

Business headsets are key to today's evolving workplace.

What matters in a headset?



A man with dark hair, wearing a maroon sweater, grey trousers, and brown shoes, is sitting on a wooden bench in a park. He is wearing a white headset and looking down at a laptop on his lap. The background shows green trees and a building.

Are your headsets fit for business?

Today's evolving work styles.



Changing workplace

It's clear that the workplace is changing. Employees are more global. More mobile. More collaborative.



No longer a place

Work is no longer a place you go, but a thing you do.



Multiple locations

In open offices.
Meeting rooms.
Call centers.
At home,
and on the go.



Stay connected

No matter how, when, or where an employee is working, it's critical to stay connected anytime, from anywhere.



Need a reliable headset

Consumer devices like earbuds and gaming headsets can't cut it. To support the communication and collaboration that drives your business, you need a manageable, secure business headset.

What is a business headset?

“Corded and cordless headsets that are used in conjunction with enterprise endpoints integrated with the rest of the enterprise communications infrastructure.”

Frost & Sullivan

How can you know which headset is best for your business?

People collaborate in different ways using an array of different devices.

First, consider what devices you will be connecting your headset to.

Cisco recently surveyed 1,000 business headset end users and IT decision makers from the United States, Canada, Brazil, Mexico, U.K., France, Germany, and Australia. The July, 2019 survey¹ found that:



74%
connected to a
PC or Mac



55%
connected to a
desk phone



45%
connected to a
smart phone



20%
connected to
tablets

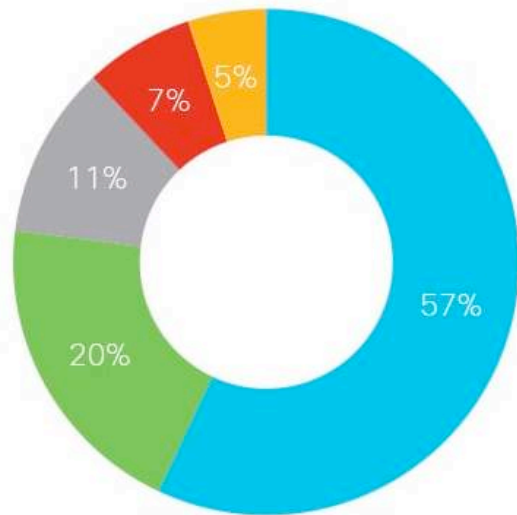
¹N = 1,000 global respondents. Source: Cisco's "Business Headsets" survey 2019, global data.



What matters in business headsets?

Model Name	Status
Cisco Headset S62	Online
Cisco M4400	Online
Cisco 7821	Offline
Cisco 7822	Online
Cisco 7823	Offline
Cisco 7824	Online
Cisco Headset S22	Offline
Cisco 7825	Offline

The **style of work** and **connected devices** your business uses help identify the style of connection you need.



- Bluetooth
- USB-A
- DECT Wireless
- 3.5mm Jacks
- USB-C



57%

use Bluetooth

Connection: Wireless

Pros:

Flexible, integrated into nearly every cell phone, laptop, and other devices.

No base station required (Bluetooth USB dongle can improve reliability).

Cons:

Limited wireless range for certain use cases

Potential interference with other office devices like microwaves, lighting, and Wi-Fi.



20%

use USB-A

Connection: Wired

Pros:

Most common USB connector used on most PCs

Plug and play compatibility makes them popular in contact centers

Cons:

Wired connection limits mobility



11%

use DECT

Connection: Wireless

Pros:

Extended range supports larger office environments

Unique wireless frequency minimizes interference other devices

Cons:

Requires separate base station (radio is not integrated into devices)



7%

use 3.5mm jacks

Connection: Wired

Pros:

Common industry standard

Cons:

Fragile connector design



5%

use USB-C

Connection: Wired

Pros:

Small form factor, commonly used in laptops

Plug and play compatibility makes them popular in contact centers

Cons:

Wired connection limits mobility

Source: Cisco's "Business Headsets" survey 2019, global data.

Business headsets offer different features for different environments. Here the top features users care about most:



100% voice quality

Transmits reliable and clear audio while speaking



99% wearing comfort

Critical for call center agents and other intensive users



98% noise cancelling

Key for open offices, call centers, and mobile workstyles



97% ability to use in high density workspaces

Essential for call centers with multiple connections



95% ease of connectivity

with collaboration applications
Streamlines employee efficiency and minimizes friction



95% audio customization

Personalize preferences to suit each user

Source: Cisco's "Business Headsets" survey 2019, global data.

Consider headset manageability

For the modern workforce, headsets should be a part of your network as any other device. So it makes sense that you should be able to manage them as part of your full unified communications and collaboration infrastructure.

98% of IT admins prefer a single, integrated platform to manage headsets, phones, soft clients, and collaboration applications.

98% of IT admins desire capabilities to diagnose and resolve headset connectivity issues from within their headset manageability platform.

An integral part of collaboration

Unlike point solutions, headsets that are integrated into the collaboration management solution can provide:

- End-to-end call diagnostics
- Advanced user analytics
- Insights into your entire collaboration environment

The result? **Simplified management, and a faster, better return on your investment.**

Key Considerations

- 1 Do your headsets work natively with your Unified Communication (UC) solution or do you have to install separate software?
- 2 Are headset management solutions for IT included in your UC solution, or do you have to purchase them separately?
- 3 Do you get software that lets you provision new headsets, monitor inventory, update software, receive real time user analytics, and troubleshoot headset problems?
- 4 Who do you contact if there is a problem getting your headset to work with your UC solutions?

A woman with long dark hair, wearing a brown cardigan and blue jeans, is seated at a white table in a cafe. She is wearing a black headset and holding a smartphone. The cafe has a rustic feel with wooden tables, white chairs, and large windows. Other people are visible in the background, some sitting at tables and others standing near the counter. A cup of coffee and a vase with purple flowers are on the table in front of her.

Are your headsets secure?



85%

of users believe **Bluetooth provides secure communications.**

But in today's increasingly connected IoT world, threats are more sophisticated. Now is the time to rethink and take proactive steps to protect yourself, your business, your colleagues, and clients from Bluetooth vulnerabilities.



“We don’t spend much time thinking about the security between our paired devices and the data moving between them. But this latest disclosure...suggests we should start doing exactly that.”

Forbes, August, 2019²

² Doffman, Zak, 2019, August, New Critical Bluetooth Security Issue Exposes Millions Of Devices To Attack, Forbes, <https://www.forbes.com/sites/zakdoffman/2019/08/15/critical-new-bluetooth-security-issue-leaves-your-devices-and-data-open-to-attack/#2faca56b4ec8>

Why should you care about Bluetooth security?

People know cybercrimes hit via email and website attacks, but many are not aware or prepared for potential Bluetooth attacks, like:



Bluebornes



Bluejacks



Bluebugs



Bluesnarfs

They can intercept communications, take over hardware, and infiltrate networks.

Putting you at risk of losing real money, intellectual property, or damaging your reputation.

A man in a blue suit and headphones is walking outdoors, smiling and looking to his right. He is holding a smartphone in his right hand. The background shows a modern building with large windows and greenery. A white speech bubble with the text "Designed for the way you work." is overlaid on the image.

Designed for the way you work.

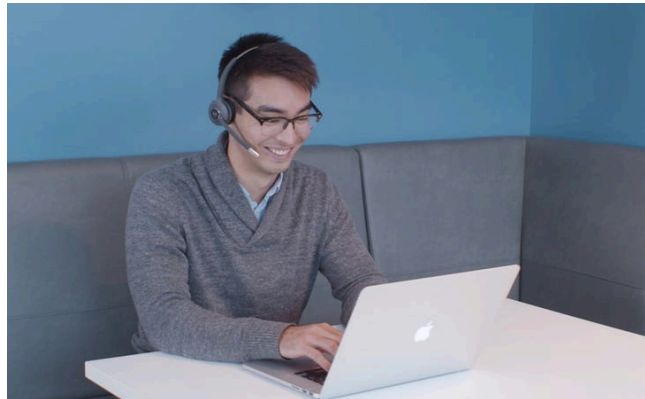


Cisco Headsets
for any
environment,
any connection

Seamlessly extending the secure, reliable collaboration experience to keep you connected.

Offering deep integration with Cisco collaboration applications and devices, Cisco Headsets allow for intuitive user experiences and intelligent headset management with advanced analytics—backed by robust security.

Stay more productive in a noisy work environment



Meet the Cisco Headset 500 Series

Intuitive experiences

Designed to today's dynamic work environments, Cisco Headsets provide a range of features, including:

- Reliable audio through Clear Voice technology
- Adaptive noise cancellation
- Mic background noise suppression
- Sleek microphone design for business and personal use
- Voice activated AI
- Integrated presence LED light
- Simple set-up and audio customization
- Cisco Headsets mobile app for control on the go

Flexible connectivity with wired or wireless DECT options can be used in high density workspaces or any environment to keep users productive, connected, or entertained.

Intelligent, integrated management

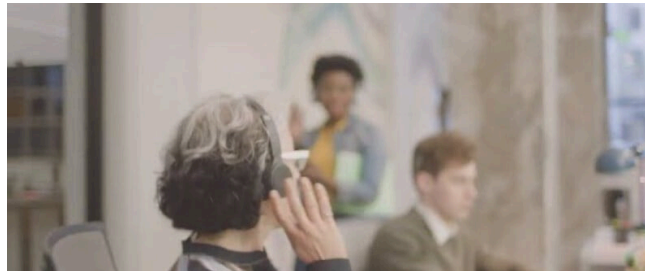
Cisco Headsets use current Cisco collaboration infrastructure for modern management—both on-premises and in the cloud.

With a complete, integrated, collaboration solution, **Cisco provides a single platform to manage your Cisco end points, apps, and headsets.** Other headset vendors require you to download or purchase additional software to deploy, manage, and diagnose your devices.

Enterprise-grade security

Cisco Headsets have industry first enterprise-grade security through hardware and software providing unparalleled Bluetooth (5.0) security to help communications stay secure.

All the power of Cisco packed into your headset for the office, home, the coffee shop, or wherever you need to get work done.



Cisco Headsets 700 Series: Bluetooth, Noise Cancelling Business Headsets



Cisco Headsets at-a-Glance



[730 Series](#)



[560 Series Multibase](#)



[560 Series Standard Base](#)



[530 Series](#)



[520 Series](#)

Model	730	561/562	561/562	531/532	521/522
Designed for	Office/Mobile	Office/Contact Center	Office/Contact Center	Office/Contact Center	Office/Mobile
Style	Bluetooth 5.0	Wireless (DECT 6.0)	Wireless (DECT 6.0)	Wired with Quick Disconnect	Wired
Simultaneous Connections	2 Bluetooth + 1 USB	1 Bluetooth + 2 Wired	1	1	1

[Open full table in browser:](#)

Connectors (included)

3.5mm and USB-A

<https://ebooks.cisco.com/story/business-headsets-key-to-workplace-ebook-us/page/5/3>

QD to RJ9 or
QD to USB-A

3.5mm and USB-A

Cisco Headsets

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