



Get started with your Cisco Headset 720 Series

- [Cisco Headset 720 Series, on page 1](#)
- [What's in the box, on page 2](#)
- [How to wear your headset, on page 3](#)
- [Turn your headset on and off, on page 3](#)
- [Download and set up the Cisco Headsets app, on page 3](#)
- [Connect your headset, on page 4](#)
- [Charge your headset, on page 5](#)
- [Call controls, on page 6](#)
- [Music controls, on page 8](#)

Cisco Headset 720 Series

The Cisco Headset 720 Series is a series of headsets that use Bluetooth® connectivity to pair with Cisco soft clients and devices. The Cisco Headset 721 features a single ear cup for extended use and comfort, while the Cisco Headset 722 features a full stereo experience. In addition to integrated call controls, both headsets come with a customizable multifunction button. By default, the multifunction button controls music playback. However, you can reprogram the button through the Cisco Headsets mobile app to activate a mobile assistant such as Siri or Google Assistant.

The Cisco Headset 720 Series also features an integrated Webex button. Use the Webex button to bring the app window to the top of your desktop screen or to join upcoming meetings.

Buttons and features

The following diagram describes the headset buttons and features.

REVIEW DRAFT - CISCO CONFIDENTIAL

Figure 1: Cisco Headset 721 and Cisco Headset 722



Table 1: Cisco Headset 720 Series buttons

Number	Symbol	Button	Action
1		Power/Bluetooth switch	Turn your headset on and off Pair your headset to a Bluetooth device
2		Volume up	Turn up your volume
3		Webex button	Answer, end, reject, hold, and resume calls Join a Webex meeting Bring the Webex App to the front of your desktop
4		Volume down	Turn down your volume
5		Multifunction button	Either: <ul style="list-style-type: none">• Play, pause, and skip audio playback• Activate your mobile assistant
6		Mute button	Mute and unmute your microphone on a call

What's in the box

Your Cisco Headset 720 Series comes with the following:

REVIEW DRAFT - CISCO CONFIDENTIAL

- Cisco Headset 721 or 722
- Soft case
- Cisco Headset USB HD Adapter
- USB-C to USB-A cable

How to wear your headset

Adjust your headband so that your headset fits comfortably on your head. The mic boom has a 270° range of motion and can face in either direction.



Note While calls only use a mono audio channel, orient your headset with the mic boom on the left side of your face for optimal stereo music and sound playback.

Turn your headset on and off

The **Power/Bluetooth** switch is found on the back of the primary ear cup.

-
- 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.
-

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.



REVIEW DRAFT - CISCO CONFIDENTIAL

-
- 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.
-

Connect your headset

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.

The Cisco Headset 720 Series saves up to eight different Bluetooth® devices and maintain simultaneous connections with up to two devices.

-
- Step 1** Slide up and hold the **Power/Bluetooth** switch for two seconds.
- Step 2** Enable Bluetooth on your device.
- Step 3** Select your headset from the device list.

Depending on your headset model, your headset appears in the device list as **Cisco 721** or **Cisco 722** followed by the last three digits of your headset serial number. You can customize your device name through the Cisco Headsets mobile app.

Use the Cisco Headset USB HD Adapter

Your Cisco wireless headset comes with a USB adapter for a quick plug-and-play experience. You can also use the adapter 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 plugged 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.

-
- Step 1** Connect your USB HD Adapter to your preferred device.
- Step 2** Turn on your headset.

REVIEW DRAFT - CISCO CONFIDENTIAL

Step 3 Select **Cisco USB HD Adapter** from your device list.

Note Older adapters may appear as **Cisco 700 USB Adapter**.

Pair the Cisco Headset 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.

Step 1 Connect the USB HD Adapter to your chosen device.

Step 2 Use a pen or a paper clip to press down the **Pair** 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 Put your headset into pairing mode. The adapter and your headset pair automatically.

Connect the Cisco Headset 720 Series USB-C cable

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



Note Audio through the USB-C cable always takes priority over a Bluetooth® connection. Disconnect the USB-C cable when you want to switch to a Bluetooth device.



Step 1 Plug the USB-C cable into the port at the bottom of your headset.

Step 2 Connect the other end of the cable to your intended device.





Step 3 Slide the **Power/Bluetooth** switch up to turn on the headset.

Charge your headset

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.

REVIEW DRAFT - CISCO CONFIDENTIAL

Table 2: Headset charge status

Power LED	Charge status
	Full charge
	High
	Medium
	Low

- Step 1

Insert the USB-C cable into the USB-C port at the bottom of the primary ear cup.
- Step 2


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

Call controls

Answer a call

Press  once.

End a call

Hold  for two seconds.

Reject an incoming call

You can send an incoming call to your voicemail system (if configured). If not set up, the call is rejected and the caller hears a busy tone.

Press  twice.

REVIEW DRAFT - CISCO CONFIDENTIAL

Hold a call

You can place an active call on hold and then resume the call when you're ready.

Step 1 Press  once.


Step 2 Press  again to resume the call.

Mute your headset

The **Mute** button is located above the **Multifunction** button on the front of your headset.

You can also mute and unmute your headset when you raise and lower the microphone boom.

To mute your microphone, do one of these things:

- Press  once.
- Raise the microphone boom straight up.

Silence an incoming call

If you don't want to be disturbed, you can silence an incoming call so you won't hear the ringtone.

Press  once.


Join a Webex meeting with the Webex button

You can join an upcoming meeting in the Webex App up to 1 minute before a meeting's scheduled start time. You can also join the meeting up to 5 minutes after the meeting has begun. Meeting notifications appear for scheduled Webex meetings, Personal Room meetings, and team meetings.

For more information on how to join a meeting in the Webex App, see [Webex App | Join a meeting](#).

Before you begin

You need Webex App version 42.4 or later.

Press the Webex button  once.

REVIEW DRAFT - CISCO CONFIDENTIAL


Music controls

Play and pause audio

You can control music playback with the **Multifunction** button. Music playback automatically pauses when you have an incoming call and resumes after the call ends.

**Note**

By default, the **Multifunction** button controls audio playback. You can reprogram the button to activate your mobile voice assistant through **Settings > General > Multifunction button** in the Cisco Headsets app.

Press  once to play and pause audio playback.


Skip a track

Use the **Multifunction** button to skip forward or restart a music track or podcast.

**Note**

By default, the **Multifunction** button controls audio playback. You can reprogram the button to activate your mobile voice assistant through the Cisco Headsets app.

Step 1 Press  twice to skip forward.

Step 2 Hold  for one second to skip back.

Adjust your volume

Press **Up**  or **Down**  on the primary ear cup.

Activate your voice assistant

You can activate voice assistants Apple Siri, Google Assistant, and Cortana on Windows 10 through your headset.

REVIEW DRAFT - CISCO CONFIDENTIAL

Note By default, the **Multifunction** button controls audio playback. You can reprogram the button to activate your mobile voice assistant through **Settings > General > Multifunction button** in the Cisco Headsets app.

Press once.

REVIEW DRAFT - CISCO CONFIDENTIAL