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CISCO 500 Series Call Controls Headset User Guide

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Cisco Headset 520 Series and Cisco Headset 530 Series Call Controls

While the button layouts differ, the inline controllers on Cisco Headset 521, 522, 531, and 532 use the same call controls.

Related Topics

- Cisco Headset 520 Series
- Cisco Headset 530 Series

Calls Functions

Make and Answer Calls

- When you have an incoming call, you hear the ringtone in your headset.

Procedure

- On the inline controller, press Call .

Adjust Your Volume

Procedure

- Press Up PLUS or MINS Down on the inline controller.

Mute Yourself on a Call

Procedure

- Press Mute on the inline controller.

Place a Call on Hold

Procedure

- Press Call once on the inline controller.
- If you have an incoming call, the headset answers automatically.

End a Call

Procedure

- Hold Call on the inline controller until you hear a tone.

Reject a Call

Procedure

- Press Call twice on the inline controller.

Place a Call on Hold and Resume a Held Call

Procedure

Procedure

- **Step 1** Press Call on the inline controller.
- **Step 2** Select the call you want to resume.
- **Step 3** Press Call.

End a Call and Answer an Incoming Call

Procedure

- **Step 1** Hold Call until you hear a tone.
- **Step 2** Press Call once.

End a Call and Resume a Held Call

Procedure

Step 1 Hold Call until you hear a tone.

Step 2 On your phone, select the call that you want to resume.
Step 3 Press Call once.

Cisco Headset 560 Series Call Controls

Cisco Headset 561 and 562 with Standard Base and Cisco Headset 561 and 562 with Multibase use similar call controls to the wired headset models with a few important differences. The call control buttons are located on the headset ear cup and call status feedback is provided on the Standard Base and Multibase.

Related Topics

- Cisco Headset 560 Series

Turn Your Headset On and Off

Procedure

- **Step 1** Hold Call ⬭ on your headset for 4 seconds. You hear a tone indicating headset status.
- **Step 2** Do one of these actions.
    - Hold Call ⬭ for 1 second to turn the headset back on.
    - Place the headset on the base.

Make and Answer Calls

Procedure

- Press Call ⬭ on your headset.

Adjust Your Volume

Procedure

- Use Volume ⬭ on your headset.

Mute Yourself on a Call

Procedure

Do one of these actions

- Press Mute ⬤ on your headset.

- You can also mute 🏃 yourself with on the multibase.
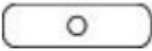
Place a Call on Hold

Procedure

While on a call, press Call on your headset.

- If you have an incoming call, the headset answers automatically.

End a Call

Procedure

Do one of these actions.

- Hold Call [o] on your headset until you hear a tone.
- Place your headset on its base.

Reject a Call

Procedure

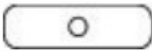- Press Call [o] on your headset twice.

Put a Call on Hold and Resume a Call

Procedure

Step 1 Press Call [o] on your headset.
Step 2 Select the call that you want to resume.
Step 3 Press Call.
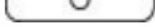
End a Call and Resume a Held Call

Procedure

- **Step 1** Hold Call [o] on your headset until you hear a tone.
- **Step 2** Select the call that you want to resume.
- **Step 3** Press Call.

End an Active Call and Answer an Incoming Call

Procedure

- **Step 1** Hold Call [o] until you hear a tone.

- **Step 2** Press Call [icon] once.

Answer a Call From a Different Source

Make sure you place on hold or end any active calls before your switch sources. Active calls are not automatically placed on hold when you change sources on the multibase.

Procedure

Do one of these actions

- Press Call on your headset.
- On the multibase, press the source button for the incoming call.

Note: Active calls don't automatically go on hold when you change sources on the multibase. Make sure you place on hold or end any active calls before you switch sources. Active calls do automatically hold when you press Call on your headset.

Cisco Headset Multi-app Feature

All Cisco Headset models can retain call control features when there is more than one open calling client on your Windows or Mac desktop. Instead of broadcasting a button press to all open applications, headset controls only impact one calling application at a time.

For example, you can mute an active call in the Webex app and then answer an incoming Cisco Jabber call through the Jabber UI. While you're on the Jabber call, call controls through the headset only impact Jabber. When the Jabber call is complete, you can resume your Webex call and maintain call control through your headset.

Note: Keep the following in mind when you have multiple calling apps open on your desktop:

- Active calls don't automatically hold when you answer an incoming call on a different application. Be sure to hold or mute a call on one application before you answer an incoming call on a different calling app.
- Multi-app control is only available with Webex (version 41.8 or later) and Cisco Jabber (version 14.1 or later) over Bluetooth or with the USB cable.

The following table shows the minimum headset firmware requirements for multi-app support.

Table 1: Minimum Firmware Requirements

Headset Model	Firmware Version
Cisco Headset 520 Series	Headset Firmware 2.3(1) or later
Cisco Headset 530 Series	Headset Firmware 2.3(1) or later
Cisco Headset 560 Series	Headset Firmware 2.1(1) or later
Cisco Headset 730	Firmware version 1-6-0-150 or later

Documents / Resources

CISCO 500 Series Call Controls Headset [pdf] User Guide
500 Series, Call Controls Headset, 500 Series Call Controls Headset, 500 Series Headset, Headset