

Cisco Headset Serviceability Matrix

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Serviceability Matrix for the Cisco Headset 500 Series

Headset and Phone Compatibility

You can upgrade, manage, and deploy the Cisco Headset 500 Series on Cisco IP Phones connected to Cisco Unified Communications Manager (Unified CM). The following table lists headset serviceability features and their availability depending on the headset, phone, and Unified CM versions you use.

Table 1: Headset Serviceability Features

New Serviceability Feature	Unified CM 12.5(1) or earlier + Phone Firmware 12.1(1) or earlier	Unified CM 12.5(1)SU1 + Phone Firmware 12.1(1) or earlier	Unified CM 12.5(1) or earlier + Phone Firmware 12.5(1)	Unified CM 12.5(1)SU1 + Phone Firmware 12.5(1)	Unified CM 12.5(1) or earlier + Phone Firmware 12.5(1)SR3	Unified CM 12.5(1)SU1 + Phone Firmware 12.5(1)SR3
COP file installation	X	X	X	X	X	—
Manual remote configuration	—	—	X	N/A	X	—
Headset firmware management on Unified CM	—	—	—	—	—	X
Remote headset configuration through Unified CM	—	—	—	—	—	X
Headset inventory on Unified CM	—	—	—	—	—	X*
Configuration Reset on the phone UI	—	—	—	—	X	X
Headset Call Management Records (CMR)	—	—	—	—	—	X*

- * This feature is only available on headsets with Headset Firmware 1.5.
- N/A When you upgrade to Unified CM 12.5(1)SU1 from an earlier version, most Cisco IP Phones will upgrade automatically to Phone Firmware 12.5(1)SR3.

Where to Find More Information

- *Feature Configuration Guide for Cisco Unified Communications Manager*
- *Cisco Headset 500 Series Administration Guide*

Headset and Jabber Compatibility

You can upgrade, manage, and deploy the Cisco Headset 500 Series on Cisco Jabber connected to Cisco Unified Communications Manager (Unified CM). The following table lists the available serviceability features depending on the headset, Jabber, and Unified CM versions you use.

Table 2: Headset Serviceability Features

New Serviceability Feature	Unified CM 12.5(1) or earlier + Jabber version 12.5(1) or earlier	Unified CM 12.5(1)SU1 + Jabber version 12.5(1) or earlier	Unified CM 12.5(1) or earlier + Jabber version 12.6(1)	Unified CM 12.5(1)SU1 + Jabber version 12.6(1)	Unified CM 12.5(1) or earlier + Jabber version 12.6(1)MR	Unified CM 12.5(1)SU1 + Jabber version 12.6(1)MR
COP file installation	X	X	X	X	X	X
Headset firmware management through Unified CM	—	—	—	—	—	X
Remote headset configuration through Unified CM	—	—	—	X	—	X
Headset inventory on Unified CM	—	—	—	X*	—	X*
Local configuration reset	—	—	—	—	X	X
Local UI configuration	—	—	X	X	X	X
Local headset version display	—	—	—	—	X	X

* This feature can only detect headsets with Headset Firmware 1.5.

Where to Find More Information

- *Feature Configuration Guide for Cisco Unified Communications Manager*
- *Cisco Headset 500 Series Administration Guide*

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- Increase the separation between the equipment and receiver.
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- Consult the dealer or an experienced radio/TV technician for help.

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