

# Cisco Headset 320 Series

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**Figure 1.**  
Cisco Headset 321 and 322 and in-line USB controller

## Product overview

The Cisco Headset 320 Series are affordable headsets that maximize your investment while providing the essentials for everyday office use. Featuring plug and play setup, clear audio, lightweight design, and a new Webex button to easily join Webex meeting.

Designed for workers who spend a lot of time wearing headsets at their desk and are looking to save time with productivity features like the Webex button.

The Headset 320 Series offers:

- Lightweight comfort that is ideal for extended wear
- Uncompromised sound in a minimalistic form factor
- Boom arm offers noise reduction in loud environments
- Easy, intuitive user configuration experience when used with Webex and Cisco IP phones
- Flexible options for connecting to devices: Supports USB-A, USB-C, and RJ9 connections
- Easy device management with Cisco Unified Communications Manager, Control Hub and Cisco collaboration endpoints
- New Webex button that is deeply integrated with Webex to create a more efficient user experience

## Features and benefits

**Table 1.** Features and benefits for Cisco Headset 320 Series

FEATURE	DESCRIPTION
<b>Integrated serviceability</b>	Headsets are easier to deploy, manage, and service with Cisco collaboration services. Centrally manage policy, defaults, and much more when using Cisco Headsets with Cisco Unified Communications Manager, Control Hub, and collaboration devices.
<b>Premium audio experience</b>	Advance ear cup design and wide frequency range speaker creates a full and rich sound that providing exceptional clear audio experience. Uni-directional ECM noise canceling mic help prevent noise around you, so you will be heard clearly.
<b>Lightweight and ergonomic design</b>	These headsets are designed to be delightful to wear for people who need to wear a headset all day. They feature quality materials, including multiaxial ear cups.
<b>Rich connection type</b>	Headset provides different models for different connection types including RJ-9, USB-A and USB-C (through USB-A to USB-C adapter). You can find the best fit for your work environment.
<b>Headset audio tuning</b> Works only on USB headsets with compatible Cisco endpoints	The microphone test removes the guesswork associated with tuning microphone gain levels by enabling users to record themselves speaking in their work environment and then playing the recordings back. Configurable sidetone allows users to adjust speaking volume to a proper level. User can also set the Equalization of the headset to best satisfy the ear.
<b>Webex button</b>	Webex button integrates with Webex and Cisco collaboration endpoints to bring a more efficient work experience when making a call or joining a meeting.

## Compatibility

For compatibility information with Cisco IP Phone, Webex Desk Series, Webex, Cisco Jabber, and Webex Meetings, please refer to [Cisco Headset Compatibility Guide](#) for details.

## Product specifications

**Table 2.** Product specifications for the Cisco Headset 320 Series

HEADSET DETAIL	DESCRIPTION
<b>Content in the box</b>	Cisco Headset 321 or 322 With RJ or USB connector Pointer card Headset Adapter USB-A to USB-C (USB-C version only)
<b>Packaging dimension</b>	Headset 321: 180 X 160 X 45 mm Headset 322: 180 X 160 X 38 mm

HEADSET DETAIL	DESCRIPTION
<b>Weight</b>	Headset 321 RJ9 version: 82g Headset 322 RJ9 version: 121g Headset 321 USB version: 87g Headset 322 USB version: 127g Headset adapter USB-A to USB-C: 5g
<b>Cord length</b>	Headset with USB connector: 2.3 M Headset with RJ-9 connector: 2.0 M
<b>Compatible devices</b>	PC, Mac, Cisco IP phone, Webex Desk Series
<b>Connector type</b>	RJ-9, USB-A, USB-C
<b>Operating temperature</b>	0°C to 45°
<b>Speaker size</b>	30mm
<b>Speaker sensitivity</b>	116.5± 3 dB 1mW/ IEC 318 at 1KHz/1mW
<b>Speaker impedance</b>	32Ω
<b>Speaker max input power</b>	50mW
<b>Speaker frequency range</b>	50 Hz to 18 kHz
<b>Microphone type</b>	Uni-directional ECM noise-canceling mic
<b>Microphone sensitivity</b>	-39±3 dBV/Pa F=1KH
<b>Microphone frequency response</b>	150 to 6800 Hz
<b>User hearing protection</b>	Acoustic spike protection from sounds to over 118 dB (USB headset only)

## Ordering information

The Cisco Headset 320 Series will be available to order in September 2022. At that time, visit the [Cisco Ordering home page](#).

**Table 3.** Ordering information for Cisco Headset 321 and 322

PART NUMBER	DESCRIPTION
HS-W-321-C-RJ9	Headset 321 Wired Single On-Ear Carbon Black RJ9
HS-W-322-C-RJ9	Headset 322 Wired Dual On-Ear Carbon Black RJ9
HS-W-321-C-USB	Headset 321 Wired Single On-Ear Carbon Black USB-A
HS-W-322-C-USB	Headset 322 Wired Dual On-Ear Carbon Black USB-A
HS-W-321-C-USBC	Headset 321 Wired Single On-Ear Carbon Black USB-A and Headset Adapter USB-A to USB-C
HS-W-322-C-USBC	Headset 322 Wired Dual On-Ear Carbon Black USB-A and Headset Adapter USB-A to USB-C

## Warranty information

The Cisco Headset 321 and 322 models have a two-year limited liability warranty.

## For additional information

Visit [cisco.com/go/headsets](https://cisco.com/go/headsets)

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