľská príručka pre telefón IP Cisco radu 8800 Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide sk SK content dam en us td docs voice comm cuipph series localizations |||

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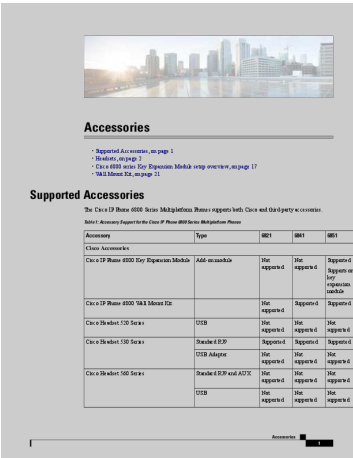


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Korisnički vodič za telefon Cisco IP serije 8800 Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide hr HR content dam en us td docs voice comm cuipph series localizations |||

Korisnički vodič za telefon Cisco IP telefon serije 8800 Prvo objavljivanje: 2015-11-25 Zadnja promjena ... aglavne slusalice 730 Gumbi i hardver 125 Cisco Headset 720 Buttons and Hardware 128 Bang Olufsen **Cisco 980** Buttons and Hardware 129 Slusalice drugih proizvoača 129 Bluetooth naglavne slusalice 130 ...

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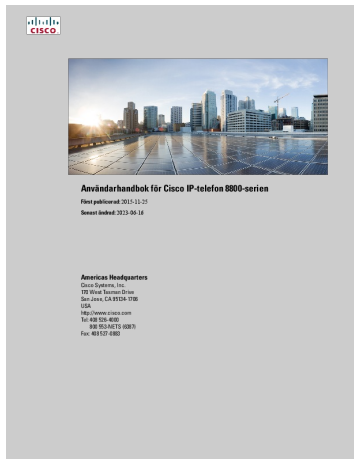


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Accessories Supported Accessories, on page 1 Headsets, on page 2 Cisco 6800 series Key Expansion ... ips on setting up and using these headsets, take a look at the info for your model: Bang Olufsen **Cisco 980** Cisco Headset 320 Series Cisco Headset 520 Series Cisco Headset 530 Series Cisco Heads...

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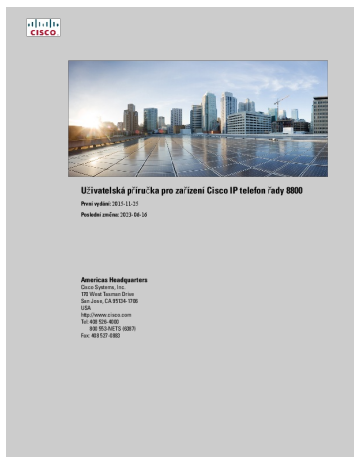


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Användarhandbok för Cisco IP telefon 8800 serien Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide sv SE content dam en us td docs voice comm cuipp series localizations |||

Anvndarhandbok fr Cisco IP-telefon 8800-serien Frst publicerad: 2015-11-25 Senast ndrad: 2023-06-16 ... o-headset 730 knappar och maskinvara 122 Cisco Headset 720 Buttons and Hardware 125 Bang Olufsen **Cisco 980** Buttons and Hardware 125 Headset frn tredje part 126 Bluetooth-headset 126 Ljudkvalitet 12...

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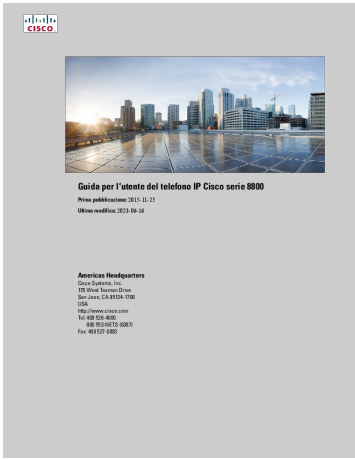


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Uživatelská příručka pro zařízení Cisco IP telefon řady 8800 Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide cs CZ content dam en us td docs voice comm cuipp series localizations |||

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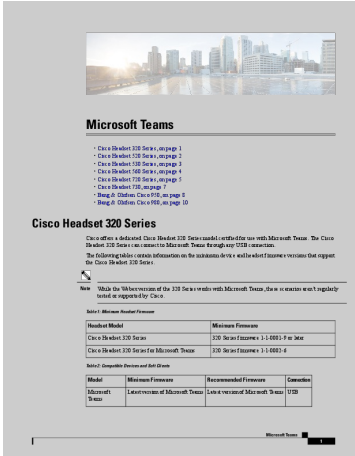


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Guida per l'utente del telefono IP Cisco serie 8800 Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide it IT content dam en us td docs voice comm cuipph series localizations |||

Guida per l'utente del telefono IP Cisco serie 8800 Prima pubblicazione: 2015-11-25
Ultima modifica: ... santi e hardware del Cuffia Cisco 730 126 Cisco Headset 720 Buttons and Hardware 129 Bang Olufsen **Cisco 980** Buttons and Hardware 130 Cuffie di terze parti 130 Cuffie Bluetooth 131 Qualit audio 131 C...

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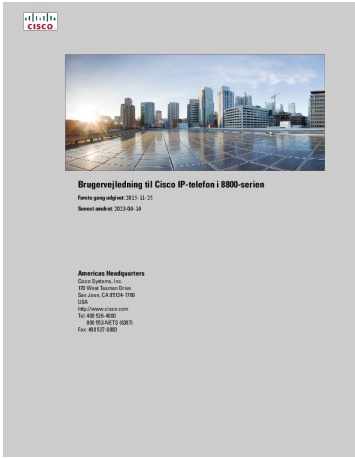


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Microsoft Teams Unknown CiscoCisco offers a dedicated Cisco Headset 320 Series model certified for use with The can connect to Teams n500 m other devicescisco c en us td docs voice ip comm cuipph Headsets Compatibility Guide n500 b headset compatibility devices |||

Microsoft Teams Cisco Headset 320 Series, on page 1 Cisco Headset 520 Series, on page 2 Cisco Headset 530 Series, on page 3 Cisco Headset 560 Series, on page 4 Cisco Headset 720 Series, on page 5 Cisco Headset 730, on page 7 Bang Olufsen Cisco 950, on page 8 Bang Olufsen **Cisco 980**, on pa...

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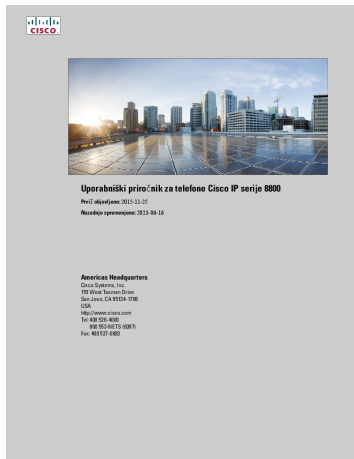


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Brugervejledning til Cisco IP telefon i 8800 serien Diane Reid Phone Series Translated End User Guides P881 BK C3A802A0 00 cisco ip phone user guide da DK content dam en us td docs voice comm cuipph series localizations |||

Brugervejledning til Cisco IP-telefon i 8800-serien Frste gang udgivet: 2015-11-25
Senest ndret: 202 ... o-hovedtelefon 730 Taster og hardware 122 Cisco Headset 720 Buttons and Hardware 125 Bang Olufsen **Cisco 980** Buttons and Hardware 125 Hovedtelefoner fra tredjepart 126 Bluetooth-headset 126 Lydkvalit...

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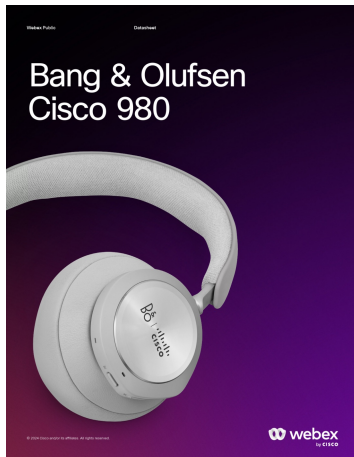


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Uporabniški priročnik za telefone Cisco IP serije 8800 Prvic objavljeno: 2015-11-25 Nazadnje spremen ... lke Cisco 730 Tipke in strojna oprema 123 Cisco Headset 720 Buttons and Hardware 126 Bang Olufsen **Cisco 980** Buttons and Hardware 126 Naglavne slusalke drugih proizvajalcev 127 Naglavne slusalke Blue...

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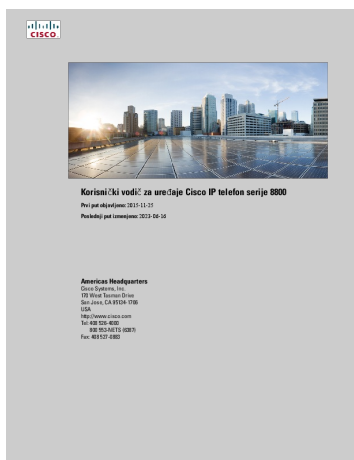


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Korisnički vodič za uređaje Cisco IP telefon serije 8800 Prvi put objavljeno: 2015-11-25 Poslednji pu ... Cisco slusalice 730 Dugmad i hardver 124 Cisco Headset 720 Buttons and Hardware 127 Bang Olufsen **Cisco 980** Buttons and Hardware 127 Slusalice drugih proizvoaca 128 Bluetooth slusalice 128 Kvalitet ...

lang:hr score:26 filesize: 14.39 M page_count: 178 document date: 2023-08-02



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Ghidul utilizatorului pentru telefonul Cisco IP seria 8800 Data primei publicri: 2015-11-25 Date ult ... 124 Cti Cisco 730 Butoane i hardware 124 Cisco Headset 720 Buttons and Hardware 127 Bang Olufsen **Cisco 980** Buttons and Hardware 127 Cti de la teri 128 Cti Bluetooth 128 Calitatea sunetului 129 Cti ...

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