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Cisco Headset 730 User Guide

First Published: 2020-01-10

Last Modified: 2021-07-26

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CHAPTER 1

Your Headset

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- [How to Wear Your Headset, on page 2](#)
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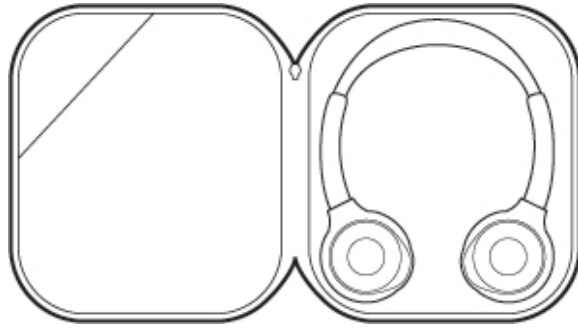
What's in the Box

Your Cisco Headset 730 comes with the following accessories:

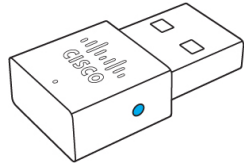
- Cisco Headset 730



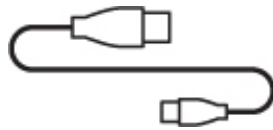
- Hard case



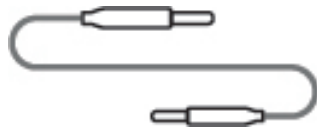
- Cisco Headset USB HD Adapter



- USB-A to USB-C cable

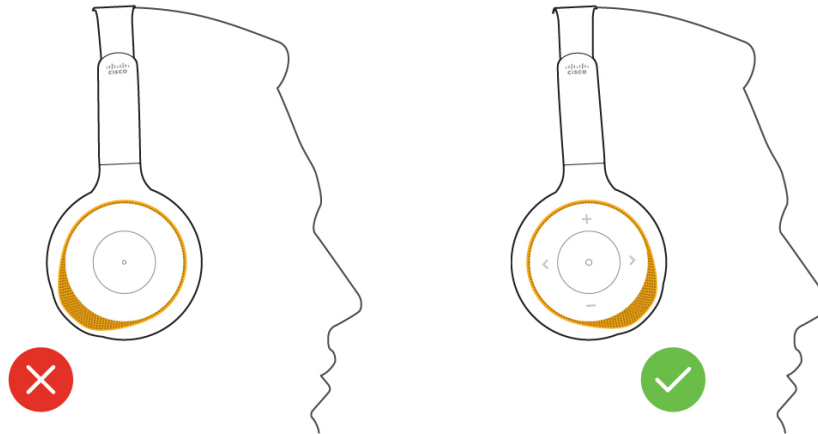


- 3.5 mm cable



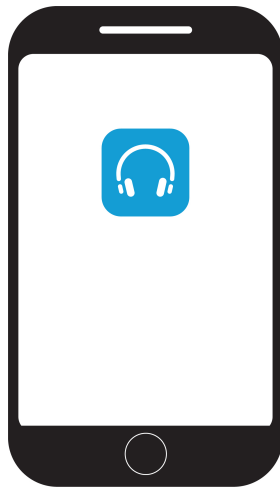
How to Wear Your Headset

Adjust your headband so that your headset fits comfortably on your head. Make sure the headset microphones are positioned forward.



Download and Set Up the Cisco Headsets App

Cisco Headsets is a mobile app that lets you update, control, and customize your headset from any iPhone or Android mobile device. You can upgrade your headset, adjust your noise cancellation levels, change your equalizer settings, and manage your headset notifications all from the app interface.



Procedure

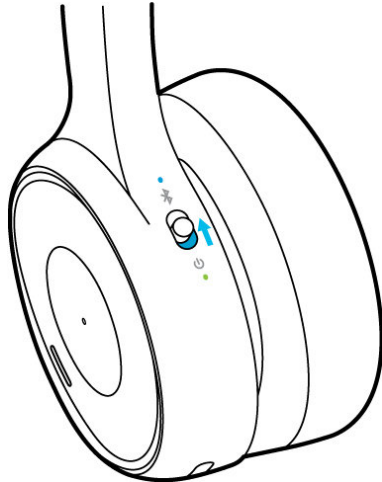
-
- Step 1** On your mobile device, open your preferred app store and download Cisco Headsets.
- Step 2** Open Cisco Headsets and follow the app set-up instructions.
-

Turn Your Headset On and Off

The **Power/Bluetooth** switch is located on the back of the left ear cup.

Procedure

- Step 1** Slide the **Power/Bluetooth** switch up to turn on the headset.



- Step 2** Slide the **Power/Bluetooth** switch down to turn off the headset.



Headset Connection

Connect Your Headset to a Bluetooth® Device

Put your headset into pairing mode to make it discoverable to other devices. To get the most out of your headset, download and set up the Cisco Headsets app on your mobile device.

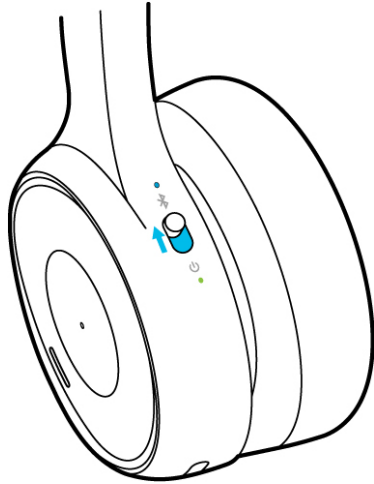
Your Cisco Headset 730 can save up to eight different Bluetooth devices and maintain simultaneous connections with up to two devices at once.



Note If you already have two active Bluetooth sources, you must disconnect one before you can save another Bluetooth device to your headset.

Procedure

Step 1 Slide up and hold the **Power/Bluetooth** switch for two seconds until the Bluetooth LED blinks.



Step 2 Enable Bluetooth on your device.

You can enable and disable Bluetooth from the **Settings** menu on most call devices.

Step 3 Select your headset from the device list.

Your headset will appear in the device list as **Cisco Headset 730** followed by the last three digits of your headset serial number.


Related Topics


[Your Headset Serial Number](#), on page 38

Bluetooth LED

The Bluetooth LED is located on the back of the left ear cup at the top of the **Power/Bluetooth** switch and shows your headset connection status.

Table 1: Bluetooth LED Status

Light Status	System State
 Solid blue, then off	Successful Bluetooth connection

Light Status	System State
 Blinks blue	Headset in Pairing Mode

Manage Your Bluetooth Connections in the Cisco Headsets App

You can use the Cisco Headsets mobile app to manage your headset Bluetooth connections. Your headset can save up to eight Bluetooth devices and maintain an active connection with two at the same time.

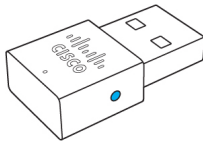
Procedure

-
- Step 1** On your mobile device, open the Cisco Headsets app.
 - Step 2** Tap **Connected to** at the bottom of the home screen.
 - Step 3** Select the device you wish to connect or disconnect.
-

Use the Cisco Headset USB HD Adapter

Your Cisco Headset 730 comes with a USB adapter for use with call devices that don't have a Bluetooth option. The USB HD Adapter comes out of the box pre-paired to your headset. The adapter automatically connects to your headset when it plugs into a powered USB port.

When you want to disconnect your headset, simply unplug the adapter from the call device. It takes about 10 minutes for your headset to accept another active Bluetooth connection after you disconnect the USB HD Adapter. You can also turn off your headset then on again to pair a new device quickly.



Note You can't install firmware updates to your headset through the USB HD Adapter.

Procedure

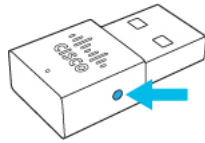
-
- Step 1** Plug in your USB HD Adapter to your preferred device.
 - Step 2** Turn on your Cisco Headset 730.
 - Step 3** Select **Cisco HS USB Adapter** from your Bluetooth device list.
-

Pair the USB HD Adapter to Your Headset

You can re-pair your USB HD Adapter if you have erased your headset's Bluetooth pairings or need to replace your adapter.

Procedure

- Step 1** Connect the USB HD Adapter to your chosen device.
- Step 2** Use a pen or a paper clip to press down the **Pairing** button on the USB HD Adapter for four seconds. The blue LED on top of the adapter blinks when it enters pairing mode.



- Step 3** On your headset, slide and hold the **Power/Bluetooth** switch for two seconds. The adapter and your headset pair automatically.
-

Alternate Between Active Bluetooth Sources

You can connect up to two Bluetooth devices to your headset at one time. Active calls are automatically placed on hold when you answer a call on a different source.

Procedure

To change your Bluetooth source, play music or answer a call on a different connected source.

Note Pause music playback before you switch to a different music source.

Delete Paired Devices

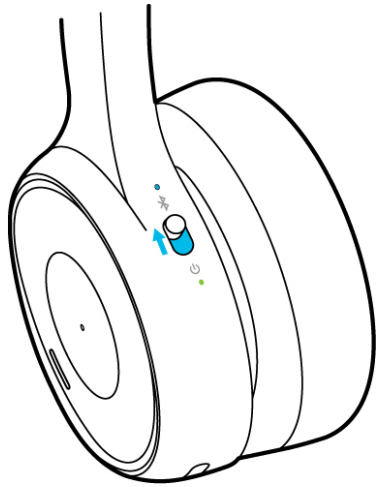
You can erase all paired Bluetooth devices from your headset.



Note This will also erase the Cisco Headset USB HD Adapter from your headset's memory. See [Pair the USB HD Adapter to Your Headset, on page 7](#) to re-pair the adapter to your headset.

Procedure

Slide and hold the **Power/Bluetooth** switch for nine seconds. If audible notifications are enabled, your headset plays an audio prompt when it erases all Bluetooth devices.

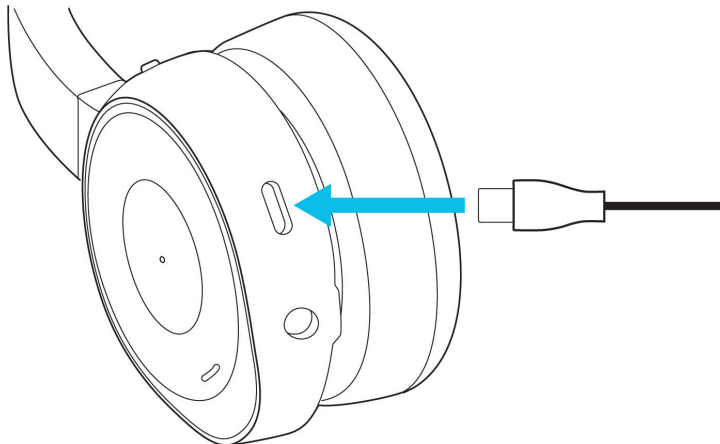


Use the USB-C Cable

Use the included USB-C cable to connect your headset with your laptop, Cisco IP Phone, or Cisco Webex Desk device.

Procedure

- Step 1** Plug the USB-C cable into the port at the bottom of the left ear cup.



- Step 2** Connect the other end of the cable to your intended device.
- Step 3** Slide the **Power/Bluetooth** slider up to turn on the headset.
-

Use the 3.5 mm Audio Cable

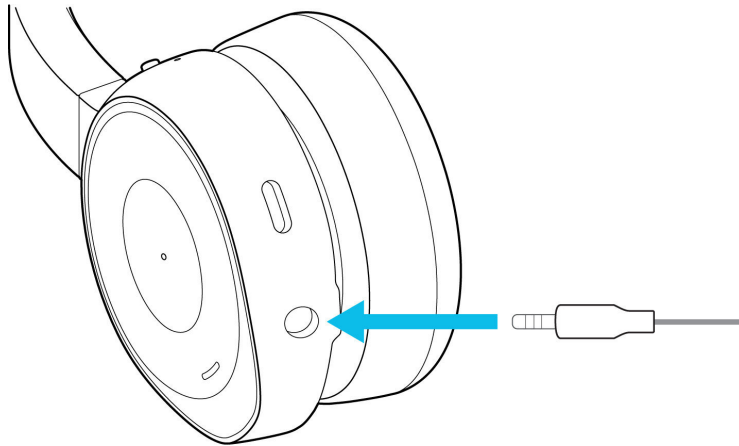
Use the included 3.5 mm audio cable to connect your headset with your laptop or mobile device. You can use the audio cable to connect to a non-wireless device or if your headset battery is low.



Note You can't control calls or music playback when you use the 3.5 mm cable. Any connected Bluetooth sources will have priority over the 3.5 mm audio connection.

Procedure

Step 1 Plug the 3.5 mm audio cable into the port at the bottom of the left ear cup.



Step 2 Insert the other end of the cable into the 3.5 mm jack on your device.

Headset Power

Check Your Remaining Cisco Headset 730 Battery Life

When you power on your headset, a voice notification announces your remaining battery charge. Your headset notifies you when you have less than an hour of talk time remaining.



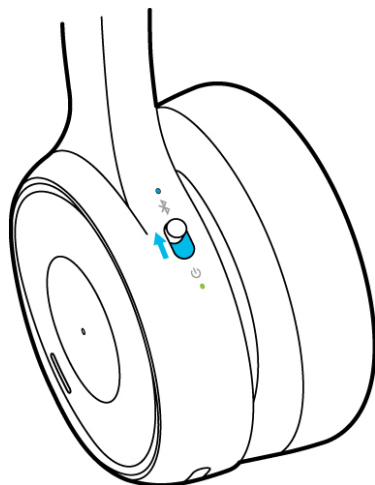
Note Voice notifications are turned on by default. You can toggle your headset voice notifications in the Cisco Headsets mobile app.

If you have firmware version 1-7-0-138 or later, your headset automatically shuts down after six hours of inactivity to conserve battery power.

Procedure

Do one of these things:

- Slide the **Power/Bluetooth** switch up and let go.






If you are wearing your headset, you hear a notification with the remaining battery charge.

- Open the Cisco Headsets mobile app. Your remaining battery charge displays on the **Home** screen.
- On Windows 10, Android, and iOS devices, you can view your remaining battery charge in the Bluetooth devices list.

The LED below the **Power/Bluetooth** switch shows your remaining headset battery charge.





Table 2: LED Status

Power LED	Battery Charge	Voice Prompt
	15 hours or more of talk time remaining.	"Battery charge: High."
	Between 15 and 5 hours of talk time remaining.	"You have [X] hours of talk time remaining."
	Less than 5 hours of talk time remaining.	"You have [X] hours of talk time remaining."

Charge Your Cisco Headset 730 with the USB-C Cable

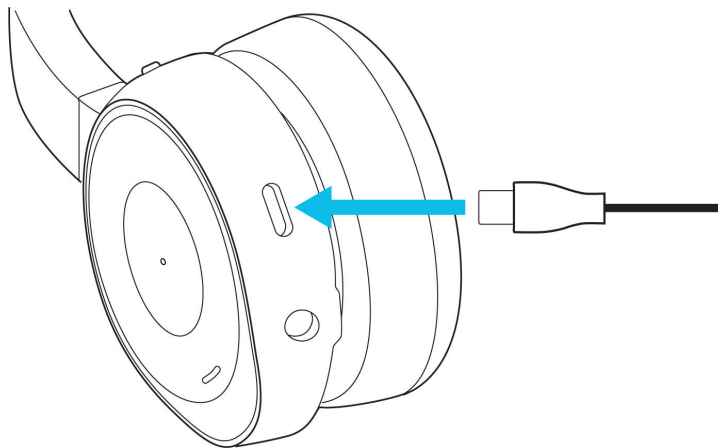
Use the included USB-C cable to charge your headset. It takes about 2.5 hours to fully charge the headset. As your headset charges, the power LED blinks to show the battery status. When your headset is fully charged, the power LED changes from blinking green to solid green.

Table 3: Headset Charge Status

Power LED	Charge Status
	Full Charge
	High
	Medium
	Low

Procedure

- Step 1** Insert the USB-C cable into the USB-C charging port at the bottom of the left ear cup.



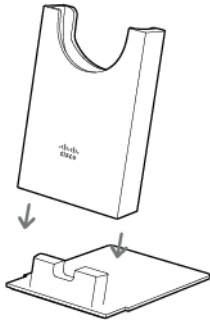
- Step 2** Plug the USB-A end of the cable into any powered USB port.
-

Assemble the Cisco Headset 730 Charging Stand

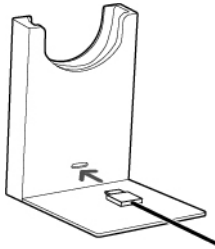
The Cisco Headset 730 charging stand offers a convenient charging and storage option for your headset.

Procedure

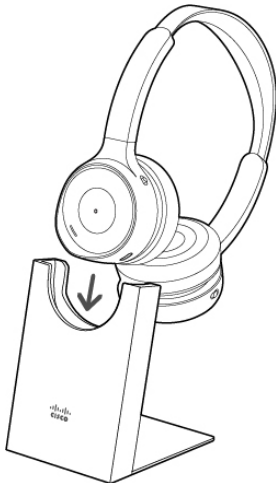
- Step 1** Attach the cradle to the base with the Cisco logo facing out. The charging stand parts snap together permanently.



- Step 2** Plug the included USB cable into the port on the back of the charging stand. Connect the other end of the cable into any powered USB port.



- Step 3** Seat your Cisco Headset 730 on to the charging stand. The LED on the front of the stand shows solid white when the headset is seated properly.



Voice Assistant

You can quickly access Apple Siri, Google Assistant, or Cortana on your mobile device or laptop through your Cisco Headset 730.



Note You can't set your headset to access multiple voice assistants at the same time.

Activate Your Mobile Voice Assistant on Your Cisco Headset 730

By default, the Cisco Headset 730 supports the voice assistants, Apple Siri, Google Assistant, and Cortana on Windows 10. You can enable or disable your voice assistant support through the Cisco Headsets mobile app.

Before you begin

Make sure your mobile device or laptop is connected to a Wi-Fi or cellular data network.

Procedure

On the right ear cup, press the **Play** button twice.



Enable Your Voice Assistant in the Cisco Headsets App

You can enable and disable the voice assistant feature on your Cisco Headset 730 through the Cisco Headsets mobile app.

Procedure

- Step 1** On your mobile device, open Cisco Headsets and tap **Settings > General**
- Step 2** Toggle **Enable voice assistant** on or off.
-

About Audio Notifications

By default, your headset plays audio notifications for a number of activities and scenarios. The following table shows the situations associated audio messages.

Table 4: Headset Audio Notifications

Action	Audio Prompt
The headset battery has more than 15 hours of talk time.	"Battery charge: high."
The headset battery has less than 15 hours of talk time.	"You have [X] hours of talk time remaining."
You have an incoming call.	"You have an incoming call."
You press the Mute button while on a call.	"Muted."
You unmute your headset while on a call.	"Unmuted."
You speak while your headset is muted on a call.	"You are muted."
Your headset connects with a Bluetooth source	"Connected."
Your headset disconnects from the first Bluetooth source	"Disconnected."
You hold the Play button without an active call.	"Busy Light on."
You hold the Play button to deactivate the Presence LED light.	"Busy Light off."
You reject a call with the Call button.	"Call rejected."
The headset is in pairing mode.	"Pairing mode. Look for Cisco Headset 730 in your list of Bluetooth devices."
You turn the headset on.	"Headset on."
You turn the headset off.	"Headset off."
You are erasing all Bluetooth devices.	"Keep holding the Bluetooth button to erase all Bluetooth device records."
You erase the headset Bluetooth memory.	"Bluetooth records erased."
Your headset connects to a Cisco IP Phone	"Desk phone connected"
Your headset disconnects from a Cisco IP Phone	"Desk phone disconnected"
Your headset connects to the USB Adapter	"Cisco USB Adapter connected"
Your headset disconnects from the USB Adapter	"Cisco USB Adapter disconnected"
Your headset connects to a computer	"Computer connected"
Your headset disconnects from a computer	"Computer disconnected"
Your headset connects to a mobile phone	"Mobile phone connected"
Your headset disconnects from a mobile phone	"Mobile phone disconnected"
Your headset connects to an unknown device	"Device connected"

Action	Audio Prompt
Your headset disconnects from an unknown device	"Device disconnected"

Customize Your Headset Notifications

You can customize which audio notifications you want to hear in your headset.

Procedure

-
- Step 1** In the Cisco Headsets app, select your headset and press **Settings > Audible Notification**.
 - Step 2** Select the notification setting you want to change. Your changes save automatically.

Related Topics

[About Audio Notifications](#), on page 13

Change Your Notification Language

You can change your audio notification language through the Cisco Headsets mobile app. Available languages include Chinese (Mandarin), English (US), English (UK), French, German, Italian, Japanese, Korean, Portuguese (Br), Russian, and Spanish.

Your headset resets after you select a new language. Don't move your headset out of range, change audio sources, or plug in either the USB-C or 3.5 mm cable before the reset is complete.

Procedure

-
- Step 1** In the Cisco Headsets app, select your headset and press **Settings > Audio Notification > Language**.
Note If the **Language** menu doesn't appear in the app, contact your headset administrator.
 - Step 2** Select the language you wish to hear in your headset.
 - Step 3** Select **Continue**.
-



CHAPTER 2

Make Calls

- [Call Functions, on page 17](#)
- [Presence LED Lights, on page 21](#)
- [Adjust How Much Voice Feedback You Hear in Your Headset, on page 22](#)

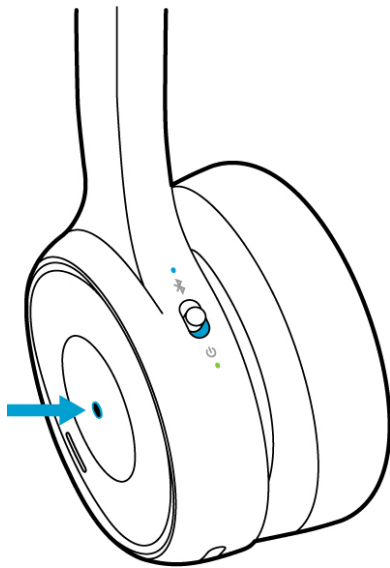
Call Functions

Answer a Call

The **Call** button is located on the face of the left ear cup.

Procedure

Press the **Call** button once to answer a call.

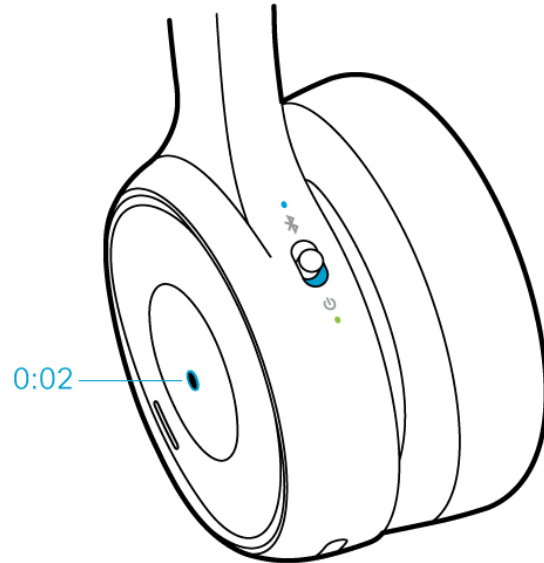


End a Call

You can end a call with the **Call** button on your headset. Your headset plays a tone when you end your call. The call button is located on the face of the left ear cup.

Procedure

Press and hold the **Call** button for two seconds.

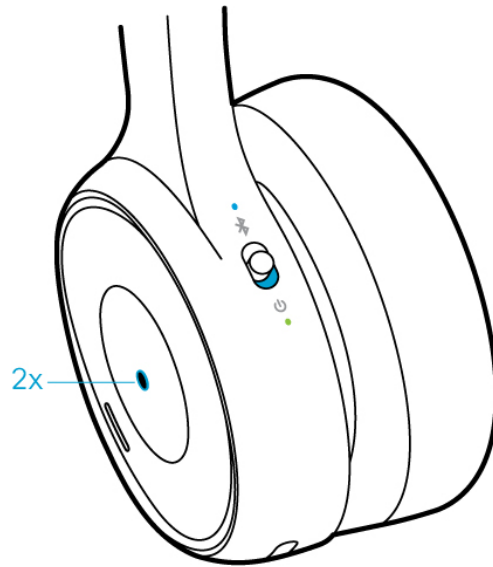


Reject an Incoming Call

The **Call** button is located on the face of the left ear cup.

Procedure

Press the **Call** button twice to reject an incoming call.

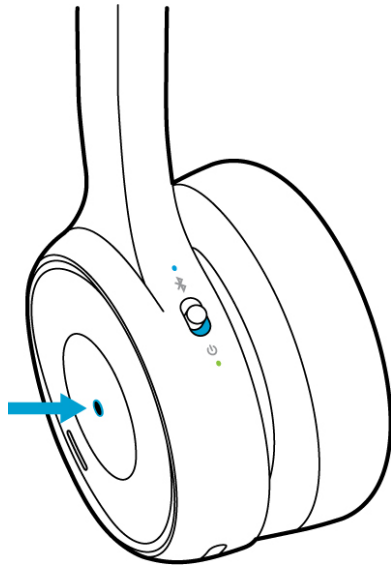


Hold a Call


The **Call** button is located on the face of the left ear cup.

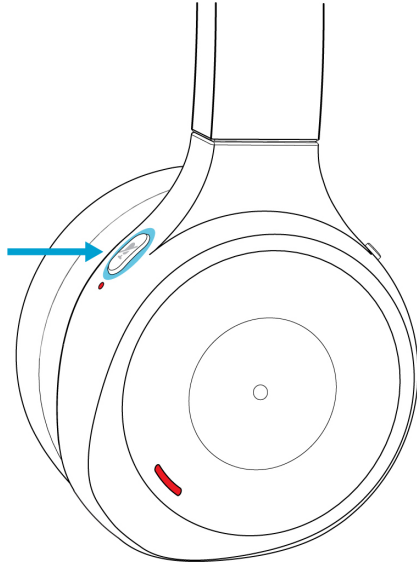
Procedure

Press the **Call** button once to place an active call on hold.





Mute Your Headset

The **Mute**  button is located on the front of the left ear cup.




Procedure

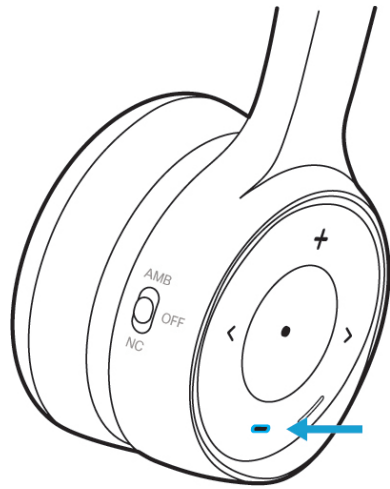
- Step 1** Press **Mute**  once to turn off your microphone on an active call.
- Step 2** Press **Mute**  again to turn your microphone back on.
-

Silence Incoming Call Notifications

You can silence incoming call notifications through your Cisco Headset 730 volume controls.

Procedure

Press  on the right ear cup.





Presence LED Lights

The Presence LED Lights on your headset let others know when you're busy. The Presence LED Lights automatically show solid red when you're on a call. When you aren't on a call, you can manually turn on the LEDs with the **Play** button.



Table 5: Presence LED Light Status

Light Status	Headset State
	Active call/Busy
	Incoming call

Turn Your Presence LED Lights On and Off

You can manually activate the Presence LED Lights when you aren't on an active call. When you are on a call, the Presence LED Lights automatically show solid red.

Procedure

- Step 1** Hold **Play** to turn the Presence LED Lights on.
- Step 2** Hold **Play** again to turn the lights off.



Adjust How Much Voice Feedback You Hear in Your Headset

With the Cisco Headsets app, you can adjust how much of your own voice you want to hear through your headset speaker when you're on a call.

Procedure

- Step 1** In the Cisco Headsets app, select your headset and press **Settings > Audio**.
 - Step 2** Tap **Sidetone** and select your desired level.
-

Toggle Lower Your Voice

The **Lower Your Voice** feature in the Cisco Headset 730 dynamically adjusts your headset sidetone while on an active call. If you begin to make too much noise on a call, your headset audio feedback increases so

that you intuitively adjust your voice to compensate. You can turn **Lower Your Voice** on and off through the Cisco Headsets app.

Procedure

- Step 1** Open Cisco Headsets and select **Settings**.
 - Step 2** Press **Audio** and toggle **Lower Your Voice** on or off.
-



CHAPTER 3

Music Playback and Audio Settings

- [Music Controls, on page 25](#)
- [Turn Noise Cancellation On and Off, on page 27](#)
- [Turn Ambient Mode On and Off, on page 28](#)
- [Customize Your Headset Equalizer Settings, on page 29](#)
- [Smart Sensors, on page 29](#)
- [Reset Your Headset Settings, on page 29](#)

Music Controls

Play and Pause Music

You can control music playback on the face of the right ear cup. Music playback automatically pauses when you have an incoming call and resumes after the call ends.

Procedure

Press the **Play** button in the center of the right ear cup to pause and play music with your headset.



Skip a Track

Your headset's music controls are located on the face of the right ear cup.

Procedure

Press > or < to skip a track.

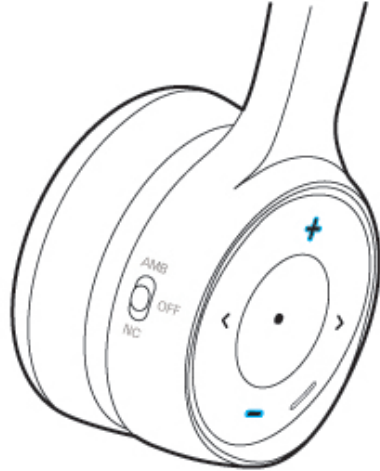


Adjust Your Headset Volume

The volume buttons are located on the face of the right ear cup.

Procedure

Press **+** and **-** to adjust your headset volume.



Turn Noise Cancellation On and Off

The **Noise Cancellation** switch is located on the back of the right ear cup. By default, your headset automatically adapts to your surrounding ambient noise level. You can disable **Adaptive Noise Cancellation** and customize your own noise cancellation level in the Cisco Headsets mobile app.

Procedure

Step 1 Slide the **Noise Cancellation** switch down to **NC** to turn on noise cancellation.



- Step 2** Slide the **Noise Cancellation** switch to **OFF** to turn noise cancellation off.
-

Customize Your Noise Cancellation Level in the Cisco Headsets App

By default, your headset noise cancellation strength is set to 100%. You can manually adjust how much noise cancellation you hear in your headset through the Cisco Headsets app. If you enable **Adaptive Noise Cancellation**, your headset noise cancellation level automatically adjusts based on your surroundings.

Procedure

- Step 1** In the Cisco Headsets mobile app, select your headset and press **Settings > Audio**.
- Step 2** Slide the **Noise Cancellation** slider left or right to adjust your noise cancellation level.
-

Turn Ambient Mode On and Off

Ambient mode uses the microphones in your headset to enhance your surroundings. You can use this feature when you want to hear more of your surroundings or have a conversation with your headset on.

Procedure

- Step 1** Slide the **Noise Cancellation** switch on the right ear cup up to **ANC** to turn on Ambient mode.



- Step 2** Slide the **Noise Cancellation** switch to **OFF** to turn Ambient mode off.
-

Customize Your Headset Equalizer Settings

You can customize the blend of bass and treble in your headset audio with the Cisco Headsets mobile app. Choose from a number of preset audio settings including **Voice**, **Music**, and **Cinema**.

Procedure

In the Cisco Headsets app, tap **Equalizer** to switch between audio presets.

Smart Sensors

The Cisco Headset 730 smart sensors detect when you put on or take off your headset. When your smart sensors are enabled, you can pause your music playback or mute a call when you take off your headset. You can also answer an incoming call when you pick up your headset.

You can toggle some or all of these settings in the following places:

- The Cisco Headsets mobile app
- A compatible Cisco IP Phone (phone firmware 12.8(1) or later)
- On Cisco Jabber for Windows or Mac (version 12.9 or later)



Note Smart sensors are **On** by default on Cisco IP Phones and in Cisco Jabber. In the Cisco Headsets app, smart sensors are **Off** by default.

Customize Your Smart Sensors

You can customize your headset smart sensor behavior in the Cisco Headsets app.

Procedure

- Step 1** In the Cisco Headsets app, go to **Settings > General**.
- Step 2** Select which smart sensor features you want to turn on or off.
-

Reset Your Headset Settings

You can restore your default headset settings with the Cisco Headsets mobile app.

Procedure

- Step 1** In Cisco Headsets, select **Settings > Reset Settings**.
- Step 2** Slide the **Power/Bluetooth** switch down and then back up to restart the headset.
-



CHAPTER 4

Troubleshooting

- [First Steps](#), on page 31
- [Targeted Troubleshooting Solutions](#), on page 31
- [Upgrade Your Cisco Headset 730 Firmware](#), on page 36
- [Check Your Headset Firmware](#), on page 37
- [Your Headset Serial Number](#), on page 38
- [Submit Logs Through the Cisco Headsets App](#), on page 39
- [Clean Your Cisco Headset](#), on page 39

First Steps

Try these solutions first if you experience problems with your Cisco Headset 730.

- Make sure your headset is fully charged. See [Headset Power](#), on page 9.
- Make sure your headset is powered on. See [Turn Your Headset On and Off](#), on page 4.
- Disconnect other active Bluetooth devices.
- Increase the volume on your headset or call device. See [Adjust Your Headset Volume](#), on page 26.
- Download Cisco Headsets to your mobile device and run the available software updates. See [Download and Set Up the Cisco Headsets App](#), on page 3.
- Erase all Bluetooth connections and reconnect your headset. See [Delete Paired Devices](#), on page 7 and [Connect Your Headset to a Bluetooth® Device](#), on page 4.
- Connect to a different call device. See [Connect Your Headset to a Bluetooth® Device](#), on page 4.
- Move your headset closer to your desired call device and away from any potential sources of radio interference or obstructions.
- Make sure that the Bluetooth drivers on your Windows or Mac device are up to date.

Targeted Troubleshooting Solutions

If the above steps don't resolve your issue, see the list of troubleshooting scenarios below to identify symptoms and solutions to common issues. If you're still unable to resolve your issue, contact Cisco support.

My Bluetooth Device Can't Find the Headset

Try these steps if your headset doesn't connect with your Bluetooth device:

- On your call device:
 - Turn Bluetooth off, then on again.
 - Delete the headset from the list of Bluetooth devices and pair the headset again.
- Reboot your headset.
- Make sure that your headset is within 3 feet (1 meter) of your intended device.
- Clear all paired devices from the headset and start the pairing process over.
- Make sure the Bluetooth drivers on your Windows or Mac device are up to date.

Related Topics

[Turn Your Headset On and Off](#), on page 4

[Delete Paired Devices](#), on page 7

I Can't Connect a New Device to the Headset

Try these steps if your headset can't connect to your intended call device:

- Reboot your headset.
- Disconnect other paired Bluetooth devices from your headset.
- Reboot the Bluetooth device you want to pair with your headset.
- Clear all paired devices from the headset.
- Make sure your headset is within 3 feet (1 meter) of your intended device.
- Make sure that the Bluetooth drivers on your Windows or Mac device are up to date.

Related Topics

[Turn Your Headset On and Off](#), on page 4

[Manage Your Bluetooth Connections in the Cisco Headsets App](#), on page 6


[Delete Paired Devices](#), on page 7

My Cisco Headset 730 Shows Up Twice in My Bluetooth Device List

Your Cisco Headset 730 shows up in Bluetooth® device lists as **Cisco HS 730**, followed by the last three digits of your headset serial number.

After your headset pairs to a Windows 10 device, you will have the option to select between a **Stereo** and **Hands-free** (HFP) Bluetooth connection. Make sure you select the Bluetooth profile that best suits your needs. A **Stereo** Bluetooth connection features richer sound and works best for music and video playback. **Hands-free** is intended for voice calls. Depending on the calling application you have, you may not be able to hear audio when you select **Stereo**.



Note Occasionally, your Cisco Headset 730 may appear twice in the Windows 10 Bluetooth device list when you first pair your headset. Pair with the Cisco Headset 730 that displays **Audio** underneath your headset name. Your headset may not properly pair to the Cisco Headsets mobile app if you select the other Cisco Headset 730 entry. The incorrect Bluetooth entry usually appears next to this icon . If you accidentally select the wrong Cisco Headset 730 entry, remove the connection from the **Devices** menu before you pair your headset again.

You Experience Poor Audio Quality in Your Headset

Try these steps if you experience poor audio quality in your headset:

- Try a different audio source to see if the problem persists.
- Disconnect other paired devices from your headset.
- Connect your headset to an audio source with the USB or 3.5mm cable.
- Turn off any audio enhancement features on your device or music app.
- On your device:
 - Turn Bluetooth off then on again.
 - Delete your headset from the list of connected Bluetooth devices and reconnect your headset.

Related Topics

[Manage Your Bluetooth Connections in the Cisco Headsets App](#), on page 6

[Use the USB-C Cable](#), on page 8

[Use the 3.5 mm Audio Cable](#), on page 9

My Headset is On but has No Sound

Try these steps if you can't hear any sound in your headset.

- Check the volume level on your headset.
- Ensure that the audio output on your device is set to **Cisco HS 730**.
- Turn off music or hold a call on other active sources.
- Reboot your headset.
- If you are listening to music:
 - Press **Play** on your device to make sure audio is playing.
 - Play audio from content stored directly on your device.
- Make sure your headset is within 30 feet (9 meters) of your intended device.
- Disconnect the USB Adapter if it is not in use.

Related Topics

[Turn Your Headset On and Off](#), on page 4

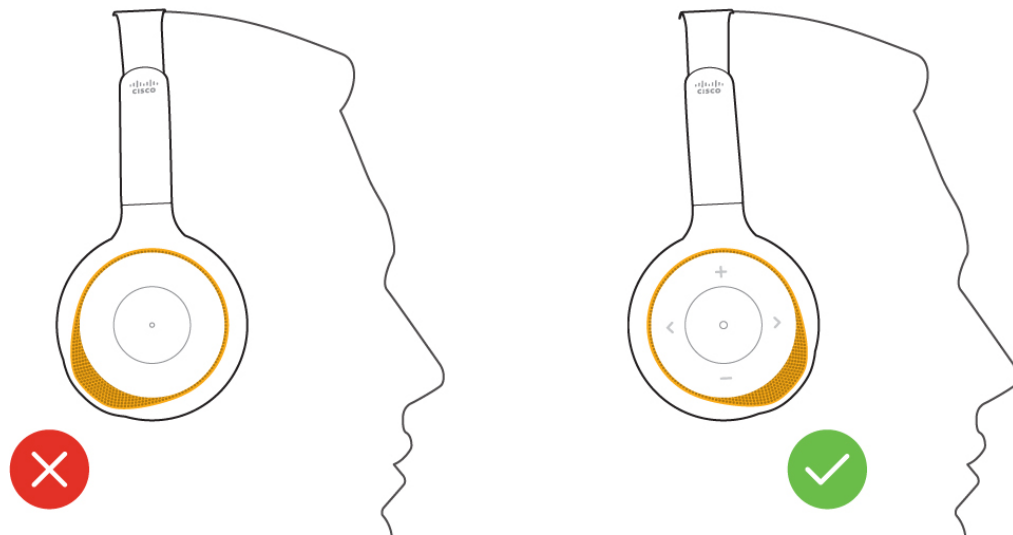
[Manage Your Bluetooth Connections in the Cisco Headsets App](#), on page 6

[Alternate Between Active Bluetooth Sources](#), on page 7

People Can't Hear Me Well

Try these steps if the microphone on your Cisco Headset 730 doesn't pick up your voice:

- Make sure that your headset faces forward on your head. If you wear your headset backwards, the microphones won't work properly.



- Disconnect other Bluetooth devices from your headset.
- Try to make a call on a different device.
- Connect to your device with the USB-C or 3.5 mm cable.
- Make sure the microphone isn't muted.
- On your device:
 - Turn Bluetooth off, then on again.
 - Delete your headset from the list of connected Bluetooth devices and reconnect your headset.

Related Topics

[Manage Your Bluetooth Connections in the Cisco Headsets App](#), on page 6

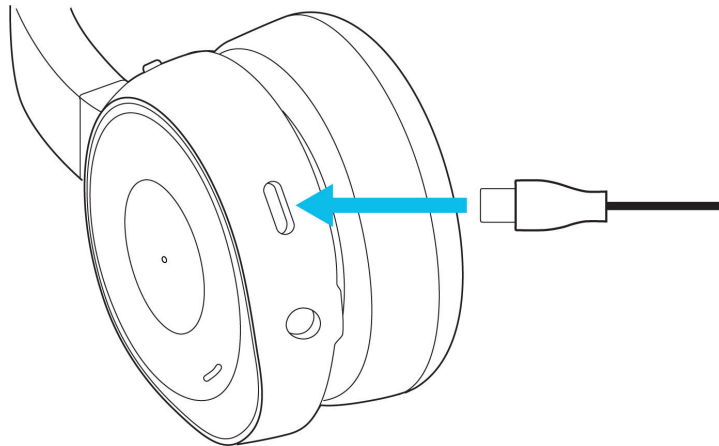
[Use the USB-C Cable](#), on page 8

[Use the 3.5 mm Audio Cable](#), on page 9

My Headset Doesn't Charge

Try these steps if your headset doesn't charge:

- Make sure the USB-C cable is connected to the USB-C port on your headset. The Power LED beneath the **Power/Bluetooth** switch lights up when the headset charges.



- Make sure that both ends of the USB cable are secure.
- If the headset has been exposed to extreme high or low temperatures, let the headset return to room temperature before you try to charge the headset.
- Try a different USB-A wall charger or AC power source.
- If you are using the Cisco Headset 730 Charging Stand, make sure the headset is properly seated. The LED on the front of the stand shows solid white when the headset is properly seated.

Related Topics

[Charge Your Cisco Headset 730 with the USB-C Cable](#), on page 10

[Check Your Remaining Cisco Headset 730 Battery Life](#), on page 9

I Can't Get the USB Adapter to Pair to My Cisco Headset 730

Try these steps if you can't get your headset to connect to the USB Adapter.

- Disconnect and reconnect the adapter from your call device.
- Disconnect other paired Bluetooth devices from your headset.
- Put the USB Adapter into pairing mode and reconnect to your headset.

The Cisco Headsets App Doesn't Work on My Mobile Device

Try these steps if you have problems with the Cisco Headsets app on your mobile device:

- Make sure that your mobile device is compatible with the Cisco Headsets app and meets the minimum system requirements. For more information, refer to the app store on your mobile device.
- Uninstall Cisco Headsets on your mobile device, then reinstall the app.

- With the app open and searching for your headset, slide the **Bluetooth/Power** switch up and let go.

Google Assistant Doesn't Respond

Try these steps if you have problems with Google Assistant through your Cisco Headset 730:

- Try to directly activate Google Assistant on your mobile device.
- Make sure that the voice assistant feature is enabled through the Cisco Headsets app.
- Connect your mobile device to a Wi-Fi or cellular data network.
- Make sure that you are in a country where Google Assistant is available.
- Make sure you have the most recent version of the Google Assistant app.
- Make sure your mobile device is compatible with Google Assistant.
- For additional support, visit <https://support.google.com/headphones>

Related Topics

[Enable Your Voice Assistant in the Cisco Headsets App](#), on page 13

Siri Doesn't Respond

Try these steps if you can't activate Siri through your Cisco Headset 730:

- Try to access Siri directly on your mobile device.
- Make sure the voice assistant feature is enabled through the Cisco Headsets app.
- Connect your mobile device to a Wi-Fi or cellular data network.
- Make sure your mobile device is compatible.

Related Topics

[Enable Your Voice Assistant in the Cisco Headsets App](#), on page 13

Upgrade Your Cisco Headset 730 Firmware

You can upgrade your headset firmware through the Cisco Headsets mobile app, Cisco Accessory Hub, Cisco Webex, a Cisco IP Phone (phone firmware 12.7(1) or later), or on Cisco Jabber (version 12.8 or later). Headset upgrades take about 7–10 minutes to complete.

Procedure

Step 1 To begin your upgrade, do one of these actions:

- Pair your headset to your smart phone, and open the Cisco Headsets mobile app.

Note The Cisco Headsets app won't upgrade your headset when the headset battery is low. Make sure your headset is charged before you upgrade.

- Connect your headset with the USB-C cable to a Cisco IP Phone.
- Connect your headset with the USB-C cable to a computer with Cisco Jabber.
- Connect your headset with the USB-C cable to a computer with Webex.
- Connect your headset with the USB-C cable to a computer and go to <https://upgrade.cisco.com/accessories>.

Step 2 Follow the on-screen instructions.

Related Topics

[Check Your Headset Firmware](#), on page 37

Check Your Headset Firmware

Check Your Headset Firmware in the Cisco Headsets App

You can check your current firmware load in the Cisco Headsets app.



Note The app will send you a prompt when a new firmware version is available.


Procedure

- Step 1** On your mobile device, open Cisco Headsets.
 - Step 2** Select **Settings** > **Device Info**.
-

Check Your Headset Firmware on On-Premises Phones

You can check your headset software on any supported Cisco IP Phone.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** Highlight **Cisco Headset** and press **Show detail**.
-

Check Your Headset Firmware on Cisco Jabber

You can check your Cisco headset firmware on Cisco Jabber version 12.8 or later.

Procedure

Step 1 In Cisco Jabber, click the gear icon  and select **Settings > Audio**.

Step 2 Under the **Speaker** slider, click **Advanced Settings**.

Your headset model, serial number, and current firmware version displays at the top of the window.

Your Headset Serial Number

You can find your Cisco Headset 730 serial number in the following places.

- On the outside of the box your headset shipped in.
- On the interior of the left headband.
- In the Cisco Headsets mobile app.
See [Find Your Serial Number in the Cisco Headsets App, on page 38](#)
- On a connected Cisco IP Phone.
See [Find Your Headset Serial Number on a Cisco IP Phone, on page 38](#)
- In Cisco Jabber for Windows or Mac.
See [Find Your Headset Serial Number in Cisco Jabber](#).

Find Your Serial Number in the Cisco Headsets App

You can find your Cisco Headset 730 serial number in the Cisco Headsets mobile app.

Procedure

Step 1 On your mobile device, open Cisco Headsets.

Step 2 Select **Settings > Device Info**.

Find Your Headset Serial Number on a Cisco IP Phone

You can find your headset serial number on any Cisco IP Phone.

Procedure

Step 1 Press **Applications** .


Step 2 Select **Accessories**.

- Step 3** Highlight **Cisco Headset** and press **Show detail**.
-

Find Your Headset Serial Number in Cisco Jabber

You can find your Cisco headset serial number on Cisco Jabber for Windows and Mac, version 12.8 or later.

Procedure

- Step 1** In Cisco Jabber, click the gear icon  and select **Settings > Audio**.
- Step 2** Under the **Speaker** slider, click **Advanced Settings**.

Your headset model, serial number, and current firmware version displays at the top of the window.

Submit Logs Through the Cisco Headsets App

Headset logs provide Cisco engineers with valuable diagnostic information that help us improve the Cisco Headset 730.

Procedure

- Step 1** Open the Cisco Headsets mobile app.
- Step 2** Select **Support** and tap **Send Logs**.

The Cisco Headsets app opens your preferred email app with a new message that contains a prefilled subject line and log files attached.

- Step 3** Describe your problem in the email, add any other relevant attachments, and tap send.
-

Clean Your Cisco Headset

Periodically, you may need to clean your headset.

Procedure

- Step 1** Wipe the headband and ear cups on your headset with a soft, dry cloth.
- Step 2** **Optional:** If a headset requires additional cleaning, apply a small amount of non-alcohol-based cleaning agent onto a soft, clean, lint-free cloth, and gently wipe down the headset. Avoid using a 70% isopropyl alcohol solution, as it may discolor or cloud the surface and potentially degrade the integrity of the device over time.
- If the headset requires disinfection, you may use a 70% isopropyl alcohol solution at your own risk.

Replacement ear pads are available to order on the headsets.

Attention Don't allow moisture to get inside your ear cups, the USB-C port, or the 3.5 mm jack.

Damage to your Cisco products as a result of cleaning and disinfecting isn't covered under our warranties or product guarantees.



CHAPTER 5

Product Safety

- [Important Headset Safety Information, on page 41](#)
- [Compliance Statements, on page 41](#)

Important Headset Safety Information



High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Don't allow moisture to get inside your ear cups, the USB-C port, or the 3.5 mm jack.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Compliance Statements

Compliance Statements for the USA

General RF Exposure Compliance

This device has been evaluated and found compliant to the ICNIRP (International Committee on Non-Ionizing Radiation Protection) limits for Human Exposure of RF Exposure.

Part 15 Radio Device

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

**Caution**

The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user's authority to operate this device.

Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Canadian RF Exposure Statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.



RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.

Compliance Statement for Argentina

Advertencia

No utilizar una fuente de alimentación con características distintas a las expresadas ya que podría ser peligroso.



Compliance Information for Brazil



Este produto está homologado pela ANATEL de acordo com os procedimentos regulamentados para avaliação da conformidade de produtos para telecomunicações e atende aos requisitos técnicos aplicados, incluindo os limites de exposição da Taxa de Absorção Específica referente a campos elétricos, magnéticos e eletromagnéticos de radiofrequência. O máximo valor medido da Taxa de Absorção Específica referente à exposição localizada na cabeça foi de 0,000194 W/kg. Para maiores informações, consulte o site da ANATEL: <http://www.anatel.gov.br>.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Compliance Information for Japan



VCCI Compliance for Class B Equipment

Japan JATE Radio Compliance HS-WL-730, HS-WL-700-BA 

Compliance Information for China

Class A Warning Statement

This statement applies to the Cisco IP Conference Phone 8832NR.

声明：此为A级UC系统产品附件(中国大陆)，在生活环境中，该产品可能会造成无线电干扰，在这种情况下，可能需要用户对其干扰采取切实可行的措施。

Compliance Information for Korea



Compliance Information for Mexico



Approval: NYC-XXXXX

Compliance Information for Russia

Eurasia Customs Union Mark (Russia, Belarus, Kazakhstan)



Compliance Statement for Singapore

**Complies with
IMDA Standards
DB101992**

Compliance Statements for Taiwan

Low Power and Visual Warning Notices

視力保護警語：使用過度恐傷害視力

低功率射頻電機警語：

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性之功能。

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

4.7.9.1 應避免影響附近雷達系統之操作。

4.7.9.2 高增益指向性天線只得應用於固定式點對點系統。

